

BOOKING A TRIP ON THE MOBILITY APP.

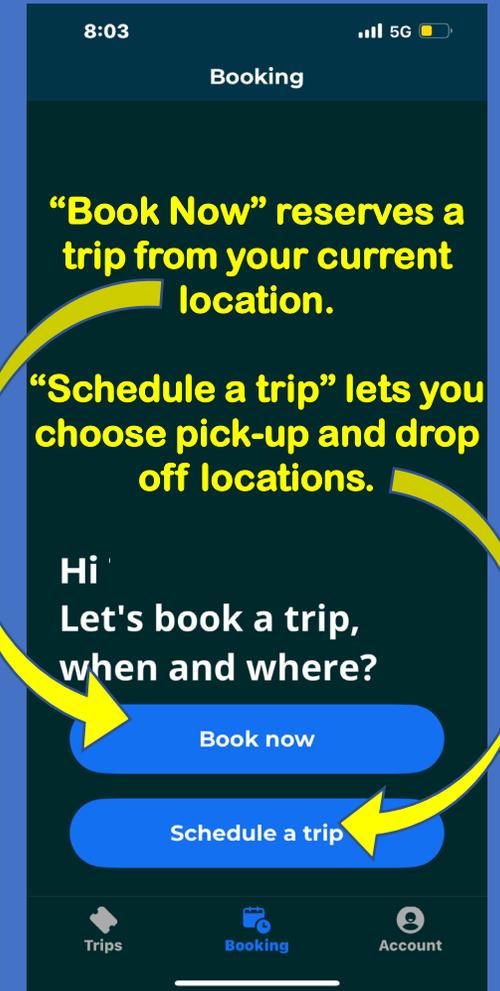
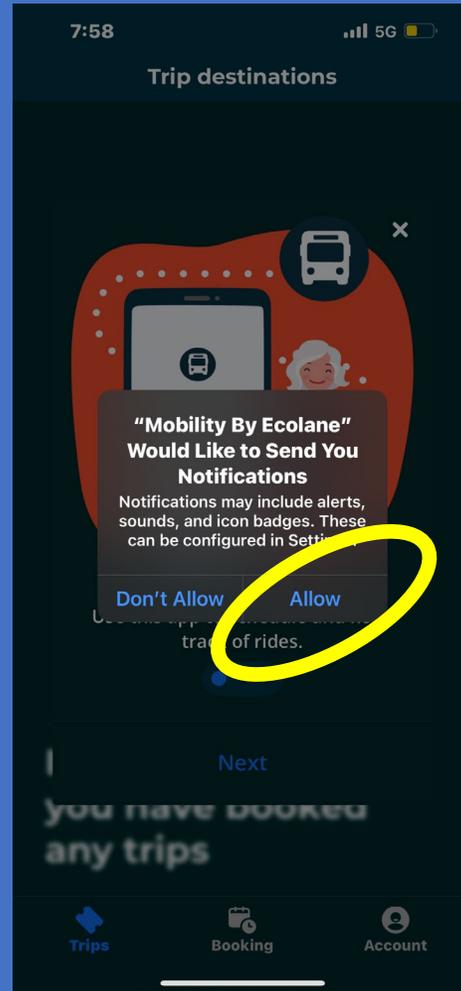
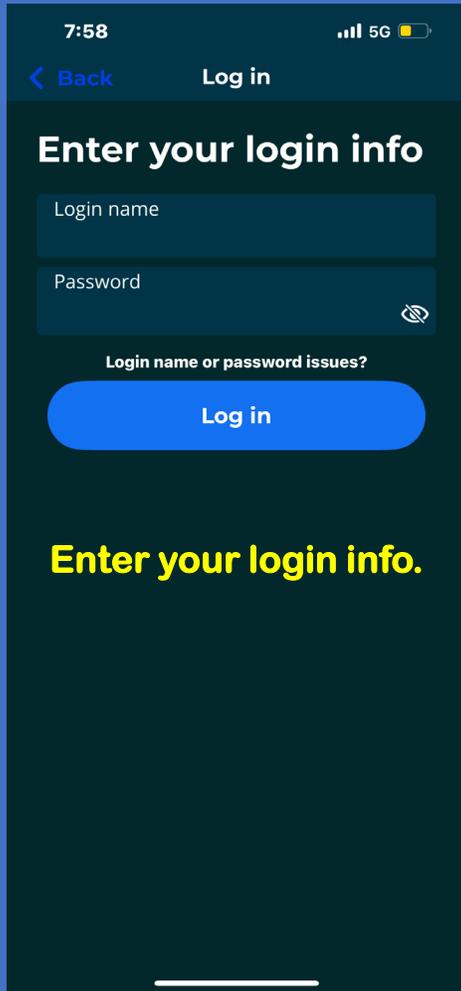


