



SERVICE POLICY

**HERE'S WHY OUR SERVICES ARE
ESSENTIAL FOR OUR COMMUNITY:**

Convenient


Accessible


Affordable

Allows for Independence



UPDATED 2-2026

336-846-2000 

TDD - 800-735-2962 

www.actatravels.com 

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ASHE COUNTY TRANSPORTATION AUTHORITY

SERVICE POLICY

REVISED 6/2024

Mission Statement

We are a non-profit organization providing safe and reliable public transit to the citizens of Ashe County.

Vision Statement

Provide a unified system of advanced, accessible and efficient public transportation services that increase access to opportunities and contribute to a healthy environment for the people of Ashe County.

Introduction

Ashe County Transportation Authority (ACTA) is a public transportation provider. Through the efforts of dedicated, well trained employees, ACTA strives to provide safe, reliable, convenient, and efficient public transit to the citizens and visitors of Ashe County by means of Demand Response, Subscription, and Deviated Fixed Route Service. The ACTA provides transportation for non-emergency medical appointments in and out of county, grocery shopping, personal shopping, personal banking, social and recreational outings, and Airport Shuttle.

ACTA wants to provide a safe and pleasant environment for all of our passengers. Please help to ensure a safe and comfortable experience by being courteous and respectful to others. Please observe the transit system's rules when utilizing the ACTA vehicles.

Passengers that are in violation of the transit system rules will be requested by authorized personnel to discontinue the misconduct or to leave the ACTA vehicle. Individuals that refuse a request to leave are subject to arrest for trespassing and may be denied future access to the transit system.

ACTA reserves the right to monitor passenger behavior with the use of video cameras. Passengers that engage in unacceptable behavior may be denied service.

Description of Services

1. Operating hours are 6:00 am to 6:30 pm Monday through Friday or by appointment. Office hours are 7:00 am to 5:00 pm Monday through Friday. Transportation is available after hours if appointment is scheduled by 2:00 pm the previous workday if the schedule is not at capacity. Weekend transportation is available for non-emergency medical transportation and airport services if appointment is scheduled in advance before 2:00 pm on Friday if the schedule is not at capacity.
2. Deviated Fixed Route runs an hourly loop between the towns of Jefferson and West Jefferson from 8:30 am—5:30 pm Monday through Friday and from 9:00 am—3:00 pm on Saturdays. A second Deviated Fixed Route vehicle will run on the 1st and 3rd day of each month. If the 1st falls on a Saturday or Sunday, the service will be provided on the Friday before. If the 3rd falls on a Saturday, the service will be provided on the Friday before. If the 3rd falls on a Sunday, the service will be provided on the following Monday.

The fare for this service is \$2.00 each time passenger boards the vehicle. To utilize this service, call 336-977-2595; TDD Users 800-735-2962.

3. Airport Shuttle service is available 24 hours a day by appointment only.
 - a. Payment must be made in advance of transportation.
 - b. After an appointment is entered, a confirmation will be emailed to the passenger and it is the responsibility of the passenger to review and request changes prior to the trip date.
 - c. The day before the trip, dispatch or scheduler will attempt contact with the passenger with the name and phone number of their driver. Contact will be made by phone call, text message or email.
 - d. Passengers are encouraged to call the day before after 3:00 pm to confirm the details of their trip.
4. Dialysis transportation is provided Mondays – Saturdays. Transportation may be scheduled for dialysis clients to fit their needs including holidays and other closings.
5. Services may be scaled back on days surrounding holidays. ACTA observes the following holidays and requests for service will be taken on a volunteer basis:
 - a. New Year's Day
 - b. Martin Luther King Jr's Day
 - c. Good Friday & Easter Monday
 - d. Memorial Day
 - e. Independence Day
 - f. Labor Day
 - g. Veteran's Day
 - h. Thanksgiving Day
 - i. Christmas Day
6. Transportation services may be canceled or scaled back on icy or snowy days or when unsafe road conditions exist. See Appendix A for Inclement Weather Policy. For cancellations or updates, listen to WKSK or check our Facebook page at www.facebook.com/actatravel.
7. ACTA does not provide Charter transportation services or school bus transportation.
8. ACTA strives to allow adequate time for passengers to be delivered to their appointments on time. However, at times there are unforeseeable delays due to traffic, road construction, weather, road closures, and other things out of our control.
9. ACTA is public transportation. In order to provide efficient transportation services, passengers trips will be consolidated as needed.

