

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, you must do so no less than 60 minutes prior to your pick-up time to avoid a "no-show". 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). No food or drinks 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.



KINGSPORT AREA TRANSIT SERVICE



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

on



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.