

VALLEY EXPRESS



Effective Date: August 16, 2023

BUS ROUTES & DIAL-A-RIDE

valleyexpressbus.org

  @HVValleyExpress

805.933.2267

Valley



Express

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Valley Express Bus & Dial-A-Ride connects people of all ages & abilities to our community & promotes independence & prosperity through a safe & convenient public transit system.

Valley Express operates Fixed Route bus service and general public Dial-A-Ride. Fixed route service travels along a set route according to the schedule. Dial-A-Ride is curb-to-curb (origin to destination) service available to the general public and ADA complementary paratransit certified riders.

To ensure everyone's experience on our buses is pleasant, please observe the following guidelines.

- › Smoking is not permitted on-board or within 25 feet of any bus stop or bus shelter
- › Headphones must be used for audio devices, phones, tablets, etc.
- › Minimize conversations with the drivers
- › Hold small children securely
- › Anything brought on-board must remain in your possession and out of aisles at all times
- › Non-service animals may be transported on the bus only in a carrier/crate and cannot block aisles or take up seating
- › Damages caused by a service animal or pet are the responsibility of the owner

The following are never permitted on buses.

- › Open food and beverage containers
- › Personal belongings that may block aisles or take up seats
- › Items too numerous to be controlled, carried, or handled by a passenger
- › Firearms, weapons, or hazardous materials

UNACCOMPANIED MINORS

Parents should use their judgment when letting children ride the bus unaccompanied. Children five years and under are not permitted to ride the bus without an accompanying caregiver over 12 years of age.

Please have exact fare ready in the form of cash, pass, or transfer.

- › Reduced fares are available on **Fixed Route** buses for riders age 65 and older, people with disabilities and Medicare cardholders
- › Free bus service is available on all local buses to anyone 18 years or younger through the Youth Ride Free Program
- › 31-Day Full and Reduced Fare Fixed Route passes are valid on fixed-route buses for 31 days from the date first used
- › 31-Day Full and Reduced Super Passes are valid on fixed-route and/or Dial-A-Ride buses for 31 days from the date first used

TRANSFERS

- › Request Transfer upon boarding **ONLY**
- › Transfers using VCbuspass occur automatically, no paper transfer will be given
- › There is no charge to transfer between Valley Express fixed route buses and VCTC Intercity buses
- › There is a \$0.50 charge to transfer from VCTC Intercity and Valley Express fixed route to Dial-A-Ride service
- › Transfers are good for a limited period of time
- › Transfers that are expired or not properly validated will not be honored

FARE INFORMATION

SINGLE RIDE		
FARE TYPE	FIXED ROUTE	DIAL-A-RIDE
Adult	\$1.25	\$2.00
Reduced fare*	\$0.60	\$2.00
Children (under 5) <i>must be accompanied by fare-paying passenger</i>	FREE	FREE
31-DAY PASS		
FARE TYPE	FIXED ROUTE PASS	SUPER PASS
Adult	\$20	\$30
Reduced fare*	\$10	\$25
Children (under 5) <i>must be accompanied by fare-paying passenger</i>	FREE	FREE
*Senior (65+) / Disabled / Medicare		

Bus passes can be purchased at:

- › Santa Paula City Hall
- › Fillmore City Hall
- › Online at www.valleyexpressbus.org/buy-passes/

YOUTH RIDE FREE PROMOTIONAL PROGRAM

Free bus service is available on all local buses to anyone 18 years or younger. Drivers will let anyone who looks 18 or younger board the bus but high school-aged students should be prepared to show ID. goventura.org/youth

COLLEGE RIDE PILOT PROGRAM

Free bus service is available on all local buses for students of all Ventura County Adult Schools, Cal Lutheran University, CSUCI, Moorpark College, Ventura College, Oxnard College, UCSB, and SBCC. All students must show their ID to board any local bus.



VCBUSPASS

The VCbuspass is a new contactless regional transit pass for Ventura County. Stored value (pay as you go) and 31-day regional passes are available. Purchase a reloadable card online or from one of our sales locations or download the Umo mobility app on your phone. Passes that are for use on Valley Express buses only are not available on the VCbuspass app or card.

Receive a 10% discount on single trip fares when you use stored value on the VCbuspass card or Umo app.

