

The Smart Way Commuter Bus

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Smart Way 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 - \$4.00

Discount half fare - \$2.00 A Valley Metro Discount Fare Photo ID will entitle S.S.I. Recipients, Medicare cardholders, people age 65 or older, and/or individuals with disabilities, to a discounted fare. You must present the Valley Metro Photo ID to the bus driver to receive the discounted fare.

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

Children – FREE Age five and younger, when accompanied by a paying adult passenger.

** (Limit of four children per paying adult).

Worried about having exact change?

You may pre-order individual four dollar passes! Just mail a check to the address below, and we'll send you a single ride ticket good for one ride on the Smart Way Bus.

Monthly Passes offer the greatest savings for regular customers!

Discount Monthly Unlimited Ride Pass - \$60.00

A Valley Metro Discount Fare Photo ID will entitle S.S.I. Recipients, Medicare cardholders, people age 65 or older, and/or individuals with disabilities, to unlimited number of rides on all routes during the issued calendar month. **You must present the Valley Metro Photo ID to the bus driver to receive the discounted fare.**

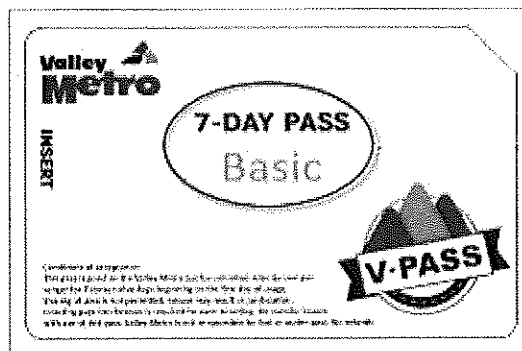
See instructions [below](#) for receiving the Valley Metro Photo ID.

Passes/Tickets by Mail:

Valley Metro
Attn: The Smart Way Bus
PO Box 13247
Roanoke, VA 24032-3247

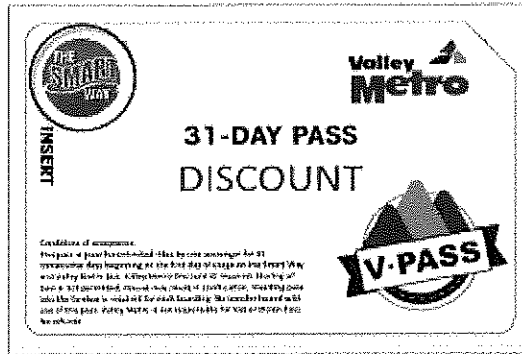
V-Pass Info!

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.

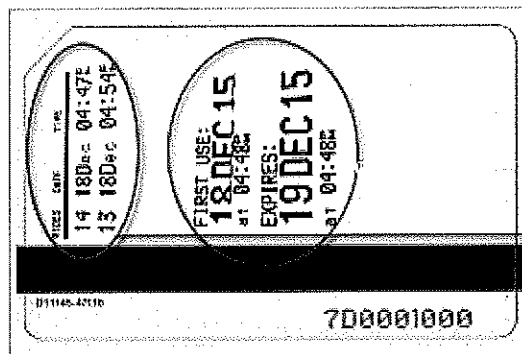
V-Pass Service Options



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.

Transfers

FREE - Transferring to a Valley Metro Bus Route

Free transfers are available for passengers who need to take Valley Metro regular routes to reach their destination. Ask the operator for your free

transfer when you pay your fare. The transfer is a punch card, good for two (2) free rides on any Valley Metro bus (for that date only).

Quick Links:

- Home
- Alerts & Delays
- Contact Us

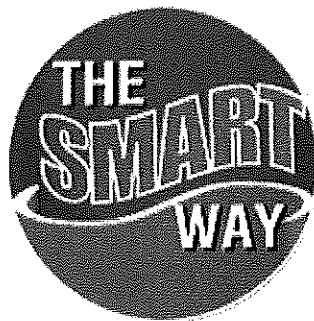
Quick Contact:

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

Connect With Us



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Route Information

The bus stops here

Service begins at the VT Carilion Research Institute with scheduled stops at:

- 1 - VT Carilion Research Institute
- 2 - Campbell Court
- 3 - Hotel Roanoke / Higher Education Center
- 4 - Roanoke-Blacksburg Regional Airport
- 5 - Exit 140 Park and Ride
- 6 - Christiansburg Kmart
- 7 - VT Corporate Research Center
- 8 - VT Squires Student Center
- 9 - Blacksburg Municipal
- 10 - Exit 118 Park and Ride