On-demand
public transportation service
for residents within
Kingsport City Limits

Kingsport Area Transit Service

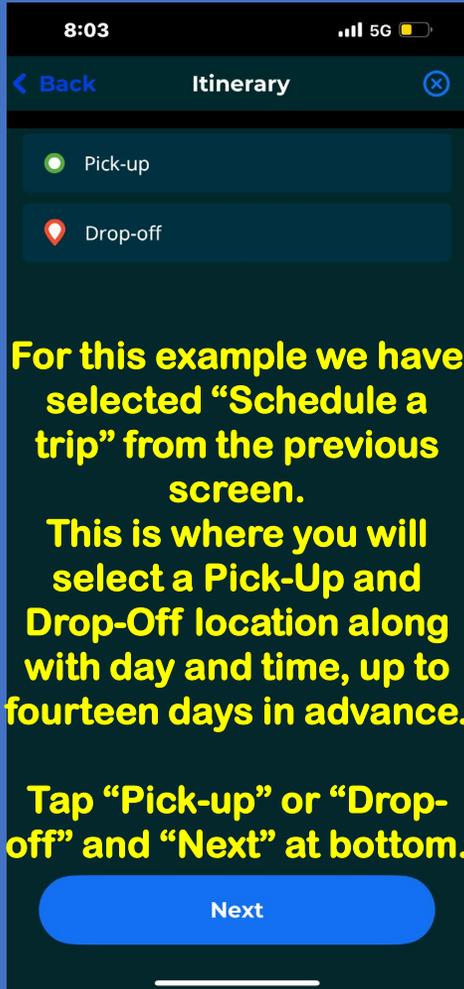
February 2025

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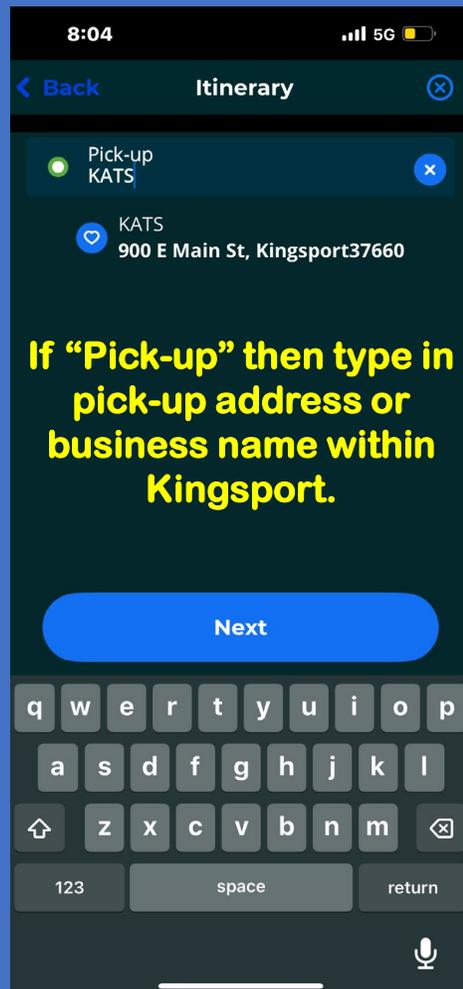
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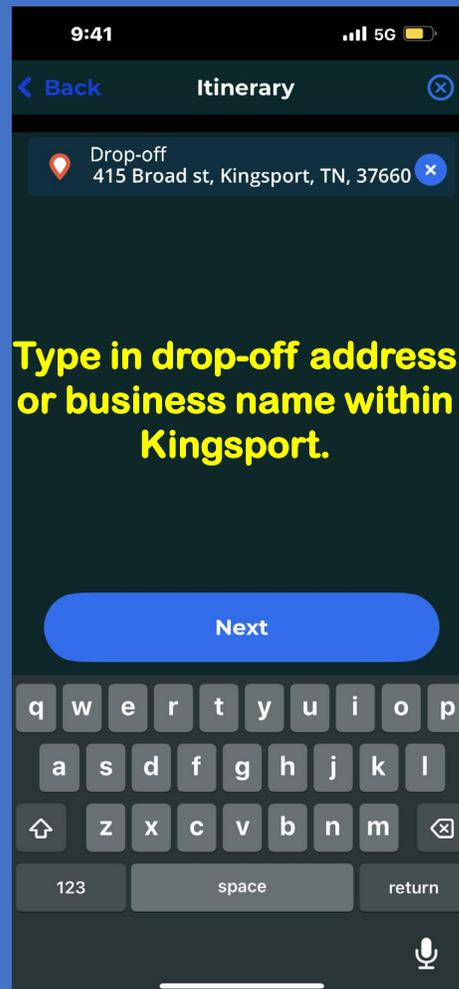
For this example we have selected "Schedule a trip" from the previous screen.

