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Riding the Bus

Trip Tips & General Valley Metro Etiquette

Valley Metro bus operators love safety-conscious, responsible riders. Gear up before you get carried away with some helpful trip tips.

Do's & Don'ts

Be prepared. Please have exact cash fare or your Valley Metro tickets in hand before boarding and place it in the fare box before finding a seat.

Please do not eat or drink on the bus.

Valley Metro is a smoke-free environment. This includes carrying a lit cigarette, pipe, matches, or lighter.

No spitting.

Please be respectful of others. Disturbing passengers or bus operators by engaging in loud, unruly behavior is not permitted. This includes unwanted touching of individuals, use of foul language, verbal, racial or sexual harassment.

Help keep Valley Metro clean. Please dispose of trash in designated receptacles before boarding the bus.

When listening to tapes, radios and CD players, please use earphones with the volume set at levels that do not disturb fellow passengers.

Report vandalism. Defacing Valley Metro bus property is strictly forbidden by law.

Please keep personal belongings on your lap or at your feet. Blocking aisles is not permitted.

Respect fire safety. Flammable liquid, explosives, acid or other harmful materials are not permitted onboard.

Service animals trained to assist persons with disabilities are welcome.

A responsible person must accompany children under the age of eight (seven and younger). A responsible person is defined as one who can directly control and supervise the child.

How It Works

Most bus routes meet at a centralized transfer point in downtown Roanoke (the exceptions are routes 91 and 92). The transfer station is Campbell Court, Valley Metro's Transportation and Information Center. You may purchase weekly or monthly passes in Campbell Court, which is located at 17 West Campbell Avenue, or dial 982-2222 for schedule and route information. Most Valley Metro buses run at **half hour intervals during peak commuting hours**, and **at one hour intervals during the off-peak hours between 9:15 a.m. and 3:15 p.m., and after 6:45 p.m.** So from 5:45 a.m. to 9:15 a.m., and from 3:15 p.m. to 6:45 p.m., a Valley Metro bus comes along every half hour. You can catch the bus at Campbell Court, or at any of the Valley Metro bus stop signs located about every two blocks along each route. Refer to the [map and time schedule](#) or call the Information Center to find out when the next bus will be coming nearest your location.

While You Wait

Our goal is to be on time. Arriving at your bus stop no later than 5 minutes before your bus is scheduled for pick up, helps insure you will not miss your bus.

Make sure the bus route number you want is listed on the sign located on the top front of the bus.

Please stay on the sidewalk while waiting for the bus. Under no circumstances should you wait in the street as your bus approaches.

Please be patient. Operators will open bus doors once the bus has come to a complete stop.

As You Board

Please wait until exiting passengers have stepped off the bus before boarding.

Take care while boarding by using handrails for assistance. Bus steps and sidewalks may be slippery due to rain or snow.

Please have exact cash fare or your Valley Metro ticket in hand before boarding

Take A Seat

Please do not hesitate in locating a seat.

Standing on bus steps while the bus is in motion is not permitted.

Please remain seated until the bus comes to a complete stop.

Reached Your Destination

About one block before your destination, signal the operator that you want to get off the bus by pulling the bell cord once.

Please remain seated until the bus comes to a complete stop.

As You Exit

Please check your belongings and the seat around you once the bus has come to a complete stop. Valley Metro is not responsible for any items or articles left on the bus.

Take extra precaution while exiting by using the handrails for assistance.

Please do not step between the bus and the curb when exiting the bus.

To avoid injury, step away from the bus and never cross the street in front of the bus.

Transferring to Another Bus Route

Free transfer slips are available for passengers who need to take more than one bus route to reach their destination. Ask the operator on your first bus for the transfer slip when you pay your fare.

The transfer slip is good for 30 minutes after the time your first bus reaches the end of its route. This transfer slip is only valid at our Campbell Court transfer center, or at a connecting end-of-the bus line.

Quick Links:

Home
Alerts & Delays
Contact Us
About
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Quick Contact:

Bus Information: +1 540 982 2222

SmartWay Bus: +1 540 982 6622

Toll Free: +1 800 388 7005

Office: +1 540 982 0305

Fax: +1 540 982 2703

Email: info@valleymetro.com

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Fares

For the safety of everyone aboard, operators do not carry change.

If you pay over the amount of the fare, you will be issued a transit change card.

Transit change cards are non-refundable. This includes lost, stolen, and/or damaged transit change cards.

Cash Fare:

Basic - \$1.50

Discount - \$.75 for Medicare card holders, persons age 65 or older and/or individuals with disabilities, with proper discount fare eligibility identification(Valley Metro Photo ID).

You may apply in person at our administrative office for our discount photo I.D. card.

