



## PLUS Norman

### No-Show and Late Cancellation Policy

EMBARC understands that our customers may sometimes miss scheduled rides or forget to cancel rides timely for reasons beyond their control. However, repeatedly missing scheduled and subscription trips or failing to cancel any scheduled trip at least one hour in advance can lead to temporary EMBARK PLUS Norman service suspensions.

#### Definitions

The **Ready Window** is defined as the period fifteen (15) minutes before and fifteen (15) minutes after the scheduled pick-up time. Many riders refer to the ready window as the pick-up window. For example, if a ride is scheduled for a 9:15 am pick-up then the ready window would be from 9:00 am to 9:30 am. PLUS vehicle arrival within the ready window is considered an on-time pick-up. Customers should be ready to board the vehicle at any time during the ready window. As a reminder, a vehicle arriving in the *ready window* will only wait five minutes for the customer to board.

A **No-Show** occurs when the customer fails to appear and board the PLUS vehicle for a scheduled trip. This definition presumes that the PLUS vehicle has arrived at the scheduled pick-up location during the *ready window* and the operator has waited at least five (5) minutes for the customer to appear for vehicle boarding.

A **Late Cancellation** is defined as any of the following situations:

- A trip cancellation made less than one (1) hour before the scheduled pick-up time
- A trip cancellation made at the scheduled pick-up location when the PLUS vehicle arrives within the ready window, also known as *canceling at the door*
- The customer refuses to board the PLUS vehicle after it has arrived within the ready window

EMBARC PLUS does not count no-shows, late cancellations, or any missed trips due to our error, such as:

- Trips placed on the pick-up schedule in error or scheduled at the wrong pick-up location
- Vehicles arriving and departing before or after the ready window
- Vehicles arriving within the ready window, but departing without waiting the required five (5) minutes

EMBARC PLUS does not count any missed trips due to situations beyond the customer's control that prevent them from notifying us that the trip cannot be taken, such as:

- Medical or family emergencies, sudden illnesses, or changes in the physical condition of the customer
- Appointments that run unexpectedly late.

EMBARK PLUS Norman customers should contact scheduling staff at 405-235-PLUS (7587) as soon as possible when experiencing circumstances beyond their control that could result in a scheduled or subscription trip being recorded as a no-show or late cancellation.

EMBARK PLUS Norman will not automatically cancel subsequent scheduled or subscription trips after a no-show or late cancellation. **Customers should cancel ALL trips they do not intend to take at least one (1) hour prior to the scheduled pick-up time.** Trips can be cancelled at any time by calling 405-235-PLUS (7587); if it is after normal business hours the customer should leave a message with their name, phone number, the scheduled trip date and time, and the scheduled pick-up location they wish to cancel.

#### No-Show and Late Cancellation Monitoring and Customer Notification Procedures

EMBARK PLUS Norman reviews all trips recorded as no-shows or late cancellations each month to ensure accuracy before recording them in a customer's account. Each verified no-show or late cancellation consistent with the definitions in this policy will be charged one (1) penalty point.

Customers will be subject to suspension after they meet the following conditions:

- Accumulate three (3) penalty points in one calendar month
- Have scheduled at least four (4) trips in that calendar month
- Have "no-showed or "late cancelled" at least 10% of those trips

A customer will be subject to suspension only if both the minimum number of scheduled trips and the minimum number of penalty points are reached during the calendar month. EMBARK PLUS Norman will notify customers monthly if they have accumulated three (3) penalty points for the preceding month.

All suspension notices include a copy of this policy, information on disputing no-shows or late cancellations and how to appeal suspensions. Service suspension begins on the date stated in the suspension notice.

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

- Second violation: seven (7) calendar day suspension
- Third violation: fourteen (14) calendar day suspension
- Fourth violation: twenty-one (21) calendar day suspension
- Fifth and subsequent violations: thirty (30) calendar day suspension

#### Process for Disputing Scheduled Trips Recorded as No-Shows or Late Cancellations

Return the completed dispute form issued with your notice letter, stating specifically why the violation should be removed. Customers wishing to dispute specific no-shows or late cancellations must do so within fifteen (15) calendar days from the date on the no show notification letter.

### Process for Appealing Proposed Suspensions

Customers wishing to appeal suspension under this policy have the right to file an appeal request, which must be in writing by letter or via email. Appeals will not be accepted by telephone. Customers must submit written appeal requests within sixty **(60) calendar days** of receiving the suspension letters. The written appeal should specifically outline why the service restriction should not be imposed and describe what steps have been taken to reduce the pattern or practice of no-shows that led to the initial sanction. All appeal decisions will be made in writing. Customers who miss the appeal request deadline will be suspended from EMBARK PLUS service on the date listed on the suspension notice.

You may submit your appeal request by postal mail to 2000 S May Ave., Oklahoma City, OK 73108, fax to 405-235-PLUS (7587), or via email to [mobilitymanagement@okc.gov](mailto:mobilitymanagement@okc.gov).

### 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 baün vaø xem aán baün cuûa taøi lieäu naøy, xin lieân laic;

如需上述文件的副本或易读版本，请联系；

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

Updated 01/21/2022 – Effective 09/01/2020