

Better Together Transportation: Service Summary

The “Relational Miles” Provider for Buncombe County

1. Who We Serve (Eligibility)

- Seniors (60+) and adults with physical disabilities that affect mobility (preventing the use of standard public transit).
- Equipment: Wheelchair-accessible van (fits power chairs, wheelchairs, and walkers).
- Area: Trips must start and end within Buncombe County.
- Exclusion: We do not provide medical transport; please refer these needs to Mountain Mobility.

2. The Credit System (Monthly Limits)

- Total Allotment: Each rider receives 3 round-trip credits per month total (limits reset on the 1st).
 - Category Limits (Must stay within the 3-Credit Total):
 - I. Family & Worship: Up to 3 credits.
 - II. Social Outings: Maximum 1 credit.
 - III. Errands & Chores: Maximum 1 credit.
- Usage: A one-way trip consumes 1 full credit.
- Nursing Homes: Residents are limited to 1 credit per month (for family or worship only).

3. Scheduling & Confirmation (The Process)

- Request: Call **828-222-0253** or visit **RideBetterTogether.org**.
- Notice: Minimum 24-hour notice required. Special events (weddings or funerals) may be requested one week early.
- Confirmation: We call only if we have a spot.
- Deadline: Confirmation calls are made by 7:00 PM the night before.
- Silence = Full: If no call is received by 7:00 PM, the van is at capacity for that day.

4. Our Standards

- Cost: Always free (donor and grant supported).
- Hours: Sunday–Thursday, 9:00 AM – 5:00 PM.
- Companions: Up to two companions ride free.
- Support: Through-the-door assistance, including help with groceries and mobility aids.