



Frequently Asked Questions

Visit help.transit.app for more information

Does the *Transit* app cost?

No. *Transit* app is a free app on both iOS and Android. It replaces the RideKC App, which will no longer be supported.

Can I still use the old RideKC App?

The RideKC App is being discontinued, and will no longer function. Please download the *Transit* app for optimized bus tracking and mobile fare purchasing.

What will happen to my RideKC App account?

The RideKC App is being discontinued and all account information will be deleted.

When will fare payment in *Transit* be possible?

Fare payment within the *Transit* app is currently disabled and will be available when fare collection resumes on any RideKC bus route. Fare payment in the RideKC App will no longer be an acceptable form of payment as of May 2020.

Can I get a refund on fares I bought in the RideKC App?

Fare transactions over \$10 in value that were made after March 18, 2020 but never activated have already been refunded to the payment method used for the purchase. Fare purchases were completely disabled on April 17, 2020. We are unable to refund fares that are active or expired. If you still have questions about any other transactions, please locate your email receipt and contact the Regional Call Center at 816-221-0660.

How do I check nearby departures and track my ride?

On *Transit's* main screen you'll find a map with your current location and a list of nearby routes and their next departure time. To switch the direction for any route in the list, swipe across the route. Real-time information is marked with a radio wave icon, so these times may differ slightly from bus schedules. Routes without real-time information display arrival times in lighter shade and without the radio wave icon (these are arrival times from the bus schedule). The word **LAST** appears under the arrival time for the last scheduled arrival for the day. You can tap any route to see later departures, find the nearest stop, and track your bus or streetcar.

How do I plan my trip?

On the Main Screen, tap the Where to? search bar, and search for your desired destination. Tap a search result and select Get directions. The default starting point is your current location. Tap in the upper Origin field to change your starting point, if desired. You can compare your options using public transport and other modes. You can tap on a trip to see more details. Once a trip is selected, tap GO to get step-by-step instructions during your trip.

How do I get step-by-step directions with GO?

GO is *Transit's* personal trip companion. Tap GO to get timely notifications for when it's time to leave, when you should change lines, and when you should exit the vehicle. Using GO anonymously shares your bus's location with other users, improving the accuracy of real-time information. To start GO for a specific line, tap a line in the main screen and tap GO. Then, enter your desired destination stop. To start GO for a trip plan, tap GO in the trip plan detail screen.

How do I use Uber, Lyft, and RideKC Bikes and Scooters in the *Transit* app?

Transit isn't only for buses and streetcars! To use Uber or Lyft, select the Uber or Lyft option when comparing routes. The *Transit* app will provide options as to which provider you would like to use. When ready to request your trip, press the request button at the bottom of the screen. Shared bikes and scooters are viewable in the *Transit* app, but you will need to download the Drop Mobility app in your app store to reserve your bike or scooter.

How do I add favorite locations and routes?

Select the route you want in the list on the Main Screen, or type it into the "Where to?" search bar. Tap the star icon. If you're asked, choose whether to set up service alert notifications. Now the route appears at the top of the list in the Main Screen whenever you're nearby.

How Do I customize GO?

You are able to modify walk times, add reminders, and change your speech notification settings to make GO better meet your needs. You can minimize the GO screen to allow you to browse the rest of the app without leaving your trip.

On iOS: Swipe down from the top of the GO screen or from the “next steps” bar in the center of the screen.

On Android: Tap your phone’s Back button.

Tap the minibar at the bottom of the screen to enter GO again. Press the bell icon to set up an additional reminder. This will send you a notification a few minutes before you need to leave, so you have time to finish your coffee/brush your teeth/grab your coat! Tap the ‘x minutes walk’ box to adjust the estimated walking time. Tap the speaker icon in the upper right-hand corner of the GO screen to disable the speech notifications. You’ll still receive push notifications about your trip. They’ll be associated with your phone’s default vibration and/or sound.

How do I get notifications about your trip with GO?

Tap GO to get timely notifications for when it’s time to leave, when you should change lines, and when you should get off. Using GO anonymously shares your bus’s location with other users, improving the accuracy of real-time info in your city. To start GO for a specific line, tap a line in the Main Screen and tap GO. Then, enter your desired destination stop. To start GO for a trip plan, tap GO in the trip plan detail screen.

What is GO crowdsourcing?

When you use GO to guide you along your *Transit* trip, you’re also sharing the location of your bus with other *Transit* users to provide them with super-accurate vehicle tracking information. Crowdsourced bus icons are indicated on the map by a smiley face.

