

Reserve Your Ride

with Book BFT



Booking your Dial-A-Ride trip is easier than ever with the new Book BFT app. Download and start using **Book BFT** beginning **Sunday, September 13, 2026.**



**SCAN TO
DOWNLOAD APP**



Book BFT brings you...

- **A Smarter, Easier Dial-A-Ride Experience:** Our new platform puts you in control, making it easier than ever to apply, book, and ride.
- **More Independence. Less Waiting. Better Trips:** Apply online, book rides, and track your vehicle in real time for a smoother travel experience.
- **Your Ride, Your Way:** Plan trips, manage your account, and track your vehicle, all from one easy-to-use app
- **Designed for You:** Enjoy faster scheduling
- **Three Easy Ways to Book:** Use the **Book BFT app**, book **online at bft.org/dial-a-ride**, or call **509.735.0160**.
- **Reliable Rides That Keep You Moving:** Count on easy, reliable, and on-time transportation when you need it.

Using the app is optional.

You can always call us to book, change, or cancel your trips. If you prefer to manage your trips from your smartphone, this free app makes it easy.

How to Book

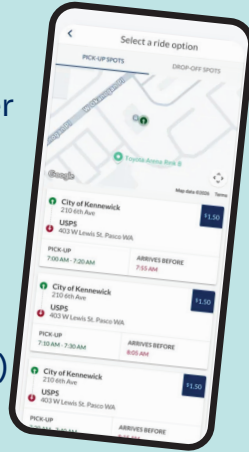
Step 1: Download the App

Download the Book BFT app from the Google Play Store or Apple App Store. **Call 509-735-0160 during regular business hours to connect your current DAR account to the app.**



Step 2: Enter Your Trip Details

Open the **Book BFT app** and tap **Book a Ride** or the + button. Enter your **origin** and **destination** by typing the address or selecting the location on the map. Then provide: number of passengers, seat type needed, any special accommodations (wheelchair, mobility device, companion, etc.) and date and time of your trip.



Step 3: Choose Your Trip

Review the **available trip options** and select the one that best meets your needs.

Step 4: Confirm Your Booking

Review your trip details, then tap **Confirm Booking**.

Step 5: Save Your Confirmation

Your confirmation screen will display your trip details and Trip ID. Be sure to write down or **save your Trip ID for future reference.**

Tip: Book your trip at least one day in advance to help ensure availability.

Troubleshooting

I forgot my password.

Tap **"Forgot Password?"** on the login screen. We will email you a link to create a new password.

I can't log in.

Make sure you entered the **correct email address and password**. If you still can't log in, call Reservations. We can help reset your account.

The app won't open or isn't working.

Close the app and open it again. Make sure your phone is connected to Wi-Fi or has a cellular signal.

My trip is not showing.

Trips booked by phone may take a few minutes to appear in the app. If you still don't see your trip, call Reservations.

I need to update my address or account information.

Open Profile (tap your name or the person icon) and update your information.

I'm having trouble on September 13.

Call Reservations right away.

We're here to help!

Remember: You can always call us

You **do not** have to use the app. Our Reservations team can book, change, or cancel your trips by phone.

Reservations:

509.735.0160

8:00 a.m.-5:00 p.m.



Benefits to you

- ▶ Streamlined eligibility process
- ▶ Independent booking options using the Book BFT app
- ▶ Enhanced communication between riders and drivers

- ▶ Greater trip visibility with real-time trip updates
- ▶ A more empowering rider experience
- ▶ More efficient service, including:
 - Higher on-time performance
 - Shorter onboard travel times
 - Fewer missed trips

Visit bft.org/dial-a-ride for more information