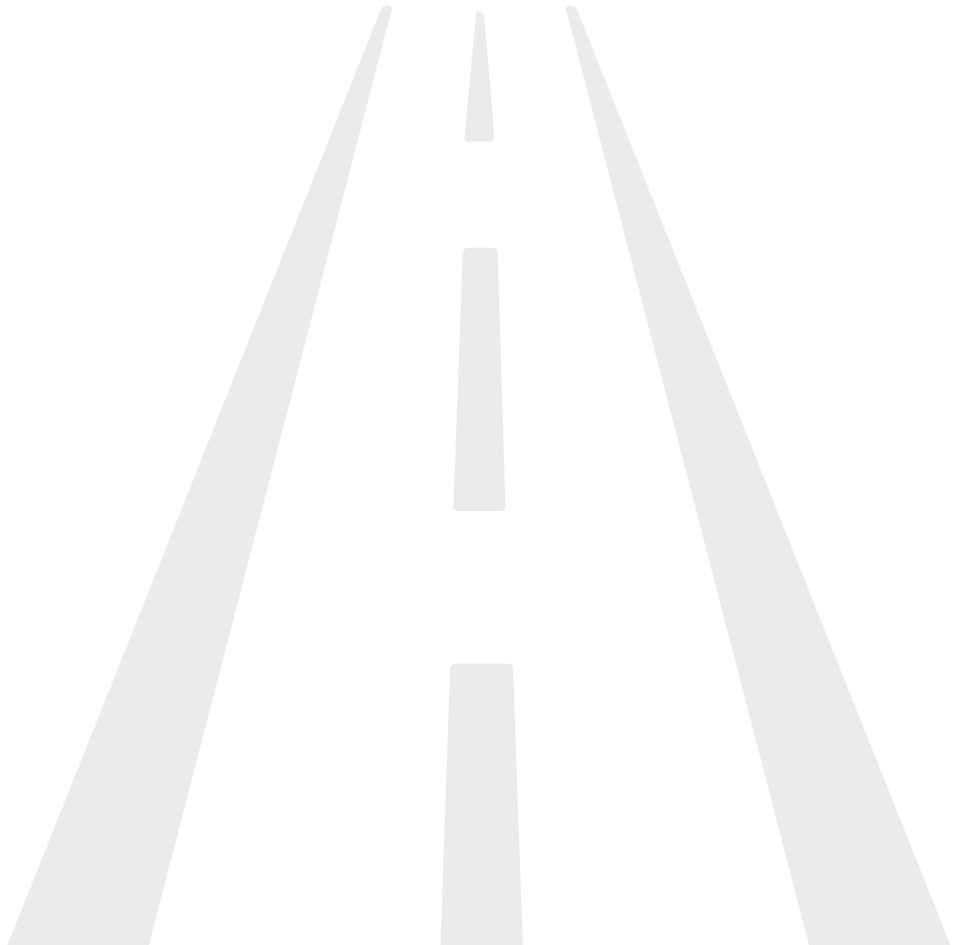


# RideKC FREEDOM

## Customer Ride Guide



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The RideKC Freedom Application and Ride Guide are available in alternate formats, including Spanish, upon request by calling 816-842-9070 and pressing option 5 for Eligibility.

## Introduction

### What is RideKC Freedom?

Freedom includes all services administered by the Kansas City Area Transportation Authority (KCATA), Johnson County, City of Independence (IndeBus), Unified Government Transit (UGT), and Kansas City Streetcar Authority (KCSA) that are door-to-door or curb-to-curb public transportation to riders who qualify for one of the following:

### Scheduled Services

#### ADA Service

ADA Service (sometimes called Paratransit Service) provides specialized transportation for people with disabilities who are not able to fully use the fixed-route public transportation system (bus or streetcar). This service is designed to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA) and provides comparable service to the fixed-route buses and streetcar. RideKC's ADA Service can be used to travel from any origin to any destination within three-quarters ( $\frac{3}{4}$ ) of a mile of a fixed-route bus or streetcar during the same days and hours of operation as the corresponding fixed-route service. A customer is not required to live within the service area to be eligible, but the pick-up and destination addresses must be in the service area. ADA service requires scheduling at least one day prior to the day of the requested ride.

#### Non-ADA Service

Non-ADA Service, now provided by RideKC Freedom on Demand, provides convenient, safe transportation for older adults and persons with disabilities within the Kansas City area that go beyond the  $\frac{3}{4}$ -mile buffer around local fixed-route services. Service areas and service hours differ by program and are described on pages 8 and 9 in this guide.

### RideKC Freedom On-Demand Service

RideKC Freedom On-Demand services offer non-ADA same-day service options for older adults and persons with disabilities. Service can be scheduled using the RideKC mobile application or by calling the RideKC Call Center to speak directly with dispatch.

Using RideKC Freedom on Demand, each customer is allowed up to sixty (60) one-way trips per month at the discounted fare. Service is available 24 hours a day, 365 days a year. Service area and customer fare information are described on page 11 in this guide.

The Freedom On-Demand Service is wheelchair accessible. The On-Demand service uses regular taxi vehicles routed to customers upon request. Wait time will depend upon vehicle location and the pick-up point, so be sure to plan ahead. Much like the scheduled services, all customers must apply for eligibility through the RideKC Freedom eligibility process.

## Types of Eligibility Status

### Who is Eligible for Scheduled ADA Service?

Eligibility for scheduled ADA service is based on a person's inability to use the fixed-route bus system or streetcar because of a disability. ADA regulations define eligibility for ADA services under one of the following three categories:

#### Category 1: (Section 37.123(e) (1) of the ADA regulations).

"Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities."

- This applies to those persons who are unable to use fully accessible fixed-route services and includes those individuals who cannot independently navigate the fixed-route system.

#### Category 2: (Section 37.123(e) (2) of the ADA regulations).

"Any individual with a disability who...is able...to board, ride and disembark from any vehicle which is readily accessible...if such a vehicle is not being used to provide designated public transportation on the route."

- This applies to an individual who would be able to use the fixed-route bus and streetcar systems if it were accessible (e.g., if a low-floor or lift-equipped bus is not available). This category is not required once a transit system is 100% accessible.

#### Category 3: (Section 37.123(e) (3) of the ADA regulations).

"Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system."

