



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

#### Kingsport Area Transit Service February 2025



7:58	111 5G 💭	7:	58	.11 5G 🔲	7:59	<b>11</b> 5G 💶 )		8:03		.11 <b>1</b> 5G 💶
	Log in		Trip destinatio	ons	Trip dest	tinations			Booking	
Enter your login info Login name Password Company of the subsection of the subsec			Image: Constraint of the constraint o		Tap the "Boo bottom to g	ap the "Booking" tab at bottom to get started.		"Book I trip fro "Schedu choose of Hi Let's b when a	Now" res om your c location. ule a trip" pick-up a f location pook a trip and wher	erves a current lets you and drop ns.
		l yo an	Next y trips	Keg	It doesn't l you have b any trips	look like booked			Book now Schedule a trip	
		Tr	ps Booking	Account	Trips Boo	eking Account		Trips	Booking	Account



11 5G 💻

8:03		•11 5G 💭
K Back	Itinerary	$\otimes$
O Pick-up		
Orop-off		

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 "Dropoff" and "Next" at bottom

Next

	8.04		56	9.41
$\otimes$	K Back	Itinerary	$\otimes$	K Back
	O Pick-up KATS	ı.	8	Orop-off 415 Broad st
	000 CO	ີ່S E Main St, Kingspor	rt37660	
ave a us	lf "Pick pick busin	k-up" then -up addres ess name v Kingsport	type in s or within	Type in dro or busines King
ill d ng		Next		
to nce.	q w e a s c	rtyu ifghj	i o p k l	qwer asdf
op- om.		cvbn	m 🔇	
			Ŷ	



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:

> Trip time must allow for pick-up at least 60 minutes from now

> > Ok

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











### FOURTEEN DAYS

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

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









When booking return trip notice your pick-up and drop-off locations have been switched for you automatically:

Next





1	0:19		11 5G 드	),
< Ba		New Trip		$\otimes$
ک	Mobility a None	aid		
	Notes None			
Рау	ment			
2		Brice Pui KATS Co	rpose onnect	
Pri	ce			
	Purpose <b>KATS Co</b> r	nect	\$3.00	
•	Additiona <b>None</b>	al passenger(s)		>
C	Total		\$3.00	
i Abap "Book Trip" to finish booking your return trip. © \$3.00				
		Book trip		





Remember to allow the app to access your location.





Drop-off 10:30 AM - 10:40 AM City Hall - 415 Broad st, Kingsport

You will see a map with your pick-up and drop-off points with details below.









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.







each way

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

### 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.





GET IT ON

No Cash. No Cards. No Contact.



12:30:00 PM

KAT

**Token Transit** 



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.