

Reintroducing CORTRAN.

We're upgrading your ride experience.

Roanoke County has partnered with Via to continue providing safe, easy, affordable rides to eligible residents.

No need to re-apply!



For ride bookings,
call (855) 984-2328.



For general service
questions, call
(540) 776-7271.



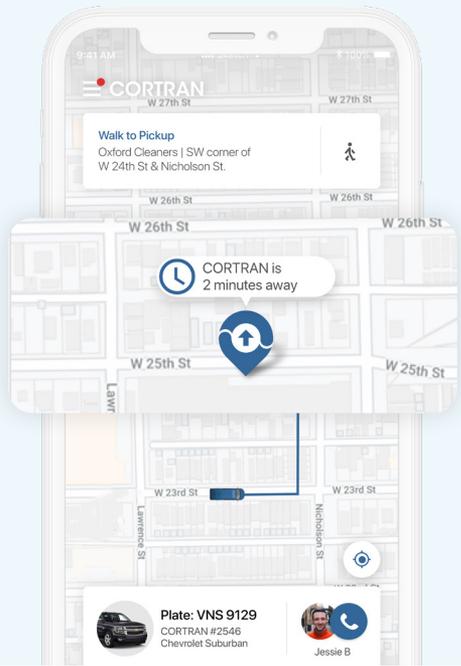
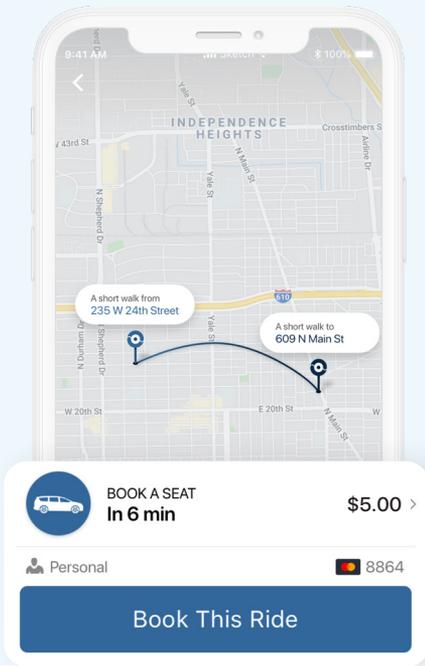
The new and improved CORTRAN: everything you need to know.

Our service zone, hours, and price are staying the same! You can still ride 7am-6pm Monday-Friday across the zone shown on the map for **\$5 per trip**. Be sure to book before 3pm the day before.

What aspects of the CORTRAN service are changing?

Not many, but we're working with a new partner to provide rides. The call-in number is now **(855) 984-2328**, and you can also book through a mobile app, which lets you track your ride in real time! And if we can't confirm your ride when you book, we'll put you on a waitlist and let you know by 5pm the day before the ride if space has opened up.

How do I book rides in the app?



1. Log into your account.

Download the CORTRAN app from the App Store or Google Play store, log in with your phone number, and use the one-time passcode we'll send you to complete your login.

2. Add your payment method.

Once you're logged in, head to the Payments section in the app menu to add your credit, debit, or pre-paid debit card. You can also pay in cash at the Roanoke County Treasurer's Office to add ride credit to your account.

3. Pre-book a ride.

Enter your pickup and dropoff addresses, plus the day and time you want to ride, and either confirm or accept our waitlist offer.

4. Meet your driver.

On the day of your ride, check the app to find out exactly when your driver will arrive (we'll also nudge you when the vehicle is 15 minutes away).

How do I pay for rides?

CORTRAN no longer accepts cash on board, so you'll need to add a payment method to your account in order to ride. You can use a standard credit/debit card, a prepaid card, or you can deposit cash into your CORTRAN account at the Roanoke County Treasurer's Office (5204 Bernard Dr, Roanoke, VA 24018 (540) 772-2056).

What are the safety measures in place?

We've installed plastic partitions in our dedicated fleet of vehicles, increased the frequency of vehicle cleanings, and capped the number of passengers allowed on board in accordance with social distancing guidelines.





The new & improved CORTRAN.

We're upgrading your CORTRAN experience and adding a few exciting new service policies!

Powered by  VIA

Book your rides through a mobile app.

If you have a smartphone, we highly recommend using the CORTRAN app to book, cancel, and track your rides in a matter of seconds! Otherwise, you can still call the Roanoke County number to be automatically connected to the booking line.

New wheelchair-accessible vehicles.

Vehicles might look a little different – they're now Toyota Sienna WAV minivans – but they are still fully wheelchair accessible. Rides may also be shared by up to 3 passengers.

New ways to pay.

We no longer accept cash onboard. Instead, there are three easy ways to pay: credit/debit card, pre-paid debit card, or adding ride credit to your account with cash or check at the Treasurer's office.

Book your ride the day before.

The booking cutoff is 3pm the day before. If no rides are available, we'll place you on a waitlist.

Cancellation/no-shows/payment issues.

If you cancel, fail to show up for your ride, or fail to provide a valid payment method more than 3 times in one billing cycle, your eligibility to ride will be revoked.



What do I do with my existing ride tickets?

Use the pre-addressed stamped envelope to mail your tickets back to us. We'll add them to your account.

Don't feel like dropping them in the mail? You can also bring your tickets to the Department of Social Services (220 E Main Street Salem, VA 24153).



Questions? Email cortran-support@ridewithvia.com or call (540) 776-7271.

