FOR IMMEDIATE RELEASE

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Contact: Bill Kirk, Spokesperson/Business Affairs Specialist
bkirk@ridetherapid.org
616.774.1167

The Rapid announces upcoming paper ticket changes

GRAND RAPIDS, MI – The Rapid announced it would no longer accept paper 10-ride tickets after February 28, 2021. The Greater Grand Rapids area public transportation provider has been phasing out the sale of paper tickets since late 2018 due to the complete transition to the Wave card, The Rapid’s electronic fare system. As always, The Rapid will continue to accept cash as a valid form of fare payment.

Beginning Monday, February 22, through Friday, March 5, customers will be able to exchange unused 10-ride tickets at the Information Center inside Rapid Central Station during open hours, Monday through Friday, 6:30 a.m. to 6:30 p.m. Customers will receive either the value of the 10-ride ticket on their existing Wave card, or they will be provided with a Wave card with the equivalent value, minus the $3 new card fee. Unused Adult 10-ride cards will be exchanged for $13.50 worth of Wave card value, and unused Student or Reduced fare 10-ride tickets will be exchanged for $10.50 (Student) or $8.50 (Reduced) worth of Wave card value. Students and reduced fare riders must bring identification for proof of eligibility. Customers may only exchange up to ten 10-ride paper tickets per day during the exchange period.

Partner agencies with an existing stock of 10-ride paper tickets can exchange their stock for equivalent Wave card value at The Rapid’s Administration building on Tuesdays and Thursdays from March 9 through March 31. For details and to address any questions or concerns, partners can contact The Rapid at partners@ridetherapid.org.

“We’re excited to continue our Wave card transition to make riding The Rapid as simple as possible,” said Bill Kirk spokesperson at The Rapid. “We encourage all riders and stakeholders to provide us with their feedback and questions to help ensure that we get this change right.”

For additional information about the Wave card, including over 50 retail locations with Wave cards available for purchase, please visit wave.ridetherapid.org.

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About The Rapid: The Rapid was established in 2000 and provides public transportation services for the Grand Rapids metro area and beyond. Beyond its fixed routes, The Rapid also operates demand-response services for people with disabilities, rideshare programs, and other programs that keep West Michigan moving forward. Stay informed by following The Rapid at ridetherapid.org, facebook.com/therapid, twitter.com/therapid, and Instagram.com/ridetherapid.