

Welcome to RideKC Freedom On-Demand. The following instructions will help you download, configure, and book trips with the Freedom On-Demand mobile application on your iOS or Android device. It is recommended that you listen to these audio instructions on a device other than the iOS or Android device where you plan to install the app.

Step 1: Download Freedom.

Open the app store on your device. On iOS devices, the app store is called “App Store”. On Android devices, the app store is called “Play Store”. Once the store is open, search for “RideKC Freedom”, with “RideKC” being one word. The search should return a single result. Select the “RideKC Freedom” result and download the app.

Step 2: Launch and Configure Freedom.

Launch the Freedom app by selecting it from your device’s Home screen. If you use voice control, you may simply say “Open Freedom” or “Launch Freedom” on either iOS or Android.

Once the Freedom app is open, the main screen consists of a menu button, a log-in button, and a sign-up button. If you haven’t used the app before, tap the sign-up button. The Customer Details screen will load. Enter your first name, last name, email address, mobile phone number, and a password that’s six or more characters. The last field on the screen is to confirm the password you entered.

Terms and Conditions and the app’s Privacy Policy are linked below. The next button is “Sign Up” and will complete the registration process.

If the sign-up process completes successfully, you will be returned to the main Freedom screen.

Now you are ready to enter your account number, formerly known as your Share-A-Fare number. To do this, tap the menu button and select the Settings option. The “Booking Settings” screen will open. Tap the “Payment” field and change the default “Cash” setting to “Account”. Making this change tells the app to charge the Freedom program for a portion of your eligible trip.

If you require a wheelchair accessible vehicle for every trip, select the “Car Type” field and change the default from “Any” to “Wheelchair”. Otherwise, leave the default car type as “Any”.

The next setting to change is “Account”. Tap this field and the Account screen will open. The first field allows you to enter your account number. After you enter your account number and tap OK, you will be prompted to enter your PIN. Your account PIN is your birth year. Enter the PIN and tap OK. Tap the “Done” button on the Account screen, tap the “Back” button to return to the Settings screen, then tap the “Home” button at the top of the screen to start booking your trips.

Step 3: Book a Trip.

The Freedom app is designed to use your device’s GPS location to estimate your pickup location. This may differ slightly from your actual street address, but should be close enough to calculate the trip distance. To change the pickup address, tap the Pickup Address field near the top of the screen to open

the Pickup Address screen. You may search for a street address, business name, or tap “Nearby Places” to select from a list of nearby place names.

Once you’ve set your pickup location, you must select a destination address. Tap the destination address field and enter a street address or search for a business name on the Destination Address screen. Once you’ve selected the correct destination address, you are ready to book your trip.

If you would like to add details for how the driver can find you at your pickup location, tap the “Pickup Remark” button and enter additional instructions (such as “waiting inside main entrance”). Tap the Back button to return to complete your booking.

Tap the “Book Now” button near the bottom of the screen to start the booking process. The “Confirm Booking” screen will appear and allow you to confirm your pickup location, estimated time of arrival, payment type, car type, and any notes you may have added for the driver. If you’re ready to request your trip now, tap the Book button at the bottom of the screen.

Next, you should see a prompt indicating your co-payment for the selected trip. Tap the OK button to confirm.

You now have a booking number. Once a driver is assigned, the screen will change and alert you of the driver’s vehicle number and name. You may also receive a call from RideKC Freedom to confirm your trip.

You may receive a text message when the driver is nearby. The driver may also contact you directly to confirm where you may be waiting. Please answer any call you may receive while you are waiting for a pickup.

Step 4: Payment.

All trips that start within the service area and are five miles or less are \$5. Full fare trips are \$10 for up to five miles. All trips exceeding the included distance are charged \$2 per mile extra. Your trip must begin within the pilot service area to qualify for the reduced fare. Tipping drivers is allowed, but not required. If your driver questions the co-payment or anything about the Freedom program, ask them to call their dispatch immediately.

Most paratransit customers are used to paying cash, and the Freedom On-Demand program continues that option. You may also pay your co-payment in the vehicle with a credit card, or you may store one or more credit cards in the app’s Settings screen.

To setup a credit card in the app, tap the menu button and select Settings. The “Booking Settings” screen will appear and the “Registered Credit Card” option is the last item. Tap that button and the Registered Cards screen will appear. Enter a nickname for your card, since the card information will not be fully displayed again after initial entry. Once you’ve successfully entered a card, you will be prompted to select “in app” or “cash” for your co-payment when booking your next trip. The in-app payment function allows you to pay with your stored credit or debit card, and the cash function allows you to pay with a credit card, debit card or cash in-vehicle.

If you are unable to configure the RideKC Freedom app, you may book on demand trips with the help of a live agent by calling 816-842-9070.

Thank you for using RideKC Freedom!