

## FREQUENTLY ASKED QUESTIONS (RIDERS)

### Who is eligible to use Wilson Rides?

To qualify for Wilson Rides (WR), Riders must be 55+, reside in Wilson County and are limited in their driving or no longer driving. Those applying to be future Riders must be able to transfer in and out of a vehicle with limited assistance.

Future Riders will need to become members of Wilson Rides as well as complete an application, agree to the Rider Code of Conduct and successfully complete a short in person evaluation to ensure program eligibility.

### How do I become a member?

Call the Wilson Rides (WR) office at 615-622-5557 or email [info@wilsonridesinc.org](mailto:info@wilsonridesinc.org) to have an application mailed to you. You are also able to request information on line at <https://wilsonridesinc.org/ride/>. Applicants will need to submit a deposit fee of \$49.00 when they submit their application. Once accepted into the program, this fee will cover the first \$25.00 annual membership as well as four (4) prepaid rides at \$6.00 per round trip. Applicants who are unable to pay the full fee are asked to call the WR office to discuss further.

### Where can I take rides to?

Members may request rides to any destination in Wilson County. Rides may be utilized for trips to medical appointments, the bank, the pharmacy, the senior center, the grocery store, the post office, etc.

### How often can I schedule a ride?

Members are currently able to request up to two round trips per week/per Rider. All rides are subject to volunteer driver availability. Each round trip can have a maximum of 2 stops and should be completed in 3 hours or less.

### Can I request a ride at the last minute? On -Demand?

No. Because rides are provided by Volunteer Drivers, ride requests should be made at least 7 days in advance.



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### When are rides available?

Wilson Rides Inc. will begin giving rides in May of 2021. Rides are currently available Monday – Friday between the hours of 9:00 a.m. and 4:00 p.m. Rides must be completed between these hours. **Rides must also be requested at least 7 days in advance.**

### Is there a limit on the number of stops I can take on my round trip?

Yes. Each round trip can only have a maximum of 2 stops and must be completed in 3 hours or less. If you plan to be out and about more than three hours, just let Wilson Rides know at the time the reservation is made and WR can assign two different Volunteer Drivers for each leg of the trip.

### Can I take my wheelchair / walker/ rollator / oxygen tank?

Riders may use a transport chair, walker, rollator or portable oxygen tank. Use of this equipment should be noted at the time of ride scheduling, to ensure Volunteer Drivers have space in their care. Riders **MUST** be able to transfer into and out of the vehicle with limited assistance.

### What if no Volunteer Driver is found for my trip request?

Wilson Rides will make every effort to find a Volunteer Driver. However, there is no guarantee that each ride will be filled. Riders will be notified 24 hours before the ride request if a Volunteer Driver has not been found. Wilson Rides will make every effort to make sure you are able to take your scheduled ride.

### How do I pay for my ride?

Riders must pay an annual membership fee of \$25.00 and \$6.00 for each round-trip ride. All trips must be pre-paid to Wilson Rides prior to scheduling a ride. Riders can pay by check or credit card. Riders who are not able to pay the full fee should call the Wilson Rides office to discuss this matter further. **NO** financial transactions will be exchanged between the Rider and the Volunteer Driver. **DO NOT MAIL CASH!**



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### **Can I tip the Volunteer Driver?**

Volunteer Drivers are unable to take payment of any kind. If you'd like to give back, please consider making a tax-deductible donation to Wilson Rides to support this service for other riders. Call the office at 615-622-5557 if you need assistance or make a donation here - <https://wilsonridesinc.org/ways-to-give/>.

### **How do I know who my Volunteer Driver will be?**

Wilson Rides Volunteer Drivers will be wearing a Wilson Rides identification badge. Your volunteer driver will call in advance of the scheduled trip to confirm time and logistics. Each Volunteer Driver will also have a picture on the Assisted Rides website that you schedule your rides so you can match a face with a name.

