

What are KATS Connect hours?

Hours of operation are the same as other KATS transit services, Monday through Friday, 7:30 am to 5:30 pm.

How much does it cost to ride KATS Connect?

Fare is \$3.00 one way.
No Reduced Fares Offered. No transfers.
Children under age 17 are free with paying adult. Under 18 MUST be accompanied by paying adult while on board.

Where will I be picked up?

Almost anywhere! KATS-On-Demand is available to the entire Kingsport population of more than 50,000 people. You will never be more than a short minute or two walk to board one of our shuttles.

Where can I go?

Transit passengers are no longer limited to fixed-bus routes. KATS-On-Demand can take you virtually anywhere within the city limits of Kingsport.

Will there be others in the vehicle with me?

There could be. This is a shared public transit service. Each KATS-On-Demand shuttle can seat up to eight people. KATS uses computer-based algorithms to group passengers headed in the same general direction into one shuttle, allowing for quick and efficient shared trips.

How do I pay for my ride?

Exact cash fare is expected upon boarding the vehicle. We also accept KATS tickets which are available for purchase at KATS transit center (900 E Main Street).

For credit/debit paying customers: download the Token Transit app, find us on the list, create an account, and purchase your fare. Show phone to driver to board.

How far in advance can I request a trip?

You may request a trip as soon as 60 minutes from the current time and up to fourteen days in advance. Booking times are subject to availability.

Can I cancel my ride?

Yes. You may cancel through the Mobility By Ecolane app or by calling 423-224-2613. If you must cancel, please give as much advance notice as possible. If you need to edit your requested trip you must cancel first, then request another trip.

Same rules and regulations apply on KATS Connect as on other KATS services (Fixed-Route Bus and Dial-A-Ride ADA vans).

No food or drink allowed on board.

Carry on only what you can stow on your lap.

YOUR PICK-UP & DROP-OFF LOCATION IS SUBJECT TO SATISFACTORY AND SAFE LOADING CONDITIONS.



ON-DEMAND
PUBLIC TRANSPORTATION
FOR KINGSPORT

- Policies & Guidelines
- News & Promotions
- Fixed-Bus Route Info
- Dial-A-Ride Programs



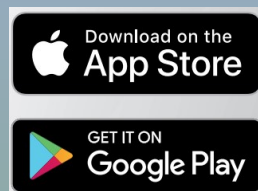
WWW.KINGSPORTTRANSIT.ORG

What is KATS Connect?

KATS Connect is a new trial service with quick and easy access, where riders must request a trip by using a mobile app or by calling 423-224-2613. We pick you up at your requested time and location and take you directly as possible to your destination within the city limits of Kingsport. KATS Connect is a shared public transit service which means our shuttle might be picking up and dropping off passengers along the way.

HERE'S HOW TO GET STARTED

- Download the “Mobility by Ecolane” app.
- Find “Kingsport Area Transit Service”.
- Setup your account.
- Start booking trips.



\$3
each way

CASH AT PICKUP

CREDIT / DEBIT



For credit/debit payments:

- Download “Token Transit”
- Find us in the list of agencies
- Enter your card info
- Buy your digital fare
- Show phone to driver to board



Or call KATS at
224-2613 to
set up your
account.