VCbuspass		
31-Day Regional Pass	Zone 1	Zone 2
Full	\$50	\$130
Reduced	\$25	\$65



HOW TO RIDE

- › Please make sure that you are at the Valley Express bus stop or scheduled pickup location
- › Wait for the bus to come to a complete stop and for any passengers to exit before boarding
- › Pay your fare as you board using cash, your pass, and/or show appropriate ID
- › If you have questions about stops or need a transfer, ask the driver when you board
- › As a courtesy, please leave the front seats open for seniors and people with disabilities
- › All buses are ADA accessible and equipped with a lift or ramp; passengers may request to use the lift or ramp regardless of mobility device
- › You may request that the driver alert you when you are approaching your stop
- › Listen for stop announcements while riding so that you will be aware when the bus is approaching your stop

HOW TO EXIT

- › For Fixed Route, before you arrive at your stop, pull the gray wire (or stop request button) to alert the driver that you wish to exit
- › Remain seated until the bus has come to a complete stop and then exit
- › For your safety, wait until the bus pulls away before crossing the street
- › Never cross in front of a bus

PASSENGER CODE OF CONDUCT

Valley Express will not provide service to passengers that engage in any behavior listed below. Violators may be subject to suspension of riding privileges, citation, or arrest.

- › Threats of harm, assault, or battery on a driver or passenger
- › Harassment, verbal abuse, or intimidation of and/or altercation with any Valley Express customers, riders, or personnel
- › Smoking on any Valley Express vehicles; this includes e-cigarettes
- › Drug and/or alcohol use on Valley Express vehicles
- › Any type of radio/electronic device or noise making device (including a cellphone) without the use of a headset
- › Operating any of the vehicle's controls
- › Failure to obey a driver's lawful instructions
- › Damage or vandalism of any Valley Express vehicles
- › Repeated violations of Rider Guidelines
- › Criminal conduct prohibited by the California Penal Code

OFFICE HOURS

Weekdays	6:00 am – 8:00 pm
Weekends	8:00 am – 6:00 pm

Dial-A-Ride is open to the general public.
Information and Reservations
805.933.2267

HOLIDAYS

Valley Express Bus and Dial-A-Ride do not operate on:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

WEBSITES

GOVCbus.com (*Trip Planning*)
ValleyExpressBus.org

SOCIAL MEDIA

  @HVValleyExpress

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GENERAL INFORMATION



Visit **GOVCbus.com** or download the GOVCbus app to get real-time arrival predictions, route information, and other useful information for all of Ventura County's transit providers, including the Valley Express Fixed Route service.

COMMENTS & CONCERNS

VCTC Regional Transit
Information Center
800.438.1112



WHAT IS DIAL-A-RIDE SERVICE?

Dial-A-Ride is a shared-ride bus service that takes passengers from curb-to-curb (origin to destination) *(some exceptions apply)*.

Dial-A-Ride for the General Public

- › Is available to EVERYONE
- › Is scheduled on the same day
- › Is provided on a space available basis
- › Seniors 65 years and older may call up to seven days in advance to reserve their ride

Dial-A-Ride for ADA Paratransit Riders

- › ADA Paratransit Riders are given priority when using Dial-A-Ride service
- › Reservations may be scheduled up to a week in advance
- › Same day reservations are exempt from ADA Paratransit regulations

ADA Paratransit Time Negotiation

ADA Paratransit trips are guaranteed when reserved at least one day in advance. To guarantee trip availability, pick up times may be 'negotiated' up to one hour before or after the originally requested pickup time.

Subscriptions or Standing Reservations

Subscription trips happen at the same time, on the same days, repeatedly; such as to and from work, medical treatment, or school. Subscription Service is provided on a first-come first-served basis and is limited. Only half of the trips during any given hour may be subscription based.

WHERE CAN I RIDE?

General Public Dial-A-Ride service is available within Fillmore, Santa Paula, Piru, and other unincorporated areas of the Heritage Valley. Seniors and ADA certified riders may use Dial-A-Ride to travel between Fillmore, Santa Paula, and Saticoy. The Valley Express-GCTD GO Access transfer point is at Wells Road in Saticoy.

WHEN CAN I RIDE?

Weekdays	6:00 am – 8:00 pm
Weekends	8:00 am – 6:00 pm

HOW DO I RESERVE A RIDE?

Call **805.933.2267**.

General Public Trips:

Please call at least two hours before your desired trip time. Reservations between 6:00 am and 8:30 am may be called in the day before.