- This applies to an individual who, because of his/her disability, cannot access a particular bus or streetcar stop to board the fixed-route service or cannot access his/her final destination after exiting a fixed-route bus or streetcar. Eligibility is determined each time the eligible customer calls.
- This applies to an individual who, because of his/her disability, cannot access a particular bus or streetcar stop to board the fixed-route service or cannot access his/her final destination after exiting a fixed-route bus or streetcar. Eligibility is determined each time the eligible customer calls.
- A condition which makes traveling to a boarding location or from an exiting location more difficult but does not prevent the travel, when considered alone, does not form a basis for eligibility.
- An environmental condition or architectural barrier not under the control of the public entity, when considered alone, does not form a basis for eligibility.

## Types of Eligibility

Based on an assessment of individual needs and circumstances, applicants may qualify for any one of the following ADA types of eligibility:

Unconditional – Full access to the service for up to three (3) years.

Temporary – Full or conditional access to the service for the expected duration of a temporary disability that serves as the basis for ADA eligibility.

Conditional – Access to the service for up to three (3) years only when conditions exist that impact an individual's ability to use the fixed-route system as determined during the eligibility process.

Conditional eligibility may be approved based on some, but not limited to, the following situations: weather conditions, specific origins or destinations, time of day, etc.

## ADA Service for Visitors

Out-of-town visitors, who are ADA eligible in their home city or have an apparent disability, can use RideKC Freedom Paratransit Services for up to 21 days in a 365 day period. Visitors must contact RideKC Freedom Regional Eligibility Office, Monday through Friday, 8 a.m.- 4:45 p.m., at 816-842-8070, option 5. Once this is done, advance reservations can be made up to 14 days in advance. However, reservations must be made at least the day before a scheduled trip by 4:45 p.m.

## Who is Eligible for Non-ADA Scheduled and On-Demand Service?

RideKC's On-Demand services are funded by local sources and federal funding programs. To qualify for either service, you must meet the eligibility requirements of the particular service and meet one of the following criteria:

1. Between age 16 and 65 with a disability; or
2. At least 65 years of age, or at least 60 years of age if using services in Independence, Mo.

In addition to persons with disabilities and older adults, ambulatory individuals of any age can use the RideKC Freedom On-Demand services at marked cab fares.

## **RideKC Non-ADA Scheduled Services Reduced Fare Program – IN JOHNSON COUNTY ONLY**

To determine qualification for the reduced fare program, refer to the table below. The monthly income for appropriate household size is the maximum income allowed to be eligible for low-income status.

Applications for reduced fare must include proof of all household income. Household is defined as all persons who are related and living under the same roof, such as parents, children, siblings, and extended family members. This includes adult children living with their parents. In this situation, the parents' income statements, as well as applicant's income statement must be submitted to determine eligibility for reduced fare. If an applicant does not qualify financially but otherwise qualifies, the application will be processed as regular fare for RideKC non-ADA scheduled services in Johnson County.

### Johnson County Reduced Fare Income Guidelines

Household Size	Monthly Income
1	\$ 1,225
2	\$ 1,650
3	\$ 2,075
4	\$ 2,500
5	\$ 2,925
6	\$ 3,350
7	\$ 4,719
8	\$ 5,250

### Requirements for Children Under 8 Years

**Children under the age of eight (8) will be considered eligible for ADA and non-ADA services, but must be accompanied by an adult.** The eligible child must pay the required fare, but the adult can ride free as a Personal Care Attendant (PCA).

### Other Service Programs

In addition to RideKC Freedom’s Scheduled and On-Demand services, there are a variety of programs in place to help increase a customer’s access to public transportation.

### RideKC Taxi – Pilot – The RideKC Taxi pilot will end October 1, 2018

RideKC Taxi is wheelchair accessible and offers same-day service options for older adults and persons with disabilities. The service allows each customer up to ten (10) one-way trips per month using an electronic identification card. Customers can load trips onto their card:

- Online at <http://ridekc.org/mobility-services/ridekc-taxi>
- By phone at 816.221.0660 (with credit card number), or
- In-person at KCATA offices, 1200 E. 18<sup>th</sup> St., KCMO

Upon boarding, customers must swipe their identification card using the vehicle’s electronic card reader to pay the fare. Service is available 24 hours a day, 365 days a year. The RideKC Taxi service uses regular taxi vehicles routed to customers upon request. Wait time will depend upon vehicle location and the pick-up point, so be sure to plan ahead. Much like the scheduled services, all customers must apply for eligibility. Service area and customer fare information are on page 12.

### Free Fixed-Route Fare Program for ADA-Eligible Customers

Fixed routes have always offered customers greater freedom to ride, eliminating the need to schedule trips in advance. All RideKC vehicles are wheelchair lift-equipped or have ramps and specific wheelchair securement locations inside. Eligible ADA customers are encouraged to use their identification cards on fixed-route service in order to ride RideKC buses free.

If you want to ride the fixed-route buses or streetcar, but need assistance learning about the services, RideKC offers a free travel training program. Please call (816) 346-0809 to speak with the travel training department or email [traveltraining@kcata.org](mailto:traveltraining@kcata.org).

## Free Fixed-Route Fare Program for Veterans

Additionally, veterans can ride the fixed-route system for free. Veterans interested in being part of the program must first go to Veterans Community Project to obtain an identification card. Additionally, there may be several pop-up locations throughout the year where veterans can obtain the identification cards. For more information, contact the Regional Call Center at (816) 221-0660, weekdays from 6 a.m. to 7 p.m.

## Regional Travel Training Program

Current customers of RideKC Freedom services can learn how to ride the bus or streetcar through the free Regional Travel Training Program. Trained staff will help customers evaluate the best route to and from the bus, show customers how to ride, and assist customers in navigating the Kansas City region. To learn more about the Regional Travel Training Program call (816) 346-0809 or email [traveltraining@kcata.org](mailto:traveltraining@kcata.org).

## Eligibility Requirements – Certification and Recertification Processes

All RideKC Freedom customers must complete an application. **All ADA applications require and in- person assessment.** Applications must be filled out completely and include all required documentation in order to be processed. Incomplete applications will be returned to the applicant. Applications can be obtained and completed in one of the following ways:

- Online
  - Download or complete online at: <http://ridekc.org/mobility-services>.
- Email
  - Request an application by emailing [eligibility@kcata.org](mailto:eligibility@kcata.org).
- Mail
  - Call RideKC Call Center at (816) 842-9070 and choose the option for eligibility to have an application mailed to your home address.
- In Person
  - Applications are available at the KCATA offices Monday – Friday from 8 a.m. to 5 p.m. at 1200 E 18<sup>th</sup> St., Kansas City, MO 64108, (closed holidays).

