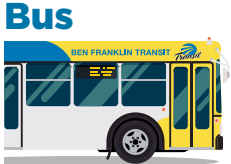




BFT'S PHASED RECOVERY PLAN



BFT is working to support the Tri-Cities community during the COVID-19 pandemic and we are committed to ensuring the safety of our customers and employees. As more information becomes available, BFT's plans continue to evolve to accommodate our riders and protect our staff. This table shows Washington State's four Safe Start reopening phases and a current snapshot of the BFT services, procedures and safeguards riders can expect during each phase.

| | | PHASE 1 | PHASE 2 | PHASE 3 | PHASE 4 |
|--|-------------------------------|--|--|--|--|
|  | Entry Capacity | Rear Door Only Limited Capacity | Rear Door Only Limited Capacity | Front Door Limited Capacity | Front Door Full Capacity |
|  | Capacity | 2 + Personal Care Attendant (PCA) | 2 + PCA | No Restrictions | No Restrictions |
| | Arc Contract Capacity | No Service N/A | Arc Program Trips 2 + PCA | Arc Program Trips 2 + PCA | All Eligible Trips 50% capacity** |
|  | Entry Capacity Service | Automatic Door 2 from Same Household Added Essential Stops | Automatic Door 2 from Same Household Added Essential Stops | Automatic Door Full Capacity Regular Service & Stops | Automatic Door Full Capacity Regular Service & Stops |
| | Fare Collection | No Fares | No Fares | Resume Fares | Regular Fares |
| | Public Offices | Closed | Closed | Open/Modified | Open/Modified |
| | Cleaning | <ul style="list-style-type: none"> • Vehicles are cleaned and disinfected daily • Trained crews sanitize high-touch surfaces on vehicles and at facilities throughout the day • Lobbies and public restrooms will remain closed to focus on keeping priority areas clean and sanitized • BFT will continue coordinating with industry experts to test and evaluate sanitizing technology • For our user-led Vanpool program, vehicles are sanitized when brought in for maintenance; extra cleaning supplies being provided | | | |

*General Demand service is provided using Dial-A-Ride vehicles, and is available in all phases with similar capacity limitations.

**For vulnerable populations, defined by CDC as: 65+ years of age; people with underlying medical conditions, serious heart conditions, immunocompromised, severe obesity, diabetes, chronic kidney disease undergoing dialysis, liver disease; live in a nursing home or long-term care facility.