Seniors and ADA Paratransit Trips:

Please call no less than one day in advance.

PICK-UP WINDOW

Valley Express Dial-A-Ride buses may arrive up to 30 minutes AFTER your scheduled pick-up time. Please be ready.

All buses are ADA accessible and equipped with a lift or ramp to accommodate wheelchairs and personal mobility devices. You may also request that the driver alert you when you are approaching your stop.

ADA ELIGIBILITY & CERTIFICATION INFORMATION

ADA certification allows you to use all complimentary paratransit services in every city in Ventura County and receive priority booking on the Valley Express Dial-A-Ride. You must first complete an application for ADA certification. The application requires an explanation as to why you are unable to use the regular public bus service.

Call **888.667.7001**.

goventura.org/getting-around/ada-certification/

SERVICE ANIMALS & PETS POLICY

Valley Express Bus and Dial-A-Ride allows service animals trained to assist people with disabilities.

REQUESTS FOR REASONABLE ACCOMMODATIONS

In compliance with Department of Transportation (DOT) 49 (CFR) Parts 27 and 37, Valley Express is committed to ensuring equal access for all individuals to use its transportation services. Valley Express will make reasonable accommodations/modifications to its policies, practices, and procedures when necessary for individuals with disabilities to receive access to these services. Forms are available at goventura.org/getting-around/ada-certification/.

TITLE VI POLICY

Valley Express (VCTC) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with VCTC.

For additional information on Valley Express' civil rights program as well as procedures to file a complaint, contact VCTC at **800.438.1112** or goventura.org

Ventura County
Transportation Commission
751 E. Daily Dr. Ste. 420
Camarillo, CA 93010

In addition to the Title VI complaint process at Valley Express, a complainant may file a Title VI complaint with the Federal Transit Administration (FTA).

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, D.C. 20590

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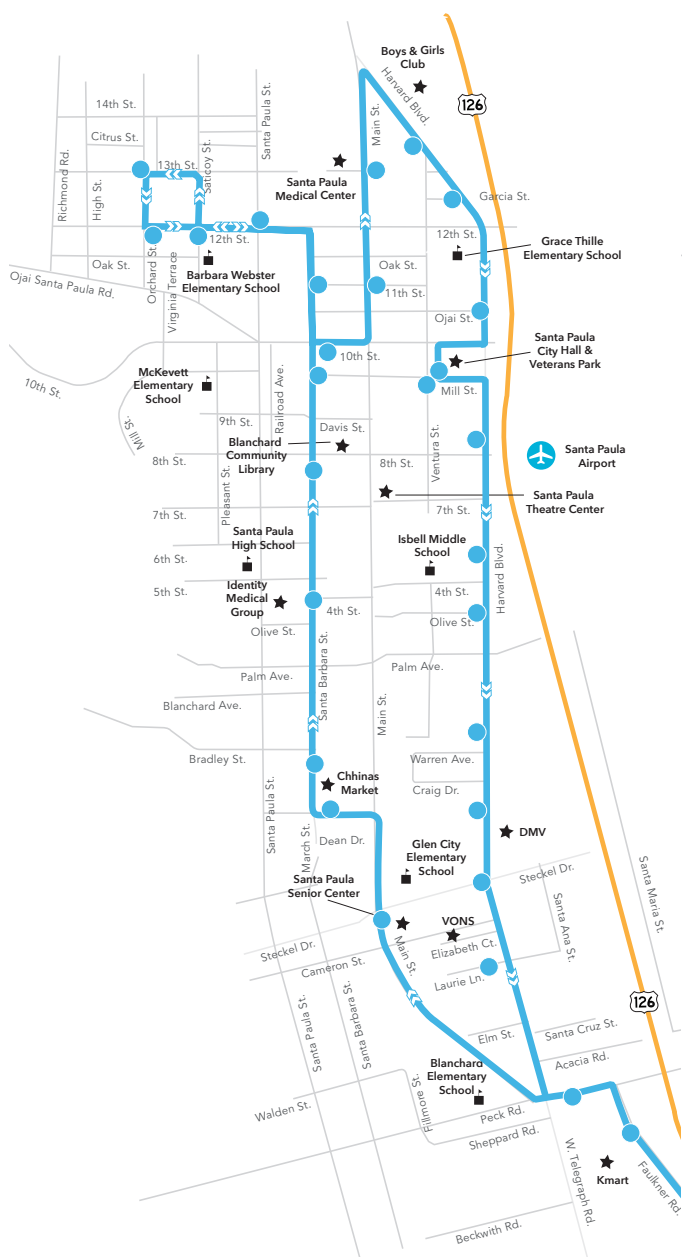
MAPS & SCHEDULES