### **Turning in your application:**

Non-ADA Applicants (based on age only):

- Complete online and upload required documents at: <http://ridekc.org/mobility-services>.
- Email all required documentation and a photo to [eligibility@kcata.org](mailto:eligibility@kcata.org)
- Mail your application and required documentation to:
  - RideKC Freedom Eligibility, 1200 E 18<sup>th</sup> Street, KCMO 64108



For ADA applicants:

- Once you have completed all of your paperwork, an in-person assessment is required if you are applying for ADA-eligible transportation.
- Schedule an appointment once you have your completed ADA application and the certification required by your medical provider.

Bring the application and certification to your in-person assessment. (Do not mail or fax ADA applications).

Within 21 days of submitting a completed application, applicants will be notified by mail regarding eligibility. Eligible individuals will receive an approval letter stating the service type and terms of eligibility and an identification card.

If the applicant is determined to be ineligible, he/she will be notified in writing regarding the reasons for the finding. The applicant may appeal the decision by following the administrative appeals process as outlined in the “Policy Section” (page 16).

Each customer must be recertified upon reaching his/her eligibility expiration date as identified on his/her identification card. Typically, eligibility extends for three (3) years from certification.

## Accessibility Formats

Information found in this Ride Guide can be provided in an alternative format upon request. For an eligibility application, please contact RideKC Freedom Regional Eligibility Office at 816-842-9070, option 5, to speak to a representative. To obtain a copy of the Ride Guide and for other information found on this website, speak with a RideKC Customer Service Agent at 816-842-9070, option 1. RideKC Freedom will do its best to provide the requested alternative format within a reasonable time.

## Service Areas and Hours

### When and Where Can I Travel?

RideKC Freedom services are designed to be comparable to the RideKC fixed-route system. Service area and hours generally follow the service provided by the fixed-route buses and streetcars.

ADA-eligible customers can travel anywhere within three-quarters ( $\frac{3}{4}$ ) of a mile of a local fixed-route bus or streetcar service during the same days and hours of operation for that route (not including express, commuter, or RideKCFlex routes). Additionally, ADA service is available to eligible customers in Wyandotte County, Ks., and the City of Independence, Mo.

*Note: Changes made to service levels of the fixed-route bus and streetcar schedules may affect your ADA service.*

Non-ADA-eligible customers can travel within the areas and parameters of the service(s) as described for each service. Days and hours of operations may vary.

Service hours of all RideKC Freedom services are described below. Please visit the Mobility Services link at [www.ridekc.org](http://www.ridekc.org). See the appendix for detailed maps of RideKC Freedom current service areas or ask your RideKC Customer Service Agent for more information.

## Holiday Service

A majority of both ADA and Non-ADA RideKC Freedom services are available 365 days a year including all major holidays; however, some services are not available on holidays. Please note, if the fixed-route buses or streetcars run a reduced or weekend schedule on a holiday, ADA Service may also be reduced to match the corresponding fixed-route service. Be sure to check service availability online at [www.ridekc.org](http://www.ridekc.org) or by asking a RideKC Customer Service Agent.

### **Service Hours for RideKC Freedom Scheduled Services**

Type of Service	Service Area	Required Eligibility	Service Hours
ADA	All origins and destinations within 3/4 mile of KCATA local bus service or KCMO streetcar	ADA paratransit eligible	Monday-Sunday 6:00 a.m.-Midnight
ADA	City of Independence, Mo.	ADA paratransit eligible	Monday-Friday 5:30 a.m.-7:00 p.m. Saturday 5:30 a.m.-7:00 p.m.
ADA	Wyandotte County, Ks.	ADA paratransit eligible	Monday-Friday 5:30 a.m.-9:00 p.m.
Non-ADA	Kansas City, Mo., and some medical/work trips in neighboring communities	Person with disability or older adult (65+)	Monday-Sunday: 6:00 a.m.-Midnight
Non-ADA	City of Independence, Mo.	Older adult (60+)	Monday-Friday 5:30 a.m.-7:00 p.m., Saturday 5:30 a.m.-7:00 p.m.
Non-ADA	Wyandotte County, Ks.	Older adult (65+)	Monday-Friday 7:00 a.m.-7:00 p.m.
Non-ADA	Portions of Johnson County, Ks., plus destinations in Kansas City, Mo., and Kansas City, Ks.	Person with disability, older adult (65+), or low-income	Monday-Friday 6:00 a.m.-6:00 p.m.

### **Service Hours for RideKC Freedom On-Demand and RideKC Taxi**

Type of Service	Service Area	Eligibility	Service Hours
RideKC Taxi Pilot Program	All origins within Johnson County, Ks.	Person with disability or older adult (65+)	24 hours a day 7 days a week
RideKC Taxi Pilot Program	All origins within Independence, Raytown, Sugar Creek and Kansas City adjacent to those communities in Missouri	Person with disability or older adult (65+)	24 hours a day 7 days a week
Mobile App	Two service areas: one north and one south of the Missouri River	Person with disability or older adult (65+)	24 hours a day 7 days a week

## Attendants and Guests

### Personal Care Attendants (PCA)

A Personal Care Attendant (PCA) is defined by the ADA as “someone designated or employed specifically to help the eligible individual meet his or her personal needs.” Customers are required to indicate during the eligibility and certification process whether they travel with a PCA. Customers approved to travel with a PCA must inform the RideKC Customer Service Agent during the reservation process that their PCA will be accompanying them. PCAs must travel from the same origin to the same destination as the customer and are not charged a fare.

### Guests (or Companions)

Guests are welcome to ride with ADA eligible customers for \$3.00 per trip (\$2.00 for guests using RideKC Freedom Independence). Due to limited space, each rider is allowed one guest per trip. You must reserve space for your guest, whether adult or child, when scheduling your trip. Seating for more than one guest is on a "space available" basis when scheduling your trips. Guests must travel from the same origin to the same destination as the customer.

Guest using RideKC Freedom services in Johnson County, which is a non-ADA service, are subject the fares based on distance traveled. See Fare Table on page 11 for distance rates.

*Note: On RideKC Freedom On-Demand Services, customers may travel with up to three guests at no additional cost.*

### Reservation Requirements

**Every seat** must be reserved in advance. Be sure to inform your Customer Service Agent of any PCAs or Guests, including children, who will be traveling with you. PCAs and Guests that are not included in the trip reservation will not be allowed to travel.

On RideKC Freedom ADA Scheduled Services, customers may travel with up to two guests, one of which may be designated as a Personal Care Attendant (PCA). Additional guests may be accommodated only if space is available.

## Customer Fares

Customer fares for RideKC Freedom services are one-way costs that are based on a set rate or per-mileage. To find the cost of a service, please see the table below. Note, fares may change, and customers should consult a RideKC Customer Service Agent for current fare information.

