

A smiling woman with dark hair, wearing an orange long-sleeved shirt and grey pants, is seated in a wheelchair. She is positioned in the foreground, leaning forward slightly. Behind her is a white bus with the number 325 and the text 'SOUTHWEST AREA' visible. A person in a uniform is standing near the bus entrance. The background shows green trees and a clear sky. The bottom right corner of the image has a dark blue background with white wavy lines.

MAX Macatawa
Area Express

**ADA
Passenger
Guide**



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The Macatawa Area Express Transportation Authority believes that all persons with disabilities should have access to public transportation in order to lead full and productive lives. We are committed to full compliance with the Americans with Disabilities Act (ADA), which grants eligible persons with disabilities certain rights, such as complementary paratransit services and reduced fares.

MAX has developed this ADA Passenger Guide to ensure that passengers understand their rights as well as our policies and procedures for ensuring their transportation needs are met. Our goal is to provide increased mobility to as many ADA passengers as possible.



ADA paratransit certification

Persons with disabilities that prevent them from boarding, de-boarding or accessing a fixed bus route because of a physical or cognitive impairment are eligible to apply for an ADA certification. ADA eligibility must be granted to receive rights and privileges for paratransit transportation services.

Applications are available by requesting an application from MAX, and completing and returning the application. MAX also provides free ADA assessments by an experienced physical therapist to determine eligibility. For an application or to schedule a free assessment, contact MAX at **(616) 928-2489**.

MAX will temporarily honor ADA certifications from other transit systems, but may require certification by its assessor or recertification by the original certifier after 21 days of service have been provided. Trips also will be allowed for individuals who have not yet received their eligibility determination after 21 days. Service may be restricted by eligibility type (conditional eligibility) and other ADA-required regulations.



ADA assessment or trip denial appeals

Persons may appeal an eligibility denial as well as any conditional eligibility requirements. Appeals must be filed in writing within sixty (60) calendar days from the date of the post mark on the envelope containing the eligibility notification. Final decisions on all appeals will be made to the MAX Appeals Panel. Trip denials or suspension from service also may be

appealed to MAX within fourteen (14) calendar days from the date of the service denial notification letter. Written appeals should be mailed to:

MAX ADA Appeals Panel
171 Lincoln, Suite 20
Holland MI 49423

service animals

Service animals are allowed on MAX vehicles without being caged, provided they are properly constrained and do not pose a threat

to others. There is no fare for service animals. For safety reasons, drivers are not allowed to carry cages or handle service animals.



caregiver responsibilities

Passengers with cognitive impairments may travel without an attendant as long as they exhibit safe behavior and are able to follow basic rules. However, an attendant or caregiver must be present at the pick-up point and drop-off locations for those who cannot be left alone. If no attendant or caregiver is present at the pick-up and dropoff locations, service to the passenger may be suspended and the matter reported to the appropriate local or state agencies.

It also is the responsibility of the passenger's caregiver or family members to inform MAX of any special passenger needs so that the driver can take appropriate actions. However, drivers cannot serve as personal attendants for passengers.

personal care attendents (PCAs)

One (1) Personal Care Attendant (PCA) may accompany ADA passengers at no additional charge if the ADA certification provides for a PCA. Additional travelers that accompany the passenger are considered companions and must pay the regular fare. A PCA is anyone whose purpose is to help passengers meet their disability-related personal needs. A ride for the PCA must be reserved at the time the passenger's ride is scheduled, and the PCA must have the same origin and destination as the eligible passenger. MAX personnel are able to assist all

passengers with boarding, disembarking and stowing personal belongings. However, MAX personnel cannot assume the duties of a PCA.

Under certain circumstances, MAX management may strongly recommend a PCA for passengers with lost sensory or motor functions to such an extent that they need assistance with personal needs, behavior, and/or general safety. A companion is a friend, relative,

companions

or other person who is traveling with you, but is not coming along primarily to assist the passenger because of a disability. When reserving a ride, be sure to make

a reservation for both you and your companion. Companions pay the same fare as regular passengers.

