



Town of Sudbury

Transportation Committee

Transportation@sudbury.ma.us

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Sudbury, MA 01776
978-639-3387
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www.sudbury.ma.us/transportation

Go Sudbury! Taxi Rides Program – Policies and Procedures

Welcome to the Go Sudbury! Taxi Rides Program. This is a grant-funded, temporary program for Sudbury residents who meet the following qualifications:

- –50 years of age or older
- –18 years of age or older with a disability that limits driving
- –Veteran of the Armed Forces
- –Resident with **urgent** financial need
- –Resident who is an **e**ssential worker **who needs requiring** transportation **to-for** work

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Grant proposal language does not use “urgent” for financial need, and an essential worker may live outside Sudbury but need transportation to and from (hence, below, “all rides must begin or end in Sudbury”).

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Rides are available for:

- **non-urgent medical appointments**
- **dental appointments non-urgent, non-COVID medical appointments**
- **healthcare and social services appointments**
- employment
- essential grocery and other shopping
- social engagements

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The ride service area is within Sudbury and up to 25 miles outside of Sudbury. All rides must begin or end in Sudbury. Service is provided to the Logan Express Shuttle in Framingham, but not to Logan Airport. For approved riders under the proposed program needing to travel to facilities accessible by public transportation and able to navigate independently, taxi service will be provided to relevant MBTA, MWRTA, and commuter rail pickup locations by the taxi companies.

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Above changes in yellow reflect MAPC proposal language.

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After you complete the application and are registered for the Taxi Rides Program, you may request a ride by contacting Beth Perry in the Sudbury Planning and Community Development Department at 978-639-3389 or PerryB@sudbury.ma.us.

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*Service is provided to the Logan Express Shuttle in Framingham, but not to Logan Airport.

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Ride Requests

Please request your ride at least 48 business hours in advance, i.e., by Thursday, for a ride on the weekend (Saturday or Sunday) or for a ride on Monday. If there is a Monday holiday, please call by Thursday for a ride on Tuesday.

Please be prepared with the following information:

Trip pickup:

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- Trip Date
- Requested Pickup Time
- Time of Appointment
- One Way or Round Trip
- Pickup Address
- Phone – Home and Cell
- Special Notes — e.g., do you need to be contacted by the driver when the taxi arrives?
- Accommodations: Wheelchair Van, Mobility Device, Companion, etc.

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Return Trip:

- Pickup Location
- Pickup Address

- For **Non-Urgent** Medical Trip – Estimated Pickup Time or you will call when ready
- For Other Trip – Pickup Time

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Taxi rides will be available for the following days and hours:

Tommy's Taxi

Sunday through Thursday between 5:00 AM – 1:00 AM, and Friday and Saturday between 5:00 AM – 2:00 AM. Open 365 days a year, including all holidays.

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JFK Transportation (including Wheelchair Accessible Rides)

Monday through Friday between 5:30 AM – 8:00 PM.

Wheelchair accessible vehicle service is available Monday through Friday between 9:30 AM – 11:30 AM and 2:30 PM – 5:00 PM.

Weekend hours for both sedan and wheelchair accessible vehicles are Saturday and Sunday between 6:00 AM – 8:00 PM.

Safety Protocols

Self-Screening Questions

Please ask yourself the following screening questions on the day of your ride. If you answer YES to any of the questions, please cancel/reschedule your ride for that day.

***In the last 14 days, have you had a positive or pending COVID-19 test?**

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Yes No

***In the last 14 days, have you spent at least 10 minutes within 6 feet of anyone with confirmed COVID-19?**

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Yes No

Are you experiencing any of the following symptoms?

- Fever of 100.3 or higher, or feeling feverish? Y or N
- Sore throat? Y or N
- New cough (not related to chronic condition) Y or N
- New nasal congestion or new runny nose (not related to seasonal allergies) Y or N
- Muscle aches Y or N
- New loss of smell or taste Y or N
- Shortness of breath Y or N

When using the Taxi service, please make sure to wear a mask or face covering over your nose and mouth at all times while in the taxi, sit in the back seat on the passenger side, and if at all possible keep your window at least partially open.

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Additions conform to CDC recommendations.

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Frequency of Rides

The Go Sudbury! Taxi Program is provided through limited grant funding. The Sudbury Transportation Committee asks that each rider maintain a reasonable frequency of taxi use, and use the service only when needed. Should the frequency of use be excessive, the Senior Center Outreach Specialist will contact the

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rider to discuss the limitations and possible alternatives. The Sudbury Transportation Committee will consider placing general ride limitations per rider per month to ensure that as many residents as possible are able to access the service.

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Late Fees

Due to the limited grant funding available for the Go Sudbury! Taxi Rides program each rider is asked to make efforts to limit the late fees that are expended when using the Taxi service. Should the expenditure of late fees be excessive, the Senior Center Outreach Specialist will contact the rider to discuss ride limitations and possible alternatives. Should late fees become excessive, rider limitations or suspension may be put into effect.

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Cancellation/Rescheduling Policy

Registered Go Sudbury! Taxi Rides Program riders are asked to limit the number of times they cancel or reschedule rides. Excessive rescheduling and cancellation of rides is costly to the program.

~~If a Go Sudbury! rider cancels/reschedules two (2) rides within a calendar month, the rider will receive a verbal warning. Should the rider have excessive cancelling and/ rescheduling of rides, e three (3) rides in a calendar month, the rider will be receive a verbal warning and may lose Go Sudbury! Taxi Rides Program services for 1 week. Should a rider continue to cancel and reschedule rides at an excessive rate, further rider limitations or suspension of the rider will be considered. suspended from the Go Sudbury! Taxi Rides Program service for two (2) weeks. In any subsequent calendar month, if the same rider cancels/reschedules three (3) rides, the rider will be suspended from the Go Sudbury! Taxi Rides Program service for four (4) weeks. If the same rider again cancels/reschedules three (3) rides in a third subsequent calendar month, the rider will be removed from the Go Sudbury! Taxi Rides Program.~~

Questions and Feedback

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Please contact Ana Cristina Oliveira, Senior Center Outreach Specialist with questions or feedback regarding the Taxi Rides service at 978-639-3268 or oliveiraa@sudbury.ma.us. Please contact Beth Perry, Planning and Community Development, at 978-639-3389 or perryb@sudbury.ma.us for questions or feedback relating directly to ride scheduling.

F:/Go Sudbury Taxi Rides Policies and Procedures
November 19, 2020

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