Bold Type / Oscuro =PM FLAG= Buses only stop if signaled/ Autobuses solo paran con señal/

LOCATION UBICACIÓN	Mon – Fri	Lun – Vier	Sat – Sun	Sáb – Dom
Faulkner Rd. / Peck Rd.	7:50	8:39	10:25	1:15 2:30 3:45
W. Main St. / Steckel Dr.		FLAG		FLAG
Dean Dr. / W. Santa Barbara St.		FLAG		FLAG
Santa Barbara St. near Bradley St.		FLAG		FLAG
Santa Barbara St. / 4th St.	7:55	8:44	10:30	1:20 2:35 3:50
Santa Barbara St. near 8th St.		FLAG		FLAG
Santa Barbara St. / Mill St.		FLAG		FLAG
Santa Barbara St. / 11th St.		FLAG		FLAG
12th St. / Santa Paula St.		FLAG		FLAG
13th St. / Orchard St.	8:00	8:49	10:35	1:25 2:40 3:55
12th St. / Orchard St.		FLAG		FLAG

12th St. / Satcoy St.		FLAG		FLAG
10th St. / Santa Barbara St.		FLAG		FLAG
Main St. / 11th St.		FLAG		FLAG
E. Main St. / 13th St.	8:05	8:54	10:38	1:28 2:43 3:58
Harvard Blvd. / Ventura St.		FLAG		FLAG
Harvard Blvd. / Garcia St.		FLAG		FLAG
Harvard Blvd. / Ojai St.		FLAG		FLAG
Ventura St. / Mill St. (arrival)	8:10	8:59	10:43	1:33 2:48 4:03
Ventura St. / Mill St. (departure)	8:13	9:02	10:47	1:36 2:51 4:06
Harvard Blvd. / 8th St.		FLAG		FLAG
Harvard Blvd. / 4th St.		FLAG		FLAG
Harvard Blvd. before Palm Ave.		FLAG		FLAG
Harvard Blvd. after Palm Ave.		FLAG		FLAG
Harvard Blvd. / Craig Dr.		FLAG		FLAG
Harvard Blvd. / Steckel Dr.	8:18	9:07	10:51	1:41 2:56 4:11
Harvard Blvd. / Laurie Ln.		FLAG		FLAG
Peck Rd. mid-block		FLAG		FLAG
Faulkner Rd. / Peck Rd.	8:20	9:09	10:53	1:43 2:58 4:13



Bold Type / Oscuro =PM

FLAG= Buses only stop if signaled/ Autobuses solo paran con señal

LOCATION	UBICACIÓN	Mon – Fri	Lun – Vie	Sat – Sun	Sáb – Dom
Faulkner Rd. / Peck Rd.		6:31	7:08	9:50	11:15
W. Harvard Blvd. across Elm St.			FLAG		FLAG
W. Harvard Blvd. / Laurie Ln.			FLAG		FLAG
W. Harvard Blvd. / Steckel Dr.			FLAG		FLAG
W. Harvard Blvd. before Craig Dr.			FLAG		FLAG
W. Harvard Blvd. before Palm Ave.			FLAG		FLAG
Palm Ave north of Harvard Blvd.			FLAG		FLAG
Main St. / 4th St.		6:36	7:13	9:55	11:20
Main St. / 7th St.			FLAG		FLAG
Main St. / Davis St.			FLAG		FLAG
Main St. / Mill St.			FLAG		FLAG
Ventura St. / 10th St.		6:41	7:18	10:00	11:25
Ventura St. / 10th St.		6:44	7:21	10:03	11:30