Qualifications for Ridership

Ashe County Transportation's services are available to anyone. All passengers will be required to complete the Reduced Fare Application and submit proper documentation in order to be eligible for the reduced fare rate.

Reservations, Scheduling, Cancellations and No Shows

1. Regular reservation office hours are Monday through Friday 7:00 am to 5:00 pm.
Reservations and scheduling can only be made during these hours. Please have all trip

information available when you call including complete pick up and drop off addresses, phone numbers, appointment times, if you need any special assistance, and if anyone will be traveling with you. Please note:

- a. Driver requests will be noted, but not guaranteed.
 - b. *Appointments for Service have to be made by 2:00 PM the day before service is rendered. Monday appointments have to be made by 2:00 PM on Friday prior to Monday's appointment.*
 - c. *Appointments will be served on a first come, first served basis until the schedule is at capacity.*
 - d. *Appointments made after the 2:00 pm cutoff or same day appointments will be accepted only when space is available in the schedule.*
2. Reservations and cancellations may be communicated to ACTA via telephone (336) 846-2000, TDD Users 800-735-2962, fax (336) 846-8579, E-mail info@actatravel.com (when time allows) or in Person. ACTA, 895 Ray Taylor Rd. West Jefferson, NC 28694.
 3. Pick-Up Time - Passengers must be ready 30 minutes in advance of scheduled pick-up time. Passengers will be notified of scheduled pick-up time via an automated call system the day before scheduled service. Another automated call will be made when the driver is dispatched for your trip on the scheduled day of service. It is the passenger's responsibility to ensure that ACTA has updated contact information on file. If pickup time will be more than 30 minutes, ACTA will contact the passenger. Passengers are also encouraged to call the day prior to appointment after 3:00 pm to get scheduled pickup time. If appointment is on Monday, you will need to call on Friday.
 4. Requested changes within 24 hours to trips already scheduled will be accommodated if scheduling allows. If scheduling does not permit the change, the trip can be performed as is or the change can be put in as a work in trip.
 5. Passengers are expected to be at the specified pickup location setup when the appointment was made. Scheduling may not allow time to travel to another location for pickup.
 6. All out-of-county trips or stops must be scheduled at the time of booking or before schedule is completed. Additional stops will be permitted if scheduling allows or in emergency situations.
 7. Wait Times - The Driver will blow the horn at the point of pick-up to let the passenger know they are there. The driver will radio the office and Dispatch will attempt to contact the person by telephone to let them know the van is waiting. If passenger does not respond, the Driver will wait no longer than 5 minutes before leaving in order to accommodate on-time service for other passengers.
 8. Cancellations have to be made before the driver is dispatched for the trip. If a cancellation is not made before the Driver is dispatched, it is classified as a no-show and the passenger will be liable for the cost of the trip.
 9. No Shows – A No-Show is defined as a scheduled trip where the driver arrives at the pickup location at the designated time but the passenger does not take the scheduled ride, or where the passenger cancels after the driver has been dispatched.

