NEW SERVICE
On Monday, May 11, 2020, our new BFT CONNECT service will begin operating in the East Pasco zone. We have been planning CONNECT as a way for riders from any intersection in the Tri-Cities to connect to transit, but the service is being tailored to make sure you have access to the things you need during the current emergency.

You will still be able to connect to major transit stops, but we are also offering direct service to key essential businesses. Use CONNECT by downloading the Via App to travel between any intersection and designated locations, called Transit Connections, shown in the map below. Multiple CONNECT zones exist all over the Tri-Cities. To see maps for the other zones, visit bft.org/ConnectOnDemand.
HOW TO RIDE
Riding BFT CONNECT is simple!

1 **Download and open the Via App on your smartphone.**
   No smartphone? Call 509.204.4189 to reserve a ride.
   Hours as of June 8, 2020: Mon. - Fri. 7 a.m. – 7 p.m. | Sat. 9 a.m. – 5 p.m.

2 **Verify your location. Choose your destination.**
   Your location, the zone boundary, and designated stops will appear. You may be asked to walk to a nearby intersection to be picked up, and you’ll only be able to choose designated stops for your destination. If you are already at a designated stop, you can choose to return to any location in the same zone and you’ll be dropped off at a nearby intersection.

3 **Choose one or two passengers.**
   This will normally be a shared ride service, but during this emergency, you will ride alone. You may travel with one other person from your household on the same trip with the same destination.

4 **For now, rides are FREE!**
   Normally, you would pay for your ride. In the future, you will also be able to use your Ben Franklin Transit bus pass to pay for a portion of your ride.

5 **Get in, and ride in style!**

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- BFT CONNECT is primarily designed to get you from home to a frequent bus route, on demand and with real-time arrival estimates in the Via App.

- For now, CONNECT also takes you to certain essential businesses including grocery stores, pharmacies, and health care facilities. We will even offer Front Door Service until things return to normal. BFT has had to reduce bus service in West Pasco, and we want to make sure you can still get to the places you need to go.

- Under normal circumstances, CONNECT is a shared ride service. 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. This will help you, your family, and the driver to travel safely.

- CONNECT will be a premium service with a $3.00 fare, but you will also be able to ride with a BFT Freedom Pass. For now, CONNECT is a free service.

MORE INFO: bft.org/ConnectOnDemand | 509.735.5100