



Way To Go! Program

Frequently Asked Questions

Eligibility

Who is eligible to use the Way To Go! Program?

- Fairfield Glade residents age 60
- Fairfield Glade residents who are visually impaired or unable to drive because of a medical condition are also eligible.

Am I eligible if I use a wheelchair?

- No; drivers are not able to accommodate wheelchairs.

Costs and Payments

What does it cost to use the Way To Go! Program?

- All riders prepay a one-time \$35.00 membership fee.
- Riders also prepay \$6.00 for each (5) rides.
- Round-trip rides to Cookeville and Oak Ridge are \$12.00 and are available for medical appointments, only.

Ride Availability

Is the Way To Go! Program only available for medical appointments?

- No; trips within Crossville may be used for any purpose and are limited to (3) hours.
- Trips to Cookeville and Oak Ridge are available for medical appointments, only.

Is there a limit to the number of rides I can schedule in a week or month?

- No; there is no weekly or monthly ride limit.

Errand Pickups

Is the Way To Go! Program available for grocery or prescription pickups?

- Yes; residents may place orders and arrange grocery or prescription pickups with local groceries and pharmacies.
- Contact the grocery or pharmacy, directly, to advise them that a *Way To Go!* driver will pick up the order. Residents should confirm pickup procedures.
- Pay for the order or prescription when the order is placed.
- Call *Way To Go!* at (931) 200-4580 to provide the pickup date, time and location.
- **For Kroger Pharmacy in Fairfield Glade**, the pharmacist will call *Way To Go!* when the prescription is ready for pickup.

Mailing Address

Where do I mail checks for the Way To Go! Program?

- Please mail checks to:

FGRS

Attn: Way To Go! Program

4929 Peavine Road, Suite 101

Crossville, TN 38571

During the Ride

May I bring a caregiver with me?

- Yes; you may bring a caregiver with you on the ride.

Will the driver drop me off at an appointment and return later to pick me up?

- The driver will stay on site of appointment and wait.
- Driver and resident may agree for driver to return at a designated time.

Can the driver help carry packages into my home?

- Yes; the driver may carry packages and set them inside your home.

Drivers

May I have the same driver each time?

- No; drivers are volunteers and schedule rides based upon their availability.

Are drivers vetted?

Revised: June 2026

- Yes; all FGRS volunteers must pass background checks for criminal and traffic violations.
- Drivers must also complete the *AARP Safe Driving Course* and provide proof of insurance.

Scheduling and Cancellations

How do I schedule a ride?

- Call (931) 200-4580 at least **48 hours before** the time you need a ride. The *Way To Go!* dispatcher will collect your appointment date, time, and other ride details.
- Volunteer drivers review Ride Requests in an online system and select the rides that fit their schedules.
- The Dispatch Supervisor monitors requests, to help ensure rides are assigned.
- If no driver is available, the Dispatcher will call you (8) hours before your requested ride time, so you can make other arrangements.

May I cancel a ride, if I am not feeling well?

- Yes; to cancel, please call (931) 200-4580.

Account Balances and Driver Payments

Do I pay the driver at the end of each ride?

- No; drivers cannot accept payments, tips or gifts.
- The *Way To Go!* Team monitors account balances and will notify you when you need to replenish your account.