10. Drivers will only wait 5 minutes after arrival before constituting a no-show. Time starts upon arrival at pickup location. Passengers could potentially be marked a no show 15 minutes prior to pick up time. Passengers are asked to be ready 30 minutes in advance of scheduled pick-up time.
11. No-shows are costly and create an inconvenience for the driver and other passengers. Suspension of transportation will occur if a passenger shows a pattern or practice of missing scheduled trips.
12. If an Agency Passenger obtains 3 no-shows, the agency is notified and the ACTA reserves the right to forfeit service for up to 30 days and/or denial of future service indefinitely for continued abuses.
 - a. When an Agency Passenger obtains a no-show, the Agency will be notified.
 - b. If 3 no-shows are obtained within 90 days, the agency is notified, and ACTA reserves the right to forfeit service for 30 days and/or denial of future service indefinitely for continued abuses.
 - c. Agency Passengers will have the option of paying for their no-show instead of the no-show counting against them.
 - i. All no shows must be paid for within five (5) business days of the no show notification that is sent to the Agency.
 - ii. If the passenger accumulates multiple no-shows, the passenger may pay for up to three (3) no-shows within the 90-day period.
 - iii. The 90-day period begins the day of the first no-show.
 - iv. Any no-shows accumulated after the three (3) paid no-shows within that 90-day period will count against the passenger. After the 90-day period, the no-show count will reset.
13. For General Public riders the suspension process is as follows:
 - a. 1st occurrence = no action taken, riders will be responsible for the cost of the trip to the pickup location.
 - b. 2nd occurrence = warning letter mailed to passenger's residence, riders will be responsible for the cost of the trip to the pickup location.
 - c. 3rd occurrence = passenger transportation service is suspended for 30 days, riders will be responsible for the cost of the trip to the pickup location.
 - d. Any further occurrences = service may be terminated indefinitely
 - e. Riders will be responsible for the cost of the trip to the pickup location.
14. Subscription Services or recurring schedule lifts the burden from a passenger of having to call each appointment in. Trips added to the subscription service will automatically populate into the daily schedule. If a passenger has excessive no shows, they will lose this privilege for 30 days and will have to call their appointments in on a daily basis. After 30 days, their history will be reviewed and this privilege can be reinstated.
15. To dispute a no-show, the passenger will need to contact the office via phone or email to explain the circumstances and request the removal of the no-show within three (3) business days. Passengers must contact the office within five (5) business days of receiving the suspension letter at Ashe County Transportation Authority, Attn: Executive

Director, P.O. Box 1836, West Jefferson, NC 28694, Telephone (336) 246-2000, TDD Users 800-735-2962, info@actatravel.com.

ACTA uses an Automated Vehicle Location (AVL) system to track and to monitor our vehicles. ACTA's vehicles are also equipped with security cameras that aid in determining no-shows. In a dispute, the AVL and the security cameras are used to determine the outcome.

Payment and Fares

Anyone seeking transportation services must fill out a Reduced Fare Application and submit proper identification. This allows the passenger to be certified to the proper agency and will allow for a reduction of fares.

To receive service, passengers and their guests or companions must pay a fare upon boarding. One personal care attendant per ADA certified person, and children under the age of 12 with a fare paying adult are free. Nonpayment of the fare upon boarding will result in a denial of service for that trip.

1. The ACTA will invoice the Agencies for contracted services.
2. General Public cash payment must be made upon boarding the vehicle. The Driver according to services rendered will collect EH/RGP fares.
3. Deviated Fixed Route fare is collected as the person boards the vehicle. The Deviated Fixed Route fare is \$2.00. Passengers must ride the ACTA vehicle designated for the Deviated Fixed Route in order to pay the \$2.00 fare. A ride on a different van within the Deviated Fixed Route boundaries will be a \$3.00 fare. Passengers who remain on the van for more than one route will be charged a \$2.00 fare.
4. A shuttle stop is a stop made on any vehicle other than the Deviated Fixed Route. A shuttle stop is considered a stop along the route that is made after pickup and before final destination. A shuttle stop is 3-4 minutes. Shuttle stops need to be conveyed to the office when scheduling your appointment to allocate appropriate time. The first shuttle stop will be charged at \$2. If time allows, each additional shuttle stop will be charged at \$3. ACTA employees are not responsible for items left on our vehicles during shuttle stops. Passengers should take their belongings with them in case the stop takes longer than expected and the driver is dispatched for another trip. Children are not permitted to be left on the vehicle during a shuttle stop unless accompanied by a parent or guardian.
 - a. In-county shuttle stops will be allowed if scheduled in advance or if time allows for unscheduled shuttle stops. If the stop takes longer than 3-4 minutes, the passenger may be dropped off and must call the office for the next available ride for in-county shuttle stops.
 - b. Out of county shuttle stops will be allowed if scheduled in advance or if time allows for unscheduled shuttle stops. Shuttle stops that take longer than 3-4 minutes will be charged \$3.75 for every 15 minutes after the first 15 minutes.
5. For in county transportation, any wait time after 30 minutes of specified pickup time will be charged \$15.00 per hour wait time.
6. Out of county transportation:

