

Americans With Disability Act (ADA) Policy on No Shows and Cancels

Policy Statement

The Macatawa Area Express Transportation Authority (MAX) understands that Reserve-A-MAX (complimentary paratransit) requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forgot to cancel rides they no longer need. MAX also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel rides in a timely way can lead to suspension of service. The following explains MAX's no-show and late cancel policy.

Definitions: No Show, Pick up Window, and Late Cancellation

No-Show

A no-show is defined as either: when a rider fails to appear to board the vehicle for a scheduled trip, a cancellation made at the door, or a refusal to board a vehicle that has arrived within the pick-up window. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits for five (5) minutes.

Pickup Window

The pickup window is defined as thirty (30) minutes after the scheduled pick up time. Riders must be ready to board the vehicle that arrives within the pickup window. The driver will only wait for five (5) minutes within the pickup window for the rider to appear.

Late Cancellation

A late cancellation is defined as a cancellation made less than one (1) hour before the scheduled pick up time.

Definition: No Shows Due to Operator Error or to Circumstances Beyond a Rider's Control

MAX does not count missed rides as no-shows or late cancellations if the missed trip is our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location

- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required five (5) minutes.

MAX does not count missed rides as no-shows or late cancellations if the situation is beyond a rider's control preventing the rider from notifying us that the trip cannot be taken, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact MAX at (616) 355-1010 when experiencing no shows due to circumstances beyond their control.

Policy for Handling Subsequent Trips Following No Shows

When a rider is a no show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trip. To avoid multiple no shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

Suspension Policies for a Pattern or Practice of Excessive No Shows

MAX reviews all recorded no shows and late cancellations to ensure accuracy before recording them in a rider's account.

Each verified no show consistent with the above definitions count as one (1) penalty point. Riders will be subject to suspension after they meet all of the following conditions:

- Accumulate three (3) penalty points in a thirty day (30) rolling period.
- Have booked at least six (6) trips that month.
- If the rider's no-shows exceed fifteen (15%) percent of the rider's total trips within a thirty (30) rolling day period.

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the thirty day (30) rolling period. Each violation that is received will be given a subsequent call from MAX to notify the customer, as well as a letter explaining the policy and the penalty for the current violation.

All suspension notices include a copy of this policy, information on disputing no shows or late cancellations and how to appeal suspensions.

Suspensions will begin on Mondays. The first violation will result in a warning letter, but no suspension. Subsequent violations result in the following suspensions:

- Second Violation: Two (2) day suspension
- Third Violation: Four (4) day suspension
- Fourth Violation: Fifteen (15) day suspension
- Fifth and Subsequent Violations: Thirty (30) day suspension

Suspension Policies for a Pattern or Practice of Excessive Late Cancellations

MAX reviews all recorded no shows and late cancellations to ensure accuracy before recording them in a rider's account.

Each verified late cancellation will be recorded and monitored. Excessive late cancellations will be subject to disciplinary action. Please refer to the disciplinary sequence outlined below:

- Three (3) late cancellations within a rolling thirty (30) day period – 1st Written Warning
- Four (4) late cancellations within a rolling thirty (30) day period – 2nd Written Warning
- Five (5) late cancellations within a rolling thirty (30) day period – 2 Day Suspension
- Six (6) late cancellations within a rolling thirty (30) day period – 4 Day Suspension
- Seven (7) late cancellations within a rolling thirty (30) day period – 15 Day Suspension
- Eight (8) and subsequent late cancellations within a rolling thirty (30) day period – 30 Day Suspension

If a passenger is subject to suspension, they will be notified by phone and also by a mailed suspension notice. Suspensions start on Mondays. All suspension notices include a copy of this policy, information on disputing no shows or late cancellations and how to appeal suspensions.

Policy for Disputing Specific No Shows or Late Cancellations

Riders wishing to dispute specific no shows or late cancellations must do so within ten (10) business days of receiving suspension letters. Riders should contact MAX at (616) 355-1010, Monday through Friday from 6am to 7pm to explain the circumstance and request the removal of the no show or late cancellation.

Policy For Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy have the right to file an appeal request which must be in writing by letter or via email. Riders must submit written appeal requests within ten (10) business days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from Reserve A MAX on the date listed in the suspension notice. All suspension appeals follow MAX's appeal policy.

Para solicitar una copia de este document en espanol, llama por favor (616) 355-1010.