

What is the Smart Way Connector?

The Smart Way Connector is a bus service that serves the New River Valley, Roanoke Valley, Bedford, and Lynchburg, with connections to Blacksburg Transit (during school year only), Smart Way, Valley Metro, Greater Lynchburg Transit, and Amtrak.

Monday through Thursday, the service begins in downtown Roanoke, at the Civic Center (lot C), and ends at the Amtrak station in Lynchburg.

On the weekends, the service begins in Blacksburg at the Squires Student Center and ends at the Amtrak station in Lynchburg.

For specific Connector bus stop locations, please see our schedule chart for arrival and departure times.

Fares

1. Regular fare - \$4.00 one way
2. Discount half fare - \$2.00 one way (see below for *qualifications)
3. Children 5 and under ride free with a paying adult.

Exact fare only. Driver will not make change.

*Qualifications: For Medicare cardholders, person's age 65 or older and /or disabled persons, with proper discount fare eligibility identification (our Valley Metro Photo ID). You may apply in person at our administration office for our discount photo ID card that will entitle you to pay our discount fares. For further information call 1-800-388-7005 or 540-982-2222.

Connector tickets will be available through Valley Metro's Campbell Court Transfer Station, on West Campbell Avenue between Jefferson Street and 1st Street and Valley Metro's Administration Building located at 1108 Campbell Avenue SE, Roanoke, VA 24013 or through the mail (Valley Metro, PO Box 13247, Roanoke, VA 24032). We do not accept credit cards, please send checks, payable to Valley Metro.

Check Acceptance Policy

Please be advised that to use a personal check to purchase your Connector tickets at our Campbell Court Transportation Center, you **MUST HAVE A VALID & CURRENT PHOTO IDENTIFICATION CARD**. All checks, regardless where purchased, 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

Refund Policy

A Passenger's sole and exclusive remedy for any failure of the Bus to make any connections or to provide any services is limited solely to a voucher for EITHER a refund of the fee that the Passenger paid for the Bus trip OR for a free ride on a future Bus trip to Lynchburg.

Luggage Policy

The drivers are not responsible for handling luggage. Passengers are limited to a maximum of 3 luggage pieces, per passenger with a total weight allowance of 150 pounds.

Parking Policy

Parking is limited to (10) ten business days. If this permit is exceeded, your vehicle will be towed at owner's expense. If your vehicle is towed please contact 540-853-2241.

Restrictions:

For the safety and comfort of everyone aboard, there is no eating, drinking or smoking at any time on the Connector bus. No animals are permitted on the Connector bus except those assisting the disabled.

Lost and Found

If you find any item on the Connector bus, please turn it in to the bus operator. All items left on the bus are turned in at the end of the day and kept for 30 days at the Valley Metro Operations, Maintenance and Administrative Facility at 1108 Campbell Avenue, S.E. If you have lost an item on the Connector bus, call 540-982-2222.

Holidays

There is no Connector service on the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day (July 4 th)	Christmas Day

Website

For up to the minute updates on routes and schedules visit us on the internet at www.smartwaybus.com or www.valleymetro.com.