Children age 5 and under may ride free. Please remember that all passengers, including PCAs, Guests, and children, must be scheduled at the time of the reservation to ensure space availability on the vehicle. Additionally, all PCAs, Guests, and children must travel from the same origin to the same destination as the eligible customer. If a child requires a car seat, the customer must provide it. Drivers do not have car seats on hand.

*NOTE: Please remember that all passengers must pay the exact cash fare when boarding the vehicle – drivers do not carry change. Your Customer Service Agent will tell you the exact fare when you schedule each trip.*

### RideKC Freedom Fare Table

Scheduled Services		
Type of Service	Required Eligibility	One-way Fare
ADA Kansas City, Mo. and Wyandotte County	ADA paratransit eligible	\$3.00
ADA Independence	ADA paratransit eligible	\$2.00
Non-ADA Kansas City, Mo.	Person with Disability or Older Adult (65+)	Please refer to Freedom on Demand Below
Non-ADA Johnson County	Person with Disability, Older Adult (65+) or low-income	0-10 miles: \$5.20 10-20 miles: \$6.20 20+ miles: \$7.20 (there may be additional charges for trips to certain areas outside Johnson County)
Non-ADA Wyandotte County	Older Adult (65+)	\$2.00
Non-ADA City of Independence	Person with Disability or Older Adult (60+)	\$2.00
Freedom On-Demand and RideKC Taxi Services		
Type of Service	Required Eligibility	One-way Fare
Freedom On-Demand	Person with Disability or Older Adult (65+)	0-5 miles: \$5.00 or \$5.00, \$2 per mile after 5 miles (for up to 60 one way trips per month)
RideKC Taxi Pilot Program	Person with Disability or Older Adult (65+)	0-5 miles: \$5.00, 5+ miles: \$5.00 + \$2.00/mile

## Reservations and Scheduling

RideKC Freedom services have varying hours and days of service, noted below.

### Phone Number and Hours of Operation

To speak with a RideKC Customer Service Agent call **(816) 842-9070** and **listen for the correct prompt option (see the table below)**. Please note that some call tree options may be unavailable on holidays. When a call tree option is unavailable, you will be connected to a voice messaging service or provided instructions on how to best contact RideKC offices. To schedule RideKC Taxi trips, please call (816) 777- 1104. To speak to a travel trainer, please call (816) 346-0809.

## RideKC Freedom Service Prompts and Hours of Operation

RideKC Freedom Call Tree (816) 842-9070			
Prompt	Title	After Prompt Options	Hours of Operation
Press Option 1	RideKC Freedom - Kansas City, Mo. and Independence (formerly Share-a-Fare and IndeAccess)	Press 1 for Reservations or Press 2 for Where's my Ride Calls	Reservations: Monday-Friday: 7:00 a.m.-4:45 p.m.; Saturday, Sunday and Holidays: 8:00 a.m.-4:30 p.m.; Where's My Ride: Typically 4:30 a.m.-Midnight
Press Option 2	Ride KC Freedom - Johnson County (formerly Special Edition)	Press 1 for Reservations or Press 2 for Where's my Ride Calls	Reservations, Where's My Ride: Monday-Friday: 7:00 a.m.-4:45 p.m.; Some Holidays: 8:00 a.m.-4:30 p.m.
Press Option 3	RideKC Freedom - Unified Government (formerly Dial-a-Ride)	Directly connected to Unified Government dispatch for all customer needs	Monday-Friday: 7:00 a.m.-7:00 p.m.
Press Option 4	RideKC Freedom-On Demand Services (and Mobile App On-Demand)	Directly connected to taxi dispatch for all customer needs	Available 24 hours 7 days a week
Press Option 5	RideKC Freedom Regional Eligibility Office	Selection for eligibility	Monday-Friday: 8:00 a.m.-4:45 p.m.
Press Option 6	RideKC Freedom Comment Line (Commendations or Complaints )	Commendations or complaints for all RideKC Freedom services	Available 24 hours 7 days a week

## Scheduling and Reserving Scheduled ADA and Non-ADA Service Trips

### Pick-up Window

During the reservation process, you will be given a 30-minute window in which the driver will be scheduled to arrive. This window is typically 15 minutes before and 15 minutes after your requested pickup time. Your vehicle may arrive at any time during this 30-minute window. Please be ready to go at the beginning of your pick-up window to avoid any delays.

### Travel Time Negotiation

If RideKC cannot accommodate your exact request, you may be offered travel times of up to 1 hour before or 1 hour after your requested travel time as established in the ADA regulations:

Section 37.131 (b) (2): “The entity may negotiate pickup times with the individual, but the entity shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual’s desired departure time.”

*NOTE: RideKC Freedom is busiest between 7 - 8 a.m. and 2- 4 p.m. If your travel times are flexible, you may wish to avoid traveling during these times.*

## Scheduling Return Trips for Medical Appointments

RideKC Freedom is an advance reservation system. For medical trips, it is recommended that you work with your medical care provider in order to properly schedule your return ride. If you are unable to schedule your return ride home, you will be referred to schedule your ride using RideKC Freedom On- Demand – which allows for same- day scheduling. Please note that the pricing for RideKC Freedom On- Demand may vary, and can be found in the RideKC Freedom on Demand section of this ride guide.

## Scheduling Tips

For scheduled services, please have your trip information ready before you call to help speed up the reservation process and reduce phone wait times. Be prepared with the following information when scheduling your trip:

<input type="checkbox"/>	Reservation Checklist
	First and last name.
	Date and time you wish to travel including the appointment time at your destination, if appropriate.
	Complete address of your pick-up location.
	Complete address of your destination including the name of the business, the suite or building number, etc.
	Time of your return trip. Please allow at least 90 minutes between trips.
	Are you traveling with a Personal Care Attendant and/or a Guest?
	Medicaid information, if applicable. <i>NOTE: You must have your Medicaid number on file with RideKC prior to requesting a Medicaid trip.</i>
	Any special instructions or additional information.

- Be sure to allow plenty of time to finish your appointment in order to meet the vehicle within your scheduled return trip time window.
- Tell us if you have an appointment time so we can schedule your trip to arrive at your destination before your scheduled appointment.
- Know the opening and closing times at your destination to avoid waiting outside the building before or after business hours.
- Allow extra time for the pickup and drop-off of other passengers before reaching your destination. RideKC Freedom is a “shared-ride” service and you may be on the vehicle up to 60 minutes to accommodate other trips.
- Listen carefully to make sure your trip is scheduled correctly. The Customer Service Agent will repeat your trip information and tell you the exact fare for each trip.

