

County of Roanoke Transportation

CORTRAN, PO Box 1127, Salem, VA 24153
PHONE: (540) 776-7271 **FAX:** (540) 283-6750
EMAIL: CORTRAN@roanokecountyva.gov

General Program Information

CORTRAN is administered by the County of Roanoke with RADAR to provide transportation services. CORTRAN is available only to preapproved, eligible County of Roanoke residents needing 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. Door to door service may be provided with advanced approval by contacting RADAR dispatch. (See next page)
- 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 with the last pickup time to be scheduled no later than 5:30 PM.

No service is offered on Saturday or Sunday or on the following holidays: New Year's Day, Good Friday, Memorial Day, July Fourth, Labor Day, Thanksgiving Day, Thanksgiving Friday, and Christmas Day.

Once approved/denied for CORTRAN services, you will receive a letter. If approved, you will receive a Client ID number. This number is to be used when making your reservation with CORTRAN or purchasing tickets with the Roanoke County Treasurer's Office.

CORTRAN Eligibility

CORTRAN clients must be Roanoke County residents who have a qualifying disability **and/or** are at least 70 years of age. CORTRAN applicants claiming eligibility due to disability must submit a Certificate of Disability form completed by a medical provider.

CORTRAN clients will be approved for 2 years. After 2 years, recertification will be required by completing a new application and submitting current documentation.

CORTRAN clients residing in the County of Roanoke in a nursing home and/or rehabilitation facilities will be approved for 6 months. After 6 months, a new application will be required. **Client ID numbers are non-transferable.** Approval letter and Client ID number will be mailed directly to the client.

Arranging Transportation

To make reservations, call RADAR dispatch at **(540) 343-1721, Ext 4.**

CORTRAN

County of Roanoke Transportation



Reservations are taken Monday-Friday, 8:00 AM – 5:00 PM. Reservations must be made at least one day prior 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 Client Identification 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. CORTRAN reserves the right to negotiate pick-up times up to one hour before or one hour after the time requested as provided by ADA regulations. If a vehicle has not arrived 10 minutes past your pick-up time, please call the RADAR dispatch phone number above.

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 passenger.

Cancellation of a trip must be made at least one hour in advance of the scheduled pick up time. **The client will receive a cancellation number from RADAR dispatch. This number should be retained as proof of the cancellation.** Failure to be at the scheduled pick-up location within five minutes of the arrival of the vehicle or to cancel your reservation less than one hour prior to a scheduled trip is considered a “No-Show.” **Three consecutive no-shows could result in suspension of service to the CORTRAN program. Please see the attached No Show Policy for specifics.**

In the case of inclement weather, CORTRAN services will not be provided when Roanoke County Schools are closed. If the service is not provided for any other reason, announcements will be made on local radio and TV stations.

Ticket Information

The fare for a one-way trip is \$5.00. All passengers must pay cash or have a ticket. Exact change is required, and drivers are not allowed to make change. Collection of fares will be completed before the client boards the vehicle.

Tickets can only be purchased by and for an individual. No bulk purchase of tickets will be permitted with a limit of 20 tickets per individual purchase.

Please provide your Client ID number when purchasing tickets. To purchase tickets, contact the County of Roanoke Treasurer's Office at (540) 772-2056, extension 0.

Treasurer's Office Mailing Address: PO Box 21009, Roanoke, VA 24018
Treasurer's Office Street Address: 5204 Bernard Drive, Roanoke VA 24018

No ticket or fare is required for ONE personal care attendant to accompany client if needed. However, personal care attendant must pay if they are also a CORTRAN client.