

## Rider Guide for CORTAN

Welcome to CORTAN! We are dedicated to providing safe, reliable, and comfortable transportation. Please read this guide to ensure a smooth and enjoyable experience for all riders and drivers.

### General Behavior

We kindly remind you of the following summary of activities and behaviors we expect all riders to adhere to while using the CORTAN service.

- All riders must obey all federal, state, and local laws, regulations, and ordinances. In addition, all riders must obey all CORTAN rules and procedures, which are not all listed in this "Riders Guide."
- Do not distract or interfere with the driver's operation of the vehicle.
- All riders and drivers must wear a seatbelt at all times while the vehicle is in motion. This includes the securement of wheelchairs also.
- Treat drivers and fellow passengers with respect and courtesy at all times.
- Use polite language and avoid offensive or inappropriate behavior.
- Avoid loud conversations, playing loud music, or any behavior that may disturb others.
- Avoid disruptive, violent, or threatening behavior.
- Please keep cell phone calls to a minimum and brief.
- Eating and drinking are not permitted in the vehicle.
- Smoking, including electronic cigarettes, consumption of alcohol or the use of illegal drugs is prohibited inside the vehicle.
- Damaging a vehicle or the personal property of a driver or another rider is not tolerated.

## The Shared Ride Experience

- Respect for other riders and the driver is crucial during transport.
- Limit bags and belongings to what you can carry in one trip. Items should not interfere with other passengers' ability to enter, exit and ride on the vehicle.
- Perfumes and colognes may trigger an allergic reaction resulting in cardiac or respiratory distress for riders. Avoid the use of scented items when you are using the CORTAN service.
- For the comfort and health of all riders, personal hygiene must be maintained within acceptable standards. Strong odors, animal dander and other allergens may cause distress for other riders.
- Animals are not allowed in the vehicles, with the exception of "service animals" (required because of a disability and are trained to do specific work or task(s) for the owner) which are welcome and must be under the control of their owners while using the service.
- Harassment or discrimination of any kind based on race, gender, age, religion, disability, or any other legally protected characteristic will not be tolerated.
- If you have concerns about the ride, inform the driver immediately.
- The minimum age to be a CORTAN rider or Personal Care Attendant (PCA) is 18. No children are transported by the CORTAN service.
- CORTAN, or the vendor contracted to provide the service, is not responsible for lost, stolen or damaged items.

Thank you for following these guidelines and contributing to a safe and pleasant experience for everyone using the CORTAN service. We look forward to serving you!

Roanoke County  
Department of Planning  
P.O. Box 29800  
Roanoke, Virginia 24018-0798  
(540) 776-7271  
[www.RoanokeCountyVA.gov/CORTRAN](http://www.RoanokeCountyVA.gov/CORTRAN)  
[CORTRAN@RoanokeCountyVA.gov](mailto:CORTRAN@RoanokeCountyVA.gov)



## RIDER GUIDE

"Ride with Respect. Share the Journey."