

## **IRIS Frequently Asked Questions**

### **What is IRIS?**

IRIS is transit service when you need it. It's an innovative program designed to provide on-demand transit where people may share a ride with as many as four other people. Like Uber or Lyft service, customers can request a trip through a convenient app and can begin and end a trip anywhere within the zone or connect with regular RideKC bus service to continue their trip.

It's not a door-to-door service. IRIS operates in a network of designated stops within the pilot service area. Stops could include existing RideKC stops or other locations set up for IRIS.

An IRIS vehicle will pick up customers at their pickup point and take them to a location in the zone or in another IRIS zone.

In the Northland, the transfer points where they can transfer to RideKC bus routes are:

- Northland Rural, 112 & Ambassador
  - 229 Boardwalk-KCI
- The Coves/Walden North, Boardwalk Square near Walmart
  - 201 North Oak
  - 229 Boardwalk-KCI
- Gashland & Northeast, North Oak & Barry Road
  - 201 North Oak
- The Coves/Walden South, Prairie View Rd. at Hy-Vee
  - 229 Boardwalk-KCI
- Winwood Antioch North, Antioch Crossing Park and Ride, 5219 NE Antioch Rd.
  - 238 Meadowbrook
- Winwood Antioch South, Oak & Briarcliff
  - 201 North Oak
- Birmingham, Parvin & Randolph
  - 210 Front Street

The vehicles are operated by zTrip, a local taxi operator; however, they will be branded with IRIS and RideKC.

Fares will be determined on where the trip begins and ends.

### **What are IRIS service hours?**

4 a.m to 11 p.m., 7 days a week.

### **How much does IRIS cost?**

- \$3 per person per trip within a zone.
- Free fare if connecting to the zone transfer point within a zone.
- \$4 per person when traveling between Northland Zones.
- Introductory \$5 per person when traveling to entertainment districts, such as downtown, Zona Rosa, Worlds of Fun, City Market, Briar Cliff, and Central Bank Sporting Complex.
- Introductory \$10 to/from KCI airport from/to any Northland Zone. This great bargain applies to multiple people in the same trip booking going to the airport. Just \$10 per trip booking. A trip may have 1 or more passengers traveling together.

### **How do I pay for my ride?**

In the IRIS app or on the booking website, payments are made at the time of booking with a credit or debit card. Customers may also select the offline payment option (cash or credit card) at the time of booking. When you board the vehicle, you will pay in cash or using credit card to the driver. Please have exact change. Driver does not carry change.

### **Where can I board IRIS?**

Pick-ups and drop-offs are available at designated virtual stop locations within the Northland Zones. Virtual stops are located within .25 miles of most areas of the Northland including neighborhoods, stores, restaurants, workplaces and community centers. Virtual stops are places where drivers can safely pull over to board passengers.

When you book your ride, type the pick-up location and drop location and the app will direct you to the nearest virtual stop for your IRIS ride.

IRIS virtual stops do not have a physical sign to designate where they are. Follow the instructions given when you book your ride or via the text or app updates to tell you where your stop is located. For instance, “NW Barry & Green Hills: Westbound. On the Northwest corner.”

### **Can I ride to KCI Airport?**

Yes. You can ride to KCI airport from any of the covered zones for an introductory fare of \$10 per trip booking.

### **How do I know when the driver will pick me up?**

Your ride booking will specify a time window of 15 minutes for pick-up. We advise you to reach your pick-up point 5 minutes before your pick-up window. As it gets closer to the time of your ride, we will send you an updated ETA. You will also receive a notification when your vehicle has arrived. Updates are sent via SMS and the IRIS app. You can track your vehicle in the mobile app as it comes to pick you up. **How long will the driver wait?**

You will receive a notification when your vehicle has arrived to pick you up. As a courtesy to your co-riders, the driver will only wait for up to 1 minute. To stay on schedule, the vehicle will depart if you do not show up with the 1-minute waiting period.

### **What if I cancel or do not show for my ride?**

When you book a ride with IRIS you are making a commitment to the system and the driver as a schedule is created to accommodate your trip. If due to some reason you are not able to take the ride, we advise you to cancel as soon as possible. Repeated no shows may result in not being able to ride IRIS in the future.

If a ride is cancelled after the driver is assigned, then a late cancellation penalty of \$1 will apply. You will receive the remaining fare as ride credits which can be applied to a future ride booking.

If you no-show, a no-show fee equivalent to the full value of the fare may be deducted.

The ride credits are valid and can be applied for 6 months from the date of issue.

### **How will I recognize my IRIS ride?**

IRIS vehicles may be a cab or an IRIS only vehicle. Many IRIS vehicles will have distinctive coloring and graphics as seen here. zTrip cabs serving IRIS customers will have an IRIS or RideKC logo on the side of the vehicle near the back.



In addition, you have the option to get updates about your ride's location via the IRIS app and SMS text notifications.

### **Can I change my pickup location or destination?**

You cannot change your existing ride-booking. However, you can cancel your ride and book a new ride that suits your pick-up location or destination.

A ride can be cancelled with the IRIS app, online on the web booking site: [book.iris.rideco.com](http://book.iris.rideco.com) or by calling 816-205-8221.

To cancel a ride in the app click the Menu in the top left corner. Select “My Rides.” Click the “upcoming” tab to view your scheduled rides. Click on the ride you wish to cancel. Then click the “Cancel the Ride” button directly below the map image. Cancellation fees will apply.

