



# ROANOKE COUNTY

## PLANNING

5204 Bernard Drive, Second Floor, P.O. Box 29800

Roanoke, Virginia 24018-0798

TEL: (540) 772-2068

FAX: (540) 776-7155

Philip Thompson,  
DIRECTOR OF PLANNING

PLANNING  
TRANSPORTATION  
ZONING

## **CORTAN** **COUNTY of ROANOKE TRANSPORTATION** **NO SHOW POLICY**

The Federal Transit Administration's paratransit regulations permit the County of Roanoke-CORTAN program to establish an administrative process to suspend, for a reasonable period of time, service to customers who establish a pattern or practice of missing scheduled trips, except where the trips are missed for reasons that are not under their control. This policy implements the federal regulations.

The County of Roanoke contracts with an outside vendor to provide this service. Currently, this vendor is Virginia Regional Transit (VRT). VRT will record each "no-show" as a missed trip. Customers whose missed trips are excessive, as defined by this Policy, may be suspended for a reasonable period of time or lose privileges to use the CORTAN system.

### **DEFINITIONS**

- A **no-show** occurs when a trip is not cancelled and the vehicle arrives at the pick-up location within the 30-minute pick-up window, waits for the required 5 minutes and the customer does not board the vehicle.
- A **late cancellation** occurs when a customer cancels a previously scheduled trip after 4:00 P.M. of the business day prior to the previously scheduled pick-up time.

### **CANCELLING A TRIP**

Customers are responsible for cancelling trips they no longer need as soon as possible. To cancel a trip, customers should call VRT at (540) 527-7690 to speak with a dispatcher. Trips may also be canceled within the CORTAN app.

### **EXCESSIVE MISSED TRIPS**

No-shows will be monitored by the County of Roanoke. Three (3) no-shows within a month will be considered an occurrence. The County will send a written notification that the customer has violated the No-Show Policy and is subject to suspension of services for the following month.

### **SUSPENSIONS AND NOTICE OF SUSPENSION**

Customers incurring excessive missed trips as defined above are subject to suspension for a reasonable period of time. Repeated violations of this policy will cause the length of suspensions to be increased with the understanding that repeated abuse of the system will result in termination of service. The following suspension periods shall apply to violations of this policy that occur within the same rolling 12-month period.

- 1<sup>st</sup> occurrence      1-month suspension
- 2<sup>nd</sup> occurrence      2 months suspension
- 3<sup>rd</sup> occurrence      May result in loss of CORTAN transportation services for one year

The County of Roanoke will send a notice of suspension to customers in violation of this policy, effectively the following month. The suspension will result in CORTAN eligibility becoming inactive for the period of time noted above. The notice will identify each documented no-show resulting in the suspension along with advising of the dates when the suspension begins and ends. After the suspension period, the customer may reapply for use of the service and must meet all eligibility requirements.

## **RIGHT TO APPEAL**

Customers who have been notified of suspension from the CORTAN service have the right to appeal in writing. Appeals will be reviewed by the Assistant Director of Planning.

### **• WRITTEN APPEALS**

- Customers must submit a letter documenting why they believe that the violations should be excused, along with supporting documentation.
- These documents must be postmarked by the beginning date of the suspension, as noted in the notice.
- Once notified of the request for appeal, the Assistant Director of Planning shall have 10 business days to make initial contact, schedule a review and decide on the request for appeal.

## **APPEAL DECISION**

The County will advise the customer in writing of the decision regarding the appeal. If the decision upholds the suspension, the notice of decision will provide the customer with beginning and ending dates of the suspension period. The decision of the Assistant Director of Planning is final. A letter responding to the request for appeal, with a decision, shall be postmarked no later than the 10<sup>th</sup> business day from the initial request for appeal.

*Updated August 1, 2025*