



# RideKC FREEDOM

## RideKC Freedom On-Demand App

*First steps app instructions for current paratransit riders*

Welcome to the RideKC Freedom On-Demand pilot! This is an exciting and convenient app-based addition to the way you move around Kansas City. Freedom On-Demand is a great option for those who want same day, curb-to-curb service!

To access on-demand trips, you'll need the following:

- An iOS or Android smartphone with access to the App Store or Play Store
- Your account and PIN (see below)
- Trips that originate in the pilot service area (see map on back)

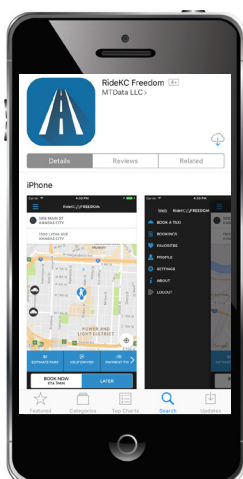
## FOLLOW THESE EASY STEPS TO GET STARTED!

### STEP 1

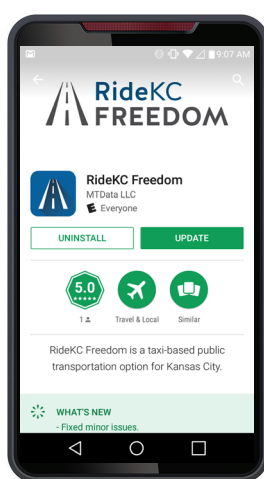
#### DOWNLOAD THE APP

With your smartphone, **download** the RideKC Freedom App. If you have an iPhone, search for RideKC Freedom in the 'App Store' app. If you have an Android phone, search for the app in the 'Google Play Store' app.

#### IPHONE



#### ANDROID

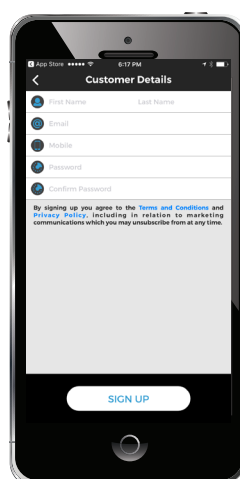


### STEP 2

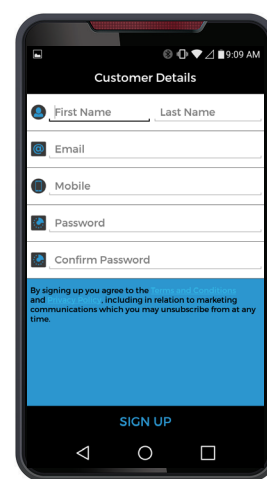
#### SIGN UP

Sign up by filling in your first name, last name, email address, mobile phone number, password, and repeat the password again. Then select '**Sign Up.**'

#### IPHONE



#### ANDROID

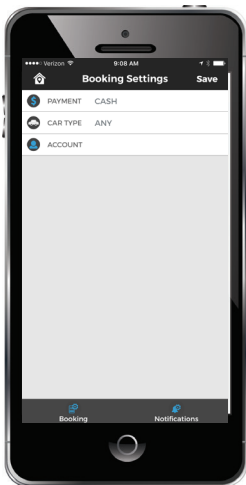


## STEP 3

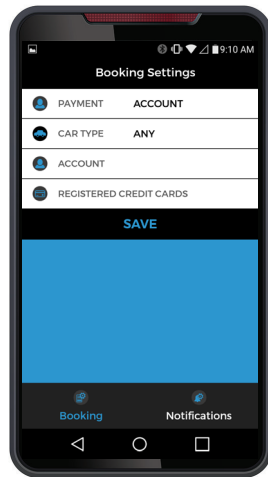
### SET UP YOUR ACCOUNT

Select the drop down **menu** on the top left of the screen, then select **'Settings.'** After that, select **'Account'** and enter your five-to-seven digit paratransit number. Select payment type you wish to use when you book your trip. Then enter your PIN, which is your birth year that we have on file and may be used for other paratransit services. If you were born in 1973, then enter "1973" when prompted for your PIN.

IPHONE



ANDROID



## STEP 4

### BOOK YOUR TRIP

Make sure your origin is correct, then select your destination. Then request your trip. If a trip does not qualify for a subsidy, the app will alert you before you book.

Your Freedom account number needs to be entered under settings and saved. When booking trips "Payment Type" must always be set to "Account" in order to take a reduced cost trip.

After you request your trip, a taxi will come and pick you up and drop you off at your destination for only \$3 each way, up to eight miles each trip. You may request up to four trips per day at the \$3 rate. Additional trips, or any distance beyond the eight miles are a flat \$2-per-mile.

To pay: Use cash or credit/debit card in cab or pay through RideKC Freedom app.

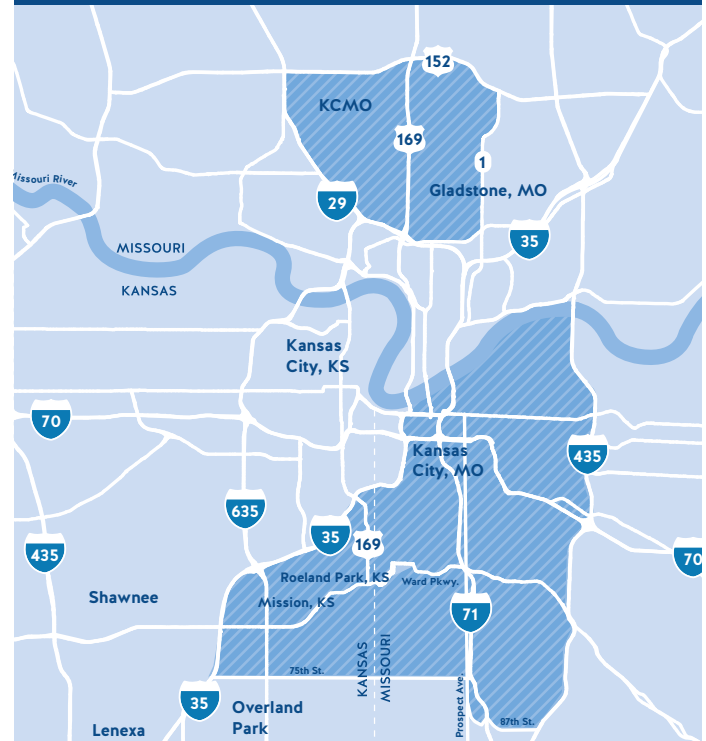
**Note:** when booking your trips, please be patient. Do not cancel your trip and attempt to re-book the trip.

This will move your trip request to the bottom of the queue, and will increase your wait time.

Standard data rates apply.

If you do not own an iOS or Android smartphone, you may still request on-demand trips by calling the RideKC Freedom call center at 816.842.9070.

### On-Demand Subsidized Service Areas (for riders with disabilities and seniors 65+)



To receive the subsidy pricing, trip origination must start in the pilot service area.

### Example Trips

**Example A:** A 3-mile trip that originates within the pilot service area would cost \$3. Up to four one-way trips per day.

**Example B:** A 10-mile trip that originates within the pilot service area would cost \$7 (\$3 base rate, plus \$2 for each additional mile beyond the eight mile limit).

**Example C:** Any trip of any distance that originates outside of the pilot service area would cost \$2 per mile, regardless of distance, with a minimum \$10 charge.