****See instructions below on how to obtain a Valley Metro discount photo I.D.**

Roanoke City Students age 18 and under will be charged \$.75 each way, subject to the following conditions:

**Students 11 - 18 must show a valid Roanoke City School issued Photo ID, or Valley Metro Student Photo ID. Children age ten and younger, are free but must be accompanied by a paying adult passenger and limited to 4 children per paying adult.

Transfers:

FREE - When more than one bus is required to complete your trip, you can transfer onto the second bus for free. Simply ask your operator for a transfer as you board the first bus and pay your fare! The time of that transfer pass expires 30 minutes after your bus reaches its final destination.

Passes:

Weekly and Monthly Passes offer the greatest savings for regular commuters! Basic and Discount Passes for our fixed routes can be purchased at our Campbell Court Transfer Station. S.T.A.R. Passes can be purchased through the mail or at Valley Metro's administrative office at 1108 Campbell Avenue, S.E.

S.T.A.R. Monthly Unlimited Ride Pass - \$96.00

Entitles persons certified for the STAR service to an unlimited number of rides on all regular bus routes, and to an unlimited number of S.T.A.R. trips during the issued (calendar) month.

Single Ride Tickets:

Basic Fare

\$1.50

Discount Fare

\$0.75

Valley Metro Discount ID Required

Basic Fare Smart Way

\$4.00

Discount Fare Smart Way

\$2.00

Valley Metro Discount ID Required

Basic Fare Smart Way Connector

\$4.00

Discount Fare Smart Way Connector

\$2.00

Valley Metro Discount ID Required

S.T.A.R.

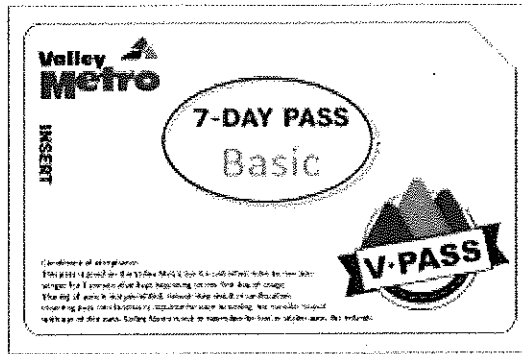
\$3.00

Student Fare

\$0.75

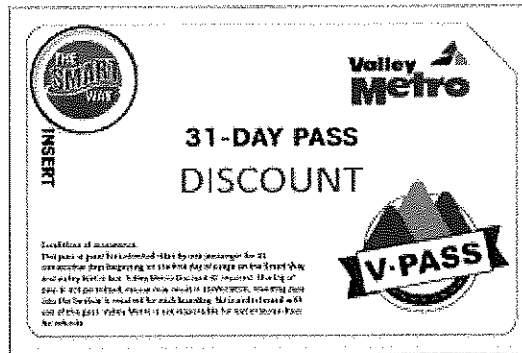
V-Pass Info!

V-Pass Duration



- Purchase 24hr, 7-Day, 31-Day, or 15-Ride passes.
- Cards are active for stated period after first use; not purchase date.

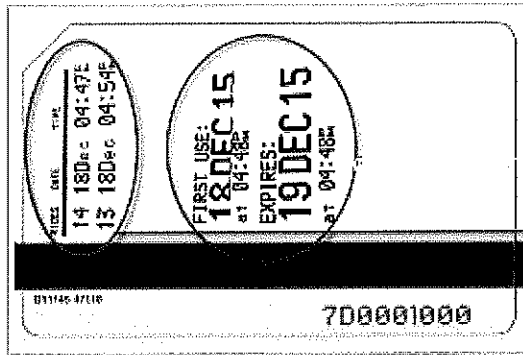
V-Pass Service Options



Purchase a V-Pass for either:

- **Valley Metro's Fixed Route service**
 - NOT good on Smartway Bus service.
- **The Smartway and Smartway Connector**
 - 24hr/31 Day Smartway V-Pass good for ALL Valley Metro services.
 - 15 Ride Smartway V-Pass ONLY good on Smartway Bus service.

V-Pass Balance/Expirations



- All V-Passes are activated at time of first use.
- For 24hr/7 Day/31 Day V-Passes, your activation and expiration dates will be printed here.
- For 15 Ride V-Pass, your balance and usage info will be printed here.

Basic

24 Hour Pass - Basic

Pass is valid for 24 hours for unlimited rides beginning at the time of day the pass is first inserted into a farebox.

