RideKC Mobile App Guide

Book a curb-to-curb ride with RideKC Micro Transit in Johnson County, Kansas

(This app is for MicroTransit service in Johnson County, for service in Kansas City, Kansas please visit ridekc.org)

MICRO TRANSIT


✓ Every trip is $5.00 or less.*

*can pay by card on app or exact change to driver

✓ Hail a Safe Ride: Professional drivers; Daily-cleaned vehicles

1. INTRODUCTION

WELCOME TO THE MICRO TRANSIT MOBILE APP!

Riding with us just keeps getting better. Our innovative mobile app is designed to meet industry standards and exceed your expectations. It is fully integrated with our vehicle dispatch software, putting you in the driver's seat. You will experience ease of use, flexibility to manage your trips, and the ability to view trip details all with the click of a button. Because the vehicles use GPS, you will be able to plan your schedule conveniently and get real-time updates about your scheduled trips. Traveling has never been faster or simpler, so come ride with us.
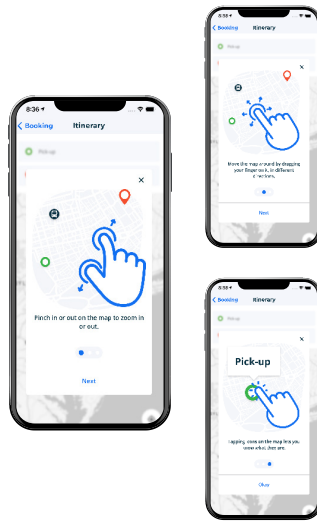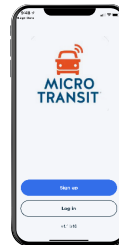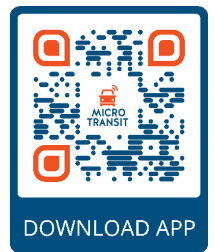
2. SETUP, DOWNLOAD, & LOGIN

Open **iTunes** if you have an **iPhone** or open the **Google Play store** if you have an **Android**, or scan the **QR Code**.

Search **Micro Transit** by tapping on the magnifying class icon. To download and install, tap the **Cloud icon** button on an **Apple** device, or the **Install** button on an **Android** device.

Download on the App Store   GET IT ON Google Play

DOWNLOAD APP

Tap the **Sign up** button. Then, **enter your first and last name** and then, tap **Next**.

If your agency provides you with registration information, tap the **Login** button. Then, select the **Agency** that provides your transportation by tapping the **arrow icon**. Then, enter your **Login name**, **password**. Next, tap **Log In**.

If you have forgotten your login info, tap the blue button below **Login name or password issues?**.

3. TRIP PURPOSE

Pick your **trip purpose** by selecting the dropdown menu. Then, tap **Next**.
Selecting the purpose most relevant to your trip will help us serve you better!
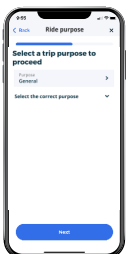
4. SELECT MOBILITY AID

If you will be using a mobility device during your trip, select it on the **menu**. Just tap to highlight the aid you want to use or choose **None** if you don't need one. A **checkmark** will appear at the right. Then, tap **Next**.

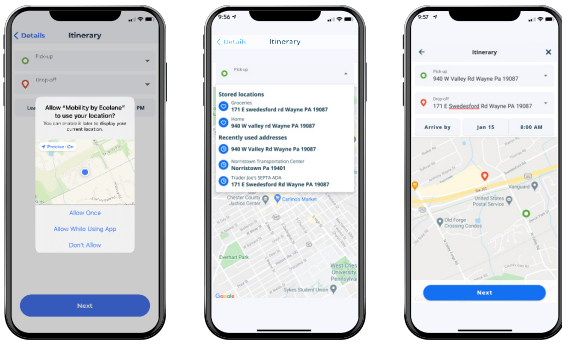### 499 JOHNSON COUNTY MICRO TRANSIT SERVICE BOUNDARIES

