



Starting September 13, 2026, Ben Franklin Transit (BFT) is using new technology to improve our Dial-A-Ride service. This new system will give you more options for scheduling trips, improve notifications, and increase overall efficiency, which helps keep prices affordable!

The Benefits:

Once your account is verified, you will be able to book trips online or through the free Book BFT app any time and get confirmation instantly. (Please call **509-735-0160** to verify your account).

You will get notifications and reminder alerts when it is time to get ready for your trip. You can also choose to send automatic alerts to someone else (like a parent, child, caretaker, or partner) to make sure they stay up to date too!

You can track your Dial-A-Ride driver in real time through the Book BFT app so that you know exactly where they are and when they will arrive.

The new system makes our Dial-A-Ride service more efficient by automatically scheduling trips together as much as possible. That means you may need to leave early to get to an appointment on time, or wait a few extra minutes for pick up after your appointment, depending on the other trips your driver has been assigned. This is consistent with ADA paratransit regulations (49 CFR § 37.131(b)).

What You Need To Do:

If you want to be able to book trips online or through the Book BFT app, you will need to call **509-735-0160** to verify your email address and make sure your account is connected. If you prefer to book trips over the phone, you do not need to make any changes.

Please be aware that hundreds of people are calling to verify accounts and schedule trips. Our reservationists are working as quickly as possible to help everyone, but you may have to wait on the phone for longer than usual. Thank you for your patience as we get through this transition period together!

Sincerely,

Brian Lubanski
Chief Executive Officer
Ben Franklin Transit