ON-DEMAND RIDE SERVICE
Our BFT CONNECT service offers a way for you to connect to BFT’s bus network from any intersection within a zone. Multiple CONNECT zones exist throughout the Tri-Cities.

During the current COVID-19 pandemic and until further notice based on state and local pandemic restrictions, BFT CONNECT is tailored to make sure you have access to the things you need. You are still able to connect to major transit stops, but we are also offering you direct service to key essential businesses (noted with asterisks below).

To see maps for the other CONNECT zones, visit bft.org/ConnectOnDemand. See the next page for information on how to ride CONNECT.
HOW TO RIDE
Riding BFT CONNECT is simple and for now until further notice, rides are FREE!

1. **Download and open the Via app** on your smartphone or call 509.204.4189 to reserve a ride.
   Service Hours: Mon. - Fri. 6 a.m. – 10 p.m. | Sat. 7 a.m. – 10 p.m.

2. **Confirm your location.** Enter the location where you would like to be picked up and press “Confirm my Location.” You may be asked to walk to a nearby intersection.

3. **Choose one or two passengers.** This will normally be a shared ride service, but until further notice dependent on the lifting of additional pandemic restrictions, you may only travel with one other person from your household on the same trip with the same destination.

4. **Choose your destination.** Choose from the designated stops, called Transit Connections, offered for your trip. If you are already at a designated stop, you can choose to return to any location in the same zone and you will be dropped off at a nearby intersection.

5. **Get in, and ride in style!** Masks are required. Doors will open automatically. Please sit in the very back of the vehicles.

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- BFT CONNECT is primarily designed to get you from home to a frequent bus route and back, on demand and with real-time arrival estimates in the Via app.
- CONNECT is a shared ride service, so in the future you might share a ride with several people along your route, each traveling to different places. For now, you will ride alone or with one companion you know and who shares the same destination.
- CONNECT will be a premium service with a $3.00 fare, but you will also be able to ride with a BFT Freedom Pass. Until further notice dependent on the lifting of additional pandemic restrictions, CONNECT is a free service.