

# Knox Area Transit Important Policy Change

Starting April 3, 2023

**All non-medical ride requests must be made 24 hours in advance.**

**KAT will no longer be fulfilling same-day ride requests except for unexpected urgent care and medical appointments.**

Any medical appointments known ahead of time should have rides reserved more than 24 hours in advance.

**Drivers' routes will be set before the start of the day.**

Changes to rides that are booked in advance may cause delays for riders' arrival time. Changes are not guaranteed to be accommodated.

**Same-day medical rides will only drop off and pick up at medical facilities in Knox County.**

Same-day medical rides will be given on a first-come, first-served basis. You may have an extended wait time for a medical appointment ride. This service is intended for medical needs that were not known 24 hours in advance.

**If a ride to a pharmacy is needed AFTER an appointment, KAT will drop off at the following Pharmacies:**

- Conway's Pharmacy
- Foster's Pharmacy
- CVS
- Fredericktown Rite Aid

**KAT will not do any same-day, pharmacy-only ride requests.**

We will only take a rider to a pharmacy AFTER a medical appointment.

**No same-day ride requests will go to Kroger or Walmart.**

## Please plan and call ahead.

Due to a national bus shortage, our resources and ride availability are limited.