Free Parking

Is available to residents of Montgomery County who wish to catch the Smart Way bus at the Virginia Tech Corporate Research Center
The VT-CRC invites the public to park at the Garvin Innovations Center, 1872 Pratt Drive, so as to easily access the Smart Way Commuter Bus
Is available to residents of Roanoke at the Gainsboro Garage. You must obtain a "Parking Transfer" for this location by asking your Smart Way Bus driver when you board the bus.
Is available for all commuters at the state owned Park & Ride lots at I-81 exit 140 and exit 118-A

The Inn at Virginia Tech

Offers complimentary shuttles from the Squire's Student Center on campus to the Inn. This is available to guests who contact the Inn in advance.
Please check their web site and call them directly.

Quick Links:

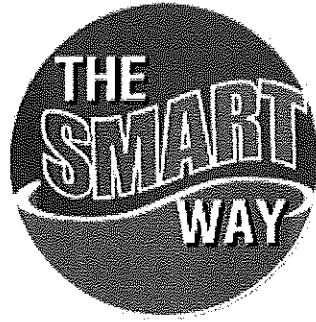
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[Alerts & Delays](#)
[Contact Us](#)

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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Accessibility

The Smart Way Bus proudly offers safe, accessible transportation to the passengers of all abilities. Our buses are compliant with the American with Disabilities Act of 1993, and 100% of our fleet is wheelchair accessible. Our convenient routes make it easy to access all points of service in Roanoke Valley and the New River Valley.

From our Campbell Court Transportation Center, passengers can gain access to Valley Metro services, our accessible local transportation in Roanoke City, the City of Salem and the Town of Vinton.

Commuters who have questions about specific special transportation needs should call our Administrative Office at (540) 982-0305, Monday through Friday, 7:30 am to 4:30 pm.

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[Alerts & Delays](#)

[Contact Us](#)

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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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FAQs

How do I pay to use the bus?

Answer: The fare must be in exact change only. The bus operators do not carry cash to make change. Or, you may purchase a bus pass for monthly calendar use. See our [fare page](#) for pricing details.

Where can I buy a bus pass?

Answer: Bus passes can be purchased at our Campbell Court Transfer Station located at 17 West Campbell Ave in Roanoke. Information Officers can explain the various passes available. Or, you can purchase via the mail sending your personal check to:

Valley Metro
PO Box 13247
Roanoke, VA 24032

Please note: Credit cards are not accepted.

What time does the bus come to my stop?

Answer: Please consult our [bus schedule link](#). If you have challenges with understanding the schedule, you may call our offices at 540-982-6622 (toll free 800-388-7005) or visit our Campbell Court Information Office. You may

also pick up a Commuter Bus Ride Guide with complete information on all bus destinations and times at Campbell Court and other locations around town.

If I need to take more than one bus to get where I'm going, do I need to pay each time I board?

Answer: If your destination is Downtown Roanoke, and you need to connect to a Valley Metro regular route bus, ask for a Valley Metro transfer which will be punched for two free rides on that date only.

How do I let the bus operator know when I want to get off the bus?

Answer: Pull the cord, located on each side of the bus. Make sure to pull the cord about a block from your stop so the bus operator has adequate time to make a safe stop.

How late do buses run?

Answer: The last buses leave our Campbell Court Transfer Station departing at 6:50 p.m. arriving at the end of the line (Squire's Student Center) at 8:10 p.m., Monday through Thursday. On Friday and Saturday the last bus leaving Campbell Court is at 8:20 PM arriving at Squires at 9:40 PM. Returning to Roanoke, we depart at 8:20 PM from Squire's arriving at 9:40 PM at Campbell Court Monday through Saturday. There is no later bus leaving Squires Student Center.

Can I bring a baby stroller on the bus?

Answer: Yes, however the baby stroller cannot block the aisle for safety reasons. It must be folded up and placed between seats.

If it snows, what changes can I expect with the bus service? (needs map)

Answer: Many snow events do not require Valley Metro to go to snow routes. However, when it is determined that the road conditions make it necessary to use snow routes, we will immediately post information on this web site and contact all local media (radio & TV stations) and ask them to inform the public. Click here to see a map page of our snow routes. If the roads conditions are bad, we may not be able to access the Corporate Research Center.

If I left an article on the bus, how do I get it back?

Answer: All articles left on our buses are turned in to our dispatch offices. You must come to our Administration Office Building to sign for and retrieve those articles. The Administration Office is located at 1108 Campbell Ave.