This is where you will select a Pick-Up and Drop-Off location along with day and time, up to fourteen days in advance.

Tap "Pick-up" or "Drop-off" and "Next" at bottom.



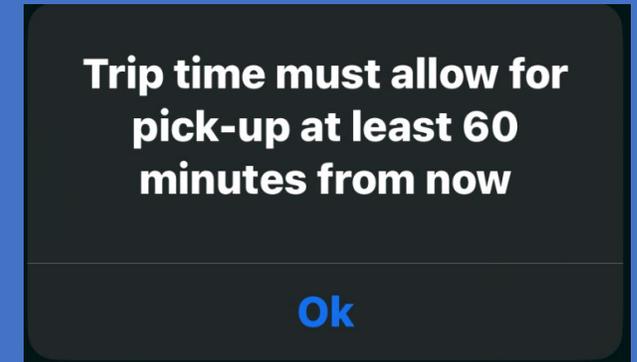
If "Pick-up" then type in pick-up address or business name within Kingsport.



Type in drop-off address or business name within Kingsport.

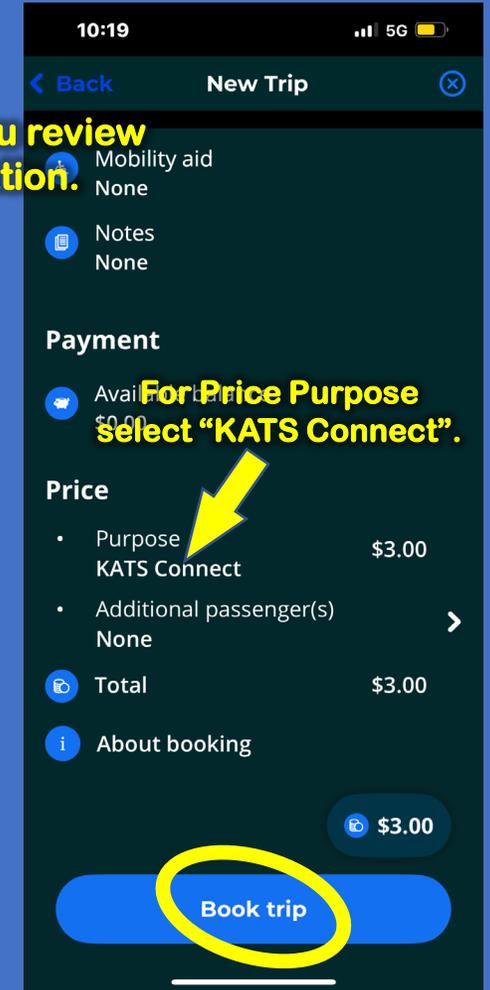
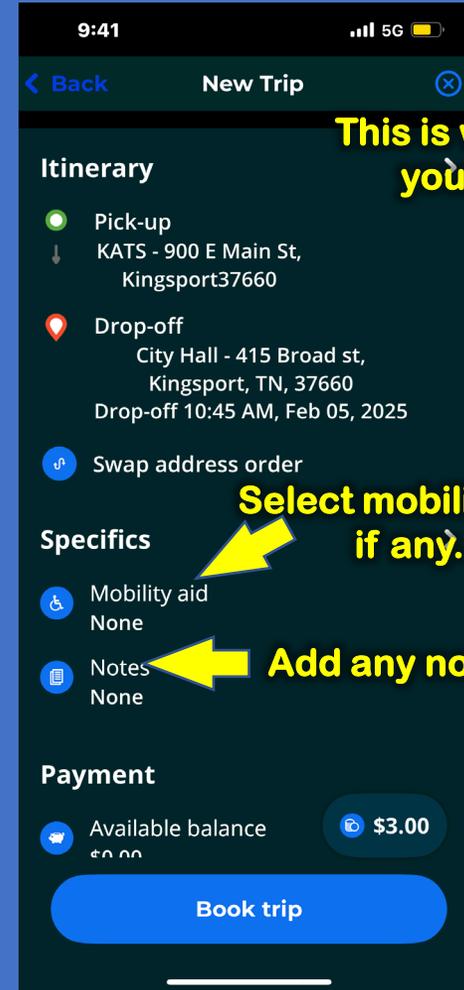
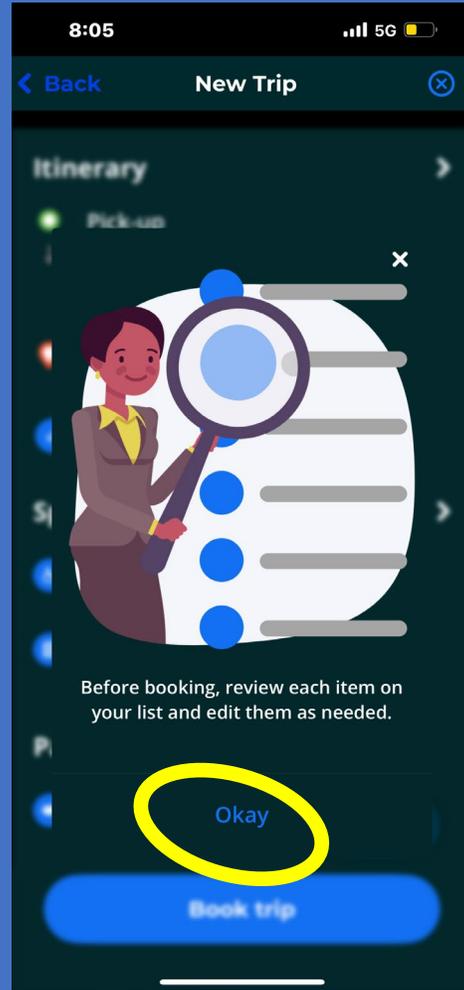
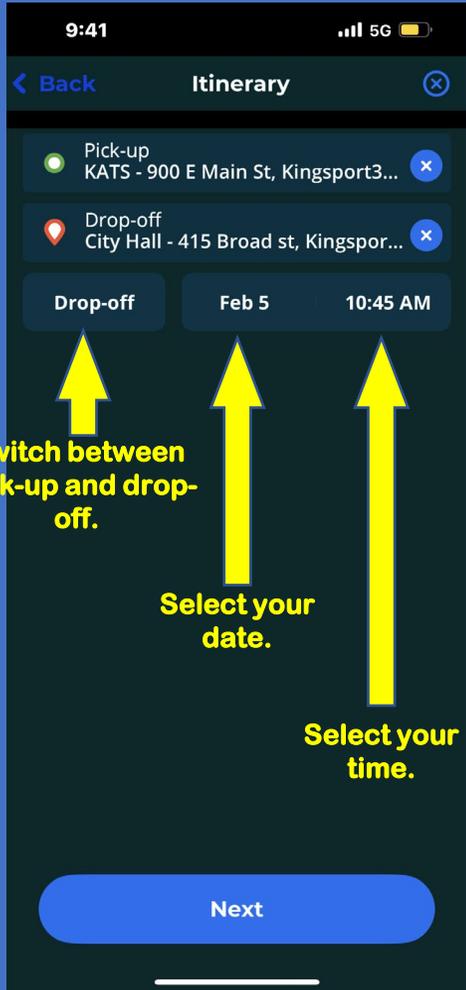
Remember: you cannot book a trip scheduled for pick-up that is less than 60 minutes from the current time.

