



# PLUS Paratransit Service Guide

Revised August 2019

# ELIGIBILITY

## **CERTIFICATION**

Paratransit eligibility is based on the person's functional ability to independently use fixed-route transportation for some or all trips. Eligibility is not based solely on a medical diagnosis. We will utilize information provided on your application and medical information provided by your physician to make an eligibility determination. Once a complete application and physician information are received, EMBARK will provide you with an eligibility determination within twenty-one days.

Documents and applications will be made available in one or more accessible formats, on request. PLUS applications may be obtained on our website at [embarkok.com](http://embarkok.com) or by calling 405-235-RIDE (7433).

## **RECERTIFICATION**

Approved EMBARK PLUS customers are required to recertify their eligibility every 3 years. Customers will be notified approximately forty-five days (45) prior to the eligibility expiration date of the need to recertify. Customers who do not re-certify seven days prior to their expiration date risk service disruption. In addition, EMBARK reserves the right to review a customer's eligibility at any time. In such cases, the customer (or representative) may be required to submit additional or corroborating information to maintain eligibility.

Customers are responsible for keeping EMBARK informed of any changes in functionality that may affect their eligibility status including; significant improvement or deterioration of mobility skills; the presence of a communicable or contagious disease; and the use of adaptive devices or mobility aids; changes in residential address; home or work telephone numbers; and, emergency contact person(s). If a person designated to act on a customer's behalf is added or changed from the first certification, that information must be submitted to EMBARK.

## **ELIGIBILITY APPEALS PROCESS**

You have the right to appeal any decision concerning your eligibility status. The details of your right to appeal and the appeal process are outlined in the eligibility letter you receive. Upon receipt of the applicant's written notice of appeal, management will conduct a review of the initial determination and provide you a written review decision within thirty (30) days. You have the right to appeal the management review decision through the EMBARK Appeals Review Committee (ARC). Information on the ARC appeal process will be provided with your written review decision. You have the right to appear before the ARC and provide additional information or testimony. You may bring additional witnesses to the ARC meeting. The ARC decision will be in writing and will be final.

PLUS customers who are determined to no longer be eligible during the recertification process and who appeal before their service expires may continue to use PLUS until a final decision is made. New applicants who do not appeal within sixty (60) days of their notice and registered customers who do not appeal before their service expires may be required to complete a new application.

## **REASONABLE MODIFICATION**

EMBARC will make all reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy its programs, services, and activities. Anyone who requires a modification of policies or procedures to participate in a program, service, or activity of EMBARK, should submit a request via [embarkok.com](http://embarkok.com), by email to [mobilitymanagement@okc.gov](mailto:mobilitymanagement@okc.gov), by mail to ADA/Reasonable Modification Coordinator, 2000 S. May Avenue, Oklahoma City, OK 73108 or by phone at (405) 297-1331.

## **FARES AND SERVICE AREA**

### **SERVICE AREA AND FARES**

Fares must be paid using our mobile ticketing application, in cash, or with Value Card passes purchased from EMBARK. EMBARK operators cannot make change. Instead of change, customers will receive a change card that may be used on their next trip. Change cards may not be exchanged for cash. EMBARK PLUS change cards are not valid on EMBARK's other modes of service. **Fares are subject to change.**

**Zone 1** PLUS service is provided within a 3/4 of a mile from an EMBARK fixed route. The Zone 1 fare is \$3.50 for a one-way trip.

**Zone 2** PLUS service is not guaranteed and is based on capacity. Zone 2 extends from the outer edge of Zone 1 an additional 3 ¼ miles. The Zone 2 fare is \$7.00 for a one-way trip. Subscription service may not be available in Zone 2.

**Zone 3** PLUS service is not guaranteed and is based on capacity. Zone 3 extends from the outer edge of Zone 2 to the city limits of Oklahoma City. The Zone 3 fare is \$10.50 for a one-way trip. Subscription service may not be available in Zone 3.