Ventura St. / Oak St.		FLAG			FLAG
Harvard Blvd. / Ventura St.		FLAG			FLAG
E. Main St. / 13th St.		FLAG			FLAG
E. Main St. / 12th St.		FLAG			FLAG
Main St. / Ojai St.		FLAG			FLAG
10th St. / Santa Barbara St.		6:48	7:25	9:32	10:07
10th St. / Railroad Ave.				10:38	11:34
Santa Paula Hospital			FLAG		FLAG
10th St. / Virginia Terr.		6:51	7:28	9:36	10:41
10th St. / Railroad Ave.			FLAG		FLAG
Santa Barbara St. / N. Mill St.			FLAG		FLAG
Santa Barbara St. / 8th St.		6:54	7:31	9:39	10:13
Santa Barbara St. / 4th St.				10:44	11:40
Santa Barbara St. / Bradley St.			FLAG		FLAG
Dean Dr. / March St.			FLAG		FLAG
Steckel Dr. / Main St.			FLAG		FLAG
Harvard Blvd. / Steckel Dr.		6:59	7:36	9:44	10:15
Harvard Blvd. / Laurie Ln.			FLAG	10:49	11:42
Peck Rd. mid-block			FLAG		FLAG
Faulkner Rd. / Peck Rd.		7:01	7:38	9:46	10:18
				10:52	11:45

SANTA PAULA TRIPPER | SCHEDULE *HORARIO*

SANTA PAULA TRIPPER | ROUTE RUTA

FLAG= Buses only stop if signaled/ Autobuses solo paran con señal/

LOCATION UBICACIÓN	Mon – Fri (only) Lun – Vie (solamente)
Barbara Webster School, Saticoy St. / Oak St.	7:23
12 th St. / Richmond Rd.	7:25
Bedell School, Hawthorne St. / Laurel Rd.	7:30
McKevett School, Pleasant St. / Mill St.	7:35
Santa Paula High School, Santa Paula St. / 5th St.	7:38
Isbell School, Harvard Blvd. / 4th St.	7:44
Glen City School, Steckel Dr. / Main St.	7:47
Blanchard School, Peck Rd. / Fillmore St.	7:50



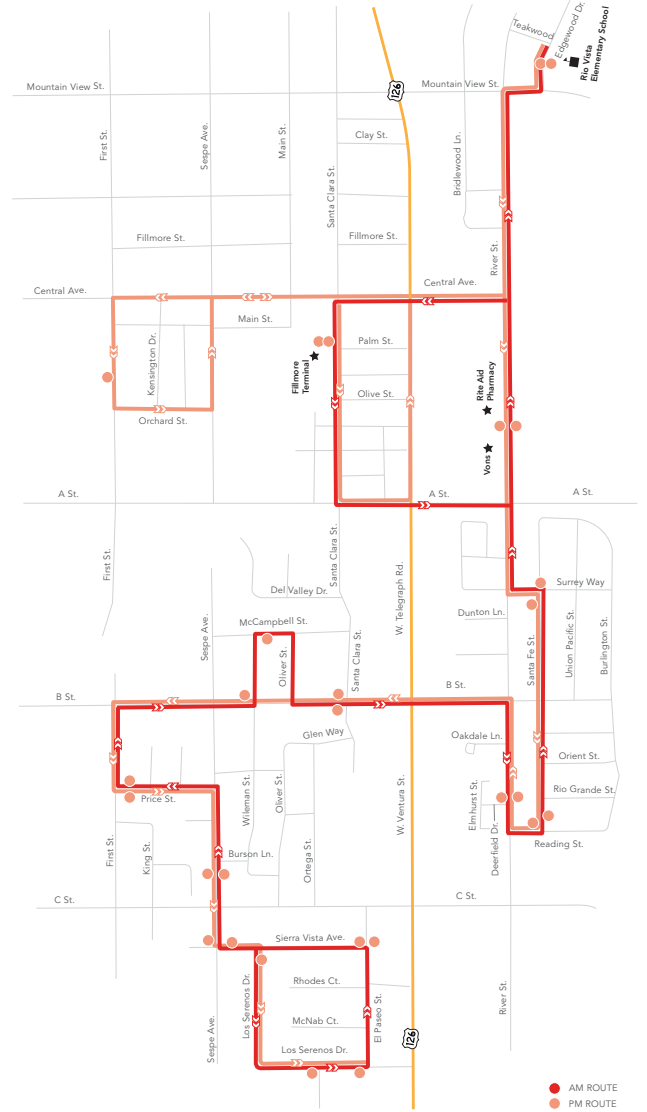
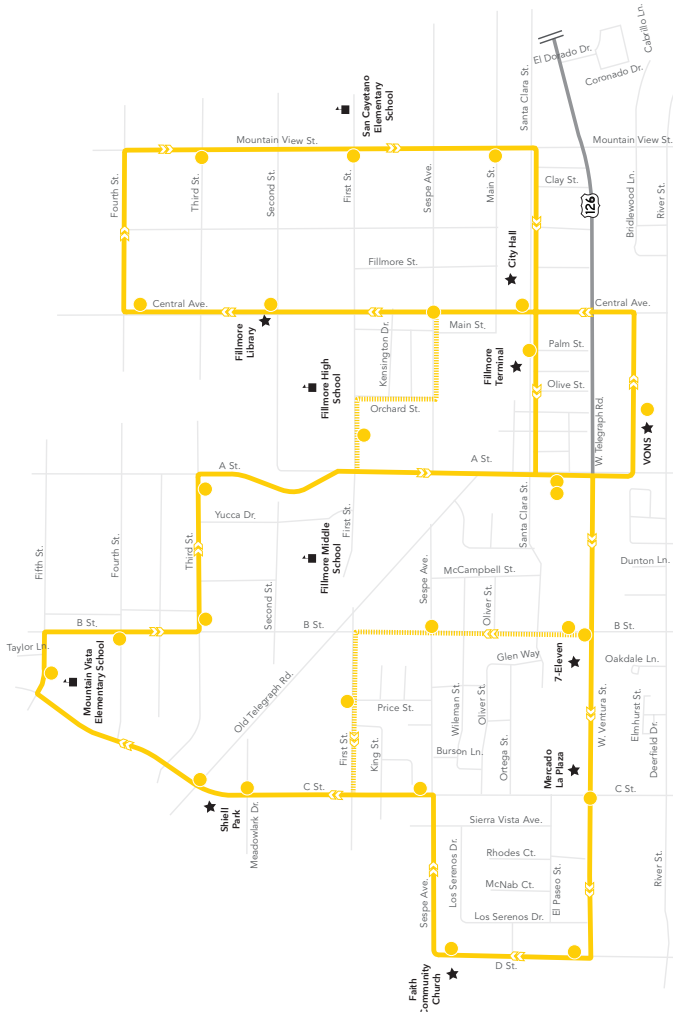
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FLAG= Buses only stop if signaled/ Autobuses solo paran con señal/

