



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 DAR fare 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 at 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.

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**Ben Franklin Transit**  
7109 W. Okanogan Place  
Kennewick, WA 99336  
509.735.0160  
Fax: 509.734.5195  
[www.bft.org](http://www.bft.org)

4/2026



## Eligibility Requirements



Dial-A-Ride (DAR) is a service for people who are 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. DAR 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. If an application is not processed within 21 days, presumptive eligibility is granted on the 22nd day until and unless the application is denied in writing.

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Dial-A-Ride paratransit service meets ADA complementary paratransit service requirements.

## Step 1

### Fill Out the DAR Application

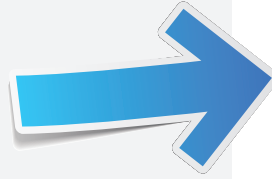


- DAR applications are available on our website, in our offices, or can be requested to be mailed.
- Pages 1-6 are to be completed by the applicant or the applicant's care provider, personal care attendant (PCA), or guardian.
- Pages 7-8, the medical verification form, should be completed by one of the medical providers listed on the application checklist. 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  
7109 W. Okanogan Place  
Kennewick, WA 99336
    - 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 Citizens 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, pickup address, destination address, pickup or appointment time, and return ride information ready.
- Be ready for your pickup times at the beginning of your pickup 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: Reservations can only be made on Saturdays and Sundays for next-day rides.***