How do I request a ride with SW Prime?

There are a few simple ways to request a SW Prime ride.

- *Call 952-SWPRIME (797-7463)*
- *Download the SW Prime App, available on the [Apple App Store](#) and [Google Play](#)*
- *Customer Experience can assist in-person during customer experience hours (see below)*

Where can I go on SW Prime?

For destination information, please view the SW Prime page on the SouthWest Transit [website](#). View the SW Prime service map below.

How much does SW Prime cost?* (*Fares below are per ride, per person – see more detailed info on the [website](#)*)

- *Standard Fare - $5.00*
- *Seniors (65+) - $3.00*
- *Disabled Veterans with proper ID and Children 5 & Under – Free*

*AV rides in the AV zone will be free for a promotional period TBD

What is TAP, and how can I use it for SW Prime?

The [Transit Assistance Program (TAP)](#) is designed to make public transit more affordable for people with lower incomes. Through TAP, riders can receive $2.50 SW Prime rides with the purchase of a TAP Pass.

To sign up, visit one of our stations during staffed hours (below), where our Customer Service team will assist you. Bring a photo ID with your name and address, along with an accepted document verifying you meet income guidelines.

Once approved, you can purchase a TAP Pass for $25 and receive $50 in ride credit, which will be added to your SW Prime account. When your ride credit runs out, simply visit our Customer Service team to reload. If you need a ride to one of our stations to purchase or reload your TAP Pass, we'll provide one for free!

What types of vehicles do you use for SW Prime?

We use a mix of ADA vans, cutaways, and Autonomous Vehicles (AVs)along with a few non-ADA Electric Vehicles (EVs).

How will I know when I've been assigned a driver/operator?

You'll be notified via text or push notification in the SW Prime App once your driver is assigned. If booked over the phone, the reservationist will inform you of your assigned driver and their estimated arrival time. You can also view real-time updates in the app.

How long will it take for my driver/operator to arrive?

Arrival times vary based on system demand. The app will show an estimated time of arrival based on real-time GPS and current trip load. For phone reservations, the reservationist will provide an estimated arrival time.

Can I track my driver/operator?

Yes, real-time GPS tracking is available in the SW Prime App.

Can I request a ride for someone else?

No, SW Prime is intended for personal use only to protect your account privacy; however, you may book group rides for up to six people, including yourself.

Please note that all information regarding SW Prime and its services is subject to change without prior notice.

If I cancel and rebook, will my ride request go to the back of the queue? *Yes, canceling and resubmitting a request restarts the process. Your new request will be placed at the end of the queue.*

Can I change my drop-off location after boarding?
Yes, you can change your destination when you board; however, it will be treated like a new ride request, and you will incur a second fare for your new destination. Your new request will be sent to the end of the queue and other trips may be prioritized.

How can I give feedback about SW Prime?
We'd love to hear from you! Email us at customerservice@swtransit.org to share your feedback and suggestions. You can also fill out a comment card at the stations or rate your experience in the SW Prime App.

SW Prime AV Zone Specific FAQs

What is the difference between regular SW Prime and SW Prime in the Autonomous Vehicle Zone?
SouthWest Prime in the cities of Eden Prairie, Chanhassen, Chaska, Carver, and Victoria is "address to address" meaning your ride will pick you up at a specific address and drop you off at a specific address. SouthWest Prime in the AV Zone, (a smaller area in Eden Prairie) is "stop to stop" meaning your ride is from one AV Zone stop to another AV Zone stop.

How will I know if I am in the AV Zone?
A map of the AV Zone is available below. When you request a ride through the SW Prime app or by phone, you will be asked to walk to the nearest AV Zone stop. If your ride begins or ends outside of the AV Zone, you will be asked to enter your starting address and your ending address.

Can I choose what type of vehicle I get for my SW Prime ride?
No, our system automatically chooses the ride based on timing, location, needs, and availability, However, if you are traveling within the Autonomous Vehicle Zone, your ride will be an Autonomous Vehicle. If your ride starts or stops outside of the AV Zone, you will not receive an Autonomous Vehicle. When booking a ride, please note whether you need an accessible vehicle.

What is an AV Zone stop?
AV Zone stops are the locations within the AV Zone where AVs will stop to pick up or drop off passengers. In most instances, but not all, a stop sign will mark the exact location. A map is available to easily find each stop. If you are using the SW Prime app to book a ride, it will show you the closest stop. See an example of an AV Zone stop sign below.

