

## **Knoxville Area Transit (KAT) Proposed Update to Major Service Change Policy**

### **What is happening?**

KAT is updating its Major Service Change Policy to clarify how changes to fare payment options (fare media) will be evaluated in the future.

Fare media includes the different ways riders can pay for transit, such as:

- Cash
- Passes
- Mobile tickets
- Smart cards or other electronic payment options

### **Why is this update being made?**

The Federal Transit Administration (FTA) requires transit agencies to evaluate how certain changes may affect riders, particularly low-income communities and minority populations.

Adding fare media language to the policy helps ensure that any future changes to how riders pay for transit are reviewed for equity and accessibility.

### **Will this change fares or service?**

No.

This policy update does not change fares, routes, schedules, or service levels.

The update only clarifies how KAT would evaluate future changes if they occur.

### **Why is public input important?**

KAT wants to hear from riders and community members to ensure the policy reflects community needs and provides fair access to transit services.

### **How can I provide a comment?**

Email: [UTennessee@katbus.com](mailto:UTennessee@katbus.com)

Mail:

Attention: Umar Tennessee  
Title VI Coordinator  
301 Church Avenue  
Knoxville, TN 37915  
Phone: 865-215-7800

Online: <https://form.jotform.com/katbus/public-comment-form-2026>

### **Comment Period:**

Public comments will be accepted for **30 days**.

All comments will be reviewed before the policy update is finalized.