

MACATAWA AREA EXPRESS TRANSPORTATION  
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Definition of Door To Door Service

Reserve A MAX drivers are expected to offer assistance into and out of the vehicle. However, each driver should be ready to assist passengers from just inside the entrance of any dwelling or building , to/from the vehicle and while boarding and deboarding the vehicle. Drivers should clearly identify themselves to passengers when picking up an individual. A request for door to door assistance may or may not be noted on the manifest. No assistance is to be provided beyond just inside the entrance at either the place of origin or destination. If the building has a vestibule type entrance, an inner and outer door, the driver is expected to assist the passenger to and from just inside the inner door. Drivers may also assist by carrying up to two (2) bags or parcels between the vehicle and the entrances at the place of origin or destination. Bags/parcels may weigh up to 30 pounds each.