Who do I call if I have any questions about SW Prime?
For any questions regarding SW Prime, you can call SouthWest Transit's Customer Experience team, contact information below.

Does "autonomous" mean there is no driver?
Not currently. For the foreseeable future, operators will be in the vehicles during the ride.

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SouthWest Transit Customer Experience: customerservice@swtransit.org

952-949-2287
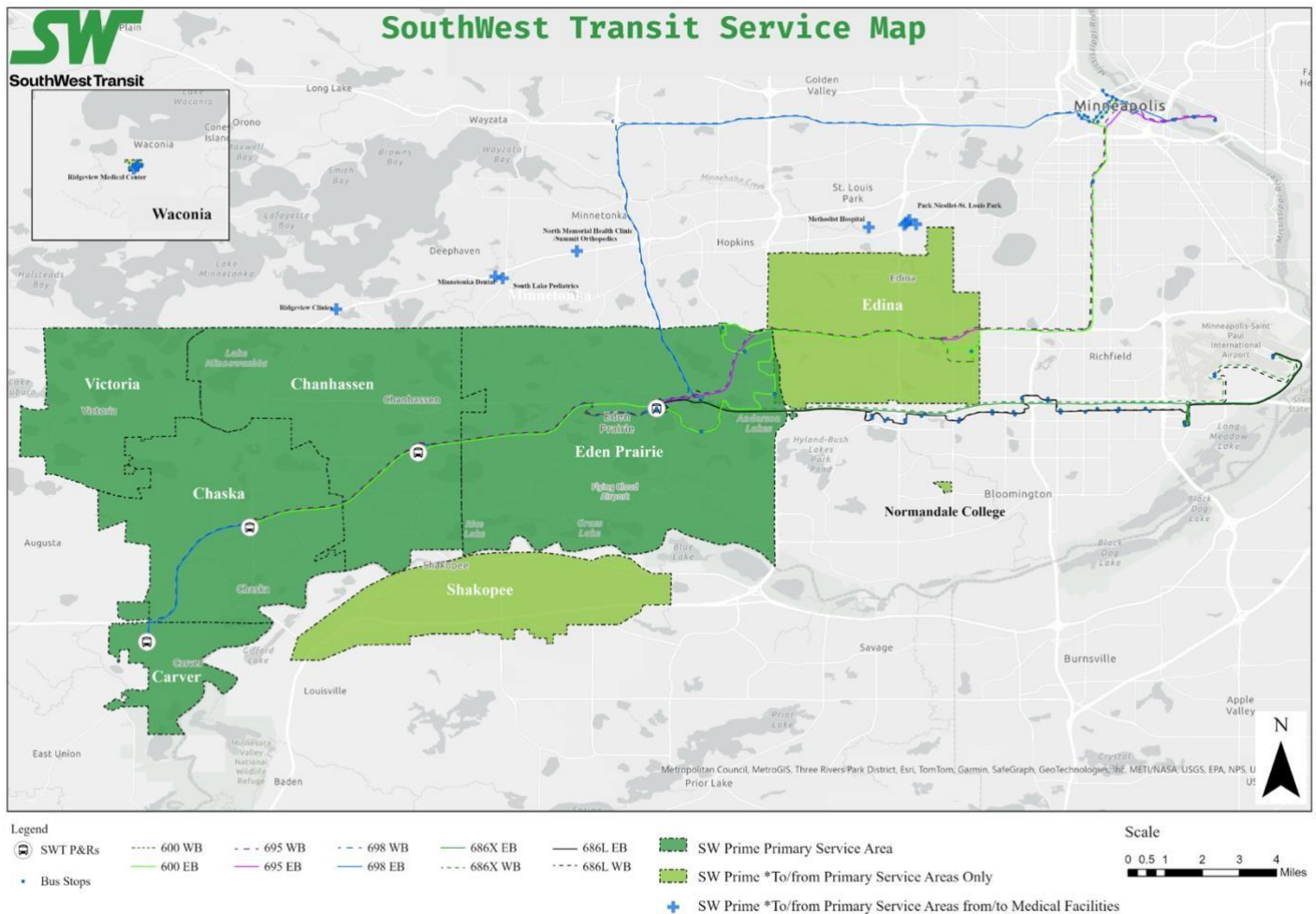
Monday-Friday 6:00 AM – 6:00 PM

For in-person assistance, visit us at the locations and times below.

SouthWest Station (Eden Prairie)

- 13500 Technology Dr.

