



Snoqualmie Valley Transportation

Welcome Aboard!

Welcome to Snoqualmie Valley Transportation!

SVT is a non-profit Valley bus company, operating 10-12 passenger wheelchair-lift equipped buses. We are a project of Mt. Si Senior Center and our services are available to the general public.

Our Goal:

To provide the riders of the Snoqualmie Valley with reliable, friendly and sustainable service while being responsible stewards of the funding we receive.

Our Values

Initiative, Respect, Collaboration, Knowledge, Results, Integrity

Hours & Days of Operation

SVT does not operate weekends or the following holidays:

- New Year's Day
 - Martins Luther King Jr. Day
 - President's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Eve Day
 - Christmas Day
- ✓ Saturday holidays are observed the preceding Friday
- ✓ Sunday holidays are observed the following Monday
- ✓ See service descriptions for fare information or visit www.SVTbus.org

Types of SVT Transportation Services

All services are currently Monday – Friday only

Valley Shuttle – Fixed Route

This is “a regular bus.” That is, a fixed-route service with a schedule. The Valley Shuttle travels between North Bend (through Snoqualmie, Fall City and Carnation) and Duvall, every 90 minutes and then returns along the same route. You may board or exit the bus at any Metro bus stop that has the SVT logo or any safe location along the route.

Reservations not needed. Ages 5+ can ride.

Schedule is available at www.SVTbus.org.

5:45 am to 9:00 pm \$1.00 suggested donation

Point-to-Point – Demand Response

This is a type of service that requires reservations. It operates within the overall service area that includes North Bend, Snoqualmie, Fall City and Preston. The service is door-to-door; picking you up at your address and dropping you off at your destination. Reserve rides from one day to one week in advance (recommend 3-5 business days). *Rides may arrive within 15 minutes before or after scheduled time.*

Ages 13+ may ride unaccompanied.

6:00 am to 8:00 pm \$1.00 fare

SVT Loop Routes – Downtown Loop, Cedar Falls Loop & Ridge Loop

The Loop routes are circulator routes. Unlike two-way fixed route service with bus stops, these routes go in one direction in a loop that works its way back to where it started. No reservation is needed for any stop that is on a loop route going to regular location stops.

Ages 13+ may ride unaccompanied.

Hours of operation depend upon the routes – please see the route timetables \$1.00 fare

All buses are wheelchair-lift equipped

The Downtown Loop

The Downtown Loop is a circulator bus, getting you between popular locations in Downtown North Bend and Downtown Snoqualmie. The bus leaves Mt. Si Senior Center (411 Main Ave. S. North Bend) at the top of the hour. All vehicles are wheelchair equipped.

All fares are \$1 per ride. Must be 13+ years to ride unaccompanied.

Days of the Week

Span of Service

Monday - Friday

Times shown below are for routes that begin each hour between 6 AM and 7 PM.

DOWNTOWN LOOP - Schedule effective May 1, 2017

Mt. Si Senior Center	Public Library North Bend	Newton & Falls Snoqualmie	Cedar & Silva Snoqualmie	Snoqualmie Casino	Safeway North Bend
6:00	6:05	6:15	6:18	6:23	6:32
7:00	7:07	7:17	7:20	7:25	7:34
8:00	8:07	8:17	8:20	8:25	8:34
8:40	8:47	---	---	---	---
10:00	10:07	10:17	10:20	10:25	10:34
11:00	11:07	11:17	11:20	11:25	11:34
12:00	12:07	12:17	12:20	12:25	12:34
1:00	1:07	1:17	1:20	1:25	1:34
14:00	2:07	2:17	2:20	2:25	2:34
15:00	3:08	3:18	3:22	3:27	3:37
16:00	4:08	4:20	4:24	4:29	4:42
	---	---	---	5:29	5:42
18:00	6:08	6:18	6:22	6:27	6:37
19:00	7:08	7:18	7:22	7:27	7:37

This route deviates as time and occupancy allows if booked in advance.

Times shown are approximate departure times. **BOLD times indication afternoon/pm.**

Office: 425-888-7001

For more information go to: www.SVTBus.org

MAKE SURE WE CAN SEE YOU!

Going farther? Connect with the Cedar Falls Loop to get from North Bend to points in Wilderness Rim, Riverbend and Rattlesnake Lake. The Cedar Falls Loop leaves the Senior Center at the top of the hour. In downtown Snoqualmie you can connect to the Ridge Loop to reach Snoqualmie Ridge and Snoqualmie Valley Hospital.

Go to www.SVTBus.org or call 425-888-7001 for more information.

The Cedar Falls Loop

The Cedar Falls Loop is a circulator bus, getting you between downtown North Bend and the Wilderness Rim, Rattlesnake Lake and Riverbend communities. The bus leaves Mt. Si Senior Center (411 Main Ave. S. North Bend) at the top of the hour. All vehicles are wheelchair equipped and have bike racks that allow for two bikes.

All fares are \$1 per ride. Must be 13+ years to ride unaccompanied.

Days of the Week

Monday - Friday

Span of Service

Times shown below are departure times.

CEDAR FALLS LOOP - Schedule effective May 1, 2017

This route deviates as allowed by time and occupancy if booked in advance.

Mt. Si Senior Center	Post Office North Bend	Cascade Golf Course	Wilderness Rim (Chalet)	Rattlesnake Lake Cedar Falls Trailhead	Riverbend	Public Library North Bend
7:00	7:03	7:07	7:18	7:25	7:31	7:49
8:00	8:03	8:07	8:18	8:25	8:31	8:49
9:00	9:03	9:07	9:18	9:25	9:31	9:49
1:00	1:03	1:07	1:18	1:25	1:31	1:49
2:00	2:03	2:07	2:18	2:25	2:31	2:49
3:00	3:03	3:07	3:18	3:25	3:31	3:49

Remember: To catch the bus along the main route within Wilderness Rim or Riverbend, you may flag it down when you see it coming. The bus will stop provided there is a safe place to pull out of traffic. **MAKE SURE WE CAN SEE YOU!**

Service operates Monday - Friday only. Times shown are approximate departure times. **BOLD** times indicate afternoon/pm.

