

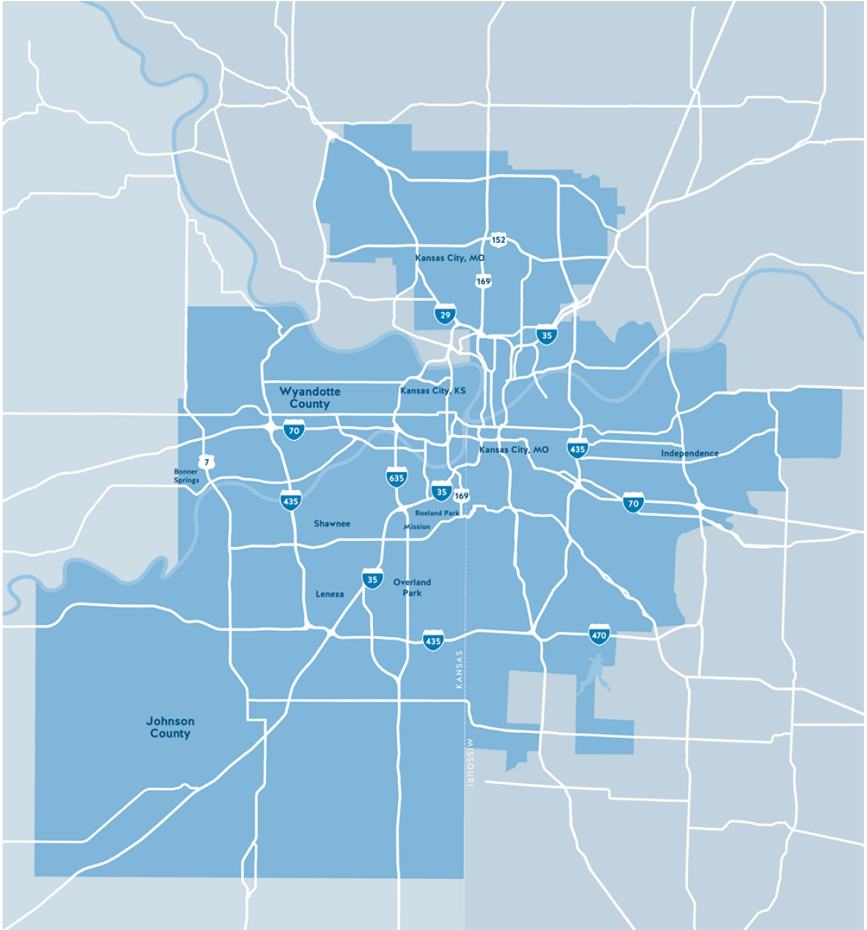
# RideKC / FREEDOM<sup>®</sup>

## Paratransit Services



## *How to Ride*





## RideKC Freedom Is Here to Serve You

**As a RideKC Freedom customer, we welcome the opportunity to help you get around the metro area. RideKC Freedom offers service in Kansas City, Mo., Independence, Mo., Wyandotte County and Johnson County, Ks and some surrounding areas.**

You must first go through the eligibility process, (see Eligibility and Policy booklets). Once approved, you can use Scheduled or On-Demand Service. This booklet shows you how.

### Sections:

Service Options: Scheduled and Same-Day (Freedom On-Demand)

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## RideKC Freedom's Service Options

The results from your in-person assessment will determine the type of service you will be eligible to use. RideKC Freedom offers two services to meet your needs.

### [Scheduled Services \(ADA and Non-ADA\)](#)

ADA. As required by ADA law, paratransit service must be provided to serve persons with disabilities who are unable to fully use fixed-route buses or the streetcar.

Non-ADA. This service is also available, though not required, to persons with disabilities and older adults.

### [Same-Day Service \(Non-ADA\)](#)

Freedom On-Demand service is another non-ADA option for persons with disabilities and older adults, that mainly features same-day scheduling and a mobile app for trip reservations and fare payment.

Be sure to read through this guide for more on the service areas, reserving your trip, fares and more details about Scheduled and Same-Day services.