- a. Out of county fares include two (2) hours of wait time beginning at drop off for returning passengers or at designated pickup time for one-way passengers. Wait time will be charged at \$15.00 per hour after the initial two (2) hours.
 - b. Out of county fares are priced for one (1) passenger. Each additional passenger will be charged \$10.00 per person.
 - c. Children under the age of 12 may ride free with a paying adult.
 - d. Out of county transportation trips will be consolidated whenever possible to best utilize ACTA's resources.
 - e. Out of county fares must be prepaid before the ACTA vehicle leaves the county.
7. The passenger needs to have exact change when boarding the vehicle or they will be charged \$2.00 charge to stop and get change. Drivers do not carry change. However, they can issue a "To-Go" Pass for the balance.
 8. ACTA accepts cash, check, money orders, or credit and debit cards. (Credit and Debit cards must be handled with office staff.) There is an additional \$5.00 non-refundable transaction fee for use of Debit and Credit cards per trip.
 9. ACTA does not permit fares to be charged.
 10. ACTA has "To-Go" Passes that can be purchased for general public transportation services. Agencies may not purchase these To-Go Passes for use. Procedures for administering ACTA To-Go Passes are as follows:

ACTA's drivers will carry and distribute To-Go- Passes to passengers:

- who need change
- who prepay for a ride
- who wants to purchase a bulk amount

It is the responsibility of the driver to double check the balance of a To-Go Pass before receiving it as payment.

If a To-Go Pass is altered, it will become void. Lost To-Go Passes will not be replaced.



0000500

ACTA, 895 Ray Taylor Rd, PO Box 1836, WJ, NC 28694
 Phone: (336) 846-2000 * TDD Users: 1-800-735-2962

Issuer's Name: _____ Date: _____

Passenger Name: _____

Amount Purchased on this card: \$ _____

AMOUNT USED—Void if altered!				
\$		\$		\$
\$		\$		\$
\$		\$		\$

To Go Pass Card is VOID if altered!

Passenger Assistance

1. The ACTA will adhere to the Americans with Disabilities Act of 1990.
2. ADA certified passengers may travel with one (1) attendant who is traveling with the passenger from the same pick up location to the same destination and the attendant is in the capacity to assist the ADA certified passenger. One guest or companion, who is not assisting the passenger, may travel with the passenger from the same starting point to

the same destination if space is available on the vehicle. Any additional guest or companion over the age of 12 must pay the regular fare; children 12 years and under traveling with a paying adult may ride for free. **Please inform the office when you make your appointment that an attendant or companion will be traveling with you.**

3. The ACTA Driver will operate the handicap lift and assist in the securing of mobility devices for transport. The ACTA does not transport anyone with intra-venous devices, feeding tubes, or stretchers. The ACTA does transport passengers with Oxygen size 2000 PSI (B,C,D,E) tanks. The maximum capacity of the wheelchair lift on the lift-equipped vehicles is 1,000 pounds.
4. The ACTA provides door-to-door service for passengers with mobility devices.
5. The ACTA Driver, in coordination with the Operations Manager will determine whether the passenger can be safely transported from their door to the vehicle. The ACTA reserves the right to refuse transportation if there are barriers preventing the safe loading or unloading of the passenger.
6. ACTA Drivers will not physically lift a passenger in or out of a wheelchair, or provide assistance in lifting passengers into or out of wheelchairs. Drivers are not permitted to navigate or assist passengers over unsafe terrain, structures, or stairs.
7. ACTA Drivers at their own discretion may assist in loading or unloading a passenger's personal belongings, packages, mail, or freight to the passenger's porch or doorway, with a maximum of 5 packages and no more than 25 pounds combined. Drivers cannot carry heavy items on stairs. Large items are not permitted and will be at ACTA's discretion.
8. ACTA Drivers will not go into any passenger's dwelling. Passengers using a mobility device should be near the doorway of his/her dwelling.
9. ACTA Drivers will not go past the lobby area of a medical facility or other facility to assist a passenger. Staff members of facilities are available to assist passengers to the lobby.
10. Passengers with children are responsible for their care and conduct. The ACTA Driver will direct all requests to the parent or guardian should the transportation of the child become a safety issue.
11. ACTA does not provide moving services.
12. The ACTA will not sign in or out Nursing Home Residents.
13. The ACTA will not be responsible nor will sign release/discharge papers for passengers while at doctor's appointments, outpatient surgeries, etc.

Children & School Transportation

1. The ACTA does not transport children of any age to or from school for school purposes.
2. The ACTA will transport children for medical purposes but child must be accompanied by a parent or guardian.
3. The ACTA will not take responsibility of signing a child out of school.
4. Children over the age of 13 may ride the ACTA vehicle without a guardian. The ACTA is not responsible for children after they exit the ACTA vehicle. Appointments for children under the age of 16 must be called in by a parent or guardian.
5. A child over the age of 12 must pay the regular fare; children 12 years and under traveling with a paying adult may ride for free.

