



## SHARE-A-FARE PROGRAM GUIDE

### *What is Share-A-Fare?*

Share-A-Fare is a transportation subsidy program for individuals with disabilities and seniors age sixty (60) or over. Share-A-Fare provides a \$4 per-ride subsidy to eligible individuals to take up to 52 rides per year with our transportation network provider, SendaRide®. The program is designed to provide transportation alternatives for destinations outside the service area of EMBARK's public transportation system.

### *Eligibility*

1. Sixty (60) years of age or over OR have a disability that can be verified by a physician or certified health professional; AND,
2. Reside in a Participating City (to be eligible you must receive your residential water bill from Oklahoma City, Moore, Del City, Mustang, or Spencer).
3. The new Share-A-Fare program is limited, and applications are processed in the order received. Once you receive an eligibility letter, you may begin using Share-A-Fare.
4. Registration must be renewed by phone each year after you receive your notice to renew.

### *How to Apply*

1. Complete a short application. Call us at 405-235-RIDE (7433) to request an application by mail or download an application from our website at [www.embarkok.com](http://www.embarkok.com)
  - a. If applying based on AGE, include a copy of your government-issued photo id.
  - b. If applying based on DISABILITY, include a note from your physician or certified health professional on letterhead or a prescription note pad that states your disability.
2. Submit application and upon receipt of an eligibility letter you will obtain an EMBARK ID.

### *Service Hours, Service Areas, and Trip Reservations*

**Hours:** Seven days a week – 7:00 a.m. to 10:00 p.m.

**Reservations:** Monday to Friday – 7:00 a.m. to 6:00 p.m and Saturday – 8:00 a.m. to 1:00 p.m. Trips are available until 10:00 p.m. seven days a week including Sunday, but you must plan in advance and make your trip reservation during the times listed above.

**Area:** All trips must occur within the participating cities of Oklahoma City, Moore, Del City, Mustang, or Spencer. Trips can go from a participating city to participating city, but not beyond.

## *How is the New Share-A-Fare Different from the Old Program?*

1. No punch card or coupon books/vouchers to carry around.

Individuals who receive an eligibility letter for the new Share-A-Fare program will have an account created with our provider, SendaRide®. Each account will be credited with 13 rides per quarter, or 52 rides per year. You will receive a trip subsidy that will cover the first \$4 of each trip and you will be required to pay the remaining fare using a bank credit or debit card, or a pre-paid cash card available from numerous retailers and banks. SendaRide® drivers **DO NOT ACCEPT CASH** for your trip fare.

Note: The 13 credited rides on your account will expire at the end of each quarter if not used.

2. No need to make a trip to purchase coupon books or order coupon books by mail.

Because you are automatically credited with 13 rides each quarter, you do not need to keep track of the coupon books or make a special trip to purchase them. Note: SendaRide® drivers will require that you show your EMBARK ID at pick up.

3. Yearly sign-up and eligibility renewal.

In the past, Share-A-Fare eligibility was good for three years. The changes to the program require that you renew your Share-A-Fare eligibility each year. You will receive a written notice to renew approximately forty-five (45) days before your eligibility expires. The notice will provide details on how to quickly renew by phone.

4. Reservations and trip planning should occur in advance.

In the past, Share-A-Fare reservations were available twenty-four hours each day. The new Share-A-Fare program has specific reservation line hours, requiring you to plan and make an advance reservation using our provider's toll-free number, SendaRide® at 1-800-731-1885. The toll-free reservation line is open Monday through Friday – 7:00 a.m. to 6:00 p.m. and on Saturday – 8:00 a.m. to 1:00 p.m. Trips are available until 10:00 p.m. seven days a week including Sunday, but you must make your trip reservation during the times listed above.

5. Trip cancellations must be made in advance.

The new program requires that you cancel any scheduled trips you do not intend to take a minimum of twenty-four (24) hours in advance of the scheduled pick-up time. Repeated failure to cancel trips in advance will result in the loss of Share-A-Fare program eligibility. Specifically, your Share-A-Fare eligibility will be cancelled after three occurrences in any three-month rolling period.

### **IMPORTANT:**

- Share-A-Fare participants are required to follow all guidelines and rules for riding outlined in EMBARK's Rider Conduct and Transit Exclusion Policy, which is available on our website at [embarkok.com](http://embarkok.com). Failure to do so may result in the suspension of Share-A-Fare eligibility.
- Share-A-Fare participants **MUST** board the vehicle within five minutes of arrival for pick-up. Share-A-Fare does not offer a vehicle wait service and will-call trips are not allowed under the Share-A-Fare program.