Avery County Transportation (ACT) is a county agency that coordinates and provides general public transportation for Avery County residents. ACT does NOT provide emergency medical transportation of any kind.

*Residents who need to ride may call ACT at least 24 hours ahead of time for any in county trips. Out of county medical trips will only be scheduled on the days set for the location you are going and need to be called in at least one week ahead of time. ACT cannot guarantee availability for out of county trips when called in. Please contact our office as soon as possible to cancel or change appointments.

*ACT is committed to ensuring that no person is excluded from participation in or denied the benefits of the transit services we offer, consistent with the requirements of the Title VI of the 1964 Civil Rights Act, as amended. For more information or to file a complaint you may contact ACT by mail or telephone.

Title VI

" No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. "

FTA

ACT is funded by NCDOT, Avery County and the FTA

INFORMATION YOU MAY NEED TO KNOW

*Seatbelts must be worn at all times to ensure the safety of all riders. Ask the driver if you need assistance fastening your seat belt.
*Parents must provide proper safety seats for children as the law states. Children under 8 years or under 80 pounds are required to have a safety seat. Children under the age of 16 must be accompanied by a parent or legal guardian
*Food & Drinks are not allowed on ACT vans unless needed for a medical condition.
*Weapons,tobacco products and profanity are prohibited on ACT vans.
*When previously arranged, one person,acting as an attendant will be allowed to ride with the scheduled passenger at no charge.
*All drivers are trained to help elderly and disabled riders.
*Service animals are welcome but must be approved by the administrative staff due to allergies of other passengers.
*All ACT vans are equipped with Video & Audio surveillance
*All vans are ADA compliant
*All routes are open to the public

ADA COMPLIANT

ACCESSIBLE PHONE SERVICE

State of North Carolina 711 (text telephone) and/or Telecommunicatiions Relay services numbers:1-800-735-2962 (TTY) or 1-800-735-8200 (Voice)

Avery County Transportation

ACT

(828)733-0005

34 Pershing Street
Newland, NC 28657
www.averycountync.gov
www.facebook.com/AveryTransportation

ACT OUT OF COUNTY TRIP SCHEDULE

Schedule subject to change

Boone & Spruce Pine-Daily on Demand

MONDAY: Morganton, Marion, Asheville, West Jefferson & Wilkesboro

TUESDAY: Johnson City, TN

WEDNESDAY: Asheville, Hickory, Lenoir, Charlotte & Bristol, TN/VA

THURSDAY: Morganton, Marion, Hickory, Lenoir, Winston-Salem & Johnson City, TN

FRIDAY: Blowing Rock, Bakersville, Burnsville, West Jefferson, Wilkesboro & Bristol, TN/VA

2nd TUESDAY & 4th THURSDAY OF EACH MONTH: Chapel Hill, Raleigh, Durham & Greensboro

1st FRIDAY: Out of County shopping trip *Additional shopping trip may be scheduled on the 3rd Wednesday of the month if needed.

All out of county trips that are more than 45 miles away must have 3 passengers with appointments or it will not be ran. Appointments must be set no later than 2:00 pm, please be prepared to stay for a while as we try to get as many passengers to a location as we can. Once an appointment is scheduled the passenger then must call the ACT office after 12:00 pm on the day before the trip to confirm and find out what time the pickup will be. Contractual obligations will be honored.

ACT ROUTE SCHEDULE

Altamont Route: MONDAY & WEDNESDAY
Spanish Oak, Squirrel Creek, Plumtree Creek, Licklog, Henson Creek, Hwy 19E, Roaring Creek, Three Mile Hwy, Altamont & Crossnore

Beech Mountain: THURSDAY
Old Beech Mountain, Heaton, Elk Park & Cranberry

TRANSPORTATION FARES

Fares are subject to change

ACT Routes : non medical only	**$1.00**
In County:	**$3.00**
Boone, Spruce Pine, Roan Mountain, TN & Elizabethton, TN:	**$10.00**
Non Medical trip scheduled with a medical:	$15.00
Blowing Rock, Bakersville, Burnsville, Morganton, Marion, Johnson City, TN:	**$15.00**
Non Medical trip scheduled with a medical:	$20.00
Asheville, Hickory, Lenoir, Wilkesboro, West Jefferson, Bristol, TN/VA:	**$20.00**
Non Medical trip scheduled with a medical:	$25.00
Charlotte, Winston Salem:	**$30.00**
Non Medical trip scheduled with a medical:	$35.00
Raleigh, Durham, Chapel Hill,	**$40.00**
Non Medical trip scheduled with a medical:	$45.00

Any additional stops will be charged $1.00 each after initial fare.

Groups of 7 or more please call the ACT office for group rates. All group trips are open to the public

*** Medicaid Transportation is available for medical appointments or prescription medication pharmacy visits but must be pre-approved by the Department of Social Services. If transportation is not approved or the proper paper work that is provided is not filled out and returned the passenger will have to pay for the trip. Also any stops made during a medicaid transport that are not medical related will result in the passenger paying a fee of $1.00 per stop that is due on the day of service.**

*** Any person finding it a financial burden to pay may apply for a reduced rate through one of our programs.**

Our Mission Statement:

"We will provide safe, reliable, cost effective transportation to Avery County Residents"

Our Vision Statement:

To exceed expectations with increased ridership while maintaining efficient quality services.