

## **Accessible Transportation, CORTRAN**

We can accommodate riders with:

Escorts (with paid fare)

,

Hearing Impairment

,

Manual wheelchairs

To accommodate riders, we offer:

One-on-one staff assistance

,

Staff training on assisting people with mobility problems

Age Requirements

18 and over

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60+

Other Eligibility Criteria

65 years old, or who have a disability

Intake Process

Call (855) 984-2328 to book a ride; visit the website. Use the app. Book your ride the day before. If no rides are available, you will be placed on a waitlist.

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Must be a Roanoke County resident.

Self Refer

Yes

Roanoke County Transportation

<https://www.roanokecountyva.gov/93/Transportation>

<https://www.roanokecountyva.gov/2775/CORTRAN>

Main

(540) 776-7271

Toll-Free

(855) 984-2328

P.O. Box 29800  
24018 VA  
United States

Monday: 7:00 am-6:00 pm

Tuesday: 7:00 am-6:00 pm

Wednesday: 7:00 am-6:00 pm

Thursday: 7:00 am-6:00 pm

Friday: 7:00 am-6:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Service hours are generally 7 am-6 pm Monday-Friday

Fee Structure

Call for Information

Payment Method(s)

Credit / Debit

,

Private Pay

Languages Spoken

English

Roanoke County CORTRAN has partnered with Via to provide safe, easy, affordable rides to eligible residents. New wheelchair-accessible vehicles are now Sienna WAV minivans and are fully wheelchair accessible.

Eligible riders for CORTRAN must be preapproved. Eligible includes residents of Roanoke County who are at least 65 years of age, or an adult with a disability.

Transportation is available with Roanoke County, the town of Vinton, and cities of Salem and Roanoke.

If you have a smartphone, you can use the CORTRAN app to book, cancel, and track your rides. Otherwise, you can still call the Roanoke County number to be automatically connected to the booking line. Up to three passengers may also share rides. If we can't confirm your ride when you book, we'll put you on a waitlist and let you know by 5:00 pm if a ride is available.

[Check](#) to see if your zip code is within the CORTRAN service area.

Service Area(s)

Roanoke City

,

Roanoke County

Email

[CORTAN@roanokecountyva.gov](mailto:CORTAN@roanokecountyva.gov)