## Subscription Service for Scheduled Services

Subscription service, also known as a “Standing Order” may be available for customers who travel regularly on a specific day(s) of the week, at the same time, to and/or from the same location.

Subscription trips enable RideKC to create efficient routes for customers who have similar travel patterns and give customers the convenience of not having to call RideKC to schedule each trip.

*Note: RideKC Freedom reserves the right to unsubscribe a customer from subscription service or assess a monetary fine if there are repeated no shows or late cancellations.*

### Which Trips Qualify for Subscription Service?

Customers whose trip repeats three (3) or more times each week and cancel less than 30% may be eligible for Subscription Service.

The trip must be exactly the same each day including day of week, pick-up time, appointment time, number of passengers, origin and destination. Work, school, and medical trips such as dialysis are examples of common subscription trips.

### How Do I Sign Up for Subscription Service?

Subscription Service is above and beyond ADA regulations and is approved on a first-come, first-served basis because of limited availability. Ask your RideKC Customer Service Agent for more information regarding Subscription Service.

### Will My Subscription Trip Come on Holidays?

No. Subscription trips are AUTOMATICALLY CANCELLED for the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Customers wishing to travel on these holidays must call and schedule the trip according to regular reservation procedures – even if the trip is the same as the normally scheduled subscription trip.

### Tips for Using Subscription Service

- Customers using Subscription Service must still call to cancel trips if the trip is not needed for a particular day. No-Show and Late-Cancellation Policies still apply to Subscription trips.
- Subscription Service may be temporarily suspended by the customer during periods when travel is not needed such as vacations, hospital stays, etc. Contact your RideKC Customer Service Agent if you need to temporarily suspend your trips.
- Customers on Subscription Service must maintain a consistent travel history. Excessive cancellations and/or no-shows may disqualify the customer from further Subscription Service in addition to No-Show and Late-Cancellation penalties described later in the “Policy Section.”
- All applicable customer fares must be paid at the time of the trip. Advanced payment options are not currently available.
- Subscription Service is unavailable on holidays. If you need to travel on a holiday you must call RideKC and schedule the trip between 1 and 14 days before the holiday. It is your responsibility to determine if your trip is needed and to make transportation arrangements for that day.

## Scheduling Freedom On-Demand and RideKC Taxi Trips

Freedom On-Demand and RideKC Taxi trips can be scheduled by following the steps below. If you are a RideKC Freedom On-Demand customer, you can also use the RideKC Freedom mobile app. (RideKC Taxi does not offer a mobile app). Customers are allowed to have up to three (3) additional passengers ride free. Kansas and Missouri laws require children ride in a car seat or booster seat, which you are required to provide. If you are unsure of the laws, please refer to the websites below for your respective state's guidelines:

- Kansas - <http://www.dmv.org/ks-kansas/safety-laws.php>;
- Missouri - <http://www.dmv.org/mo-missouri/safety-laws.php>.

You can also call your local Department of Motor Vehicles.

### **Freedom On-Demand, Mobile App**

Trips can be scheduled either by using the mobile application on a smartphone or tablet or by calling the RideKC Call Center and selecting prompt #4 for RideKC Freedom On-Demand Services. **(Mobile app is called RideKC Freedom in the Google Play and Apple App stores).**

After downloading the mobile app on a smartphone, customers will be instructed to create a profile that uses their RideKC Card number. This allows the mobile application to recognize what services the customer is eligible to use. Once the profile is set up, scheduling a RideKC Freedom On-Demand trip is a simple three-step process:

1. Enter the addresses of the pick-up and drop-off locations.
2. Click on "Book Now" to have a RideKC Freedom vehicle sent to pick you up.
3. While waiting, follow the vehicle on the screen to know the status of its arrival.

If you do not have a smartphone, RideKC Freedom On-demand trips can still be scheduled by calling the RideKC Call Center and selecting prompt #4 for RideKC Freedom On-Demand Services. Then follow these steps:

1. When connected to the Customer Service Agent, inform the agent that you are scheduling a RideKC Freedom On-Demand trip.
2. Please let the Customer Service Agent know your first and last name, pick-up and drop-off addresses, and if you require an accessible vehicle. If you are unsure how far you will be traveling, please ask the Customer Service Agent. Once the driver has left your pick-up location, you are responsible for the metered fare after exceeding five (5) miles.
3. The Customer Service Agent will give you an estimated pick-up window for vehicle arrival, usually 15 minutes before and after your desired pick-up time. Please be ready at the beginning of your window. Drivers will wait five (5) minutes for you to board the vehicle. If you require more time to board the vehicle or require any assistance, please let the Customer Service Agent know.



### **RideKC Taxi - Pilot Program**

To schedule RideKC Taxi service, call the RideKC Taxi Reservation Line that is shown on the front of the ID card, (816) 777-1104. However, before you schedule a RideKC Taxi trip, you must load value onto your ID card. Those instructions are enclosed with your welcome letter. Please follow the steps below to schedule your trip:

1. When connected to the Customer Service Agent, identify yourself as a RideKC Taxi participant.
2. Please let the Customer Service Agent know your first and last name, pick-up and drop-off addresses, and if you require an accessible vehicle. If you are unsure of how far you will be traveling, please ask the Customer Service Agent. Once the driver has left your pick-up location, you are responsible for the metered fare after exceeding five (5) miles.
3. The Customer Service Agent will give you an estimated pick-up window for vehicle arrival, usually 15 minutes before and after your desired pick-up time. Please be ready at the beginning of your window. Drivers will wait five (5) minutes for you to board the vehicle. If you require more time to board the vehicle or require any assistance, please let the Customer Service Agent know.

Additional RideKC Taxi - Pilot Program information can be found online at [www.ridekc.org](http://www.ridekc.org) or by requesting the RideKC Taxi Program Ride Guide from a Customer Service Agent.

All RideKC On-Demand services use regular taxi vehicles routed to customers upon request. Wait time will depend upon vehicle location and the pick-up point, so be sure to plan ahead.

## **Policies**

Please read this section on various RideKC Freedom policies that are in place to ensure customer safety and comfort.

### **Rules of Conduct**

Service may be withheld from customers that pose a direct health or safety threat to others. A customer will be limited or excluded from service if a direct health threat situation exists and if the threat cannot be eliminated by reasonable accommodations, e.g., excessive bleeding, waste matter on person, etc.