**Zone 1a** PLUS service is provided within ¾ of a mile from EMBARK's downtown CIRC route and the Oklahoma City Streetcar during their operational hours. The Zone 1a fare is \$2.00 for a one-way trip.

<b>PLUS FARE DESCRIPTIONS</b>	<b>PLUS FARES</b>
Certified PLUS Customers traveling in <b>Zone 1</b>	\$3.50/one-way
Certified PLUS Customers traveling in <b>Zone 2</b>	\$7.00/one-way
Certified PLUS Customers traveling in <b>Zone 3</b>	\$10.50/one-way
Certified PLUS Customers traveling in <b>Zone 1a</b>	\$2.00/one-way
Companion accompanying a certified PLUS customer	Same fare as certified PLUS Customer
Personal Care Attendant (PCA) or a child age 6 and under accompanying certified PLUS customer	No Cost

## **SERVICE HOURS**

PLUS Paratransit service is provided as a complement to EMBARK's regular fixed-route bus service, and mirrors the fixed route service hours and days. PLUS operates from 5:00 a.m. to 7:00 p.m. Monday to Friday, and 5:30 a.m. to 6:30 p.m. on Saturday and Sunday. Service is available to complement the service hours and days of EMBARK's downtown CIRC route and the Oklahoma City Streetcar. PLUS service is not provided when EMBARK's fixed route, CIRC, and the Oklahoma City Streetcar are not operating due to weather or other circumstances.

## **EVENING AND WEEKEND SERVICE HOURS**

Limited evening and weekend service is available in areas where fixed route buses offer Nightshift service, and in areas where the CIRC route (50), and the Oklahoma City Streetcar operate. Weekend PLUS paratransit service availability mirrors the hours and service areas of the fixed route bus system on Saturday and Sunday. Call 405-235-RIDE (7433) for more information on evening and weekend services or access [embarkok.com](http://embarkok.com).

## **HOLIDAYS**

PLUS paratransit service is **NOT** available currently on the following holidays:

New Year's Day	Independence Day
Labor Day	Memorial Day
Thanksgiving Day	Christmas Day

### **NOTE:**

**Effective Labor Day, September 2, 2019, EMBARK will begin offering service on the holidays listed above.**

## **HOW TO CONTACT EMBARK PLUS**

	Day of Week	Time of Day	Number to Call
To schedule a trip:	Seven Days a Week	8 am – 5 pm*	405-235-PLUS (7587)
To cancel a trip:	Seven Days a Week	8 am – 5 pm with voicemail available 24-hours a day	405-235-PLUS (7587)
General EMBARK Information	Monday – Saturday	8 am – 5 pm	405-235-RIDE (7433)

**\*Note: Next day scheduling for EMBARK Plus is available seven days a week. If calling on Sunday for a Monday trip, please use voicemail to request your trip by providing your name, requested pick-up time, and a phone number. A staff member will return your call early Monday morning to confirm your trip. You may also use voicemail 24-hours a day to cancel a trip if an operator is not available.**

# USING EMBARK PLUS

## SCHEDULING A RIDE

EMBARK makes every effort to schedule your trip for the time requested. In the event the specified time requested is not available, you may be asked to consider an alternate time within one hour before or after your requested time. Trip reservations are accepted from one to seven days in advance of the desired travel date. EMBARK PLUS does not provide same day reservations.

Before calling to schedule a ride, please have the following information available for each trip:

- Travel date(s) and time(s)
- Trip origin and destination addresses
- Gate or security code, and any other special instructions
- Mobility device and service animal information
- Personal Care Attendant (PCA), companion or child accompanying you

## READY WINDOW AND CUSTOMER RESPONSIBILITIES

PLUS operates within a thirty-minute pick-up **ready window** and vehicles arriving during the ready window are considered on-time. The **Ready Window** is defined as fifteen minutes before and fifteen minutes after your scheduled time. For example, if your pick-up time is 10:30 a.m. you should be ready for the PLUS vehicle to arrive between 10:15 a.m. and 10:45 a.m. Customers should be prepared to board the PLUS vehicle anytime within the ready window. A PLUS vehicle arriving within the ready window will wait five minutes to allow you to board the vehicle.