## Service Areas and Hours

### Scheduled and Freedom On-Demand

This tables shows where you can travel and the hours of operation for RideKC Freedom’s Scheduled Service and Freedom On-Demand. Be sure to read across the row.

Type of Service	Service Area	Required Eligibility	Service Hours
<b>ADA</b>	<p><b>Kansas City, Mo.</b></p> <p>Start &amp; end points are within ¾-mile of RideKC KCMO fixed-route bus service or KC streetcar</p>	ADA-paratransit eligible	Monday-Sunday 6:00 a.m.-Midnight
<b>ADA</b>	<p><b>City of Independence, Mo.</b></p> <p>Start &amp; end points are within ¾-mile of RideKC KCMO &amp; Inde fixed-route bus service and/or inside the Independence city limits</p>	ADA-paratransit eligible	Monday-Friday 5:30 a.m.-7:00 p.m. Saturday 5:30 a.m.-7:00 p.m.

Type of Service	Service Area	Required Eligibility	Service Hours
<b>ADA</b>	<b>Wyandotte County, Ks.</b> Start & end points are within ¾-mile of RideKC KCK. Transit fixed-route bus service	ADA-paratransit eligible	Monday-Friday 5:30 a.m.-9:00 p.m.
<b>Non-ADA</b>	<b>City of Independence, Mo.</b> (Freedom On-Demand is also available)	Adult at least 62 years	Monday-Friday 5:30 a.m.-7:00 p.m. Saturday 5:30 a.m.-7:00 p.m.
<b>Non-ADA, RideKC Freedom (Johnson County)</b>	<b>Johnson County, Ks.</b> Also, destinations to KCMO, and KCK (Freedom On-Demand is also available)	Person with disability, adult at least 65 years, or low-income	Monday-Friday 6:00 a.m.-6:00 p.m.
<b>Freedom On-Demand</b>	<b>Available for all of the above/previous service areas for ADA and non-ADA</b>	Person with disability or adult at least 65 years	Sunday-Saturday 24 hours a day

## Holiday Service Hours

RideKC Freedom provides limited service on holidays. Also, ADA Scheduled Service may be reduced to match fixed-route holiday or weekend schedules. Be sure to check in advance for holiday service availability online at [www.ridekc.org](http://www.ridekc.org) or call to speak with a customer service agent.

## Paying Fares

For **Scheduled service**, you must pay the required cash fare each time you board a vehicle. Exact fare is required.

**Freedom On-Demand** allows you to pay when boarding the vehicle or through the mobile app.

**RideKC Freedom (Johnson County)** Johnson County service accepts cash fare, check or a valid 10-Ride Punch Pass. Purchase the 10-Ride Pass online at <http://thejo.3dcartstores.com/> or mail a check to Johnson County Johnson County, 1701 W. 56 Highway, Olathe, Ks., 66061.

The cost to ride depends on the “Type of Service” and “Required Eligibility.” See each breakdown in the tables below for Scheduled Service, Freedom On-Demand and Special Edition trips.

**RideKC Freedom Scheduled Service (schedule in advance)**

<b>Type of Service</b>	<b>Required Eligibility</b>	<b>One-way Fare</b>
ADA Kansas City, Mo. Wyandotte County	ADA-eligible	\$3.00
ADA, non-ADA Independence, Mo.	ADA-eligible, person with disability, at least 62 years	\$2.00

**RideKC Freedom Scheduled Service (Johnson County -schedule in advance)**

<b>Type of Service</b>	<b>Required Eligibility</b>	<b>One-way Fare</b>	<b>Punch Pass</b>	<b>Based On</b>
Non-ADA Johnson County	Person with disability, at least 65 years or low-income	3.20	32.00	Low-income who qualify
		5.20	52.00	Travel less than 10 miles
		6.20	62.00	Travel 11 to 20 miles
		7.20	72.00	Travel over 20 miles



## Freedom On-Demand (offers same day scheduling)

Type of Service	Required Eligibility	One-way Fare
Freedom On-Demand (serving KCMO, Independence, Mo., Wyandotte and Johnson County, Ks.)	Person with disability, at least 65 years	\$5 for the first 5 miles and \$2 each mile after
<i>Children 5 and under ride free. Up to three additional passengers ride free. Pay with exact cash or credit/debit card in cab or through mobile app. You are allowed up to 60 trips a month at the above rate.</i>		

## Paying Fares (Cont'd.)

### Identification Cards

Always have your RideKC Freedom ID card when using our services. You may need to show it each time you board any RideKC vehicle. Your RideKC Freedom ID card holds no cash value and cannot be used as payment for any RideKC Freedom Services.

