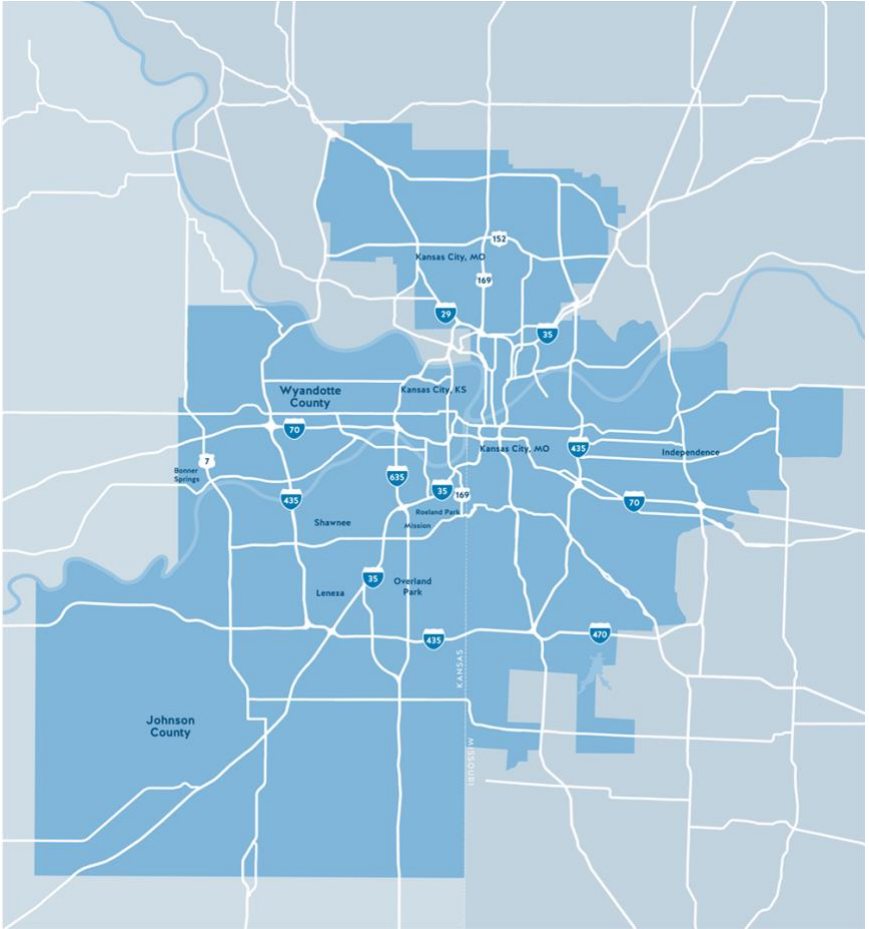


**RideKC**  **FREEDOM<sup>®</sup>**

**Paratransit Services**

*Eligibility*



## What is RideKC Freedom

**RideKC Freedom is the transportation service to persons with disabilities, older adults and/or low-income persons traveling in Johnson and Wyandotte Counties, Kansas City, Mo., Independence, Mo., – and some of the surrounding metropolitan area. Customers have access to door-to-door or curb-to-curb service depending on the geographic area RideKC Freedom serves.**

**Please use this guide to understand our eligibility and application processes.**

### Sections:

Types of RideKC Freedom Services

Eligibility: Definitions

Eligibility: Different Types

Eligibility: How to Apply

Eligibility: Next Steps

Johnson County's Reduced Fare Program

Comments or Compliments

## Types of RideKC Freedom Services

RideKC Freedom provides two primary types of service for customers who qualify, as described below.

- **ADA Paratransit is accessible transportation for people who are unable to fully access the RideKC fixed-route bus system or Kansas City streetcar because of their disability. This service meets the requirements of the Americans with Disabilities Act of 1990 (ADA).**

Customers travel from any origin or destination within 3/4-mile of a fixed-route bus or streetcar during the same days and hours as fixed-route buses and the streetcar. A customer is not required to live within the service area, however, the pick-up and drop-off addresses must be in the service area. ADA service requires scheduling at least one day in advance.

- **Non-ADA Demand Response is service for older adults and persons with disabilities within Kansas City metropolitan area - including Johnson and Wyandotte Counties in Kansas - that go beyond the 3/4-mile around the fixed-route and streetcar services. The service areas and hours differ by region and program (See the *How-to-Ride* booklet). Non-ADA Demand Response service is offered through RideKC Freedom On-Demand.**
- **Johnson County, KS also offers a reduced fare, income-based program that is described at the end of this booklet.**

## Eligibility: Definitions

The RideKC Freedom Regional Eligibility Office is open, **by appointment only**, Monday through Friday, from 8:00 a.m. to 4:45 p.m. The office is closed on major holidays. Contact the Eligibility Office at:

- Phone: 816-842-9070, press option 5
- Email: [eligibility@kcata.org](mailto:eligibility@kcata.org)

### [ADA Eligibility Requirements](#)

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

**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 category is for those persons who are unable to use fully accessible fixed-route bus services and includes those individuals who cannot independently navigate the fixed-route bus 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 category applies to any person who would be able to use the fixed-route bus and/or streetcar systems if they are accessible (a low floor, a lift, etc.). This category is not required once a transit system is 100% accessible. All RideKC fixed-route buses and streetcars are accessible with either low floors, ramps and kneeling capabilities.

**Category 3** (Section 37.123(3) (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 category applies to a person who, because of his/her disability, cannot access a particular bus or streetcar stop to board at either his/her origin or destination. In these cases, eligibility would be determined just for these stops.

