

**MACATAWA AREA EXPRESS
NO-SHOW POLICY**
(rev. 05/16/2011)

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

- A reservation was made by the passenger for service and the passenger does not take the ride when the bus 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.
- 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.

All Passengers: Upon occurrence of a first “No-Show” a passenger will receive a letter from MAX notifying him or her of the infraction. After a second reported “No-Show,” the passenger will receive a letter warning that any further “No-Shows” can result in suspension of MAX services.

Passengers accumulating excessive No Shows—including three (3) “No-Shows” within a rolling thirty (30) day period—risk their MAX services being suspended for up to thirty (30) days. A suspension means that he or she will not be able to schedule or receive any rides during the suspension period, and will be issued only after considering the overall frequency, or proportion, of the passenger’s missed trips.

No Shows 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 as soon as possible that the missed ride was beyond their control.

If you feel that we have made an error or you have questions, please call (616) 928-2494.

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

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.

NO SHOW POLICY – FTA/ADA GUIDELINES & NOTES (rev. 05/16/2011)

The Macatawa Area Express takes every step within its power to prevent the loss of service to our riders due to violations of the Authority's No Show Policy.

1. No Show suspensions are considered a last resort measure. MAX attempts to work through the issue with the rider or caregiver one-on-one (both ADA and fare passengers) to correct the behavior. **IMPORTANT!** PASSENGERS CANNOT BE SUSPENDED SIMPLY FOR ACCUMULATING THREE (3) NO SHOWS. A PATTERN OR PRACTICE OF NO SHOWS MUST BE RECORDED, AND AN OVERALL PROPORTION OF MISSED TRIPS DETERMINED.
 - a. As required by FTA, efforts should be made to contact passengers to rule out any factors that may have occurred “beyond the passenger’s control” or to resolve any confusion resulting from misunderstanding system operations—for instance, with a new passenger.
 - b. Mistakes committed by MAX—through (but not limited to) errors in scheduling, cancelations, or pick up locations—cannot count against passengers as No Shows.
 - c. A review must be made of each No Show to ensure record accuracy and verification that the No Show was not caused by MAX. **IMPORTANT!** DO NOT DEPEND SOLEY ON PARATRANSIT SOFTWARE OR SOFTWARE GENERATED LISTINGS.
 - d. A review of a passenger’s reservation history must be made in determining a true pattern of missed rides.
2. Prior to suspensions being issued, ADA riders (or their care-givers) are contacted to investigate and determine the reason(s) for the No Shows having occurred.

Reasons considered “beyond the control of the passenger” are not counted as No Shows when information is given to MAX. Such reasons may include:

- Sudden illness
 - Emergency treatment/hospitalization
 - Work schedule/overtime changes
 - Misunderstanding of the No Show policy
 - Other factors/situations deemed as beyond-the-control-of-the-passenger.
3. MAX will note the stated reason for the No Show, as it applies to the situations listed above. MAX reserves the right to ask for documentation in support of a recurring explanation for accumulated No Shows.
 4. No Show records are maintained on a MAX database over a rolling six (6) month schedule. No Show records older than six (6) months are deleted permanently from the database, and passengers are considered in “good standing.”
 5. Suspension is issued only after a documented pattern of no shows has developed (comprised following a review of all prior entries in the six (6) month No Show database, and any additional file notes), or at the insistence of a parent/care-giver as a means of education for the rider to realize the importance of following the bus rules as a part of independent living.
 6. Regardless of suspension status, MAX does not deny rides for passengers to medical-related destinations, as required by ADA guidelines.