### Replacement ID Cards

If you lose or damage your ID card, immediately contact the RideKC Call Center at (816) 842-9070 and select prompt #5 for the Regional Eligibility Office to request a replacement. Replacement cards costs \$5.00 for the first replacement and \$10.00 for additional replacements. You will be allowed a maximum three replacement cards a year.

## Scheduled Service

Our Customer Service Agents are just a phone call away, ready to help schedule your ride.

### Reservations and Scheduling

Call us at (816) 842-9070 and listen for the correct option. Be prepared to give the Agent the information shown in the Reservation Checklist:

<input checked="" type="checkbox"/>	Reservation Checklist for Scheduled Service (RideKC Freedom)
	First and last name.
	Date and time you wish to travel. Also include the appointment time at your destination, if available.
	Complete address of your pick-up location.
	Complete address of your destination. Also include 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. <b>You must have your Medicaid number on file with RideKC prior to requesting a Medicaid trip.</b>
	Any special instructions or additional information.

## Reserving Scheduled Service (Cont'd.)

### During the call, the Agent:

1. Will give your “30-minute pick-up window.” Expect the vehicle to arrive and please be ready to go at the beginning of your pick-up window.
2. Will repeat your trip information and the exact fare for each trip.
3. May need to negotiate an alternate travel time not to exceed one hour before or after your requested time, if we are unable to accommodate your request. (See the Policy booklet on Travel Negotiation).

**When you are unable to schedule a return ride home with your medical provider, Freedom On-Demand offers same-day scheduling at varying prices. Refer to Freedom on Demand pricing.**

## Before Hanging Up!

- If possible, consider scheduling weekday service between 9 a.m. and 1 p.m. or after 5 p.m. to avoid busy rush hour times.
- Schedule your return trip so that you have plenty of time to finish your appointment.
- Know the opening and closing times at your destination to avoid waiting outside the building before or after business hours.
- Since Scheduled Service is a “shared-ride, be prepared to be on the vehicle up to one hour or more for longer trips to accommodate other passengers’ trips.
- Listen carefully to the Agent to make sure your trip is scheduled correctly.

## Attendants and Guests

### Reservations and Scheduling

#### **Personal Care Attendants (PCA)**

Be sure to inform the Agent If you are traveling with a Personal Care Attendant (PCA). The PCA travels free but must accompany you the duration of your trip, not for only part of the trip.

#### **Guests (or Companions)**

Adults or children are welcome to ride with ADA-eligible customers as long as space is available; however, only one guest per trip. Guests must travel with you the entire trip and are required to pay the fare (see fare table on page 4).

When scheduling, you must reserve space for your PCA or Guest. Otherwise, they will not be allowed to travel.

*\*Johnson County allows Personal Care Attendants only – no guests.*

## Scheduling with RideKC Freedom On-Demand

### Reservations and Scheduling (Mobile App)

Reserve Freedom On-Demand trips using the option that works for you, either by mobile app or phone. Instructions for each are below.

#### Setting up and reserving with the Mobile App:

1. **Download.** The mobile app is called “RideKC Freedom” in the Google Play and Apple App stores.
2. **Sign up.** Follow the instructions for entering your first and last names, email address, mobile phone number, password and enter the password again. Click “Sign Up.”
3. **Set up account.** From the drop-down menu (screen top left), select “Settings” then select “Account.” Enter your five-to-seven digit paratransit number so that the mobile app recognizes the services you are eligible to use. Select your payment type, enter your PIN (birthyear on file).