Violent, illegal, or disruptive conduct is not allowed aboard the vehicle. If a driver reports inappropriate behavior by a customer (or parent, care provider, etc.), and the conduct continues to interfere with the safe operation of a RideKC vehicle, a service suspension may occur. RideKC will work with parents, care providers, school or employment personnel, or anyone immediately involved with the customer to educate them on appropriate behavior aboard public transportation. Below are the RideKC Freedom Rules of Conduct.

#### **Be Smart**

- No cigarettes, eCigs or other tobacco products.
- No alcohol or other controlled substances.
- No solicitation of money or distribution of literature.
- Limit personal items to those that you can carry.
- No eating while on board and no beverages without lids. Food is allowed on the vehicle in Wyandotte County.

## Be Safe

- No weapons are allowed on vehicles in the State of Missouri. Firearms are allowed on vehicles in the State of Kansas.
- No disruptive or violent behavior.
- Never cross in front of a moving vehicle.
- Respect fellow passengers and the vehicle operator.
- Service animals and animals within carriers ONLY allowed.
- Remain seated while the vehicle is in motion.
- After exiting, move a safe distance from the vehicle.

## Reasonable Modifications Request

A reasonable modification for purposes of complementary ADA paratransit is a modification to RideKC Freedom’s policies, practices or procedures that is requested by an eligible customer to ensure they are able to use the paratransit system.

To request reasonable modification to current policies, practices or procedures, please call Customer Service at 816-842-9070 and press #1 to request a Reasonable Modification Form.

## Cancellation and No-Show Policies

The Americans with Disabilities Act (ADA) of 1990, section 37.125(h) states “The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.” RideKC has established the following definitions of cancellations and no shows as part of its Cancellation and No-Show Policies.

*NOTE: Please see the Suspension of Service section to better understand how a customer can be suspended from service and a customer’s rights to appeal a suspension.*

### Cancellation

Sometimes, plans change and you may need to cancel your trip. If so, trips can be cancelled by calling the RideKC Call Center at (816) 842-9070. To cancel a RideKC Taxi trip call (816) 777-1104.

*NOTE: To allow RideKC enough time to reassign its limited resources, please cancel your trip by 4:45 p.m. the day before you are scheduled to travel.*

- *Advanced Cancellation*  
Any cancellation made by 4:45 p.m. the day before your scheduled trip is considered an advanced cancellation. Proper advanced cancellations allow RideKC to reassign resources and limit disruptions caused by changing schedules. No penalty points are assessed for advanced cancellations.
- *Same-day cancellations*  
Any cancellation made after 4:45 p.m. the day before your scheduled trip and at least two (2) hours before the start of your scheduled pick-up window is considered a same-day cancellation. Cancelling your trip at least two (2) hours in advance allows RideKC to reassign your scheduled vehicle to another customer. No penalties are assessed for same-day cancellations.

- *Late Cancellations*

Cancellations made less than two (2) hours but at least 30 minutes before the start of your scheduled pick-up window are considered late cancellations. These cancellations will result in assessed penalty points, which could lead to suspension of service.

### No Shows

A “No Show” occurs when:

1. The customer cancels the trip less than 30 minutes prior to the start of the scheduled pickup window.
2. The vehicle arrives on time, but the customer no longer wants the ride – also called a “cancel at the door”.
3. The vehicle arrives on time, but the driver cannot locate the customer at the requested pick-up location.
4. The vehicle arrives on time and waits five (5) minutes, but the customer is not ready to go, and the driver must leave to stay on schedule.

*NOTE: If you No Show the first leg of your scheduled service trip all additional trips scheduled for that day will not be automatically cancelled. You must call RideKC (816) 842-9070 to cancel any remaining trips that are no longer needed or risk additional penalties.*

### Suspension of Service

Customers who demonstrate a pattern or practice of No Shows and/or Late Cancellations will incur penalties which could lead to a suspension of service – see the Cancellation and No-Show Policies.

The following points-based process will be used to enforce our Cancellation and No-Show Policies. Points

### System

Based on the definitions in the Cancellation and No-Show sections above, points are assessed for each occurrence of the following infractions:

- Advanced Cancellation: 0 points – Thank you!
- Same-day Cancellations: 0 points
- Late Cancellation: 1 point
- No Show: 2 points

*NOTE: Trips missed by the individual for reasons out of his or her control are not assessed points and are not used as a basis for determining if a pattern or practice of Late Cancellations or No Shows exists.*

### Violations

No Shows and Late Cancellations are recorded daily and accumulated each calendar month to enforce the Cancellation and No-Show Policies. RideKC reviews total points assessed during each calendar month and calculates penalties as follows:

Points Accumulation	Penalty
A. 6 points in one (1) calendar month	A. First warning letter
B. 12 points in two (2) calendar month	B. Second warning letter
C. 24 points in a three (3) month period	C. Two-day suspension
D. 48 points in a six (6) month period	D. Five-day suspension

Penalties are NOT assessed if the total No Shows and Late Cancellations for the period are less than 15% of the customer's total trips.

Customers in violation of the Late Cancellation and No-Show Policies will receive written notice of the violation, including details of the pending suspension of service. Customers will be given 14 days from the date of the notice to appeal the decision (see the Appeals Process) or to arrange for alternative transportation options during the suspension. Following the suspension period, customers will automatically be cleared to resume service.

*NOTE: Subscription service is not automatically reinstated following a suspension. Please contact your RideKC Customer Service Agent to re-apply for subscription service.*

*NOTE: Notices are sent to your primary address on record. It is your responsibility to ensure RideKC has your current contact information. Please call (816) 842-9070 and speak with a Customer Service Agent to verify or update your information.*

## Payment for Scheduled Services

Customers are required to pay each time they board a vehicle. Children five (5) years old and younger travel for free. PCAs travel for free, as long as the customer's eligibility status states that the customer is allowed a PCA. RideKC will not bill customers nor will the drivers accept checks or credit/debit cards as payment.

EXCEPTION: Billing is a possibility for eligible customers in Wyandotte County (be sure to check eligibility prior to boarding a vehicle) and premium customers in Johnson County. Please have the exact cash fare for each one-way trip. Drivers do not carry change. Failure to pay the fare upon boarding may result in not being able to board the vehicle or service suspension.

Customers who demonstrate a pattern or practice of failing to pay the fare, also known as fare evasion, shall be subject to service suspension. Customers must have the exact fare when boarding the vehicle for each leg of their trip.

## Identification Cards

All eligible customers will be issued a picture identification card; this card must be shown to the vehicle operator each time you board a RideKC Freedom vehicle. Please pay close attention to the expiration date which should coincide with the date of your recertification. (For information regarding certifications and recertification see page 7).