- Monday – Friday, 6:00 AM – 6:00 PM   **SouthWest Village (Chanhassen)**   650 SouthWest Village Dr.
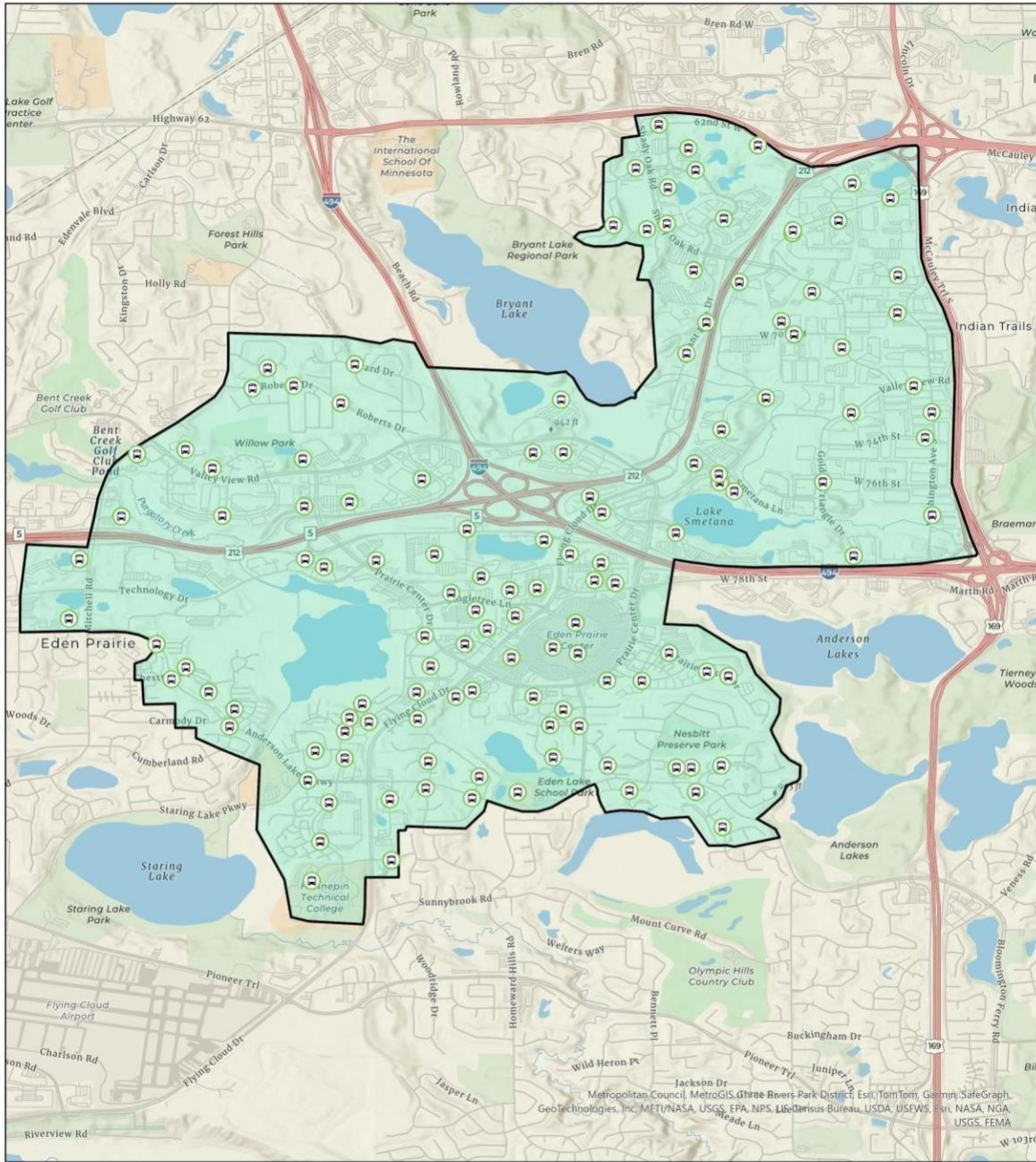
- Tuesday, 6:00 AM – 8:30 AM

East Creek Station (Chaska)

- 2120 Chestnut St. N.

- Wednesday, 6:00 AM – 8:30 AM

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Map of SW Prime-Autonomous Vehicle (AV) Zone

N

Legends

- SW Prime-AV Zone Stops
- SW Prime-AV Zone

Scale

| 0 | 0.25 | 0.5 | 1 | 1.5 | 2 |

Miles

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SW Prime AV Stop Sign Example