How do I buy *Transit* tickets?

Fare purchases are currently disabled until fare collection in the region resumes.

To purchase RideKC fares, select the “Buy ticket” in the bottom right of the screen. Select your traveler type, and then select which fare you would like to purchase. Add your credit card information, and then confirm your purchase. Choose whether to activate the fare now or later. Activating a fare cannot be undone. Tap the gear icon on the main screen to view and activate your fares.

How much will my *Transit* ride cost?

Fare purchases are currently disabled until fare collection in the region resumes.

Visit <https://ridekc.org/fares> for current fare information. Fares are unchanged from the RideKC App.

How do I manage my *Transit* account?

An account is only required to purchase fares. To manage your *Transit* account, select the cog wheel in the top left corner. From here you can manage your accounts with both *Transit* and RideKC, as well as Uber and Lyft. You can also set your home and work locations, as well as add additional important locations. Fares are tied to your account, not your device. If you change devices, your fares will be present when you login with your account on a new device.

How Do I order Uber/Lyft?

To request an Uber or Lyft from the main screen, find the serving in the Nearby list. Swipe left/right on the service to choose between different options. Tap the ridehail card. Select your destination. Tap Request. To order a ride from the Trip Planner, first plan a trip and locate the ridehail option in the trip planner. Tap the trip to choose your ride. Next, choose your service. You can swipe left or right to switch between different services. Tap to select the type of car you need (carpool, regular car, XL, taxi, etc.). Tap Request. For Uber and Lyft, you'll be able to move the map and confirm your pick up location through *Transit*. Tap Confirm Pickup and your ride will be on its way!

Can I purchase a RideKC Bike pass?

Bikes and Scooters are viewable in the *Transit* app, but you will need to download the Drop Mobility app to reserve your RideKC bike or scooter. The *Transit* app will link you directly to the Drop Mobility App.

How do I get notifications about disruptions on my route?

From the main screen, tap the route you're interested in. Tap the star icon to set the route as a favourite and set up your alert subscription. Commute Hours are defined as 7 to 9 a.m. and 4 to 7 p.m. If you choose Commute hours only, you'll only receive push notifications for alerts that are published during those periods, during weekdays. We know that not everyone commutes for the 9 to 5 time frame, so stay tuned for more flexibility in future updates!

How do I change my *Transit* settings?

You can disable transportation options you don't use, show or hide map layers, or modify your trip planner settings in the options menu. In the top left-hand corner of the screen, tap the gear icon. At the top of the screen, tap the middle slider icon. Tap the checkbox next to any services or settings you don't wish to use to de-select them. Tap services marked with an arrow to expand more options.

How do I add the *Transit* Widget?

A widget allows you to get a glimpse of the information about your commute without opening the app. On both iOS and Android, you can add a *Transit* widget to your home or lock screen to be able to see nearby *Transit* options quickly.

Add the Widget on iPhone: Swipe right over the home screen to get to the Widget screen. Scroll to the bottom and tap Edit. Tap the plus sign next to the Nearby widget, then tap Done.

Add the Widget on Android: Press and hold down on your phone's home screen. Tap Add Widget. Tap and hold on the Nearby widget, then drag it to your home screen.

How do I save my favorite locations?

Tap the Gear icon in the top left-hand corner of the Nearby screen. Tap the Slider icon in the middle. Under My Locations, tap Add Location. Search for the address or move the map to place the pin in the right location. Tap Save This Location. Select an icon and enter a name for your new favorite location. Tap Save or Add to Favorites to save it.

How do I enable accessibility information?

In the top left-hand corner of the screen, tap the gear icon. At the top of the screen, tap the middle slider icon. Under My Transit modes, select Show accessibility info to see accessibility information. Select Prioritize step-free options to surface results in our trip planner that are exclusively accessible, so they appear first.

What languages does *Transit* support?

Transit currently works in the following languages: English, French/Français, Spanish/Español, Italian/Italiano, German/Deutsche, Portuguese/Português.

Transit uses the language of your phone. To change the language of the app, change the language of your phone.

How do I use *Transit* on my Apple Watch?

Having *Transit* on your Apple Watch allows you to quickly see schedules for nearby routes and find out where your stop is - no need to take out your phone! If Automatic App Install is disabled on your iPhone, open the Watch app and scroll down to find *Transit* under Available Apps. Tap Install. You can also download *Transit* directly from your Apple Watch in the App Store.