To receive discounted/ ADA fare

ADA identification cards

service, clients may be asked to show a valid identification card issued by a government entity (Medicare card) or another public transit system upon boarding.

Please do not be offended if drivers ask for your ADA card as they are simply verifying your certification. For safety reasons, passengers may



transporting packages & bags

not transport more bags/packages than they can manage themselves. Each bus passenger is allowed up to two (2) packages or bags to carry. Passengers should make other transportation arrangements if they have excessive bags and packages or for heavy items exceeding 60 lbs. MAX is unable to allow excessive luggage, boxes or packages on board as we're unable to safely store and secure these articles and they may post a hazard in a moving vehicle.

Drivers may assist with loading up to two (2) bags into the vehicle, but are not required to carry packages for passengers. MAX encourages the use of portable folding two-wheeled carts for safely transporting items to and from the bus stop.

service hours and service area

ADA passengers are entitled only to service within MAX's defined service area and/or jurisdictional boundaries and within our normal operating hours. ADA does not require MAX to provide service to origins and destinations farther than $\frac{3}{4}$ of a mile from a fixed route.

Some trips may require up to one (1) hour from origin to destination, due to the size of the MAX service area. However, every attempt is made to provide rides that do not exceed more than twice the time of comparable fixed route service, including transfers and wait times.



scheduling rides

ADA eligible passengers need to follow the same procedures for scheduling a reserved ride as other passengers. Reservations must be made before 4 p.m. the day before travel, but may be made up to fourteen (14) days in advance.

Please have the following information available to give to the MAX customer service representative:

- Passenger name
- Exact street address of pick-up and drop-off locations
- Name of complex/subdivision, as well as the building, apartment or suite numbers
- Easily identified pick-up points, when applicable, such as hospital, shopping mall, or doctor's office
- Time of the appointment
- Whether the passenger is traveling with a Personal Care Attendant, companion or service animal
- Whether a wheelchair lift is needed
- Return trip information, including pickup time and exact address location

Customer service representatives schedule trip requests when they are made, and the reservation is confirmed with a "ready time" given to the passenger. Passengers should be ready for the bus within 30 minutes of the "ready time" (15 minutes before and 15 minutes after the scheduled pick-up time). The bus will sound the horn and wait up to five (5) minutes for the passenger to board. A delay by the passenger in boarding more than five (5) minutes after the "ready time" may result in a No Show.

negotiated reservation times

Trip negotiations are permissible under ADA laws if the requested pick-up time is unavailable. MAX will offer passengers an alternative pick-up time within one hour of the requested pick-up time.

Passengers have the right to refuse the offered trip, and may accept alternative trips that are offered more than one hour from the requested time.

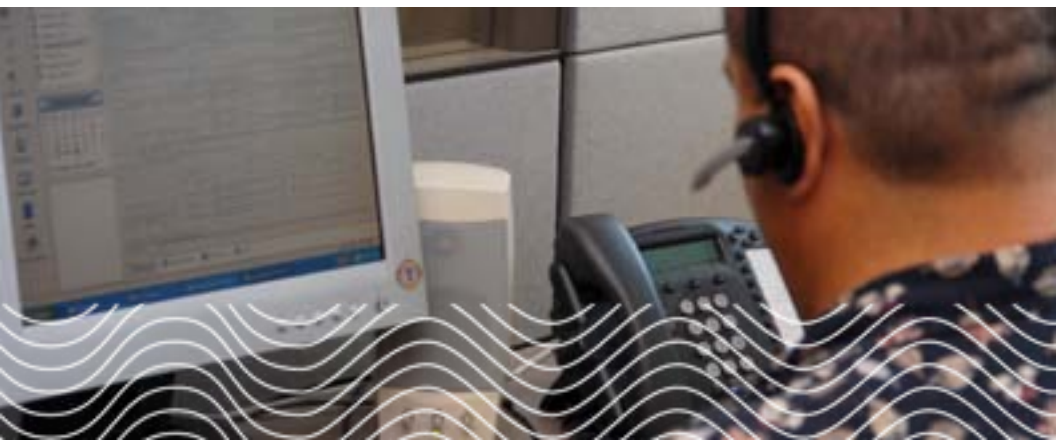
standing (subscription) service

Standing subscription service is offered to passengers who have travel patterns to and from the same destinations, during the same days and hours, at least one day per week. Individuals with frequently changing schedules are ineligible for standing service.

