



FOR IMMEDIATE RELEASE

CONTACT: Lisa Young, Communications Manager at The Rapid  
EMAIL: [lyoung@ridetherapid.org](mailto:lyoung@ridetherapid.org)  
PHONE: 616.204.8090

## **The Rapid Limits Passengers Per Vehicle; Continues Providing Essential Travel in West Michigan**

March 31, 2020, Grand Rapids, MI — Effective immediately, The Rapid is limiting capacity to 10 passengers on all DASH buses and 15 passengers on buses serving the Silver Line and other fixed routes.

If a bus is at capacity, it will only stop at requested stops for passengers to de-board and may pass by stops that are not requested by passengers onboard. In those cases, an extra bus will be dispatched to pick up passengers at missed stops as quickly as possible. Likewise, if the number of people waiting to board at a particular stop will exceed these ridership limits, some passengers may be asked to wait at the stop for an extra bus to arrive. In an effort to help passengers maintain their social distancing habits, these limits will be strictly adhered to.

“Safety is our number one priority at The Rapid,” said Lisa Young, Communications Manager. “As we work to do our part to get essential employees to work and to pick up needed medications or shop for groceries, we are mindful of the health of our Operators, passengers, and public.”

Since March 20, 2020, The Rapid has been posting seat signage to block off at least half of the seats in all fixed route vehicles and instructing Operators to contact Dispatch if capacity becomes a social distancing concern. The Rapid will continue to utilize extra buses that are specifically scheduled to assist on routes as needed when vehicles reach capacity. Other steps that The Rapid has taken to protect health and safety on our buses include:

- Enhanced cleaning and disinfection procedures on all vehicles
- Nightly high-temperature steam cleaning of vehicles with an approved disinfectant
- Additional cleaning of buses during service (between runs) at Rapid Central Station and Kentwood Station

“We are working to keep our vehicles and facilities as clean and safe as possible, and it is critical that riders practice physical distancing of at least 6 feet as much as possible, and limit travel to essential needs only,” added Young. “These are unprecedented times, and we are grateful for both our dedicated bus operators and all of our riders for doing their part.”

The Rapid is dedicated to adapting to meet the everchanging recommendations and requirements necessary for fighting the spread of COVID-19. Follow The Rapid’s updates regarding COVID-19 at [ridetherapid.org/coronavirus](http://ridetherapid.org/coronavirus).

###

### **About The Rapid**

*The Rapid provides public transportation and mobility services for the Grand Rapids metro area. Beyond its fixed routes, The Rapid also operates demand response services for people with disabilities and car and vanpooling programs. Stay informed by following The Rapid at [ridetherapid.org](http://ridetherapid.org), [facebook.com/therapid](https://facebook.com/therapid), [twitter.com/therapid](https://twitter.com/therapid)*