LOCATION	UBICACIÓN	7:30	7:55	8:20	10:15	12:05	1:40	2:10	2:40	3:10	4:15
Santa Clara St. / Palm St.		7:30	7:55	8:20	10:15	12:05	1:40	2:10	2:40	3:10	4:15
Ventura St. / A St.							FLAG				
Ventura St. / B St.							FLAG				
Ventura St. / C St.		7:33	—	8:23	10:18	12:08	—	2:13	—	3:13	4:18
D St. / Ventura St.							FLAG				
D St. / Sespe Ave.							FLAG				
C St. / Sespe Ave.							FLAG				
B St. / Ventura St.							FLAG				
B St. / Sespe Ave.		—	7:58	—	—	—	1:43	—	2:43	—	—
First St. / Price St.							FLAG				

C St. / Meadowlark Dr.

C St. / Meadowlark Dr.	FLAG									
C St. / Old Telegraph Rd.	FLAG									
Fifth St. / Taylor Ln.	7:40	8:03	8:30	10:25	12:15	1:48	2:20	2:48	3:20	4:25
B St. / Fourth St.	FLAG									
Third St. / B St.	FLAG									
A St. / Third St.	FLAG									
First St. / A St.		FLAG		—	—	—		FLAG		—
Ventura St. / A St.	—	—	—		FLAG		—	—	—	FLAG
Vons	—	—	—	10:30	12:20	1:53	—	—	—	4:30
Central Ave. / Santa Clara St.	FLAG									
Central Ave. / Sespe Ave.	7:45	8:08	8:35	FLAG	FLAG	FLAG	2:25	2:53	3:25	FLAG
Central Ave. / Second St.	FLAG									
Fourth St. / Central Ave.	FLAG									
Mountain View St. / Third St.	FLAG									
Mountain View St. / First St.	7:50	8:13	8:40	10:35	12:25	1:58	2:30	2:58	3:30	4:35
Mountain View St. / Main St.	FLAG									
Santa Clara St. / Palm St.	7:52	8:15	8:42	10:37	12:27	2:00	2:32	3:00	3:32	4:37