## Ineligible Condition

**The following conditions, when they are considered by themselves, do not form a basis for eligibility:**

- An environmental condition or architectural barrier, not under control of a public entity
- A condition which makes traveling to a boarding location, or from an existing location, more difficult but doesn't prevent travel

## **Eligibility: Different Types**

### Types of ADA Eligibility

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

- Unconditional Eligibility – this means full access to the service for up to three (3) years
- Temporary Eligibility – full or conditional access to the service for the expected time of the temporary disability
- Conditional Eligibility – access to the service for up to three (3) years only when conditions exist that affect a person's ability to use the fixed-route system – 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.

### [Visitor Eligibility Requirements \(ADA only\)](#)

Out-of-town visitors who are ADA-eligible in their home city or have an apparent disability can use RideKC Freedom's Paratransit services for up to 21 days in a 365-day period. Visitors must contact RideKC Freedom's Regional Eligibility office, prior to needing transportation by calling 816-842-9070, option 5.

### [Non-ADA Eligibility Requirements](#)

All RideKC Freedom's non-ADA services are funded by local sources and federal funding programs. To qualify for these services, you must meet the eligibility requirements of the particular service with the following criteria:

1. Be between the ages 16 and 65 with a disability; OR
2. Be at least 65 years of age. (Exception: Independence, Mo., residents must be at least 62 years of age and using services within Independence.)



## Eligibility: How to Apply

All RideKC Freedom customers must complete the application process, which may include an in-person assessment. To be processed, applications must be filled out completely and include all required documentation. Incomplete applications and/or insufficient documents will be returned to the applicant.

### How to Get an Application:

- 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 the RideKC Regional Eligibility Office at 816-842-9070, press option 5, to have an application mailed to your home address
- In Person
  - Applications are available at the KCATA Business Office, Monday through Friday, from 8:00 a.m. to 4:45 p.m. at 1200 E. 18th St., Kansas City, MO 64108 (closed holidays)

### Submit Your Application

Applications require a clear, color photograph of the applicant's face. All approved applicants will receive a RideKC Freedom photo ID card. Please continue to read the instructions for completing and submitting the application.

### Non-ADA, Age-Based Applications

There are three ways to submit the application – online, email or regular mail:

1. Complete **online** and upload the required documents (proof of age and a photo) at: <http://ridekc.org/mobility-services>.
2. **Email** your application and all required documents (proof of age and a photo) to [eligibility@kcata.org](mailto:eligibility@kcata.org).
3. **Mail** your application and required documents (proof of age and a photo) to:  
RideKC Freedom Eligibility Office  
1200 E. 18th St.  
Kansas City, MO 64108

### ADA, Disability-Based Applications

All ADA applicants are required to complete an in-person assessment.

1. Once you complete your application (including your healthcare provider certification), **call** the RideKC Regional Eligibility Office 816-842-9070, option 5 to **schedule** your in-person assessment.
2. At the time of appointment, **bring** your application and the certification provided by your medical provider to your in-person assessment – DO NOT mail, email or fax your application.

Transportation to your in-person assessment can be arranged by calling the Eligibility Office at 816-942-9070, option 5.

## Eligibility: Next Steps

### Now That You Have Applied, What Is Next?

- Within 21 days of submitting a completed application or your in-person assessment, you will be notified by mail regarding your eligibility.
- If eligible, you will receive an approval letter stating the service type and terms of eligibility, a RideKC Freedom photo ID, the *How-to-Ride* and *Policy* booklets.
- Your eligibility is valid three years from your certification date, which appears on your photo ID.
- To re-certify, you must complete the application process.
- If you are ineligible or conditionally eligible, the Eligibility Office will notify you in writing indicating the reasons.
- **You may appeal the decision by following the appeals process that is outlined in the *Policy* booklet.**

### Eligibility Renewal Notice

When your three-year eligibility expires, you must be re-certified. To avoid disruption in service, RideKC Freedom will mail a renewal notice to the address on record. Be sure RideKC Freedom has the most current contact information on file to ensure renewal recertifications are mailed to your correct address.

Remember, the expiration date for your eligibility is based on the certification date, which appears on your photo ID.

### Additional Program in Johnson County– Residents Only

In addition to the RideKC Freedom Non-ADA service (see Non-ADA sections), Johnson County, KS also offers a program for those that

meet certain income requirements. Fares for this program are lower than the regular fares (**see the *How to Ride* booklet**)

Johnson County's Reduced Fare Program requires a completed application available by going to [www.ridekc.org](http://www.ridekc.org), click Mobility Services, then the Johnson County link. Be sure to follow the instructions for completing and submitting the application. Or, call the Regional Eligibility Office. **The reduced fare application is different than the standard RideKC Freedom application also available upon request.**

As a Johnson County resident, you may qualify for reduced fares to use RideKC Freedom based on the criteria shown below:

Household Size	Monthly Income
1	\$1225.00
2	\$1650.00
3	\$2075.00
4	\$2500.00
5	\$2925.00
6	\$3350.00
7	\$4719.00
8	\$5250.00

**Monthly Income** 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 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. **The parents' and applicants' income statements must be submitted to determine eligibility for reduced fare.**

If you do not yet qualify financially for other RideKC Freedom services, your application will be processed as regular fare for RideKC Freedom Non-ADA services in Johnson County.

**For more details on Johnson County RideKC Freedom, go to [RideKC.org](http://RideKC.org), click Mobility Services then the Johnson County link.**

## Comments or Compliments? Call us.

Our customer comment line is available 24 hours a day, 7 days a week. We want to hear from you; if you experience eligibility issues, need clarification and have additional questions.

Call the Feedback Line at (816) 842-9070 and select prompt #6. You will be asked to leave your name, phone number, and a brief, detailed message.

RideKC Freedom staff will review your comment and contact you within five business days.





# RideKC

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