6. Children younger than age 8 and who weigh less than 80 pounds must be properly secured in a child restraint or booster seat. Children less than age 5 and less than 40 pounds must be in the rear seat if the vehicle has an active passenger-side front air bag and a rear seat. Booster seats must not be used with just a lap belt, so lap-only seat belts can be used for children over 40 pounds if no lap and shoulder seat belt is available.

Mobility Devices and Service Animals

1. The ACTA does not provide mobility devices such as wheelchairs, walkers, or child seats. Such items have to be provided by the passenger, and child seats cannot be left on the vehicle.
2. ACTA will transport passengers whose wheelchairs meet the ADA-regulated definition of a mobility device. Mobility devices and their users shall be secured at all times. Passengers who are capable of transferring to a vehicle seat are strongly urged to do so during transport for their safety.
3. Passengers may request to use the lift to board the vehicle if they feel it necessary.
4. Existing State laws and ACTA requires each passenger, whether in a regular vehicle seat or in a mobility device, to use a seat belt while being transported. It is ACTA's policy that passengers utilize the shoulder/lap system that is secured to the vehicle.
5. Service animals are welcome on ACTA's vehicles. A "service animal" is any animal specifically trained to work or perform tasks for an individual with a disability. Persons boarding with service animals are not required to have a certificate or license.
6. For safety reasons, ACTA recommends service animals do not ride the passenger lift platform. Their tails, paws, head, or equipment may catch in the lift mechanism.
7. Service animals are permitted to accompany individuals with disabilities in ACTA's vehicles and facilities. Drivers will not be responsible for or take control of service animals.
8. The animal must be on a lead or leash, or in a carrier, must not interfere with other passengers and must be under the constant supervision and control of its owner.
9. If a service animal misbehaves, the passenger will be asked to remove his or her animal from the vehicle or facility. If there are multiple occurrences of misbehavior, the animal's boarding privileges may be revoked. Some examples of misbehavior would be soiling the vehicle, growling at or harassing passengers, or the operator, or other service animals.
10. Except for transporting small animals in a completely enclosed and secured cage or carrier, animals that do not meet the definition of "service animals" are not permitted in ACTA's vehicles or facilities. The cage or carrier must be small enough to fit on the person's lap. The animal must not misbehave as described above.
11. The passenger will need to specify that a service animal will accompany them when they make their appointment.

Passenger Conduct and Responsibilities

1. All passengers of the ACTA are requested to conduct themselves with courtesy and consideration to the Driver and other passengers. The Driver is responsible for on-

vehicle behavior. All instructions from the Driver are to be followed by the passenger. The ACTA reserves the right to refuse service based on violation of service rules and regulations.

2. All passengers have to buckle their seat belt before the vehicle is put into motion.
3. While the vehicle is in motion, passengers are to remain seated and in their seat belt.
4. All passengers in mobility devices are to be safely secured by the Driver before the vehicle is put into motion.
5. No one is to operate the vehicle's lift or other vehicle functions except for certified employees.
6. Passengers are not permitted to utilize ACTA's technology devices or 2-way radio system. In the event of an emergency and/or directed by the driver, a passenger may use the the 2-way radio system to communicate that there is an emergency.
7. Passengers will use the correct entry and exit doors as requested by the driver. Emergency exit doors, windows, and hatch are only to be used in case of an emergency.
8. Passengers are encouraged to use the handrail (if available) as they board or exit the vehicle.
9. All children will be secured in child seats as required by North Carolina law. See Children and School Transportation, #6 for more information.
10. Parents or guardians are responsible for providing and securing the child seat before the vehicle is put into motion. If assistance is needed, assistance may be requested of the driver. No child under the age of 12 is allowed to ride in the front seat of the vehicle.
11. Child safety seats/booster seats are the responsibility of the parent or guardian and are not to be left on an ACTA vehicle unless prior approval from dispatch has been given.
12. Use of any tobacco product or vapor while on board an ACTA vehicle is prohibited.
13. No eating or drinking is allowed on the vehicle except for: (medical reasons, and instances where out-of-town travel extends past reasonable mealtime). The driver reserves the right to determine if a food stop is necessary. The ACTA does not allow a driver to go into a restaurant for a sit-down meal. The driver is only allowed to stop where the food can be taken out. The passenger is responsible for the removal of his/ her own garbage.
14. No weapons of any kind are allowed on board an ACTA vehicle.
15. Hazardous or explosive materials will not be transported.
16. Profanity, cursing, communicating threats, harassment, or inappropriate topics of conversation will not be allowed. Abusive or foul language will not be tolerated. If violated the driver reserves the right to have the person de-boarded.
17. Standing up while the vehicle is in motion with the intent to be aggressive or displaying aggressive behavior towards others will not be tolerated. If violated the driver reserves the right to stop the vehicle, call 911, and have the person de-boarded.
18. Horseplay is not allowed while on board ACTA's vehicles and if violated the driver reserves the right to have the person de-boarded.
19. Passengers are encouraged to practice personal hygiene. The absence of proper hygiene can be a health hazard to the driver and other passengers. The lack of proper hygiene may be offensive to the driver and other passengers. Others may include but