If you have pre-paid for your ride with a credit or debit card, a ride credit will be applied to your account.

You can then book a new ride, subject to availability.

### **What type of seats can I book?**

**Rider** – Passenger or large object

**Rider with Bike** – Passenger seat plus a bike rack space

**Accessible** – Passengers in a wheelchair or scooter

Children should be booked as a Rider. Children, ages 0-7 must be accompanied by a fare-paying parent, guardian or responsible person age 16 or older. They must bring and install an appropriate car seat or booster seat per Missouri law.

Vehicles are equipped to carry strollers, bicycles and baggage.

Other passengers can book up to 4 seats with regular Rider option.

Please note that all passengers in 1 booking need to travel at the same time and get picked up and dropped off at the same stops.

### **Will I be able to rate my trip?**

Yes. At the end of a trip, mobile app customers will be invited to rate their ride and submit comments about IRIS. Passengers can also submit a complaint or compliment through the "Contact Us" section of the app under “Help”.

## **DRIVER AND SAFETY INFORMATION**

### **Who will be my driver?**

Kansas City, Mo., has partnered with RideKC, RideCo and zTrip for its IRIS pilot. zTrip provides trained drivers for quality on-demand service. As with all RideKC operators and contracted operators, all drivers must pass a background check and complete appropriate training. Additional screenings, such as drug and alcohol testing are performed.

### **Are IRIS drivers RideKC employees?**

IRIS drivers are employed or contracted by zTrip.

### **Do IRIS drivers have to have a background check?**

As with all RideKC and zTrip drivers, all IRIS drivers must pass a background check and complete appropriate training. Additional screenings, such as drug and alcohol testing will also be performed.

### **Are the vehicles safe?**

Yes. Vehicles are operated by a contractor who performs background checks on their drivers, provides training and does drug and alcohol testing.

All vehicles must comply with safety and accessibility requirements.

## **HOW TO USE IRIS**

### **How do I schedule an IRIS trip?**

Book trips with the IRIS mobile app ([Apple App Store](#) or [Google Play](#)) to get the most features including automatic alerts about the status of your ride.

If you don't have a smartphone, you may also book rides using a computer at the IRIS web book site (<https://book.iris.rideco.com/>), or by calling 816-205-8221.

When you make a reservation, you will be able to choose from a list of options for the pick-up and drop-off times that best suit your schedule.

Trips may be scheduled as little as 30 minutes and up to 7 days in advance.

### **Can I book in advance?**

Yes. Choose a date or time in advance. Booking can be made on-demand up to 7 days in advance. You have the option to book for multiple days with the same pick-up and drop off schedule.

### **What if I don't have a smart phone?**

You can call 816-205-8221 to schedule your trip through a reservation center. The reservation center will be able to give you a vehicle arrival time, along with confirming your pickup and drop off location. You may also visit the IRIS website to book a trip.

### **Can children ride alone?**

Riders must be at least 12 years old to ride alone. Riders 11 and younger must be accompanied by a responsible person 12 and older. Children 7 and under must have an appropriate car seat or booster seat per Missouri law.

### **Can I go anywhere I want?**

IRIS can provide service to destinations within the service zones as per the map.

### **What if I want to go to a destination outside the zones?**

If your destination is outside its designated IRIS zones, you may schedule a trip to a zone transfer point to transfer to other RideKC bus routes.

**What if I want to be picked up at a location in the zone that is not a virtual stop or bus stop?**

IRIS operates on a stop-to-stop model and drivers cannot deviate from these stops. The stops are selected based on proximity to popular destinations while assuring safety for the customer and the driver.

**Am I going to have to wait longer if there is high demand for the service?**

IRIS is designed to adjust to service needs in the area to keep wait times low.

**Is this service meant to replace bus service?**

IRIS is a supplement to the existing public transit in Kansas City. It helps expand ride-hailing technology to public transit customers, including historically underserved communities and populations, along with areas of the city where fixed-route bus or rails service is less frequent or unavailable.

**What if I want to bring my bike?**

Some IRIS vans are equipped with bike racks that would be available by request when you book your trip.

**What is IRIS' policy for car seats?**

You may bring your own car seat to use on an IRIS vehicle. Please let us know you are bringing a car seat in the special instructions area when booking your trip on the mobile app.

If you bring a car seat make sure you reserve an extra seat in the vehicles so it can be secured so your space is reserved.

**What if I am traveling with a service animal or pet?**

Service animals and pets allowed on RideKC vehicles will also be allowed on IRIS trips. See RideKC's Code of Conduct for details.

**What if I have packages, like groceries?**

Items allowed on RideKC will also be allowed on IRIS trips. See RideKC's Code of Conduct for details.

If you are carrying a particularly large package or object, you may want to book an extra seat to ensure you will have room to take it on the IRIS vehicle. Although you can hold smaller objects in your lap or put them on the floor, they must not interfere with the safe

and speedy on-boarding and off-boarding of fellow passengers or block access and prevent use of seats you have not booked and paid for.

**What if I have comments, concerns or questions about IRIS service?**

To talk to someone about a concern or ask a general question about IRIS, call our customer service Line at 816-205-8221 Monday through Friday from 8 a.m. to 6 p.m. Customers can submit concerns to RideKC 24/7 through the IRIS Comments Form. If you have questions about the status of your current IRIS ride, call the IRIS call center line at 816-205-8221.