

## 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

No Age Requirement

Intake Process

Call (855) 984-2328 to book a ride; visit the website. Use the app. Book your ride the day before. The booking cutoff is 3 pm 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 Government

<https://www.roanokecountyva.gov>

<https://www.roanokecountyva.gov/DocumentCenter/View/20066/CORTRAN-Via-Welcome-P...>

Main

(540) 776-7271

5204 Bernard Drive, 4th Floor

24018 VA

United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Payment Method(s)

Credit / Debit

,

Private Pay

Languages Spoken

English

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

If you have a smartphone, you can use 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 are now Sienna WAV minivans and are fully wheelchair accessible. Rides may also be shared by up to three passengers.

There is a new call-in number:(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 5:00 PM if a ride is available.

Service Area(s)

Roanoke County