



# 28x White Oak Express

see timepoint location on route map above

**EASTBOUND**  
Downtown to White Oak Village

**WESTBOUND**  
White Oak Village to Downtown

**WEEKDAY SCHEDULE**

**WEEKDAY SCHEDULE**

**NO SERVICE DURING THE PANDEMIC. SUBJECT TO CHANGE!**

**NO WEEKEND SERVICE**

**NO WEEKEND SERVICE**

# 28x White Oak Express

**EASTBOUND**  
**Downtown to White Oak Village**  
**NO WEEKEND SERVICE**

**WESTBOUND**  
**White Oak Village to Downtown**  
**NO WEEKEND SERVICE**

**HOLIDAY SCHEDULE** posting will occur pending State & Local Government Notification

Check our website [www.ridegrtc.com](http://www.ridegrtc.com) or call our Customer Service Center at **358.GRTC (4782)** for details.

## Fares

Fare for this route is

**\$2.00**

Reduced Fare is not available on this route

Reduced Fare is available **on local routes** to Minors aged 6-18, Seniors 65 and up, and people with certain disabilities.

- Reduced fare passengers connect to a second bus within 90 minutes free except to express routes
- Photo ID Card required

GRTC-issued photo ID cards are available by application only. Please contact the Customer Service Center at **358.4782** or visit [ridegrtc.com](http://ridegrtc.com) for an application.

### One Ride Plus Pass

The new One Ride Plus Pass has replaced the paper transfer.

The One Ride Plus Pass can be purchased at the Farebox, RideFinders and through our online transit store, costs \$1.75, and allows riders to connect to a second bus within 90 minutes of the pass being issued.

- Pass can be upgraded to be used on Express Routes.

### Unlimited Ride Passes

GRTC now offers unlimited ride **1, 7, and 30 Day Passes**, good for unlimited connections.

### FARES ON OTHER ROUTES

**Local Routes** have a different fare structure. Please see individual schedules for information.

### RIDING THE PULSE

You must have a validated fare pass to board the Pulse. Some fare passes allow you to plan multiple trips with one purchase. With unlimited ride fare passes, the more you ride, the more you save.

- Please see Ticket Vending Machine for all additional fare media options.
- Ticket Vending Machines will print an active pass
- Proof of Fare Payment

Retain your fare pass while you are on the Pulse. Your validated pass is your proof of payment and must be presented to the fare enforcement inspector, if requested.

Fare enforcement inspectors will regularly patrol the Pulse vehicles to ensure customers carry proof of payment of a validated pass.

If you do not possess a validated pass on the bus, you may be escorted off the bus at the next station. Repeat offenders may be assessed a fare citation ranging up to \$100.00.

*All information is subject to change.*

## How to read Route Schedules

1. Find the schedule for the day and direction you wish to travel.
2. Timepoints in the schedule match locations on the map. Find timepoints near the start and end of your trip; your nearest bus stop may be between timepoints.
3. Read down the columns to see when trips serve each timepoint. Read across to see when each trip arrives at other timepoints.

*Times shown are approximate. Traffic and weather may cause actual times to vary. Please allow ample time to complete your trip.*

**GRTC IS  
 ZERO FARE  
 DURING THE  
 PANDEMIC.  
 SUBJECT TO  
 CHANGE!**

**GRTC**  
**TRANSIT SYSTEM**  
 GET READY TO  
**CONNECT**

[www.ridegrtc.com](http://www.ridegrtc.com)  
**358.GRTC (4782)**  
 EFFECTIVE January 31, 2021



  
 Wheelchair accessible  
 Broad & 11th Street to  
 White Oaks Mall

**White Oak Express**

**28x**

**WEEKDAY**  
 Express service

### Holiday Service Schedule

New Year's Day  
 Martin Luther King, Jr. Day  
 Presidents' Day  
 Memorial Day  
 Juneteenth  
 Independence Day  
 Labor Day  
 Indigenous Peoples Day  
 Veterans Day  
 Thanksgiving Day  
 Christmas Day

Actual Holiday Schedule Posting Will Occur Pending State & Local Government Notification.

### GRTC Contact Information

**Customer Service Center** (804) 358.GRTC (4782)  
 Monday through Friday ..... 6:00am – 7:00pm  
 Saturday and Sunday ..... 8:30am – 5:00pm  
**Lost & Found** ..... (804) 358.3871  
**RideFinders** ..... (804) 643.RIDE (7433)  
**SPECIALIZED TRANSPORTATION**  
**C-VAN/CARE** ..... (804) 782.2273

**GRTC Transit System**  
**Corporate Office Headquarters**  
 301 E. Bell Boulevard, Richmond, VA 23224

**RideFinders**, A Division of GRTC Transit System  
 The Ironfronts Building, 1013 E. Main Street,  
 Richmond, VA 23219

 As part of GRTC's continuing efforts to improve our environment, this document has been printed on recycled paper with soy-based ink.