In the event you lose or damage the identification card, you will be asked to display an alternative, valid identification until the card can be replaced. Replacement cards can be purchased for \$5.00, and should be done so immediately. Lost or damaged cards may be replaced a maximum of three (3) times per year. For more information please contact the RideKC Call Center at (816) 842-0970 and select prompt #5 for the RideKC Freedom Regional Eligibility Office.

*NOTE: For the RideKC Taxi Program, your identification card is used as fare payment upon boarding the vehicle. If you lose or damage the identification card, you cannot use these services until the card is replaced. RideKC Taxi customers should call (816) 221-0660 for any questions about RideKC Taxi identification cards.*

## Customers Requiring Supervision

If no one is present to receive a customer who is unable to be left unattended, the customer may be kept on the vehicle during subsequent trips. RideKC will attempt to reach the customer's emergency contact to make arrangements for a drop off. If the emergency contact cannot be reached by the end of the driver's run, the customer will return to the RideKC depot and be placed in the custody of the proper authorities. A pattern or practice of related incidents may result in suspension of service.

## Service Animals and Pets

Service animals are permitted on all RideKC Freedom vehicles and are allowed to accompany you. When scheduling a trip, please inform RideKC Freedom Customer Service Agent if a service animal will be accompanying you on the trip.

Pets, which are not service animals, may accompany RideKC Freedom customer as long as they are in an approved pet-carriers during the entire trip. The carrier must be held on the customer's lap and not on the seat or the floor of the vehicle. There is no additional fee for pets to ride.

## Packages and Carry-on Items

Customers are limited to packages and carry-on items that they are able to carry with them and hold on their lap or next to their feet while seated in the vehicle. Packages and carry-on items should not interfere with other customers or the driver. Drivers are not able to assist customers with excessive packages or shopping carts. Customers needing assistance with packages should consider traveling with a PCA.

## Seat Belts

A majority of RideKC vehicles are equipped with seat belts. Kansas and Missouri law require all front seat passengers to wear seat belts. For your safety, RideKC requires the use of seat belts at all times.

## Car Seats

Kansas and Missouri laws require children ride in a car seat or booster seat, which you are required to provide. All RideKC drivers are not required to carry car or booster seats, and do not have to transport if in violation of Kansas or Missouri guidelines. If you are unsure of the laws, please refer to the websites below for your respective state's guidelines:

- Kansas - <http://www.dmv.org/ks-kansas/safety-laws.php>;
- Missouri - <http://www.dmv.org/mo-missouri/safety-laws.php>.

You can also call your local Department of Motor Vehicles.

## Mobility Devices

Individuals using mobility aids belonging to any class of three-or-more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered, will be transported. The only exception is, if the combined weight of the mobility aid/occupant exceeds that of the lift/ramp specifications or if carriage of the device is demonstrated to be inconsistent with legitimate safety requirements.

*NOTE: RideKC is unable to transport unoccupied wheelchairs or other mobility devices that are not being used by customers.*

## Securement of Mobility Devices

Paratransit Services will make all attempts to secure mobility aids. The operator may ask the rider to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. However, it is the rider's choice whether to transfer or remain in his or her mobility device. Transportation will not be denied to a passenger in the event the operator has difficulty securing the mobility aid.

*NOTE: RideKC is unable to transport unoccupied wheelchairs or other mobility devices that are not being used by customers.*

## Access to Vehicle Using Wheelchair Lift/Ramp

RideKC Freedom shall permit individuals using a cane, crutch, walker, or other assistive devices to use the vehicle's wheelchair lift/ramp to enter the vehicle.

## Time -Sensitive Medical Needs

Customers who require food, medication, or oxygen at regular intervals should be advised that travel times could last as long as 60 minutes. Please plan ahead and carry the appropriate supplies with you when you travel. The operator will assist you in securing medical equipment on the vehicle.

*NOTE: In special circumstances, such as inclement weather or traffic incidents, trips may take longer than 60 minutes.*

## Medicaid-Eligible Customers

Customers who have Medicaid may be eligible for free transportation to and from medical appointments and trips to the pharmacy. Customers are required to be aware of their own Medicaid eligibility status. For more information about Medicaid or to check your eligibility, please contact:

- In Missouri: Missouri Department of Social Services – (866) 269-5927
- In Kansas: Logisticare – (877) 644-4623

## Appeals Process

RideKC has established an administrative appeals process in accordance with the Americans with Disabilities Act, section 37.125(g) for individuals who are denied eligibility and for individuals who have been suspended from the provision of complementary paratransit service, because of a pattern or practice of missed trips.

Customer will be mailed information about how to appeal along with his or her denial or suspension of service letter. This process includes:

1. An opportunity to be heard and to present information and arguments to an appeals board consisting of persons not involved with the initial decision to deny eligibility or suspend service.
2. Written notification of the decision within 30 days of the completion of the appeals process, including the reasons for the decision.

## Eligibility Denial

Appeals regarding eligibility must be filed within 60 days of the denial of an individual's application.

*NOTE: The entity is not required to provide paratransit service to the individual pending the determination on appeal.*

However, if the entity has not made a decision within 30 days of the completion of the appeal process, the entity shall provide paratransit service from that time until and unless a decision to deny the appeal is issued.

## Suspension of Service

Customers are given a 14-day notice prior to the start of suspension in order to appeal the decision.

Customers who appeal suspension for violation of the Cancellation and No-Show Policies will be allowed to continue to use RideKC services, pending the outcome of the appeal. Suspensions that are upheld following the appeal will begin immediately upon completion of the appeals process.

## RideKC Service Provision Guidelines

RideKC's mission is to provide a safe and comfortable trip to all customers. For RideKC to continue to provide great service for all customers, please familiarize yourself with the guidelines below.

### The Pick-up Point

Your vehicle may arrive any time during your 30-minute pickup window.

*NOTE: Be ready for your ride prior to the start of the 30-minute pickup window and look out for the arrival of your vehicle.*

RideKC scheduled services provide door-to-door trips in Kansas City, Mo., to the most exterior door and cannot enter residences or businesses. Please be ready and waiting near the most exterior door.

RideKC scheduled services provide curb-to-curb trips in Johnson County and Wyandotte County in Kansas, and Independence, Mo.

All RideKC Freedom On-Demand services are also curb-to-curb.

*NOTE: Please familiarize yourself with the service areas of each type of RideKC service in the appendix to better understand where the vehicle will pick you up.*

If you are using a wheelchair or other mobility device, there must be an accessible path from your pick-up point to the vehicle. Drivers are unable to assist passengers using wheelchairs or other mobility devices up or down steps or along other non-accessible paths.

