



RideKC Freedom's Policies Govern What We Do

To ensure your safety and our responsibility to efficient public transportation service, there are policies and required procedures in place that you should know. Read through this booklet and feel free to contact RideKC Freedom, if you have additional questions.

Sections:

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Customer Rights and Responsibilities

RideKC Freedom customers have a right to:

- Safe transportation.
- Trips that are within the 30-minute pick-up window.
- 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 hours before the beginning of the scheduled pick-up window.
- Be ready at the beginning of the 30-minute window that was negotiated at the time of scheduling.
- Provide accurate information when requesting a trip.

Customer Code of Conduct

- A customer will be subject to limited or excluded from service if a direct health or safety threat, such as excessive bleeding, waste matter on person, etc., exists and cannot be eliminated by reasonable accommodations.
- To ensure safe operation, everyone in a RideKC Freedom vehicle must not engage in inappropriate, violent, illegal or disruptive behavior.
- Violators will be subject to service suspension if the conduct is reported.

Be Safe

- No weapons are allowed on RideKC Freedom vehicles.
- 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 are allowed.
- Remain seated while the vehicle is in motion.
- After exiting, move a safe distance from the vehicle.

Be Smart

- No cigarettes, eCigs or other tobacco or vaping 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.

Cancellation and No-Show Policies

RideKC has established the following definitions of cancellations and no shows as part of its Cancellation and No-Show Policies.

Cancellations

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

To allow RideKC Freedom enough time to reassign its limited resources and minimize service disruptions, please cancel your trip according to the required schedules below.

- *Advanced cancellation is any cancellation made **by 4:45 p.m. the day before** your scheduled trip. No penalty points are assessed.*
- *Same-day cancellation is any cancellation made **after 4:45 p.m. the day before** your scheduled trip **and at least two hours before** the start of your scheduled pick-up window. Cancelling your trip at least two hours in advance allows RideKC Freedom to reassign your scheduled vehicle to another customer. No penalties are assessed.*
- *Late Cancellation is any cancellation made less than two hours but at least 30 minutes before the start of your scheduled pick-up window. Late cancellations will result in assessed penalty points, which could lead to suspension of service.*

Cancellation and No-Show Policies (Cont'd)

No Shows

A “No Show” occurs when:

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

Remember to Call and Cancel Remaining Scheduled Service Trips

- If you No Show the first leg of your Scheduled Service trip, all remaining 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 assessment of penalty points.

Service Suspended for Cancellations, No-Shows, Fare Evasion

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. All suspensions may be appealed by following the appeals process in this booklet.

Cancellation and No-Show Policies Points System

Although no points are assessed for Advance and Same-day Cancellations, points are assessed for each occurrence of the following:

Late Cancellations: 1 point	No Shows: 2 points
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Also, for reasons beyond the customer’s control, RideKC Freedom will not assess points and not use the incident to determine if a pattern or practice of Late Cancellations or No Shows exists.

How Points Are Assessed, Penalties

No Shows and Late Cancellations are recorded daily and accumulated monthly. RideKC Freedom staff reviews total points assessed during each month and calculates penalties as follows:

Points Accumulation	Penalty
A. 6 points in one (1) month	A. First warning letter
B. 12 points in two (2) months	B. Second warning letter
C. 24 points in three (3) months	C. Two-day suspension
D. 48 points in six (6) months	D. Five-day suspension
Points are NOT assessed if the total No Shows and Late Cancellations for the period are less than 15% of the customer's total trips.	

Violation Notices

RideKC Freedom will mail a written notice to the address on record to customers in violation of the Late Cancellation and No-Show Policies. The notice will include details of the pending suspension of service. Customers will have 14 days from the date of the notice to appeal the decision (see Appeals Process) or to arrange for alternative transportation options during the suspension.

After the suspension period, customers will automatically be cleared to resume service. Subscription Service is not automatically reinstated following a suspension; therefore, customers are required to re-apply.

Fare Evasion

Customers who demonstrate a pattern or practice of not paying the fare will be subject to service suspension. You must have the exact fare when boarding the vehicle for each leg of your trip. Otherwise, you risk not being able to board the vehicle or service suspension.

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 (no shows).

RideKC Freedom will mail information about how to appeal the decision along the eligibility denial or suspension of service letter. This process also 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.

RideKC is not required to provide paratransit service to the individual pending the determination on appeal.

However, if the entity has not decided 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.

Additional Accommodations and Requirements

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

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).

Customers Requiring Supervision

Customers requiring supervision must be identified on the customer's profile. The guardian, caretaker or individual placing the trip reservation must communicate this information to the Customer Service Agent. It is imperative that someone is present to receive the customer who is unable to be left unattended.

In the event no one is available, and dispatch is unable to reach the customer's emergency contact, the customer will be kept on the route until all stops are completed. RideKC Freedom will attempt to reach the customer's emergency contact to arrange a drop off. If unsuccessful by the end of the driver's run, the customer will return to the RideKC Freedom 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

RideKC Freedom permits service animals on its vehicles. When scheduling service, you must inform the Agent you will be traveling with a service animal.

Pets, which are not service animals, may accompany RideKC Freedom customers as long as they are in an approved pet-carrier during the entire trip. You must hold the carrier your 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 can 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 required to assist customers with packages or shopping carts.

Seat Belts

Kansas and Missouri law require all front and back seat passengers to wear seat belts. For your safety, RideKC Freedom always requires the use of seat belts.

Car Seats

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

Missouri:

<https://www.mshp.dps.missouri.gov/MSHPWeb/PatrolDivisions/TroopHeadquarters/TroopC/faqsTroopC.html>

Kansas: <https://www.kansashighwaypatrol.org/293/Child-Passenger-Safety>

[Mobility Devices](#)

Customers who use mobility aids belonging to any class of three-or-more-wheeled devices, usable indoors, designed or modified for and used by customers 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.

RideKC Freedom will not transport unoccupied wheelchairs or other mobility devices that are not being used by customers.

[Securement of Mobility Devices](#)

RideKC Freedom will make every effort to secure mobility aids. The driver may ask you to transfer to a seat, because it may be difficult to safely secure you within the mobility device. However, it is your choice whether to transfer or remain in your mobility device. RideKC Freedom will not deny service to customers in the event the driver has difficulty securing the mobility aid.

[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

If you require food, medication, or oxygen at regular intervals, be advised that travel times could last one hour or longer. Please plan ahead and carry the appropriate supplies with you when you travel. The driver will assist you in securing medical equipment on the vehicle.

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.

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

RideKC

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