## CHANGING OR CANCELING A RESERVATION

We request that you notify us immediately if your plans change or you need to cancel a scheduled trip. Trip cancellations must be done at least one hour in advance. PLUS customers are subject to the EMBARK PLUS No-Show and Late Cancellation Policy, which was provided to you with your eligibility determination letter. A scheduled trip is recorded as a No-show if the customer is not at the pick-up location within five minutes after the scheduled pick up time. A Late Cancellation occurs when a customer does not call PLUS to cancel their trip reservation at least one hour before the agreed upon pick-up time. To cancel a trip reservation, call 235-PLUS. You may leave a message to cancel your trip.

## WHEELCHAIR AND SCOOTER REQUIREMENTS

The maximum size and weight capacity for a wheelchair or scooter is 30 inches wide by 48 inches long, with a total occupied weight not to exceed 800 pounds. To safely operate the PLUS vehicle lift, your mobility device and any attachments may not exceed these requirements. EMBARK reserves the right to deny transport should an occupied mobility device exceed these dimensions or weight restrictions, particularly if the device will not safely fit on a lift or ramp platform or within a designated securement area inside the vehicle. A home inspection of the customer's oversized mobility device may be conducted as indicated.

## **PERSONAL CARE ATTENDANT AND COMPANIONS**

A Personal Care Attendant (PCA) may travel with any PLUS customer who, without the assistance of such an attendant, would be unable to complete the trip successfully or safely. It is the customer's decision if they will need a PCA for a trip.

The PCA may accompany the customer at no cost and is responsible for providing any medical and/or personal care for the patron before, during, and after PLUS travel. PCA's must board and disembark at the same location(s) as the PLUS customer and complete the trip with the PLUS Customer.

One Guest/Companion may accompany the customer on any trip and will pay the same fare as the customer. PCA's, guests, and companions are subject to the EMBARK Rider Conduct & Exclusion Policy. Guests and companions may travel with the eligible PLUS customer only if sufficient space is available on the vehicle at the requested trip time.

Children age four (4) to seven (7), or older children that are NOT at least 4 feet 9 inches tall, are required to use an approved car safety/booster seat. The PLUS customer is responsible for securing the seat in the vehicle and securing children in the seat. EMBARK operators are not permitted to assist passengers with any aspect of child safety seat use or installation.

## **VISITOR ELIGIBILITY AND TRAVEL**

For PLUS customers, your paratransit eligibility is valid at other transit agencies throughout the country with some limitations. You will need to contact the transit authority in the city you plan to visit to clarify their paratransit visitor policy. EMBARK is happy to provide the agency with documentation of PLUS eligibility. Should you require assistance in determining paratransit services at your travel destination, please contact us at 405-235-RIDE (7433) for assistance.

Visitors to Oklahoma City can receive complementary EMBARK PLUS paratransit service for 21 days of service (days of service availability, days may be non-consecutive) out of any 365-day period. Visitor eligibility is granted immediately upon request receipt; however, we suggest advanced planning to facilitate a worry-free travel experience. If paratransit is available in your home city, please contact EMBARK Plus at 405-235-RIDE (7433) for assistance in documenting your eligibility. Visitors without documented eligibility from another transit service provider can self-certify the disability verbally with EMBARK staff. Receiving PLUS paratransit service beyond 21 days requires an application and an eligibility determination.

## **CUSTOMER SAFETY**

Customers traveling with children age four (4) to seven (7), or older children that are NOT at least 4 feet 9 inches tall are required to provide an approved car safety or booster seat. The customer will be responsible for securing the car safety seat and EMBARK PLUS operators are NOT PERMITTED to provide car seat securement assistance. Children cannot be transported in strollers, ride on a lap, and two or more children are not allowed to occupy one seat. All PLUS customers and their mobility devices **must** be safely and

appropriately secured using available lap belt and floor securements. Vehicle operators will appropriately secure wheelchairs and scooters. All passengers in a PLUS paratransit vehicle not secured in a mobility device are required to wear seatbelts. PLUS drivers are not medically trained.

