



FOR IMMEDIATE RELEASE

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CATS to Provide Mobile Transit Passes to Community Members with SNAP and WIC Benefits

CHARLOTTE, N.C. – Beginning Monday, Nov. 10, the Charlotte Area Transit System (CATS) will provide mobile transit passes to community members with SNAP and WIC benefits that will be valid from Nov. 10 through the end of 2025.

To receive their passes, recipients must provide their EBT card or WIC voucher, a valid government-issued ID and a Wi-Fi enabled mobile device. No cellular service is required on the device.

“Reliable transportation is the foundation of opportunity,” CATS Interim CEO Brent Cagle said. “CATS is happy to further support our community by providing transit access to riders with SNAP and WIC benefits, ensuring we continue to move people forward.”

Customer service representatives will be available at the Charlotte Transportation Center (CTC), located at 310 E. Trade St., to assist customers with downloading the CATS-Pass app and adding the transit passes to their devices.

Availability:

- **Monday, Nov. 10 – Friday, Nov. 14:** 10 a.m. – 4 p.m.
- **Saturday, Nov. 15 – Sunday, Nov. 16:** 10 a.m. – 2 p.m.

Additional assistance will be available at the locations listed below during the following week.

Location	Date	Time
Rosa Parks Community Transit Center	Nov. 17	7-10 a.m.

Eastland Community Transit Center	Nov. 17	7-10 a.m.
I-485 Blue Line Station	Nov. 18	7-10 a.m.
JW Clay Blue Line Station	Nov. 18	7-10 a.m.
Rosa Parks Community Transit Center	Nov. 19	4-7 p.m.
Eastland Community Transit Center	Nov. 19	4-7 p.m.
I-485 Blue Line Station	Nov. 20	4-7 p.m.
JW Clay Blue Line Station	Nov. 20	4-7 p.m.

For the remainder of the year, customers may continue to receive assistance and their passes at the CTC.

Please note: The transit passes are only available via the CATS-Pass app. No paper tickets will be issued.

For questions, please contact customer service at 704.336.7433 or telltransit@charlottenc.gov.

About the Charlotte Area Transit System

Charlotte Area Transit System (CATS) is a department of the City of Charlotte and governed by the Metropolitan Transit Commission (MTC). CATS is the largest transit system between Washington, D.C. and Atlanta, offering bus, light rail, streetcar, vanpool, microtransit and paratransit services. Learn more by visiting [RideTransit.org](https://ridecats.org) or follow CATS on [X](#), [Instagram](#), [Facebook](#) and [LinkedIn](#).

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