Standing service is offered Monday through Saturday, and is restricted to work, volunteer, medical, and educational trips. Passengers approved for standing service

should call MAX to confirm the desired days and times of travel. Once confirmed by MAX, the standing service will continue unless the passenger calls MAX to cancel.

Standing service is offered as a convenience to our passengers, and availability is on a first come-first served basis. Standing service is not required under the ADA; therefore, certain restrictions may apply due to capacity constraints.



changing reservations

Reservation changes will be accepted until 4 p.m. one business day before the scheduled ride. Same-day changes to your ride time or pickup/dropoff locations cannot

be accommodated. Drivers are prohibited from deviating from the daily passenger manifest and must follow the schedule.

capacity constraints

Passengers calling to reserve a ride may be advised that excessive demand exists for a particular trip time, and an alternate ride may be offered. Operational demands and

delays beyond MAX Transit's control (weather, traffic congestion, etc.) do not necessarily indicate capacity constraints as all vehicle traffic is subject to these conditions.

cancellations—lates—no shows

Please be courteous and cancel your ride if you no longer need one. Passengers must cancel unwanted trips at least thirty (30) minutes prior to their pick-up time to avoid penalty. Failure to cancel rides in advance or to be ready for your

pickup results in a No Show, which may result in denial of future service. Excessive No Shows and Late Cancels will result in suspension from service.

wheelchairs & scooters

Passengers unable to use the steps and to enter the vehicle may use the lift standing to board the vehicle. Ambulatory passengers who use the wheelchair lift must be able to stand without assistance and to hold onto the handrails.

MAX also boards persons in wheelchairs using its lifts. Wheelchairs must meet the ADA-regulated definition of a common wheelchair by not exceeding 30" in width, 48" in length, and 600 pounds when occupied. We are unable to accommodate oversized wheelchairs that exceed dimensional and weight limits. Wheelchairs and their occupants are secured at all times for passenger safety.

Scooter-type devices tend to be unstable on wheelchair lifts and on the bus, and may exceed allowable weight and ADA dimensions. Passengers who use scooter-type mobility devices who are capable of transferring to a vehicle seat are strongly encouraged to do so during transport.

Mobility devices should be backed onto the wheelchair lift as recommended by the manufacturer. Passengers using wheelchairs or scooters are required to be secured using a four-point tie-down system at all times while in the bus/van. Failure to cooperate with these safety policies may result in a loss of service. MAX cannot transport passengers with inoperative mobility devices.



open sores and wounds

For the safety of all passengers, MAX cannot transport passengers with open wounds/sores. An open sore or wound may include but is not limited to a medically-related opening which creates leaking or discharge of bodily fluid (dialysis pick-line, colostomy bag, vomiting, diarrhea, etc.) or an injury that causes an external break in body tissue. Wounds include abrasions, incisions, lacerations, punctures, and avulsions.

Wounds must be properly dressed and leakage/discharge must be controlled to prevent the threat of transmission of biohazards to transit personnel and other clients

and prevent infection of the wound. In some cases, passengers may be required to exit the vehicle to address bio-hazard concerns.

MAX personnel are not responsible for assisting passengers in dressing wounds and controlling bodily fluid leakage/discharge. This is the passenger's or their Personal Care Attendant's responsibility. If medical assistance becomes necessary while the passenger is being transported by MAX, personnel will contact emergency medical services (911) to administer aide at the passenger's expense.

medication & transporting life support equipment

Passengers may travel with respirators, portable oxygen, and other life-support equipment, provided such transport does not violate laws or rules related to transportation of hazardous materials. Passengers traveling with respirators, portable oxygen and other life-support equipment must follow safety procedures

that ensure the protection of all passengers and transit employees.

