



FOR IMMEDIATE RELEASE

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## KATS launches survey for passenger feedback

The Kingsport Area Transit Service (KATS) is hosting its “Survey Says” survey the week of March 13-17, offering four chances for passenger to win free monthly passes.

Bus passengers can participate by obtaining surveys on the buses, from the KATS station (900 East Main Street) or at the KATS website at [www.kingsporttransit.org](http://www.kingsporttransit.org). Participants who turn in a completed survey will receive 2 free bus tickets and their name will go into a drawing to win a free monthly bus pass.

KATS works every day to serve the community efficiently, safely and affordably. However, there are growing trends and challenges facing transit agencies across the nation, including KATS. These challenges include driver and equipment shortages, fuel prices and continuous pandemic effects which significantly affect several aspects of transportation.

“It is imperative we take the time to not only think outside of the box on how to serve the community, but to gather input from passengers who ride our buses every day,” said Chris Campbell, public transportation manager for the City of Kingsport. “We hope the survey will provide us with good information and insight on how we can address those challenges and improve our services to the community.”

For more information about KATS call 423-224-2613 or visit [www.kingsporttransit.org](http://www.kingsporttransit.org).

### ***About the City of Kingsport***

Founded in 1917, the [City of Kingsport](http://www.cityofkingsport.com) (pop. 55,400) is located on the Tennessee-Virginia border at the crossroads of I-81 and I-26 near the geographic center of the eastern U.S. The city is widely known as a planned community, designed by renowned city planner John Nolen and wrapping around the foot of Bays Mountain – a 3,500-acre park, nature preserve, planetarium and observatory. Kingsport is recognized as an International Safe Community by the National Safety Council, a Healthier Tennessee community, and won the 2009 Harvard Innovations in American Government Award for its higher education initiatives. While many city names are duplicated throughout the U.S., there’s only one Kingsport – a fact that invokes community pride, known locally as the “Kingsport Spirit.”