

Lifeline Rides – Frequently Asked Questions

Who is eligible?

This service should only be used by individuals who are unable to drive themselves and do not have someone else who could transport them.

How do I schedule a ride?

Those in need of transportation should call WeGo Public Transit at 615-862-5950 and say that they need a ride to a testing facility. Trip reservation services are available between 8 a.m. and 5 p.m. Monday through Friday.

If you are experiencing an emergency, call 911.

When does it operate?

Trip reservation services are available between 8 a.m. and 5 p.m. Monday through Friday. Trips can be reserved for pick-up times between 6 a.m. and 6 p.m. Monday through Friday, excluding holidays where WeGo Public Transit operates on a reduced schedule.

Is this an Access service?

The service is provided by Mobility Solutions, one of WeGo's third-party Access contractors, but is entirely separate from WeGo's daily Access service.

Are vehicles accessible?

Yes, vehicles are ADA accessible.

How much does it cost?

There is no charge for this service.

Can someone come with me?

Yes. Riders may take one family member who lives in the same household. Riders with disabilities may travel with one Personal Care Attendant (PCA).

What if I need help getting to the vehicle?

Drivers will provide door-to-door assistance for customers unless such assistance puts the health or safety of the driver or passenger at risk. Drivers will not accompany customers inside any building/residence.

How often will the vehicles be cleaned?

Only specifically dedicated vehicles will be used for this service. Vehicles will be wiped down after each transport and receive deep cleanings daily. Each vehicle will also have other measures, such as protective barriers, installed for both drivers' and riders' safety.

Can I make another stop on the way or on the way back?

No. Drivers will take riders directly to the testing site and directly home afterwards.