Effective June 1, 2022
Efectiva el 1 de junio de 2022
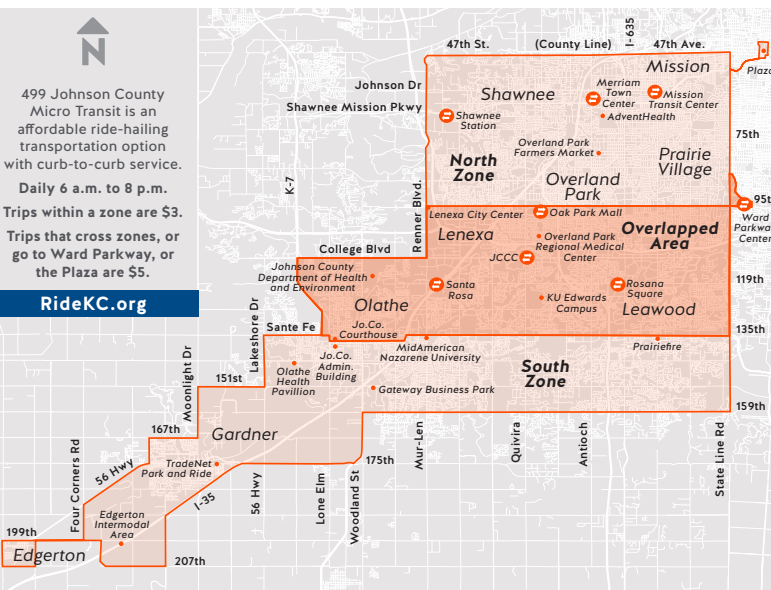
499 Johnson County Micro Transit is an affordable ride-hailing transportation option with curb-to-curb service.

Daily 6 a.m. to 8 p.m.

Trips within a zone are $3.

Trips that cross zones, or go to Ward Parkway, or the Plaza are $5.

**RideKC.org**

5. BOOKING LOCATIONS

To choose an **Itinerary**, first allow the app to use your location, by choosing **Allow once** or **Allow while Using App**.

Now you can select the **Pick-up Location**. Tap the **Pick-up menu**, it will show your **Stored location** or the **Recently used addresses**.

Repeat the previous process to select the **Drop-off Location** first by tapping the **Drop-off menu**.

Now you can choose the **Date** and **Hour** for your trip. Then, you can tap **Next**.

6. LEAVE AT VS. ARRIVE BY
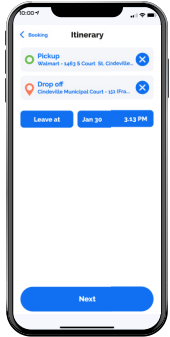
Leave at is specific to the pick up, referring to the requested pick up time. **Arrive by** is specific to the drop off, referring to the requested drop off time. Depending on if the client is booking their trip based on needing to be picked up at a certain time or dropped off at a specific time, they will choose either **Leave at** or **Arrive by** by toggling between the 2 choices on the app.

7. CARD LIST
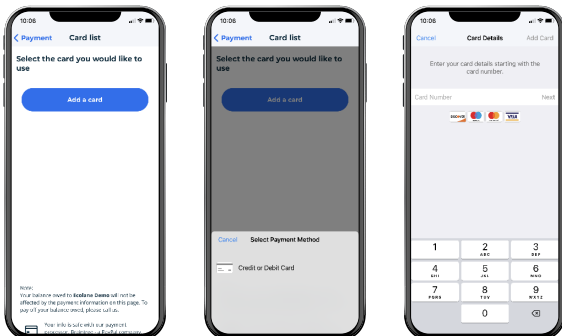
You can add a Credit or Debit Card for payments. Tap on the **Add Card** button. Select the payment method you would like to use and then, enter the card information.
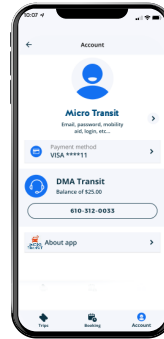
8. BOOKING A NEW TRIP
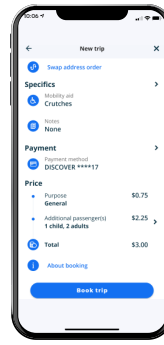
Once you've filled out your trip, you can calculate your fare. If everything looks good, tap the **Book Trip** on the bottom, and your reservation will be sent to our dispatching system.

You'll receive a confirmation and have the opportunity to book your return trip.

9. YOUR USER ACCOUNT

View your user account by tapping on the **Account button** at the bottom of the page.

In the account you can:

- View your profile
- Contact your agency
- Manage your credit cards

10. VIEWING YOUR TRIPS

After you're done booking you'll see it displayed in your upcoming trip list. You'll get a window during which you'll be picked up for your trip. On the day of your trip we'll add additional information about when we expect the vehicle to arrive.

On this screen you will see three tabs for **Trip Destinations**: **Upcoming**, **Past** and **Canceled**. When you tap on **Upcoming**, you can see your **Next** and **Future trips**, which include the following details for each:

- Trip Date
- Pick-up Window
- Pick-up Location
- Drop-off Location

If you see an icon of a phone next to the trip, you must call the agency to confirm pick-up before making the appointment.

THANK YOU AND WE HOPE YOU ENJOY THE FLEXIBILITY, CONVENIENCE, AND INDEPENDENCE OF OUR MOBILE APP.

RideKC MICRO TRANSIT
RideKC.org