



FREQUENTLY ASKED QUESTIONS

Q: How am I (the driver) covered by insurance?

A: The driver's liability insurance is always considered primary. MyRide West TN purchases additional liability insurance for each driver. Drivers are also covered under the TN Volunteer Protection Act and also under the Federal Volunteer Protection Act of 1997.

Q: Do I get paid for mileage?

A: A driver can be reimbursed for mileage if requested. However it is only paid out quarterly and at a rate of \$0.20/mile.

Q: Where does the money for rider membership go?

A: The membership money goes back into the program to cover the additional liability insurance for drivers and also the background checks on drivers to ensure we have safe volunteers driving our riders around.

Q: What if I want a specific driver to take me on my trip?

A: A rider can request a specific volunteer to take them on their appointment. However it will depend on if the volunteer is available that specific time. We do not guarantee any specific driver for each trip. Volunteers sign up for rides based on their schedule..

Q: How far in advance can I schedule a ride?

A: We require a 3 day notice on all rides. This is to guarantee we have enough time to confirm a volunteer for the ride.

Q: What are the hours of MyRide?

A: Monday - Friday 8:00am - 4:30pm; excluding State holidays