CHALLENGING TIMES
The changes we have experienced over the last couple of months have been hard for all of us. As soon as this emergency began, Ben Franklin Transit planned for the possibility that we could face a significant local outbreak and experience a shortage of staff and drivers. On Monday, April 13, we had to make some difficult changes affecting transit service in West Pasco. This included eliminating all service on routes 66, 67, and 268. We implemented a shorter route, 69E, to provide hourly service from 22nd Avenue Transit Center to essential businesses in the Road 68 area including Grocery Outlet, Lourdes Urgent Care, Walgreens, Walmart, and Yoke's.

NEW SERVICE
On Monday, April 20, our new BFT CONNECT service will begin operating in West Pasco. We have been planning CONNECT as a way for riders from any intersection in the Tri-Cities to connect to transit, but those services are 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 the designated locations, called Transit Connections, shown in the map below.
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!

For a limited time, get Front Door Service to selected essential businesses!

— 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