RIO VISTA TRIPPER

Operates during school year only
En servicio solo durante el año escolar

Bold Type / Oscuro =PM

FLAG= Buses only stop if signaled/ Autobuses solo paran con señal

LOCATION	UBICACIÓN	Mon – Fri	Lun – Vie
Los Serenos Dr/Sierra Vista Dr			7:00
Los Serenos Dr (PARK)			7:02
El Paseo St/ Sierra Vista Dr			7:03
Sierra Vista Dr/ Sespe Ave			7:05
Sespe Ave/Burson Ln			7:07
Price St/First St			7:10
McC Campbell St/Wileman St			7:13
B St/Santa Clara St			7:15
River St/Deerfield			7:18
Santa Fe St/Rio Grande			7:19
Surrey Way/Santa Fe			7:21
River St (APARTMENTS)			7:24
Fillmore Terminal			7:28
RIO VISTA ELEMENTARY			7:37

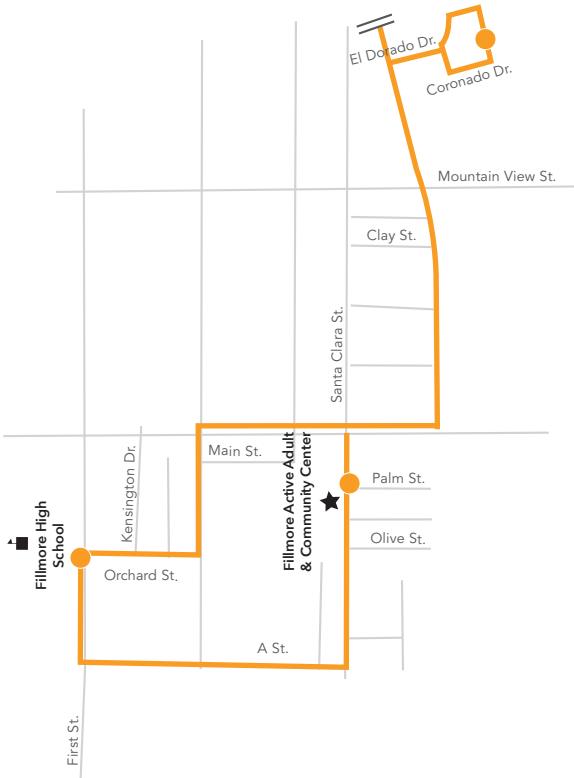
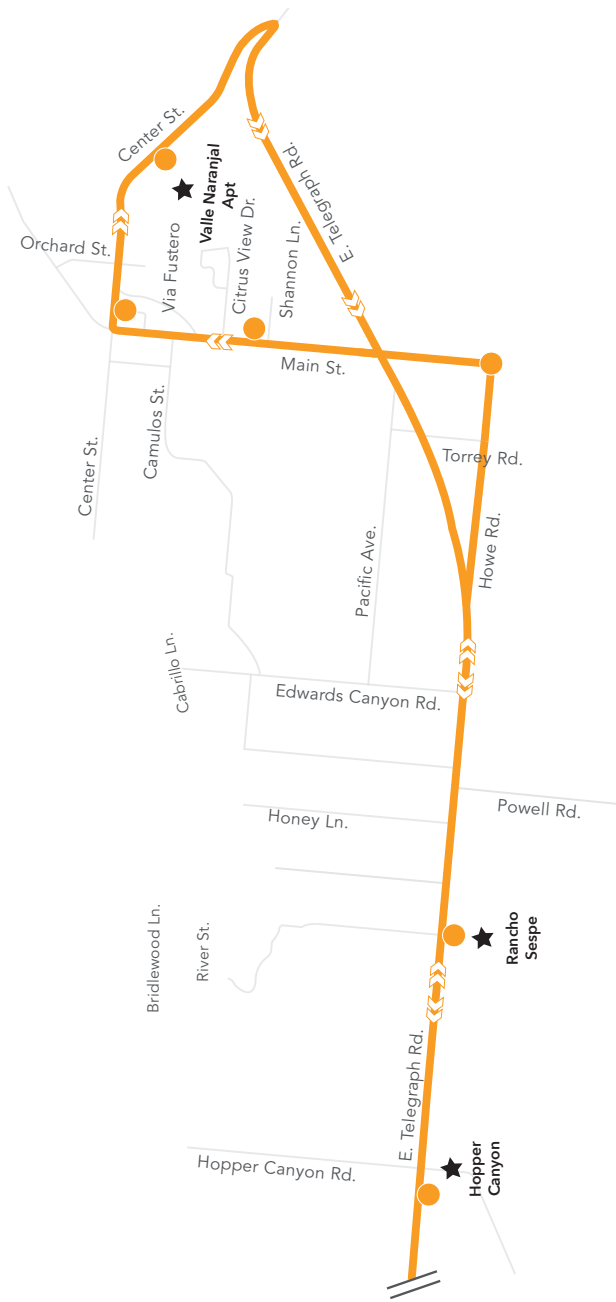
RIO VISTA TRIPPER | SCHEDULE HORARIO