If you do, you will receive the following message:



Tap "OK" and try again with a later time.

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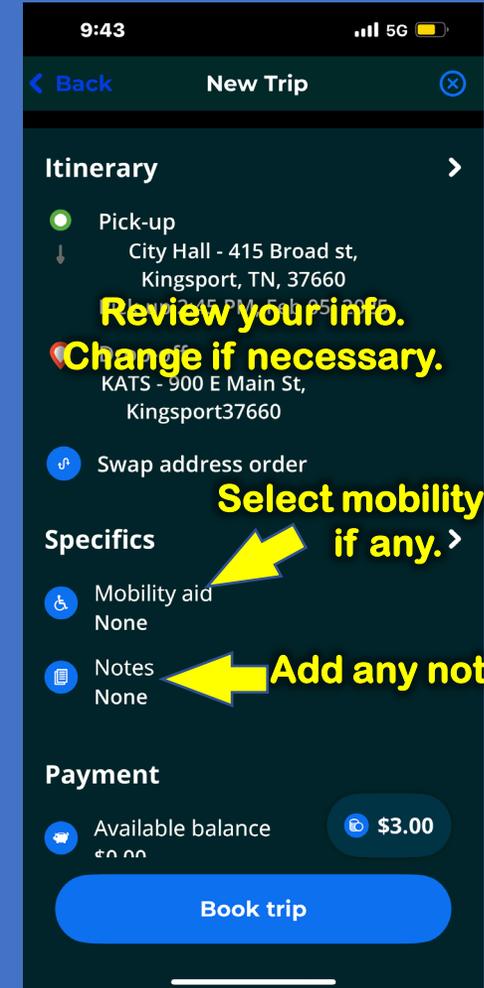
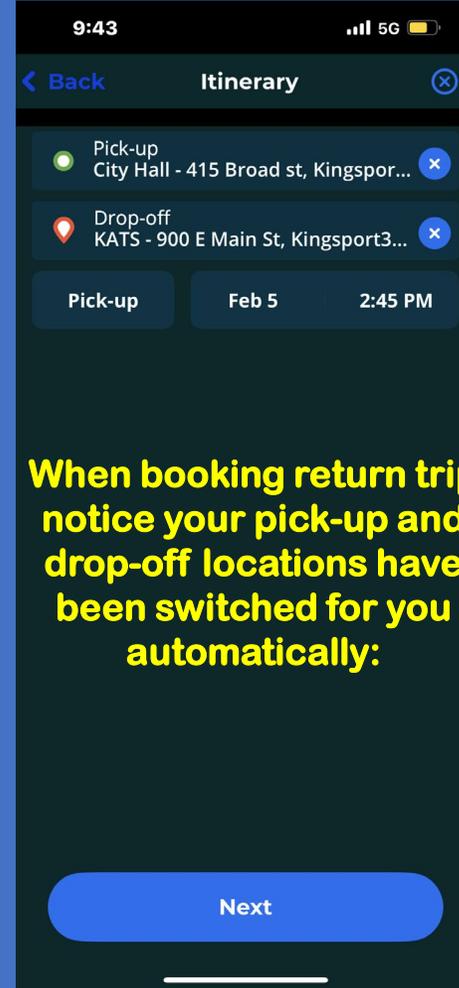
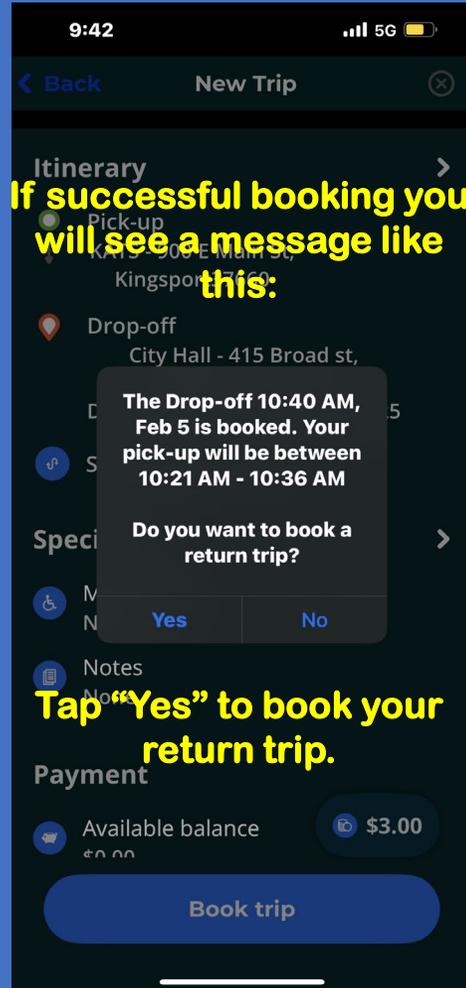
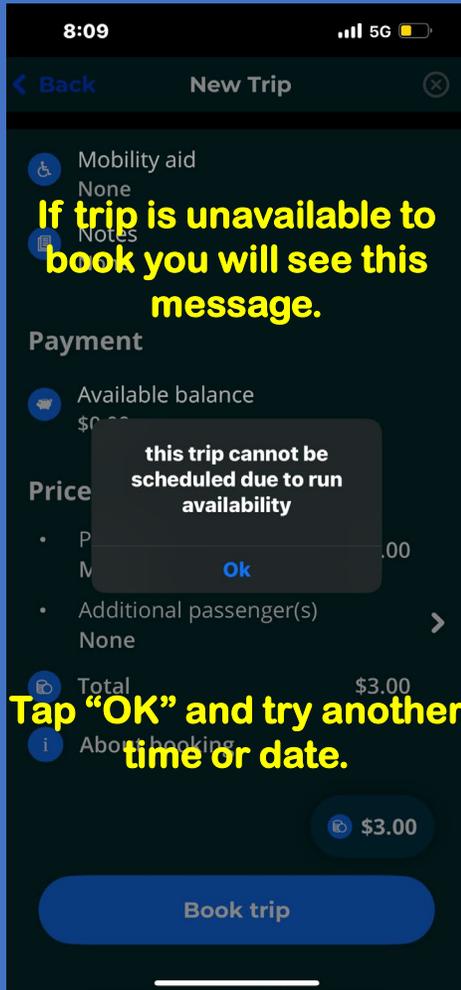
BOOKING A TRIP ON THE MOBILITY APP. continued.....

