



Frequently Asked Questions

What is IRIS?

IRIS is an on-demand transit service for the Kansas City metro area. Liberty has partnered with the Kansas City Area Transportation Authority for a three-month pilot program to bring IRIS to Liberty. The IRIS app uses “virtual stops” that will be within .25 miles (less than a 10-minute walk) of the requested pickup and drop off locations. It’s not a door-to-door service, but a blended concept of a traditional on-demand rideshare app and a fixed bus stop.

The goal of the service is to expand access to cost-effective transportation options within the Kansas City region, particularly in areas underserved by other forms of public transit.

How much does an IRIS ride cost?

Rides within Liberty city limits are \$3. Fares outside of City limits are based on fees charged in other communities. Trips to and from another participating communities within the Kansas City metropolitan area will vary.

What are IRIS service hours?

The pilot program will run from Sept. 1 – Nov. 30 with rides available 6 a.m. - 10 p.m. seven days a week.

How do I schedule a ride?

There are three ways to use this new service:

- Download the IRIS by Ride KC app on your smart phone (Google Play or Apple Store)
- Book online - <https://book.iris.rideco.com>
- Book by phone - 816.205.8221

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



Vehicles are equipped to carry 4 passengers and can accommodate strollers, bicycles and baggage (trunk space). 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.

Children should be booked as a Rider. Riders must be at least 13 years old to ride alone. Children 7 and under must have an appropriate car seat or booster seat per Missouri law.

Where can I board IRIS?

Pick-ups and drop-offs are available at designated virtual stop locations throughout Liberty. 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. There are several virtual stops pre-loaded for the Sept. 1 launch of the Liberty x IRIS pilot, but more will be added based on frequently requested pickup / drop off locations requested by users.

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. You may have to walk to the pickup point (less than .25 miles / 10=minute walk).

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."

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

If your destination is outside 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.

Can I ride to KCI Airport?

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

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 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. Keep in mind that you will have to carry your items to the pickup point and then from the drop-off point to your destination.

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.

How do I pay for my ride?

You can pay at the time of booking using a credit or debit card on the IRIS app or on the booking website. Customers may also select the offline payment option (cash or credit card) and pay the driver when you board the vehicle. Please have exact change. Driver does not carry change.



Will I be riding by myself?

No. Think of IRIS as a blend between on-demand ride share apps and a traditional bus stop. You may be sharing the ride with other customers who have a similar destination to you.

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 within 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.

A ride can be cancelled with the IRIS app, online on the web booking site: 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.

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 new pick-up location or destination.

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?

The City of Liberty 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?

No, IRIS drivers are employed or contracted by zTrip.

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.