

Better Together Transportation

Service Summary for Providers

Who can use BTT?

BTT serves Buncombe County residents who are:

- Age 60 or older, or
- Adults with significant physical mobility disabilities

Our wheelchair-accessible van can accommodate wheelchairs, power chairs, walkers, and other mobility aids.

What trips can riders request?

BTT provides free, non-medical transportation for:

- Visiting family or friends
- Worship
- Social and community outings
- Limited errands and non-medical appointments, such as groceries, shopping, banking, pharmacy pickup, or a haircut

Connection and social rides receive priority.

How many rides can someone receive?

Riders may receive **up to 3 round trips per calendar month.**

- Connection and social rides: up to 3
- Errands and non-medical appointments: maximum 1

All rides depend on route space and availability.

What trips does BTT not provide?

BTT does not provide transportation for:

- Medical appointments or treatment
- Therapy or procedures
- Hospital or nursing-home discharges
- Emergency or same-day transportation
- Work or employment

For residents of nursing homes, assisted living, or other residential-care settings, BTT considers limited rides to family, friends, or worship. We do not provide routine errands, appointments, or facility transportation from care settings.

How does someone request a ride?

Call **828-222-0253** and leave a voicemail, or submit a request at **RideBetterTogether.org**.

Please include:

- Rider's name and phone number
- Destination
- Requested day and time

BTT operates **Sunday through Thursday** and is closed Friday and Saturday.

A ride request is not a reservation. If we can schedule the ride, we will contact the rider with a pickup time, usually by the evening before the trip.

Can someone ride with them?

A companion or caregiver may ride when needed and when vehicle space allows.