



Dial-A-Ride (DAR) is a door-to-door transportation service available within Ben Franklin Transit's Public Transit Benefit Area (PTBA). The program is designed to serve riders who qualify because they are unable to use the regular bus service due to a disability.

Fares

The service is \$1.50 each way for eligible riders that live within $\frac{3}{4}$ mile from a regular bus route.

If an eligible rider lives or travels to an area more than $\frac{3}{4}$ mile from a regular bus route, they live or are traveling to a '*premium*' area. The premium fare is \$3 each way.

Money-saving monthly passes are \$25 (\$50 for the premium area), and the 10-ride ticket strips are \$12 each.

Ben Franklin Transit
7109 W. Okanogan Place
Kennewick, WA 99336
509.735.0160
Fax: 509.734.5195
www.bft.org



BEN FRANKLIN TRANSIT **DIAL-A-RIDE** Paratransit

Eligibility Requirements



Dial-A-Ride (DAR) is a service for people who are physically or mentally disabled and unable to use the fixed-route bus system due to a disability. Eligibility is determined following review of a written application.

Applications are available at the offices of Ben Franklin Transit, the transit website **bft.org**, or will be mailed upon request. Applications will be reviewed and a determination of eligibility made within 21 calendar days of receipt. In most instances, an in-person assessment will be required.

Ben Franklin Transit
509.735.0160
www.bft.org

Step 1

Fill Out the DAR Application

- DAR applications are available on our website, in our offices, or can be requested to be mailed.
- Pages 1-6 are to be completed by the applicant or the applicant's care provider, personal care attendant (PCA), or guardian.
- Pages 7-8, the medical verification form, should be completed by one of the medical providers listed on the cover sheet. It is best to have the medical provider who is most familiar with the disability/condition that is preventing bus use complete this section.

Give us a call
and we can help
you through
the first trip!
509.735.0160

Step 2

Submit Your Completed Application

Completed applications can be submitted:

- Via fax to 509.734.5195
- U.S. mail to:
 - ⇒ Dial-A-Ride Eligibility
1000 Columbia Park Trail
Richland, WA 99352
- In person to:
 - ⇒ 7109 W. Okanogan Place,
Kennewick, WA 99336 or
 - ⇒ 1000 Columbia Park Trail
Richland, WA 99352

**Note: Incomplete applications will be returned to the mailing address provided; resubmit once completed.*

"I have to stress how professional the drivers are and how helpful they are. They just try to make it as easy as possible."

Dennis Kreutz
Dial-A-Ride & Fixed Route Rider
BFT Citizen Advisory Network Member

Step 3

Receive Your Eligibility

Decision letters are sent via U.S. mail.

- If approved, your letter will contain your DAR Client ID number, level of service, and future expiration date.
- If denied, your letter will contain information about why your eligibility request was denied. It will also include information about the appeals process.



Step 4

Book Your Ride!

- Rides can be booked over the phone or online.
- Please have your Client ID number, pick-up address, destination address, pick-up or appointment time, and return ride information ready.
- Be ready for your pick-up times at the beginning of your pick-up window.
- Cancel any rides that are no longer needed to avoid infractions.
- See No Show/Suspension Policy information.

You may schedule a ride by calling 509.735.0160. Rides can be scheduled up to seven days in advance between 8 a.m. and 5 p.m. seven days a week.
Please note: Saturday & Sunday reservation requests can only be made for next-day requests.