



## EMBARC PLUS NORMAN SUBSCRIPTION SERVICE

Subscription service is considered a 'premium' service and is not an Americans with Disabilities Act requirement. Subscription services are not available in the paratransit Zone 2 areas. They are only available to EMBARK PLUS eligible customers for repeat trips that meet all the following criteria:

- The trip is taken at the same time, on the same days, and repeats at least two (2) times per week
- All trips within the week are from the same origin and destination location
- The trips will continue repeating weekly for at least three (3) months
- The customer maintains a "good ridership record" as defined in the *EMBARC PLUS No-Show and Late Cancellation Policy*

### **How to Apply for Subscription Services**

Subscription trips require a separate application process. Trip times and vehicle space for subscriptions are limited and are available only in Zone 1 areas within  $\frac{3}{4}$  mile of our fixed-route service area. Applications are available by calling 405-235-7433. EMBARK will notify you by mail whether you are approved for subscription service within 30-days after receipt of a completed application. Newly approved subscription service trips will become effective in our scheduling system 14 days AFTER the date on your approval letter.

### **Using Subscription Services After Approval**

Once approved, your subscription trip is fixed on the schedule, and additional calls to schedule the trip are not necessary. However, you **MUST call to cancel** if you will not need a subscription trip. Cancellations should be done at least one hour in advance of your scheduled pick-up time, and approved subscription trips may not be altered. Any change to subscription pick-up times or days will require a new application and approval process.

### **Subscription Trip Cancellations and No-Shows**

Failure to cancel subscription trips or late cancellations of subscription trips may result in permanent cancellation of the subscription and/or temporary suspension of EMBARK PLUS eligibility as outlined in the *EMBARC PLUS No-Show and Late Cancellation Policy*. Customers who exhibit a pattern of canceling twenty percent (20%) or more of their approved Subscription trips per calendar month risk suspension of Subscription service.

The first violation in a calendar year triggers a warning letter but no suspension. Subsequent offenses result in the following:

- Second violation: 14 calendar day suspension
- Third violation: Removal from Subscription service and eligible to reapply after one year

### **Temporary Suspension of Subscription Services**

Scheduled subscription trips may be suspended temporarily by calling 405-325-5438. EMBARK may hold the subscription time during a temporary suspension at our discretion and subject to availability.

### **Alternate Formats**

EMBARK PLUS paratransit service applications and information are available in alternate formats to provide accessibility for all individuals. For copies or accessible versions of these documents contact; Si desea obtener copias o versiones accesibles de estos documentos, comuníquese con; Ñeã ñöôic moät baûn vaø xem aán baûn cuûa taøi lieäu naøy, xin lieân laic; 如需上述文件的副本或易读版本，请联系；

Mobility Management at 405-235-RIDE (7433) or email [mobilitymanagement@okc.gov](mailto:mobilitymanagement@okc.gov)



**APPLICATION FOR EMBARK PLUS NORMAN SUBSCRIPTION SERVICES**

**PLEASE PRINT – ALL BLANKS MUST BE COMPLETED**

Customer Name (First, MI, Last): \_\_\_\_\_

Home Address: \_\_\_\_\_ Apt #: \_\_\_\_\_

Primary Phone #: \_\_\_\_\_ Alternate Phone #: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_

Relationship to Applicant: \_\_\_\_\_ Phone #: \_\_\_\_\_

Requested Days for Subscription Service

Monday  Tuesday  Wednesday  Thursday  Friday

Trip Purpose (Check One):  School  Work  Medical  Other

Requested Pick-Up Time/Location for Subscription Service

Pick-Up Time: \_\_\_\_\_

Pick Up Location: \_\_\_\_\_

Drop Off Location: \_\_\_\_\_

Return Pick-Up Time (if applicable): \_\_\_\_\_

Return Pick Up Location: \_\_\_\_\_

Return Drop Off Location: \_\_\_\_\_

Is the customer competent to be left unattended?  Yes  No

If no, who is the responsible person:

At residence: Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

At destination: Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Responsible Party Signature (if applicable): \_\_\_\_\_

Return completed application to: EMBARK Plus Subscriptions, 2000 S. May, OKC, OK 73108 or fax to 405-316-2372, or email to: [mobilitymanagement@okc.gov](mailto:mobilitymanagement@okc.gov)