\$5.00

No Transfer Required

24 Hour Pass - Basic Smart Way

Pass is valid for 24 hours for unlimited rides beginning at the time of day the pass is first inserted into a farebox. **This pass can also be used on Valley Metro Fixed Routes.**

\$10.00

No Transfer Required

7 Day Pass - Basic

Pass is valid for seven (7) days for unlimited rides beginning on the first day the pass is inserted into a farebox

\$14.00

No Transfer Required

15 Ride Pass - Basic

Pass is valid for 15 single rides beginning on the day the pass is first inserted into a farebox. Pass does not expire until 15 rides have occurred.

\$20.00

Transfer Required

15 Ride Pass - Basic Smart Way

Pass is valid for 15 single rides beginning on the day the pass is first inserted into a farebox. Pass does not expire until 15 rides have occurred.

Pass is not valid on Valley Metro Fixed routes.

\$54.00

Transfer Required

31 Day Pass - Basic

Pass is valid for 31 Days for unlimited rides beginning on the first day the pass is first inserted into a farebox.

\$48.00

No Transfer Required

31 Day Pass - Basic Smart Way

Pass is valid for 31 days for unlimited rides beginning on the first day the pass is first inserted into a farebox. **This pass can also be used on Valley Metro Fixed Routes.**

\$120.00

No Transfer Required

Discount

24 Hour Pass - Discount

Pass is valid for 24 hours for unlimited rides beginning at the time of day the pass is first inserted into a farebox.

\$2.50

Valley Metro Discount ID Required

24 Hour Pass - Discount Smart Way

Pass is valid for 24 hours for unlimited rides beginning at the time of day the pass is first inserted into a farebox. **This pass can also be used on Valley Metro Fixed Routes.**

\$5.00

Valley Metro Discount ID Required

7 Day Pass - Discount

Pass is valid for seven (7) days for unlimited rides beginning on the first day the pass is inserted into a farebox

\$7.00

Valley Metro Discount ID Required

15 Ride Pass - Discount

Pass is valid for 15 single rides beginning on the day the pass is first inserted into a farebox. Pass does not expire until 15 rides have occurred.

\$10.00

Valley Metro Discount ID & Transfer Required

15 Ride Pass - Discount Smart Way

Pass is valid for 15 single rides beginning on the day the pass is first inserted into a farebox. Pass does not expire until 15 rides have occurred. **Pass is not valid on Valley Metro Fixed routes.**

\$27.00

Valley Metro Discount ID & Transfer Required

31 Day Pass - Discount

Pass is valid for 31 Days for unlimited rides beginning on the first day the pass is first inserted into a farebox.

\$24.00

Valley Metro Discount ID Required

31 Day Pass - Discount Smart Way

Pass is valid for 31 days for unlimited rides beginning on the first day the pass is first inserted into a farebox. **This pass can also be used on Valley Metro Fixed Routes.**

\$60.00

Valley Metro Discount ID Required

[Download V-PASS Info!](#)

How to Obtain a Valley Metro Discount Identification Card:

To obtain proper identification so as to be entitled to pay our discount fares, or use discount passes, a person must come to the Valley Metro Administrative Office

(1108 Campbell Avenue S.E., Roanoke, VA, 24013) during the hours of 8 a.m. and 4 p.m., Monday through Friday.

This person must bring with them a state issued photo identification card, and one of the items listed below:

For proof of disability:

Valid MEDICARE card

Easter Seal card

Letter from the Social Security Administration, designating the person as a recipient of S.S.I. or S.S.D.I

Letter from a physician stating that a person has a permanent disability

For proof of age:

In most cases a state issued photo identification card is the accepted form for proof of age 65, or older.

If no state issued ID is available, a MEDICARE card (with photo) can be accepted for proof of age.

The cost for a Valley Metro photo identification card is only \$5.00 for the original ID, or \$10.00 for a replacement.

Now In Effect: Check Acceptance Policy:

Please be advised that to use a personal check to purchase your weekly and/or monthly bus passes at our Campbell Court Transportation Center. **YOU MUST HAVE A VALID & CURRENT PHOTO IDENTIFICATION CARD.** All checks must include your telephone number and your driver's license number (or other state issued identification) written on the check.

You may use a driver's license, or a state, military, or government issued ID card which contains your photo. We are sorry, but we can NOT accept a Valley Metro Discount ID Card as identification for your check.

This policy has been issued by the TELECHECK Electronic Commerce Company, and must be followed by all Valley Metro employees when accepting personal checks. YOUR COOPERATION IS GREATLY APPRECIATED.

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- Home
- Alerts & Delays
- Contact Us
- About
- Procurement

Quick Contact:

Bus Information: +1 540 982 2222
SmartWay Bus: +1 540 982 6622
Toll Free: +1 800 388 7005
Office: +1 540 982 0305
Fax: +1 540 982 2703
Email: info@valleymetro.com

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