PROPOSED FARE CHANGES

Proposed & upcoming fare program changes
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 – 10:00 a.m.

• comment@ridetherapid.org
• 616-774-1235
• By mail:
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  ○ c/o Communications Department
  ○ Grand Rapids, MI 49503