

PROPOSED FARE CHANGES

Proposed & upcoming fare program changes



10-RIDE PAPER TICKET PHASE OUT

- Starting March 1, 2021, paper 10-Ride tickets will no longer be accepted
- Unused 10-Ride tickets can be exchanged for Wave card funds at the Rapid Central Station Information Center
 - Monday through Friday
 - 6:30 a.m. to 6:30 p.m.
 - Exchange available from Monday, February 22, through Friday, March 5
- Agency partners can exchange existing stock via partners@ridetherapid.org
- Exchange available through the end of March



FARE PROGRAM CHANGES

- Reduced, donation, and discounted-rate programs
 - All discounted or donation programs available to various organizations will be combined and standardized to a \$1.25/ride rate
- Available for 501c(c)3 non-profit organizations and post K-12 educational institutions

WAVE CARD CHANGES

- Fare capping
 - Fare capping will move from a “rolling” 31-day capping period to align with the regular calendar month
 - 7-day pass capping will be eliminated
- Negative balance elimination
 - Wave cards will no longer be allowed to carry a balance less than \$0.00
- Shipping fees
 - A flat \$2.50 fee will be applied to all online mail orders

TIMELINE

FEBRUARY 28, 2021

The last day to use paper 10-Ride tickets is Sunday, February 28, 2021

MARCH 5, 2021

Riders can exchange unused 10-Ride tickets through Friday, March 5, 2021

Agencies can exchange unused 10-Ride tickets through the end of March

JULY 1, 2021

Proposed Wave card changes will take effect on July 1, 2021



PUBLIC COMMENT

- Monday, February 22, 2021, 6:00 – 7:00 p.m.
 - Tuesday, February 23, 2021, 12:00 – 1:00 p.m.
 - Wednesday, February 24, 2021, 9:00 –10:00a.m.
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- comment@ridetherapid.org
 - 616-774-1235
 - By mail:
 - 300 Ellsworth Ave. SW
 - c/o Communications Department
 - Grand Rapids, MI 49503

THE RAPID