A portable oxygen tank or intravenous stand will only be transported by MAX when it is medically necessary for the passenger. Passengers may board the bus with no more than one (1) portable oxygen tank. The portable

oxygen tank may not exceed 15 lbs. in total weight; 29 inches in height; and 4 inches in diameter. Drivers will inspect any portable oxygen tank before a passenger may board the vehicle. Defective, leaking or otherwise unsafe or unfit tanks will not be allowed on the vehicle. Portable oxygen tanks must be turned off when not in use; or the oxygen mask must be secured to the user's face when in operation.

Drivers will secure oxygen tanks and intravenous stands in an upright position using a securement belt or system-approved cargo belt. Precautions will be taken to avoid pinching or kinking an oxygen line. Oxygen tanks may be secured in an unoccupied area away from the sidewall of the bus; to an aisle-side seat back; or other areas designated by management. Passengers who wear or carry portable oxygen tanks shall be encouraged to wear the seat belt and/or should harness provided.

Passengers using such equipment are strongly advised to use medical transportation and/or travel with a personal care attendant and may not be allowed to carry additional oxygen tanks if transported in an unsafe manner.

Passengers requiring medication or oxygen at regular intervals should be advised that travel time on transit vehicles can be up to one hour on Reserve-A-MAX. Public transportation is subject to unpredictable conditions such as traffic delays and mechanical problems that may result in longer than expected travel times.

MAX personnel may not administer or assist with the administration of any medication. Any passenger requiring assistance with medications or oxygen while on the vehicle must travel with a PCA. Should the administration of medications or oxygen become necessary while a passenger is aboard a vehicle, MAX personnel will contact emergency medical services (911) for help at the passenger's expense.

Repeated incidents in which the administration of medication and/or oxygen disrupt or delay other MAX passengers may result in the evaluation of the individual's suitability to use MAX services.

accessibility

MAX will pick up and drop off passengers from the safest accessible curb or location. If a passenger needs additional help, a PCA is advised. Passengers must specify the physical address and exact location for pick-up. Passengers being picked up or



dropped off at large complexes must meet the vehicle at the curb closest to their building/unit or at the curb by the main lobby/building, unless otherwise instructed.

If the complex is inaccessible to MAX vehicles, passengers must meet the vehicle at the main entrance. Passengers must inform MAX if their residential community is gated and provide access codes or procedures when the reservation is made.

Passengers who are not at the proper pickup location within the designated time frame and within the five-minute waiting period will be considered a No Show. MAX may call sight-impaired passengers to notify them when a vehicle is arriving.

disruptive behavior

Service will be denied on a long-term basis to passengers who engage in violent, seriously disruptive or illegal behavior. Such behavior includes, but is not limited to:

- threats or fear of physical or verbal abuse
- unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior making sexual or racial connotations

- unauthorized use of equipment on the vehicle
- voluntarily and repeatedly violating bus riding rules
- smoking, eating and/or drinking on the bus
- moving about while the bus is in motion
- destroying or defacing the bus or equipment
- refusing to comply with other MAX rules

policy on suspension

Passengers must not engage in activities that misuse the transit system by unnecessarily reserving rides that could otherwise be given to other passengers who need transportation. Example of misuse include, but are not limited to,

failing to show up for scheduled rides (No Shows), failing to board the bus immediately upon arrival (lateness), providing late cancellation notice, and providing false information to qualify for ADA certification.

no show policy

A "No Show" is defined as:

- A reservation made by the passenger for service and the passenger fails to be ready at the scheduled pick-up time.
- A reservation is canceled by the passenger less than 30 minutes before the scheduled pick-up time.
- 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 full-fare passenger "No-Shows" the first portion of a trip, the return trip is automatically canceled. The passenger is 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.
- Full-fare passengers who owe fees for No Shows or Late Cancels must pay these before additional rides can be scheduled.
- 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. Final reinstatement of ridership privileges will only occur after all previously owed fees are paid in full.



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