### Vehicle Operator Wait Time

Drivers are required to wait for passengers up to five (5) minutes after their arrival or five (5) minutes after the start of the pick-up window, whichever is longer. If you are unavailable to board the vehicle within five (5) minutes, you may forfeit your trip.

## Vehicle and Operator

RideKC Freedom uses a dedicated fleet of vehicles for both the scheduled ADA and non-ADA services. Your vehicle will either be a sedan, transit van or a mini-bus and will be clearly marked with the RideKC Freedom logo on the sides. Drivers are required to wear identification badges and a uniform and will identify themselves as RideKC drivers.

RideKC Freedom On-Demand services use regular taxi vehicles to complete trips. The vehicles will have the RideKC Freedom logo displayed on the vehicle and drivers will identify themselves as RideKC Freedom drivers.

*NOTE: Occasionally, RideKC may send a regular taxi vehicle to complete scheduled.*

## During Your Scheduled-Service Ride

Under normal conditions, RideKC scheduled service rides may take up to sixty (60) minutes to complete. In special circumstances, such as inclement weather or traffic incidents, trips may take longer than sixty (60) minutes. Customers should be prepared to be in the vehicle for more than an hour.

Scheduled services operate as a shared-ride service. You should expect to routinely share your vehicle with other customers. As a result of the shared nature of the service, please note the following:

- Seat selection is first come, first served. You may not, for example, reserve the front seat of the sedan but are welcome to sit there if it is open when the vehicle arrives.
- Vehicle routing takes place a day in advance. If you need an accessible vehicle and it is noted on your profile, an accessible vehicle will be sent to pick you up. Otherwise, RideKC scheduling/dispatching will send the most appropriate vehicle for the reservations taking place on that vehicle. In other words, you cannot request a specific vehicle type.
- You may or may not be taken directly to your destination. The vehicle may deviate significantly from a direct route to your destination in order to accommodate other passengers.
- Be prepared to be on board the vehicle for up to one hour or more for significantly longer trips.

## The Drop-Off Location

RideKC provides service to the most exterior door of your destination and cannot enter residences or businesses. Drivers must maintain sight of their vehicles at all times.

If you are using a wheelchair or other mobility device, there must be an accessible path from the vehicle to your destination. Drivers are unable to assist passengers up or down steps or along other non-accessible paths.

Please plan ahead and make sure that you will be able to access your destination and, if necessary, someone is there to receive you. Drivers will not leave customers outside a locked building or other unsafe location. If you cannot access the destination, RideKC will first call and attempt to contact someone. If RideKC cannot contact someone at the destination, the customer is required to stay in the vehicle. When the driver's schedule allows, RideKC will take the customer to a safe destination.

*NOTE: Customers who cannot access their destination may be in the vehicle for an extended period of time, and therefore, should be prepared for a longer than usual trip.*



## Running Late or Late Vehicle

Occasionally circumstances arise and you are unable to complete your scheduled trip. Please see the Cancellation and No-Show sections for more information on when and how to cancel your trip. If you are running late or the vehicle is late, please contact the RideKC Call Center by calling (816) 842-0970 and choose the prompt that corresponds to the correct RideKC Freedom service. This will allow RideKC to notify the driver and help arrange another trip for you.

*NOTE: If the trip is cancelled because you are running late, RideKC will do its best to schedule another trip for you, but RideKC cannot guarantee another scheduled trip later that day.*

RideKC offers same-day trips via the RideKC Taxi - Pilot Program and the Freedom On-Demand service. Please check the service areas in the appendix to see if these services are available to you. If you miss your trip and are unable to use the on-demand same-day service options, you are responsible for rescheduling your trip for another day or for finding alternative transportation.

Under certain circumstances, RideKC may be able to offer a “no-show return”. If one of the following conditions occurs, RideKC may attempt to send another vehicle following Standby procedures:

1. The No Show was because of a reservations or scheduling error.
2. The No Show was caused by the vehicle arriving late or because of driver error.
3. Certain other unavoidable circumstances or situations where the customer may be stranded away from home.

If you miss your trip and still need transportation, please contact your RideKC Customer Service Agent to discuss your options. Please allow up to 60 minutes for these vehicles to arrive.

*NOTE: If you are at home or if you are not ready and refuse a trip after the driver makes contact with you within the pick-up window, RideKC will not send another vehicle.*

## Severe or Inclement Weather

Natural disasters, snow and ice, extreme heat or cold, severe weather, and other weather-related issues can slow down or disrupt service. Our Weather Phases are designed to keep you informed on the status of the service and what to expect in these situations.

Weather Phases are implemented whenever significant delays are expected because of a weather event and are based on the length and severity of anticipated delays:

- Phase A: Many customers may experience delays of thirty (30) to sixty (60) minutes past scheduled pick-up times.
- Phase B: Significant delays are occurring system-wide with some customers experiencing delays of more than 60 minutes past their scheduled pick-up times.
- Phase C: Delays of over one (1) hour are likely with significantly longer delays possible. Customers with non-critical trips are encouraged to cancel and reschedule.
- Phase D: Because of extremely hazardous conditions, service is temporarily suspended. Customers should contact RideKC Customer Service Agents to reschedule their trips.

During severe weather, check local radio and television stations, visit [www.ridekc.org](http://www.ridekc.org), call your RideKC Customer Service Agent, check Twitter and Facebook for updates.

## Rights and Responsibilities

RideKC Freedom customers have a right to:

- Safe transportation.
- Rides that are on time.
- Professional and courteous drivers and customer service agents.
- Safe and properly maintained vehicles.
- Properly fastened seat belts and wheelchair securements.

RideKC Freedom customers have a responsibility to:

- Treat drivers, customer service agents and other customers with respect.
- Have the correct fare on scheduled services; drivers do not carry change.
- Have a current RideKC Freedom Identification Card.
- Provide a Personal Care Attendant, if needed.
- Cancel by 4:45 p.m. the day before the scheduled trip or at least two (2) hours before the beginning of the scheduled pick-up window.
- Be ready at the beginning of the thirty (30) minute window that was negotiated at the time of scheduling.
- Provide accurate information when requesting a ride.

## How to Provide Feedback to RideKC

Our customer comment line is available 24 hours a day, 7 days a week. If you have an issue with our service or wish to compliment our service or a driver, please call (816) 842-9070 and select prompt #6 for the Feedback Line. You will be asked to leave your name, phone number, and a detailed message.

A RideKC Freedom staff person will review your comment and contact you within 5 business days so that your situation is appropriately handled.

For incidents that need immediate attention, please call (816) 842-9070 to speak with a RideKC Customer Service Agent.