

RAPID CONNECT

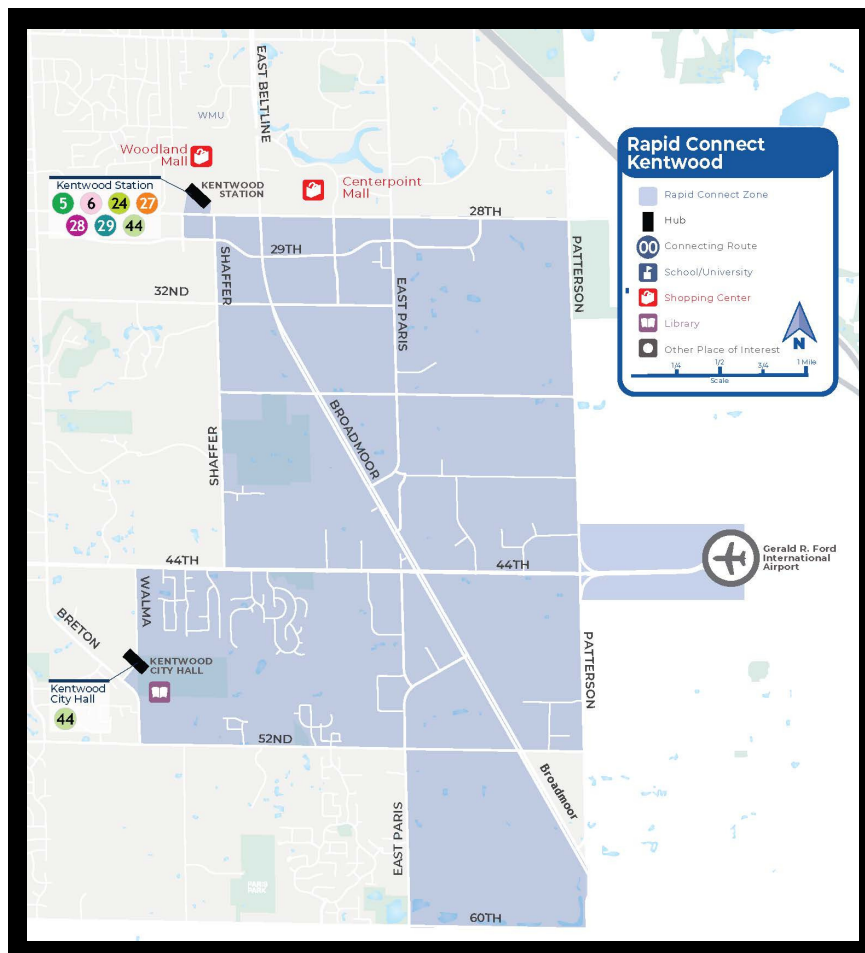
MOBILITY ON-DEMAND SERVICE FOR KENTWOOD

ABOUT RAPID CONNECT

- The Rapid launched a new mobility service for Kentwood in January 2022 that provides a public transit option near the Broadmoor Avenue corridor.
- This service, called **Rapid Connect**, allows customers to book rides that connect to our regular bus system in real-time via mobile app. Smaller vehicles (Ford Transit vans) provide curb-to-curb service within the defined on-demand zone.
- The area for the **Rapid Connect** on-demand service has been historically underserved by public transit, and this new service provides a flexible mobility option to transport customers to jobs, retail services, and other critical destinations. The Rapid is excited to provide critical mobility access to more customers throughout our service area.



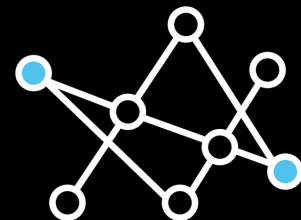
KENTWOOD ZONE MAP:



In Kentwood, connections will be available at Kentwood Station/Woodland Mall (Routes 5, 6, 24, 28, 29, 27, and 44) and Kentwood City Hall (Route 44).

We will be constantly working to improve this service and your feedback is critical.

Please email your questions and suggestions to:
rapidconnect@ridetherapid.org



More information about the *Rapid Connect* service is available at ridetherapid.org/rapidconnect

FREQUENTLY ASKED QUESTIONS:

HOW DOES IT WORK?

Customers can download the app in the Apple App Store and the Google Play store. Begin by setting up your profile, and then you can start booking rides. The app operates similar to well-known ride-hailing apps like Uber and Lyft. To get started, email rapidconnect@ridetherapid.org.

WHEN IS THE SERVICE AVAILABLE?

In the initial beta-testing phase, *Rapid Connect* service will be available Monday through Friday, from 6:00am to 6:00pm.

DOES MY PICK-UP AND DESTINATION LOCATION HAVE TO BE WITHIN THE RAPID CONNECT ZONE?

Yes. *Rapid Connect* is only available in the defined geographic zones. You must travel within one of the zones in either Walker or Kentwood – you cannot use *Rapid Connect* to travel from Walker to Kentwood or vice versa without transferring to the regular bus system.

HOW DO I PAY AND HOW MUCH DOES A RIDE COST?

Our *Rapid Connect* vehicles will accept cash fare and the Wave card. No transfers or change cards will be provided to customers paying with cash, and customers using a Wave card will receive all the regular benefits associated with the card (free transfers, fare capping, etc.).

The cost to use *Rapid Connect* is \$1.75. If you have a reduced fare or youth Wave card, your card will be charged your reduced amount.

WHAT KIND OF VEHICLE WILL PICK ME UP?

You will be picked up by a Ford Transit van with *Rapid Connect* branding.

HOW EARLY CAN I BOOK A RIDE?

Rides can be reserved through the mobile app up to 7-days in advance of your trip.

WHAT IF I USE A MOBILITY ASSISTANCE DEVICE (SUCH AS A WHEELCHAIR, ETC.)?

You will be able to indicate that you have a mobility device and may require loading/unloading assistance in the app. All of our *Rapid Connect* vehicles are ADA accessible.

CAN I BOOK A RIDE FOR MORE THAN ONE PERSON (I.E. ME AND MY CHILD)?

When you schedule a ride, there is an option to select additional passengers. Each passenger will have to pay their own fare and booking will be subject to vehicle capacity.

MORE QUESTIONS?

Please call 616-774-1287 or visit ridetherapid.org/rapidconnect

DOWNLOAD THE APP, SIGN-UP, & START TAKING RIDES!



SCAN TO DOWNLOAD APP

Download the App:

Scan the QR code with your smartphone's camera OR to search in your smartphone's app store, type in "Rapid Connect Transit OnDemand"

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