FOURTEEN DAYS

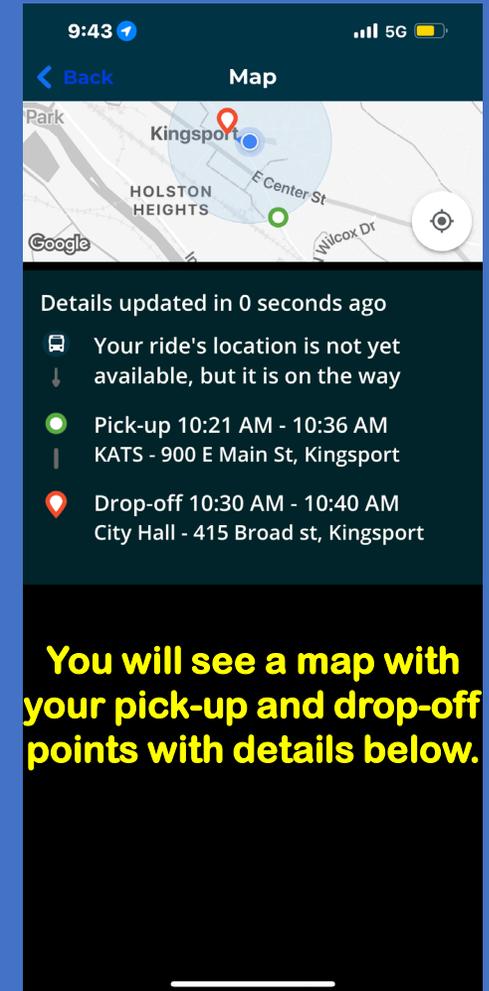
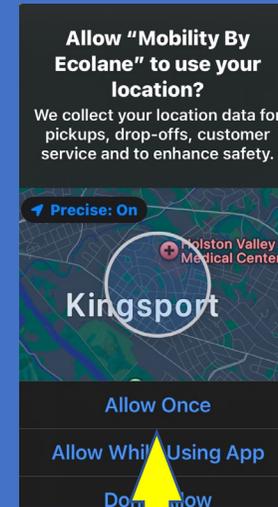
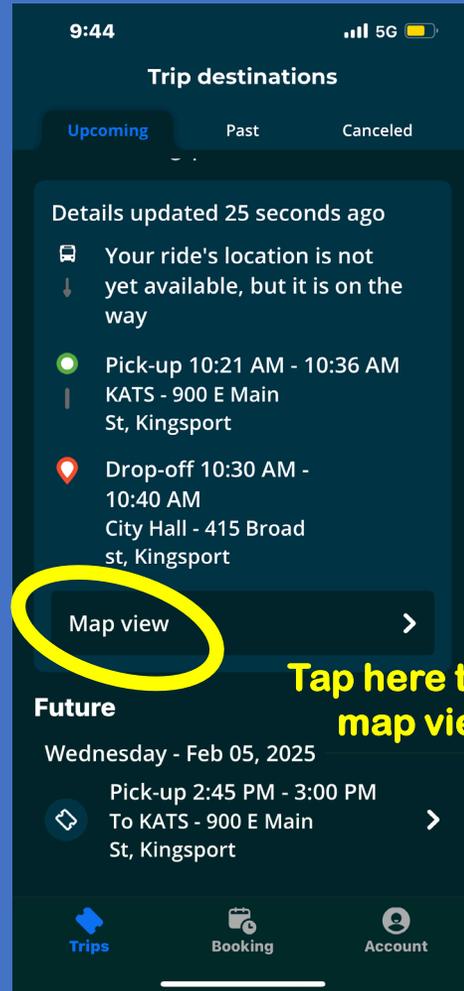
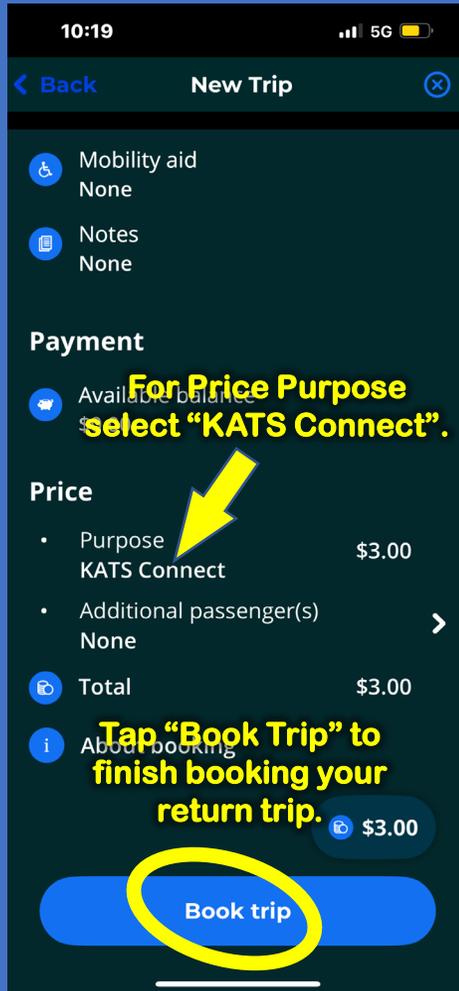
Mobility by Ecolane will only allow you to self-service schedule 14 days in advance if availability allows.

