

Starting November 12, 2018 three additional service providers will be available to transport WeGo Access customers. The new providers joining WeGo and Taxi USA are:

- American Music City Taxi
- On Demand Mobility
- UZURV (pronounced You-Serve)

These supplemental providers will help WeGo Access get you where you need to go more reliably with improved on-time performance.

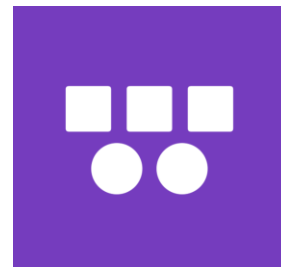
Frequently Asked Questions

Q. How will I know which service provider is coming to pick me up?

A. Simply call 615-880-3970 and one of our Customer Care Representatives will inform you which provider will serve your trip(s).

Q. How will I know if the vehicle that arrives is an authorized WeGo service provider?

A. Each authorized vehicle will be identified with a WeGo logo sticker. The sticker is square with a purple background and white logo. This sticker will be displayed on the dashboard or on the front windshield.



Q. Will I be scheduled with multiple providers on a single round trip?

A. WeGo Access scheduling will assign trips to providers based on availability. Your first trip may be on a WeGo van but your return trip may be with one of our other providers.

Q. Does the provider take my Access ticket?

A. Yes. WeGo single-ride Access tickets are accepted by all providers.

Q. My ride is delayed, who do I call?

A. Call 615-880-3970 for all Access inquiries. Our Customer Care Representatives can quickly provide you with an estimated time of arrival (ETA). Remember ETA's can only be provided after your scheduled window period has expired.

Q. I've been told each provider operates under several names. What are they?

A.

- American Music City Taxi also dispatches to:
 - Checker Cab
 - Pink Cab of Nashville
- On Demand Mobility also dispatches to:
 - Mobility Solutions

- NashVegas Taxi
- UZURV also dispatches to:
 - Senior Solutions
- Taxi USA of Tennessee also dispatches to:
 - Allied Cab
 - Nashville Cab
 - Taxi Taxi

Q. What kind of training have the new providers received?

A. All providers under contract with WeGo have completed sensitivity and Americans with Disabilities Act (ADA) compliance training. All providers must adhere to WeGo Access procedures when providing door-to-door service and providing assistance as needed.

Q. Can I choose a provider if my trip(s) cannot be served on WeGo vans?

A. Customers using Access (formerly AccessRide) cannot choose their provider. Customers who wish to choose a specific provider may use our premium service Access on Demand. Please call 615-862-5678 for more information