are not limited to soiled or unlaundered clothing, lack of bathing, animal related odors, or excessive perfumes. Passengers may be suspended from ACTA's services if proper hygiene is not practiced.

20. Possession of an open container of alcohol and/or illegal drugs is not allowed and is reason for suspension. Prior use of alcoholic beverages or illegal drugs before boarding the vehicle may result in denial of transportation.
21. No littering, marking, defacing or damaging the vehicle and/or its contents. If damaged, passenger will be liable for damages.
22. Posting, distributing or displaying any sign, advertisement, circular, handbill, or other written material are allowed with prior approval.
23. Loud music, excessively loud speech, and cellular phones using speaker phone mode are not allowed.
24. Activities that would negatively impact the health and/or safety of other passengers or the driver are not allowed.
25. Passengers must secure any carry-on or personal items and are their responsibility.
- 26. The driver reserves the right to deny transportation to anyone who appears to be intoxicated and/or under the influence of drugs.**
27. Infraction of van rules and regulations could result in termination or suspension from riding the vehicle.
28. If it is decided that a passenger will be suspended for an offense, the following is the suspension policy for passengers:
 - a. First offense – Verbal Warning
 - b. Second offense – Written Warning mailed to resident's house and 5 days suspension
 - c. Third offense - 10 days suspension
 - d. After the third offense, ACTA may suspend the offender for an indefinite period or terminate all transportation privileges.
 - e. Immediate suspension may result for severe cases or illegal actions.
29. Driveways, roads, and bridges must be passable, safe and free of debris in order for ACTA's vehicles to travel. Drivers will travel at their own discretion when rendering services. If safety concerns or issues arise, management will assess the conditions and a decision will be communicated to the passenger.

ACTA is committed to providing safe, reliable transportation to all its passengers. ACTA welcomes passenger comments so we will know people's needs and how to improve our services. ACTA reserves the right to solicit surveys from passengers to aid in this process.

Complaint Procedures

1. If any employee should receive a complaint from a passenger or anyone else regarding the transportation system or any part of it, the employee will input the complaint into ACTA Office System and will notify the Operations Manager and the Executive Director or Supervisor immediately.

2. If applicable, the Operations Manager will review the vehicle's camera recording system.
3. If the complaint is against a Driver, the Executive Director will discuss the problem with the Driving staff supervisor, the driver and any witnesses involved within three (3) working days. Corrective action will be taken if warranted.
4. If the complaint is against a passenger of one of the contracting agencies his/her agency will be notified immediately. If the supporting agency does not act upon or resolve the situation, ACTA reserves the right to refuse transportation until the matter has been resolved or indefinitely depending upon the situation.
5. If requested, the complainant will be sent a written response within one week.

Comments or complaints may be addressed to the:
Ashe County Transportation Authority
P.O. Box 1836
West Jefferson, NC 28694
Attn: Executive Director
Telephone (336) 246-2000
TDD Users 800-735-2962

Transit System Responsibilities

1. The ACTA is responsible for providing a highly trained and skilled professional team of employees.
2. The ACTA is responsible for providing safe, reliable, and efficient service.
3. ACTA will not be responsible for items left on the vehicles, however, a reasonable effort will be made to secure lost items and identify ownership. If no request for items is made or response been made within one week the item will be disposed of.
4. ACTA is responsible for providing liability and comprehensive insurance coverage.
5. ACTA is responsible for providing a professional well-documented Maintenance Program and is committed to keeping all vehicles and other equipment properly maintained and in safe working order.
6. ACTA is responsible for providing identifiable vehicles with logo and lettering.
7. ACTA is responsible for making the public aware of their services.
8. ACTA is responsible for making their service user friendly and pleasant.