Need medical transportation and unable to schedule? Call 224-2613 for assistance.

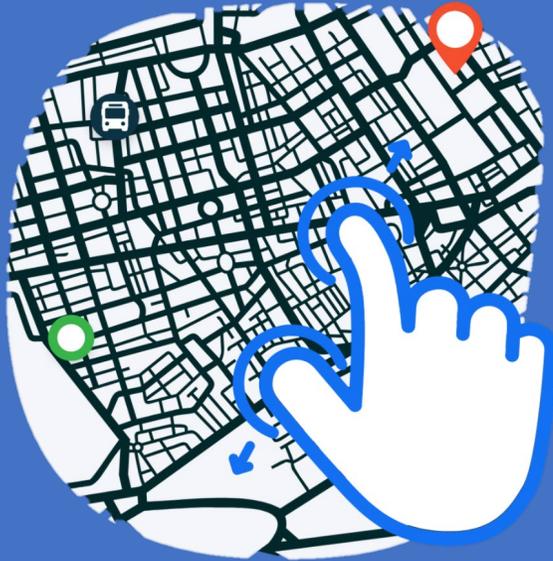
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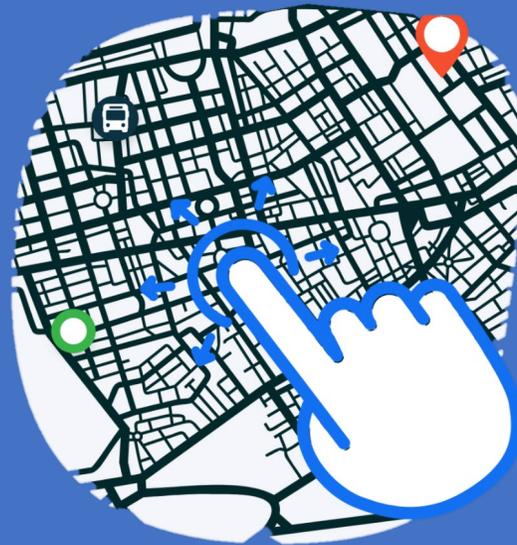
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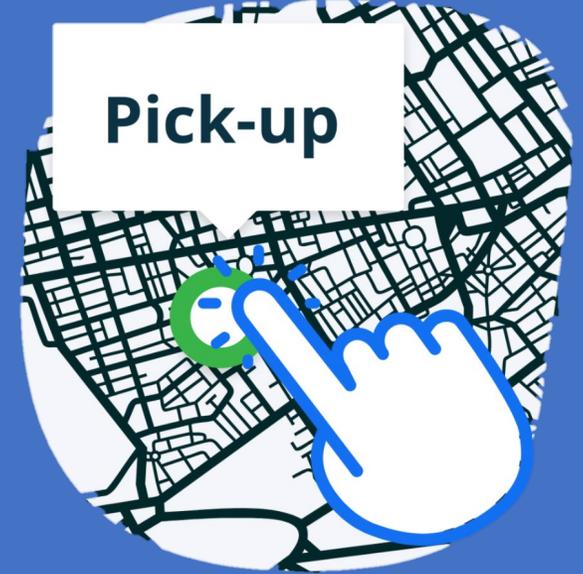
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**Pinch in or out
on the map to
zoom in or out.**



