

NO-SHOW POLICY (rev. 2/8/2010)

The Macatawa Area Express Transportation Authority provides an average of 400 demand response trips per day. In peak times, many passengers cannot travel because all of the buses are busy serving other passengers. When a bus and driver arrive to pick up a passenger who failed to cancel their trip the same expense is incurred by MAX even though the passenger did not take the trip. Other passengers on board the bus wait for up to five minutes for a passenger who does not show up to board the bus and failed to cancel their trip. MAX experiences an average of 100 no-shows per month which drains resources which could better be used on other passengers.

The Macatawa Area Express Transportation Authority defines a No-Show as:

1. A reservation was made by the passenger for service and the passenger does not take the ride when the pick up arrives at the scheduled time. The driver is instructed to honk and wait five (5) minutes after the scheduled pick up time before moving on.
2. A reservation is canceled by the passenger less than 30 minutes before the scheduled pick up time.
3. The passenger is not ready to board within five (5) minutes after the arrival of the vehicle. If the vehicle arrives early, the rider does not have to board until 5 minutes after the actual scheduled pick up time.

If a passenger “No-Shows” the first portion of a trip, the return trip is automatically canceled. Non-ADA certified passengers are charged the fare for the first portion of their trip during which the “No-Show” occurred. Passengers must call two (2) hours in advance to keep their return trip. If a passenger calls two (2) hours in advance of their return trip, the passenger will only be charged a “No-Show” for one trip.

Upon the occurrence of the first “No-Show” the passenger will receive a letter from MAX notifying the passenger of his or her infraction. After a second reported “No-Show” the client will receive a letter notifying the passenger and warning that any further “No-Shows” will result in suspension of MAX services.

If a passenger accumulates three (3) “No-Shows” within a rolling thirty (30) day period, his or her MAX services will be suspended for thirty (30) days. A suspension means that he or she will not be able to schedule or receive any rides during a thirty (30) day period.

Non-ADA Passengers Only: Final reinstatement of ridership privileges will only occur after all previously owed fees are paid in full.

Para solicitar una copia de este documento en español, llama por favor 355-1010.

EXCESSIVE CANCELLATION POLICY (rev. 1/2/2010)

The Macatawa Area Express Transportation Authority provides an average of 400 demand response trips per day. To maximize service options and ride availability for as many passengers as possible, every effort should be made to ensure cancellations are done in a timely manner.

Whenever possible, calls to cancel Reserve-A-MAX reservations should always be made the day before your scheduled pickup time. Doing so allows MAX to reschedule the time slot for another passenger needing a ride. Trips that are cancelled after 11:59pm the night before your scheduled travel are considered Late Cancels by the Macatawa Area Express. Late Cancels do not leave enough time for another person to use this time window and results in a reservation time spot going unused that instead could have been utilized by another passenger had there been more advanced notice.

Frequent Late Cancels will be considered excessive. For reporting purposes, each leg of a passenger's trip will be counted individually as one (1) cancellation. Passengers accumulating six (6) documented Late Cancels within a rolling 30-day period will receive a written warning. To avoid a Late Cancel you should always call to cancel your ride prior to 11:59pm the night before your scheduled pickup.

Late Cancels resulting from circumstances beyond the control of the passenger (medical emergencies, snow days, etc.) will not be counted; however, the passenger must notify the Macatawa Area Express that the infraction was beyond their control, and documentation may be required. If you feel that we have made an error or you have questions, please call Charles at 928-2494.

Please refer to the disciplinary sequence outlined below:

- 1st Written Warning: Six (6) violations within a rolling 30-day period.
- 2nd Written Warning: Eight (8) violations within a rolling 30-day period.
- One (1) Month Suspension: Ten (10) violations within a rolling 30-day period.

A suspension means that a passenger will not be able to schedule or receive any rides during the thirty (30) day period, after which they will not be eligible for standing rides.

PLEASE NOTE: Late Cancels should not be confused with No Shows. For additional details, please refer to the NO SHOW POLICY. To avoid a No Show infraction, a ride must be cancelled at least thirty (30) minutes prior to a schedule pickup time; however, this ride would still be counted as a Late Cancel if in violation of the terms of this policy.

If a passenger needs to make a cancellation after normal Macatawa Area Express office hours, please call 616-355-1010, and remain on the line to leave a message.

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