Now, you are all set to schedule a RideKC Freedom On-Demand trip in three simple steps:

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.

## Freedom On-Demand (Cont'd.)

### Reservations and scheduling by Phone

**Phone:** Call (816) 842-9070, choose prompt #4 and be prepared to give the Agent the information in the Reservation Checklist:

<input checked="" type="checkbox"/>	Reservation Checklist for Same-Day Scheduling (Freedom On-Demand)
	Tell the Agent you are scheduling a RideKC Freedom On-Demand trip.
	Your first and last names, customer number, your four-digit PIN (birthyear) and if you require a wheelchair accessible vehicle.
	Time you wish to travel. Also include the appointment time at your destination, if available.
	Complete address of your pick-up location.
	Complete address of your destination. Also include the name of the business, the suite or building number, etc.
	Any special instructions or additional information.

## During the Call

1. Ask the Agent how far you will be traveling. (Once the driver has left your pick-up location, you pay the metered fare beyond five miles).
2. Ask the Agent your trip cost so that you will know how much to pay before you get in the vehicle.
3. The Agent will give an estimated time of vehicle arrival, generally 5 to 45 minutes before your pick-up time. (Always be ready at the beginning of your window).
4. Inform the Agent if you need assistance boarding the vehicle.

## It Is Time to Go

- Your wait time depends on the location of an available vehicle, nearest your pick-up point.
- When your vehicle arrives, the driver will wait five minutes.
- Freedom On-Demand uses regular taxis and wheelchair-accessible vehicles.



## Special Programs for Regularly Scheduled Trips

### Subscription Service

Subscription Service, also known as a “Standing Order” may be available to RideKC Freedom customers who use Scheduled Service and regularly travel a minimum of three trips to and from the same destination.

- Trips must be exactly the same each day – including day of the week, pick-up time, appointment time, number of passengers, origin and destination. Common examples are work, school and dialysis trips.
- There is no need to call each time and schedule; just one phone call takes care of all of the trips.
- This service is not available on holidays. Therefore, you must call RideKC Freedom and schedule your trip about two weeks in advance.
- Subscription Service is approved on a first-come, first-served basis since it is not ADA-required.

## Premium Service (Johnson County Trips)

“Premium” Service is offered to customers who regularly travel to and from the same Johnson County destination. You must travel a minimum of three trips to and from the exact same destination.

### **Here is how Premium Service works:**

- Customers must enroll in the program. Download the application at [www.RideKC.org](http://www.RideKC.org), click Mobility Services and refer to the Johnson County link. Or call (816) 842-9070, press Option 2 to request an application in the mail.
- Once enrolled, you will receive a monthly bill to pay in advance for scheduled trips.
- Payment for the fare is due by the 22nd of each month. If payment is not received, Premium Service will be suspended.
- No need for cash fare or punch pass.
- You may cancel a trip at least two hours before scheduled pick up.
- To cancel a trip, please call (816) 842-9070 and select Option 2.
- Cancellations can be left on voice mail after-hours.

## Tips on Using Subscription and Premium Services

- You still must 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.
- You can contact RideKC Freedom to temporarily suspend Subscription Service when travel is not needed such as vacations, hospital stays, etc.
- Be sure to maintain a consistent travel history. Excessive cancellations and/or no-shows may disqualify you from further Subscription Service, in addition to No-Show and Late-Cancellation penalties.
- All applicable customer fares for Scheduled Service must be paid at the time of the trip.
- Advanced fare payment applies to Premium Service.
- Failure to pay may result in suspension or removal from subscription or premium service.

## RideKC Service Provision Guidelines

The moment you are ready to go, we want you to have a safe and comfortable experience using RideKC Freedom services. Our uniformed drivers will arrive in a “RideKC Freedom” sedan, transit van or mini bus. Freedom On-Demand uses taxis with the “RideKC Freedom” logo. Drivers are also required to wear identification badges and identify themselves as RideKC drivers.

### Your Ride Is Here

When it comes to making sure we deliver on our service, there are provisions in place you should know.