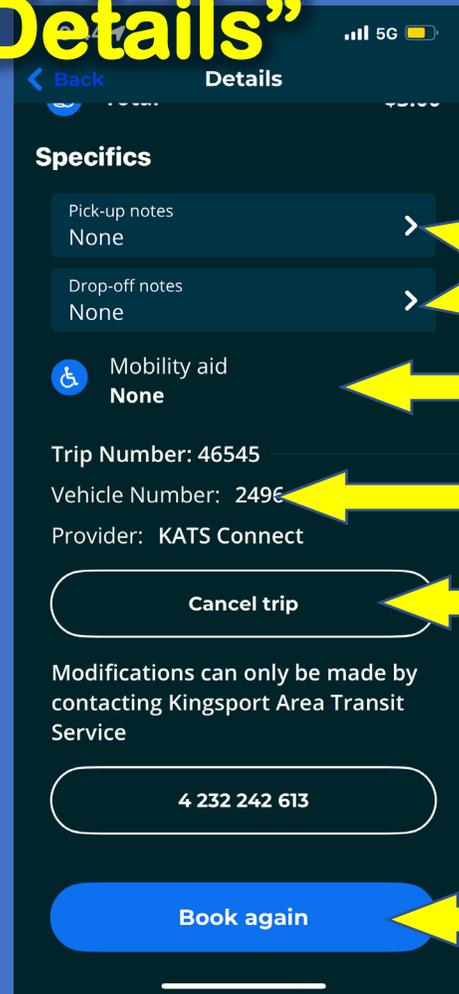
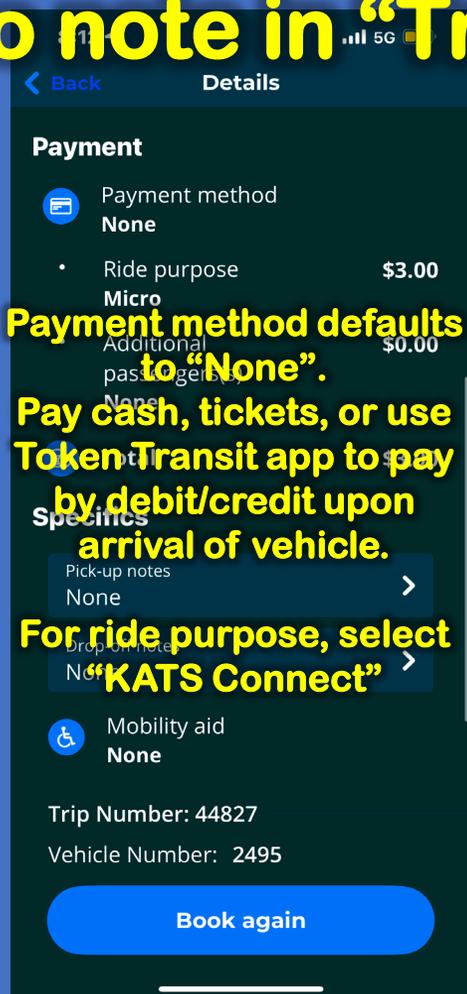
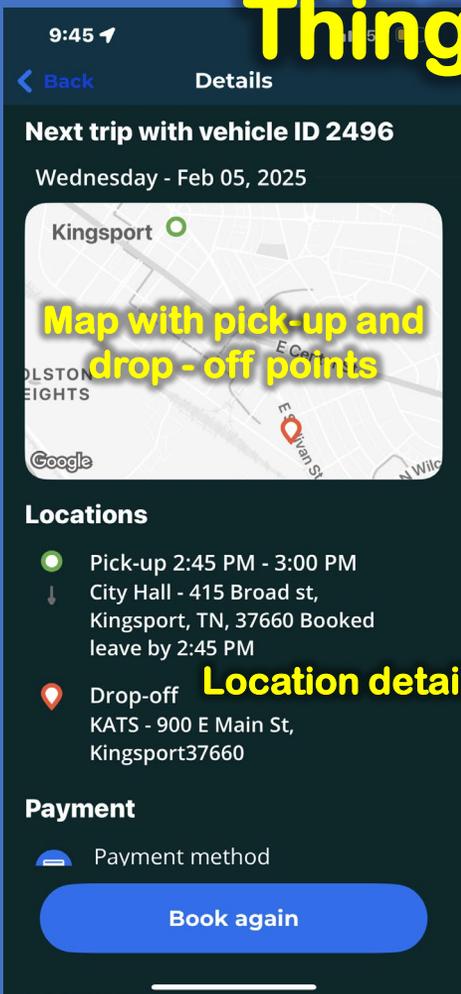
**Move the map around by
dragging your finger on
it, in different directions.**



**Tapping icons on
the map tells you
what they are.**

BOOKING A TRIP ON THE MOBILITY APP. continued.....

Things to note in "Trip Details"



Add any specific notes we should be aware of.

Your selected mobility aid.

Expected vehicle ID number

Tap to cancel trip.

Tap to call us.

Make this trip often? Tap to book again.



BOOKING A TRIP ON THE MOBILITY APP. continued.....

\$3
each way

Cash fare payment expected upon boarding.

* Regular-fare KATS Dial-A-Ride tickets also accepted upon boarding .

Prefer credit or debit ?

Download the Token
Transit app to create your
account.

Enter your credit/debit
card info.

Show your phone to the
driver to board .

 **Token Transit**



**No Cash.
No Cards.
No Contact.**

- 1 Get Token Transit App
- 2 Buy any bus pass
- 3 Show phone to board



All KATS info, as well as policies and guidelines
are available at
www.kingsporttransit.org.



Kingsport Area Transit Service
900 East Main Street
Kingsport, TN. 37660
423-224-2613

By boarding, passengers agree to follow KATS policies and guidelines.