### **CUSTOMER CONDUCT**

EMBARK has established the Rider Conduct & Exclusion Policy to promote the safety and comfort of its patrons, to facilitate the proper use of transit facilities and services, to protect transit facilities and employees, to assure the payment of fares and to ensure that transit vehicles and facilities are safe, welcoming and provide equitable access for transit passengers.

Violent, seriously disruptive, or illegal conduct by PLUS customers or persons associated with PLUS customers is prohibited. In response to prohibited conduct, EMBARK shall take appropriate and immediate action as outlined in the Rider Conduct & Exclusion Policy, up to and including the temporary suspension or possible termination of PLUS services. All customers receive a copy of the Rider Conduct & Exclusion Policy with their eligibility determination letter. The policy is available for download at [embarkok.com](http://embarkok.com), by calling 405-235-RIDE (7433), or upon request at the Downtown Transit Center.

### **TRAVELING WITH ANIMALS**

Service animals trained to assist with activities of daily living or to perform tasks for persons with disabilities may ride on any EMBARK vehicles when aiding customers with disabilities. The customer is responsible for ensuring the animal has received appropriate vaccinations and for the animal's conduct while on board. Please let staff know when scheduling your trip that you will be traveling with a service animal.

Small pets not classified as working or service animals must be small enough to be held on the lap of the customer, must be under full control of the passenger, and must be in a cage or pet carrier small enough to fit on the customer's lap.

**NOTE:** If the PLUS operator determines that an animal not within the owner's control, or that the animal may pose a direct threat to any passengers, PLUS has the right to refuse service to that animal.

### **SUBSCRIPTION SERVICE**

Subscription service may be available for trips taken from the same place, to the same location, at the same time, on the same day(s) of the week at least three days a week for at least three (3) months duration.

If you are interested in requesting Subscription service, call 405-235-RIDE (7433) and request a subscription service application. Once approved for subscription services, the subscription trips are fixed and automatically scheduled each week. Additional reservation calls are not necessary.

Subscription service is considered a premium service and is offered and approved based on availability. Any changes to an approved subscription trip such as a new trip address or time change may require a new subscription application. Customers are responsible for following the No-Show and Late Cancellation Policy for all trips on EMBARK PLUS, including subscription trips, and customers repeatedly in violation of the No-Show and Late Cancellation Policy risk losing their subscription service as outlined in the EMBARK Plus Subscription Policy.

**CARRY-ON ITEMS**

While our goal at EMBARK is to provide accessible transit service, the safety and comfort of our passengers is our primary concern. Passengers should restrict carry-on items to those that will neatly fit in the space either on the floor between their feet or on their lap. Carry-on items must not be allowed to intrude into the seating or floor area of other passengers and they must remain under the control of the passenger or PCA who brought them on board.

ITEM	DESCRIPTION	QUANTITY	SIZE
Grocery Bags	No more than three medium sized grocery bags and no more than 20 pounds for each bag or package. Customers are responsible for loading/unloading packages.	3	Medium Size
Shopping Carts or Baskets	37" high from floor to top of handle. Basket area 13" side to side, 11 1/2" front to back, 20 1/2 " top to bottom. Metal or plastic grocery store-style shopping carts are not permitted.	1	Medium Size
Strollers	We recommend using small, folding, umbrella-type strollers on EMBARK PLUS vehicles. All strollers must be folded and stowed securely during the trip.	1	Small basket
Luggage	Luggage that can be stowed in front of or on the lap of the passenger is allowed. This luggage must comply with the same guidelines as commercial airline.	1	Carry-On 22" x 9" x 14".