

IMPORTANT ANNOUNCEMENT CONCERNING WILL CALL RETURN TRIPS

Will Call Return trips are designed for Share-A-Fare (SAF) participants who have a **medical appointment**. Participants who use SAF for a medical appointment may schedule a Will Call Return when placing a reservation. The Will Call Return trip serves as a placeholder for your return trip from your medical appointment and must be activated by contacting a SAF Coordinator. When possible, please schedule your return trip.

How do I activate a Will Call Return trip?

Will Call Return trips are **not** assigned to a vehicle when placing a reservation. Will Call Return trips are activated when the participant contacts a SAF Coordinator informing the coordinator that they are ready for their trip. When you are ready, simply call RideKC Access at (816) 842-9070 and select option #1. After contacting SAF, please make your way to your pick up point and watch for the SAF vehicle.

What happens if I am not ready for my Will Call Return trip?

It is important that you take care of business before activating a will call return trip. Getting your prescription filled, lab work, scheduling a medical appointment, and other personal matters should be handled before calling to activate your will call return trip. If you miss your trip, you must contact SAF to schedule another trip. A missed trip will be counted as a “No Show” violation and you will have to wait for an available vehicle to pick you up. In most cases, it may take up to 90 minutes (longer during peak service time) to pick you up if you miss your original trip.

Can I schedule a same day Will Call Return trip if I missed my original trip?

SAF participants who habitually miss their scheduled trip and/or Will Call Return shall incur points for a “No Show” violation. “No Show” violations could lead to a suspension of service if you frequently miss your scheduled trip and/or Will Call Return trip. If you miss your trip, you will be required to reserve a trip to take you home. **Your return trip, which is not considered a Will Call Return trip due to the initial trip being missed, will be reserved and placed on a vehicle within 90 minutes (longer during peak service time).**

Please understand that other SAF participants have scheduled trips and we must find a place for you which may require additional time to locate an available vehicle to take you home. Remember, Will Call Return trips are for medical appointments only.

It is RideKC Access’ goal to ensure that SAF participants receive the best service. Help us make your experience and the experience of other SAF customers a great one by being ready for your trip at the beginning of your trip window and/or after contacting SAF to activate a Will Call Return trip.