LOCATION	UBICACIÓN	Thursday/Jueves	Mon - Tue- Wed - Fri	Lun – Mar – Mié – Vie
RIO VISTA ELEMENTARY		1:20	2:20	3:05
Boys & Girls Club		1:30	2:30	3:15
Fillmore Terminal		1:35	2:35	3:20
River St (APARTMENTS)		1:38	2:38	3:23
Santa Fe St/Surrey Way		1:41	2:41	3:26
Santa Fe St/Reading St		1:42	2:42	3:28
River St/Deerfield		1:44	2:44	3:30
B St/Santa Clara St		1:47	2:47	3:32
B St/Wileman St		1:49	2:49	3:34
First St/Price St		1:51	2:51	3:36
Sespe Ave/Burson Ln		1:53	2:53	3:38
Sierra Vista Dr/ Sespe Ave		1:55	2:55	3:40
Los serenitos Dr (PARK)		1:57	2:57	3:42
El Paseo St/ Sierra Vista Dr		1:59	2:59	3:44

Bold Type / Oscuro =PM FLAG= Buses only stop if signaled/ Autobuses solo paran con señal D= Drop off only/Solo bajar del autobus

LOCATION	UBICACIÓN	Mon – Fri Lun – Vie													
Santa Clara St. / Palm St.		6:15	7:00	8:00	9:15	10:00	10:45	11:30	1:00	2:00	3:00	4:00	5:30	6:30	7:15
El Dorado Estates		6:18	7:03	8:03	9:18	10:03	10:48	11:33	1:03	2:03	3:03	4:03	5:33	6:33	7:18
Telegraph Rd. / Hopper Canyon		FLAG													
Rancho Sespe		6:24	7:09	8:09	9:24	10:09	10:54	11:39	1:09	2:09	3:09	4:09	5:39	6:39	7:24
Torrey Rd. / Howe Rd.		D	–	–	–	–	–	–	1:14	–	–	4:14	–	–	D
Main St. / Shannon Ln. (by the park)		FLAG													
Center St. / Piru Square		6:37	7:22	8:22	9:37	10:22	11:07	11:52	1:22	2:22	3:22	4:22	5:52	6:52	7:37
Valle Naranjal		6:39	7:24	8:24	9:39	10:24	11:09	11:54	1:24	2:24	3:24	4:24	5:54	6:54	7:39
Santa Clara St. / Palm St.		6:54	7:39	8:39	9:54	10:39	11:24	12:09	1:39	2:39	3:39	4:39	6:09	7:09	7:54
First St. / Orchard St.		–	7:44	–	–	–	–	–	–	–	3:44	–	–	–	–

LOCATION	UBICACIÓN	Sat – Sun	Sáb – Dom							
Santa Clara St. / Palm St.		8:00	9:00	10:00	11:30	12:30	1:30	2:30	3:30	5:00
El Dorado Estates		8:03	9:03	10:03	11:33	12:33	1:33	2:33	3:33	5:03
Telegraph Rd. / Hopper Canyon		FLAG								
Rancho Sespe		8:09	9:09	10:09	11:39	12:39	1:39	2:39	3:39	5:09
Torrey Rd. / Howe Rd.		—	—	—	—	—	—	—	—	—
Center St. / Piru Square		8:22	9:22	10:22	11:52	12:52	1:52	2:52	3:52	5:22
Valle Naranjal		8:24	9:24	10:24	11:54	12:54	1:54	2:54	3:54	5:24
Santa Clara St. / Palm St.		8:39	9:39	10:39	12:09	1:09	2:09	3:09	4:09	5:39
First St. / Orchard St.		—								



Note: Santa Clara/Palm is a transfer point to the Fillmore Loop and VCTC Intercity Route 126

Nota: Santa Clara/Palm es un punto de transferencia a Fillmore Loop y la Ruta 126 de VCTC Intercity