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General Info

- ✓ Rideshare program for eligible residents of Roanoke County needing transportation.
- ✓ Destinations include Roanoke County, Town of Vinton, City of Roanoke and City of Salem.
- ✓ No service on weekends or federal holidays.
- ✓ Personal care assistant is allowed, however, no additional guests are allowed.
- ✓ Driver will provide limited assistance to board and exit the vehicle.
- ✓ All vehicles are wheelchair accessible.

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CORTAN

County of Roanoke Transportation



Contact



P.O. Box 29800
Roanoke, VA 24018



540-776-7271



www.RoanokeCountyVA.gov/CORTAN
CORTAN@RoanokeCountyVA.gov

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 under the age of 65 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 two years. After two 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 Roanoke County.

Client ID numbers are non-transferable.



Reservations are taken Monday-Friday, 7:00 AM – 6:00 PM. Reservations must be made by 3:00 PM the day prior to taking the trip and may be made up to 14 days in advance of a trip.

Every attempt will be made to schedule pick-ups at the time requested.

Rides are booked on a first come, first served basis.

Pay For Your Ride

The fare for a one-way trip is \$5.00.

All passengers must have a form of payment available on their account to schedule and take trips or pay by credit/debit card. Add funds to your CORTRAN account by 1) using the CORTRAN app or 2) contacting Virginia Regional Transit (VRT) at (540) 776-7271, select option 1 to be connected to VRT.

Payments will not be accepted on board the vehicle. There are no refunds of funds on your CORTRAN account after they have been purchased. CORTRAN account funds are not transferable. Only purchase what you believe you will use on a regular basis.

Schedule Your Ride

Riders have three ways to schedule rides:

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

Riders will be given a booking window. 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.

Cancellations

Cancellation of a trip must be made by 4:00 PM the prior business day of the scheduled trip.

Excessive late cancellations and no shows may result in suspension from the service.

Please see the No Show Policy and Failed Payment Policy by visiting:

<https://www.RoanokeCountyVA.gov/CORTRAN>