Lost & Found

ACTA will not be responsible for items left on vehicles. However, if found, item(s) will be held for a maximum of thirty (30) days. If the item is not claimed within thirty (30) days, it may be donated or disposed of.

Passengers attempting to locate lost items should call the ACTA office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip or the passenger may stop by and claim the item.

Safety

1. ACTA maintains, and promotes a strong safety program inclusive of a Safety Director/Trainer/Supervisor. The ACTA is safety sensitive to providing transportation service with a team of highly skilled trained professionals.

2. ACTA provides a Drug and Alcohol free workplace as well as a Drug and Alcohol Testing Program compliant with FTA regulations insuring that personnel are drug and alcohol free when providing service.
3. ACTA maintains a professional training program ensuring safety a #1 priority.
4. ACTA requires that new hires receive at least one week of training and orientation before they are on their own. On-going training is also a requirement.
5. All Drivers must be 21 years of age, have a valid driver's license and pass a background check.

Emergency Procedures

In case of an accident or other emergency the passenger should:

- a. Follow the driver's instructions.
- b. Remain calm. This is very crucial!
- c. Maintain orderly evacuation of the vehicle, if warranted.
- d. Stay off roadway in a safe location.
- e. Do not smoke anywhere near the vehicle.
- f. Call for emergency response if the driver is incapacitated.
- g. In the event of an accident or other emergency the Driver will, stop the vehicle in a safe location, contact the Operations Manager if at all possible and follow the instructions given to them.

Statement of Non-Discrimination

ACTA does not discriminate in the provision of service to any individual based on race, creed, color, sex, age, or national origin. All persons will be treated equally with respect and dignity.

ACTA is an equal opportunity employer and will not discriminate in the employment of persons because of race, creed, color, sex, age, or national origin.

Appendix A - Inclement weather:

Ashe County Transportation Authority, Inc. (ACTA) will make every effort to operate during an inclement weather event. Inclement weather is any weather event that significantly impacts the safe operation of our vehicles. Inclement weather may include but is not limited to, snow, ice, freezing rain, sleet, dangerous wind chills, high winds, heavy rains, and foggy conditions.

Inclement weather impacts our ability to provide services for a variety of reasons. ACTA emphasizes the importance of safety and takes into consideration any safety concerns surrounding any inclement weather event. ACTA will take precautions to ensure that the safety and wellbeing of our employees and passengers is at the forefront of each situation. In addition to safety, our ability to provide service can be affected by a limited workforce and reduced resources due to the inclement weather. ACTA will only utilize the appropriate resources during an inclement weather event.

ACTA will make every effort to notify riders of changes in our services in advance. In the event of weather-related conditions, please be prepared for service-related announcements. Announcements will be communicated in the following means:

- Message on company phone
- Radio station 580 WKSK, 93.5 The Farm
- Facebook
- Website

In preparation for adverse weather conditions, ACTA has established a three-tiered Inclement Weather Policy.

- **Tier 1:** Normal schedule. Staff should always remain alert to weather changes and be prepared to adjust services as necessary.
- **Tier 2:** Services will be on a delay.
- **Tier 3:** Services will be limited. Limited services can include but is not limited to, limited routes (only traveling to/from specific areas of the county), providing out of county transportation only, reduced service frequency, or detours. Emergency service routes may be initiated for critical needs only. Some services will be cancelled.
- **Tier 4:** Services will end early.
- **Tier 5:** All services will be canceled.

Passengers are encouraged to assess the conditions of their pickup and drop off locations and notify ACTA of any safety concerns. Passengers should also prepare for inclement weather situations by:

- Dressing appropriately for the weather

- Allowing extra time for their trips
- Avoiding areas that are slippery, wet, or contain puddles
- Using the handrails as they board the vehicle

ACTA recognizes the impact that a modified service or cancelation can bear on our passengers. We appreciate your cooperation as we navigate through these inclement weather events together.