1. RideKC Freedom will schedule and send the most appropriate vehicle for all the reserved trips on that route. Please inform the Agent if you need a wheelchair accessible vehicle so that this request is noted on your reservation.
2. Drivers are required to wait for passengers up to five minutes after arrival or five minutes after the start of the pick-up window, whichever is longer.
3. The pick-up and drop-off points must have a cleared and accessible path for wheelchairs and other mobility devices.
4. Drivers are unable to assist passengers up or down steps or along other non-accessible paths.

## More About Scheduled Service

Customers who use Scheduled Service should also be aware of the following:

- **Your Ride.** Expect and be prepared to be on board the vehicle for up to one hour, or more for significantly longer trips.
- **Delays.** In special circumstances, such as inclement weather or traffic incidents, trips may take longer than one hour.
- **Shared Ride.** You will routinely share your vehicle with other customers.
- **Seating.** Seat selection is first come, first served.
- **The Route.** The vehicle may deviate significantly from a direct route to your destination in order to accommodate fellow passengers.

## Service Provisions (Cont'd.)

### You Are Running Late or “Where’s My Ride?”

Things happen. Unexpected situations can affect the service you have reserved. It is important you call us at (816) 842-9070 and choose the correct prompt for Scheduled Service or Freedom On-Demand anytime you are running late, unable to complete your trip or your vehicle has not arrived.

- If you are running late or unable to take your original trip for Scheduled Service, call us as soon as possible to cancel. If you need a trip home, you may be directed to use and be prepared to pay the fare for RideKC’s Freedom On-Demand service.
- If your vehicle has not arrived by the end of the 30-minute window, call us and select the Where’s My Ride option.

### No-Show Return Using Stand-by Procedures

RideKC Freedom may be able to offer a “no-show return”. If one of the following conditions occurs, RideKC may attempt to send another vehicle following Stand-by 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.

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

## Severe or Inclement Weather

When severe or inclement weather hits the region, RideKC Freedom implements Weather Phases based on the length and severity of anticipated service 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.

Paratransit service vehicles operate on side streets that may not be cleared of snow or ice. RideKC Freedom staff will do their best to notify you if the driver encounters difficulty as result of snow- or ice-packed streets or walkways. RideKC drivers do not clear snow or ice.

**Please be sure a current phone number is on file.** Drivers will assist customers when the walks are cleared of snow and ice. It is a customer's responsibility to have walkways cleared.

**To stay informed on the status of service and what to expect, check local radio and television stations, visit [www.ridekc.org](http://www.ridekc.org), call us at (816) 842-9070 or refer to social media:**

- **Twitter:** <https://twitter.com/RideKCTransit>
- **Facebook:** <https://www.facebook.com/RideKC>

## **Additional Programs to Help You Get Around**

You can also take advantage of free programs to help increase your access to public transportation.

- **Fixed-Route, Free Rides.** If you are ADA-Eligible, your RideKC Freedom Card is also good for free rides on fixed-route service. Simply show the bus operator your ID when you board. (Free ride does not apply to 510-K-10 Connector service).



## **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 service issues or want to compliment a driver, agent, etc.

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.

## **Phone Numbers and Hours of Operation**

To speak with a RideKC Freedom Customer Service Agent call (816) 842-9070 and listen for the correct prompt option.

Please note that some call tree options may be unavailable on holidays. Therefore, you will be connected to a voice messaging service or provided instructions on how to best contact RideKC Freedom offices.

## RideKC Freedom Phone Tree

**Option 1** – RideKC Freedom scheduled service for Missouri customers (to schedule, cancel or check the status of a ride)

**Option 2** – RideKC Freedom scheduled service for Johnson County customers (to schedule, cancel or check the status of a ride)

**Option 3** – RideKC Freedom scheduled service for Wyandotte County customers (to schedule, cancel or check the status of a ride)

**Option 4** – All customers – RideKC Freedom on Demand scheduling (to schedule, cancel or check the status of a ride)

**Option 5** – Eligibility office (general information about our services, to obtain an application, check on status of an application)

**Option 6** – Comments Line – for all regional mobility services, recorded line – leave a detailed message with your feedback



# RideKC

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