

EXCESSIVE CANCELLATION POLICY

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.

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