

CORTRAN

County of Roanoke Transportation

CORTRAN, PO Box 29800, Roanoke, VA 24018

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General Program Information

CORTRAN is administered by the County of Roanoke and partners with Virginia Regional Transit (VRT) to provide a **rideshare program**. CORTRAN is available to eligible County of Roanoke residents who need transportation to and from destinations in the County of Roanoke, Town of Vinton, City of Salem, and City of Roanoke.

- Service provided is curb to curb.
- Service provided is origin to destination.
- The driver will provide limited assistance to board and exit the vehicle.
- CORTRAN is NOT an emergency transportation service.

CORTRAN service is offered Monday through Friday, 7:00 AM - 6:00 PM. **No trips will be booked at the end of the day that will cause the service to run past 6:00 P.M.**

No service is offered on Saturday or Sunday or on the following holidays: Martin Luther King Jr. Day, New Year's Day, Memorial Day, July Fourth, Labor Day, Thanksgiving Day, Thanksgiving Friday, Christmas Eve, and Christmas Day. The holiday schedule is subject to change on an annual basis. Please check with Roanoke County for the current holiday schedule.

Only service animals are transported with the designated rider on board.

Please limit the number of packages due to this is a rideshare service. No bikes or carts are permitted for transport.

Once approved/denied for CORTRAN services, you will receive a letter. If approved, you will receive a CORTRAN ID number. This number is to be used when making your reservation with VRT or adding funds to your CORTRAN account.

CORTRAN Eligibility

CORTRAN clients must be Roanoke County residents who have a qualifying disability **and/or** are at least 65 years of age. CORTRAN applicants claiming eligibility due to disability must submit a Certificate of Disability form completed by a medical provider. Service is not provided to individuals under the age of 18.

CORTRAN clients will be approved for 2 years. After 2 years, recertification will be required by completing a new application and submitting current documentation. This is the responsibility of the rider; no renewal letters will be sent by the county. Approvals for a different timeframe or eligibility reason, may be considered on a case-by-case situation. Final approval will be by the Assistant Director of Planning.

CORTRAN clients residing in the County of Roanoke in a nursing home, rehabilitation facility or hospital, will be approved for 6 months. Applicants must be a Roanoke County resident prior to entering the facility to be eligible for the CORTRAN Program and be able to provide documentation of residency. After 6 months, a new application will be required. **CORTRAN ID numbers are non-transferable**. Approval letter and CORTRAN ID number will be mailed directly to the client.

Arranging Transportation

Riders have three methods to schedule rides.

- Download the CORTAN app by Spare Labs in the App Store or Google Play
- Go online at <https://spare-rider-cortan-production.vercel.app/>
- Call (540) 776-7271, select option 1 to be connected to VRT

Reservations are taken Monday-Friday, 7:00 AM – 6:00 PM. Reservations must be made by 3:00 P.M. the day prior to taking the trip and may be made up to fourteen days in advance of a trip.

Please have the following information ready to give to the dispatcher:

- Name and CORTAN ID Number
- Your Requested Appointment Time and Pick-Up Location
- Your Destination, to include Building Name and Address
- Your Return Time

Every attempt will be made to schedule pick-ups at the time requested. VRT reserves the right to adjust pick-up times up to one hour before or one hour after the time requested as provided by ADA regulations. Rides will be booked on a first come, first served basis.

A return time must be provided to assist in the most efficient scheduling of vehicles. The passenger must be on time for pick-ups, as drivers have been instructed to wait no more than 5 minutes for a late rider.

Cancellation of the trip must be made by **4:00 P.M., the prior business day of the scheduled trip**. Riders will be given a booking window as to when VRT will arrive to pick them up. This could be 15 minutes before or 15 minutes after the designated time requested. The rider should be ready at the beginning of the pick-up window for their trip. Failure to be at the scheduled pick-up location within 15 minutes of the arrival of the vehicle or to cancel your reservation by 4:00 P.M. of the prior business day is considered a “No-Show.” **Three consecutive no-shows could result in suspension of service to the CORTAN program. Please see the attached No Show Policy for specifics.**

In case of inclement weather, announcements will be made on local TV and radio stations along with social media if the CORTAN service will still be in operation .

Payment Information

The fare for a one-way trip is \$5.00. Payments will not be accepted on board the vehicle. All passengers must have funds available on their account to schedule and take trips or pay by credit/debit card. Add funds to your CORTAN account by using the CORTAN app or contacting VRT at (540) 776-7271 option 1.

CORTAN account funds are not transferable and non-refundable. Only add funds to your CORTAN account that you believe you will use on a regular basis.

No refunds will be given for rider dissatisfaction with service.

No fare is required for ONE approved personal care attendant to accompany a client if needed. **CORTAN riders may not bring “guests” on trips.**

Collection of fares will be completed at the end of the trip by form of payment used to book the trip. If the fare is unable to be collected due to lack of funds, or other issues, the account will be suspended, and the rider will be notified to pay for the fare immediately by VRT. Three failed payments in a 30-day window will result in an extended suspension of your account. Continued failed payments may result in termination of the service. **Please see the attached Failed Payment Policy for more specifics.**