For route map or more information, go to: www.SVTBus.org or call SVT at 425-888-7001

This route allows for limited deviations. Call SVT 3-5 days in advance to arrange for a special pickup or drop off location on this route.

Going farther into town? Use the Cedar Falls Loop and connect with the Downtown Loop to reach Snoqualmie. In Snoqualmie, connect with the Ridge Loop to reach Snoqualmie Ridge, Snoqualmie Valley Hospital or Snoqualmie Casino. Or connect with the Valley Shuttle service to reach Fall City, Carnation or Duvall.

Quick Guide for a Successful Ride: Demand Response

1. As much advance notice as possible. 3-5 business days is best.
2. Be flexible with ride times whenever possible.
3. Have all needed information ready when you call.
 - a. Complete name and address for pickup
 - b. Dates, times, and destination address
4. If your contact information changes, let us know.
5. Check your messages for ride-related information.
6. Call us to confirm your ride times.
7. Call anytime! If the office is closed, leave a message.
8. Rides cannot be booked, cancelled, or modified with your driver.

When you are requesting a ride, please give the time only for your pickup

OR your delivery... but not for both.

For instance, if you call and say, "I would like a pickup at home at 10:00 and need to be at the Outlet Mall at 10:30" we will be unlikely to be able to accommodate you. But if you say, "I need to be at the Outlet Mall by 10:30" we will be more likely to be able to give you a ride since you are giving us flexibility on the pickup time.

If you are unable to be picked up until after a certain time, let us know that too. For instance, "I will be off work at the Outlet Mall at 5:30pm and want to go home from there." This is easier for SVT to put on an available route than saying, "Pick me up at 5:30PM and take me home by 6pm."

Common Sense Guidelines & SVT Code of Conduct

- Pay the correct fare
- Respect other passengers' privacy
- Do not cause safety problems
- Use headphones if playing music
- No eating, smoking or littering
- No alcoholic beverages or open containers with liquids
- Do not harass driver or other riders
- Do not lie on the seats
- Respect transit property
- Use SVT services and facilities for transportation purposes only.

How to Book or Cancel a Demand Response Ride

To book or cancel a ride, call the SVT Office at (425) 888-7001. Office hours are 5:00am to 9:00pm, Monday to Friday. After hours, on the weekends, or if all staff members are assisting someone else, please leave a message that clearly states your name and telephone number.

Rides may be saved two weeks in advance for later confirmation. To better insure the day/time you desire, calling at least 3-5 days in advance is recommended. Please be prepared to call us back to confirm your rides.

If it becomes necessary to cancel a confirmed or saved ride, you must call a minimum of one hour in advance in order to avoid a No Show. The more advance notice given, the better. If you do not call to cancel within the advance time frame, your file may be flagged with a No Show which may lead to interrupting your ability to schedule rides.

Be certain you fully understand the cancellation and No-Show policy.

Go to www.SVTBus.org or call 425-888-7001 and ask any SVT representative.

Subscriptions to Ride

If you ride to the same location, at the same, on the same day of each week, you may qualify for a *subscription*. After riding on the same schedule for two weeks, you may apply for the subscription. Very simply, this means that you do not have to call for your rides each week. If you will not be using your subscription ride for any reason, the above cancellation policy applies. Too many cancellations, even with adequate notice, may cause a loss of subscription.

Subscriptions may be changed due to rider priority – we give priority to seniors, individuals with critical medical appointments and individuals with disabilities.

Go to SVTbus.org for more information.

Non-Discrimination Policy

Snoqualmie Valley Transportation officers, staff, board members, or agents/contractors will not discriminate against or refuse service to anyone on the basis of race, color, sex, marital status, sexual orientation, gender identity, political ideology, age, creed, religion, ancestry, national origin, the presence of a sensory, mental or physical disability, veteran status, in the discrimination complaint process. Any persons with complaints or concerns may contact the Mt. Si Senior Center by calling 425.888.7001.

If you require translation services to take the bus, please call SVT and say, "I don't speak English" and we will help you using a translation service.

Si necesita servicios de traducción para tomar el autobús, por favor llame a SVT y decir: "Yo no hablo Inglés" y que le ayudará a utilizar un servicio de traducción.

*SVT does not discriminate on the basis of race, color or national origin.
SVT no discrimina en base de raza, color o origen nacional.*

Other Important Information

Instead of paying the \$1 fare when you board the bus, it may be easier to purchase a 10-Ride Punch Card for \$10. These may be purchased at the office or from your driver, and do not have an expiration date. Lost or stolen cards will not be replaced.

Laws regarding car seats, booster seats, and seat belts that apply in automobiles, also apply to all Demand Response and Loop Route Service vehicles. These laws do not apply to Valley Shuttle Fixed Route vehicles.

You must be 13+ years of age in order to ride unaccompanied on Demand Response and Loop Routes. This does not apply to Valley Shuttle Fixed Route service.

Any packages/groceries carried onto the bus must fit on your lap, or at your feet. If there are extra seats available, you may place a parcel on the seat beside you. Nothing can extend into an aisle.

When requesting a ride, be certain you provide the time you need to arrive at your destination. *Because we are a shared-ride service, this is a vital piece of information in booking a successful reservation.*

Go to www.SVTbus.org for more info or call 425-888-7001