



12 WAYS TO MAKE YOUR SVT RIDE A SUCCESS

1. **GIVE AS MUCH ADVANCE NOTICE AS POSSIBLE TO REQUEST A RIDE AND BE FLEXIBLE.**

2. Have all of your **information ready before** you call us. We will need to know:

Your first and last name	Your phone number
Complete address of your desired pickup location	Complete address of your destination
What date do you need the ride?	What time do you need to be at your destination?
Do you need assistance? A wheelchair lift?	Are you using a scooter or a walker?

3. **CALL SVT at 888-7001 AND LEAVE A BRIEF MESSAGE:** Leave the information we need (above). If you'd like to book more than one ride, leave us your name and phone number and ask for a call back.

4. **WHEN REQUESTING TIMES,** Remember that there is a **15-minute time window** on either side of your requested time for delivery to your destination.

5. **Is your information the same as last time you called?** If you have moved or changed your phone number, please let us know immediately. We don't want to go to the wrong address to pick you up and calling the wrong number to confirm your ride doesn't help you!

6. **We will call you back** to confirm your ride request. ASK your SVT representative to repeat the information back to you when they call you back. We want to give you the service you need.

7. **Call us back.** If you have not received a call-back from SVT within one business day, take the initiative to call us back at 425-888-7001 to find out about the status of your ride request.

8. Make sure to **check your messages.** SVT will try to contact you and may leave a message confirming your ride. If we cannot reach you, we will leave a message telling you the information about your ride. If we confirm your ride, you will be responsible for being on that bus at the time we give you and we want to make sure we pick you up!

9. **Booking multiple rides:** Scheduling rides that are more than one week away may take more time to confirm. We will contact you but, if you don't hear from us, call SVT at 888-7001 to check on the status of your ride.

10. **Cancelling your ride?** Please give us at least an hour of advance notice for cancellations. **If you cancel with less than an hour's notice, you will get a "No Show" on your record.** Why do we do this? Because we may have told someone else that they couldn't ride because you had already reserved a space. Also, it wastes fuel.

11. Too many No Shows and you will not be able to take the bus for two weeks.

12. **When is the bus coming?** Please feel free to give us a call 20 minutes before your ride to get an estimated time of arrival for your shuttle bus. We'll let you know how close the driver is to getting to you. Call: 888 7001.

13. Once you are on the bus the driver must take you to the pre-planned destination. Drivers cannot vary their routes for the day or other people's rides will get delayed.

14. **We would like to help you.** Making the call to SVT on a regular basis to confirm or book your rides will make your scheduling easier for you.