

**FINAL FEEDBACK, FIRST MAPC TAXI GRANT**

Reported as percentage of total respondents (does not always = 100%)	Extremely satisfied				Extremely dissatisfied
	5	4	3	2	1
Scheduling ride	64%	7%	29%		
Meeting my transportation needs at this time	79%				14%
Driver	86%	14%			
Compliance of service with safety regulations	86%	7%			
Punctuality of driver	64%	36%			
Courtesy of service providers	93%				
Overall Satisfaction	71%	29%			
	4.7 rating				

NOTE: There were 15 responses, 14 of which were usable (not everyone answered each question).

**Verbatim Comments**

“I tried to answer but the chart didn’t take my responses. I used Tommy’s Taxi and was very pleased. The driver was pleasant and punctual; due to snow, he was 15 minutes late for my return home which was understandable. Important to be able to get in touch with cab company, and I did. I would give Tommy’s a 5-start rating.”

“I used both services. Tommy’s Taxi sent a sedan but was very difficult for me to get in or out. Driver didn’t seem to want the job and told [me] he was unable to collect me and then came back to pick me up in a foul mood. Was on the phone, removed mask and had mask under chin while retrieving walker.

Because of this, did not call company again. JFK overall a “5” service. Some miscommunications on pick-up locations—possibly too many people handling this or one overworked person. What worked well is I was able to get where I needed to be. Seemed to run out of money quickly. Wonderful if we could secure larger grant, as so many of the doctors we are sent to are close to Boston.”

“Tommy’s drivers were punctual and very friendly. I know advance notice was required, but sometime things come up and I needed a ride sooner than 48 hours in advance. I appreciated the program very much. Being new to the town and being a non driver, I relied on this service to get around and stay connected to life. Without it I’ve had to walk to get my groceries and buy only what I can carry and I feel isolated from my friends.”

“I used JFK. All went smoothly and I can’t say enough about how grateful I was for this service! My experience was so satisfactory I cannot recommend any change. The drivers were polit and helpful, making it a pleasant ride.”

“I used JFK, and scheduling a ride was very easy. Beth was very pleasant and always answered my questions. The reservations for morning appointments were always on time. If you had an afternoon appointment, there was a delay in the pick-up time. Perhaps the company could have more drivers available. If the driver had to take someone to Boston, it delayed their getting back. However, the program was amazing and I am extremely grateful for this program—thank you.”

“It provided me with much needed service. The ability to get a ride that could go 25 miles out from Sudbury gave me many more options and places to go. This helped my physical and emotional well-being that I was not trapped in town. However, the hours for the handicapped van service were extremely limited. It was nearly impossible to schedule anything during the day because the van was not available before 2:30 PM and ended shortly thereafter. The lack of hours for the van made the service much less useful than it could have been. There needs to be a wider range of hours in order for the service to be useful to me as a handicapped resident. I was encouraged by the pilot of the GoSudbury program, but as noted above there needs to be a higher amount of availability for wheelchair bound residents. I look forward to taking the service more as things open up.”

“GoSudbury was a great help for our medical appointments. I wish the city may provide more grants to continue further. We would miss this help. The drivers were mostly nice and cooperative. Sometimes traffic was the limitation to get on time. Because of COVID there is a limitation for waiting at the hospitals, but overall it was a great help. The services of Ms Beth were fantastic and worth praising because of how quickly she responded to emails.”

“We were surprised to find that the drivers were always just a bit early and that we never had to worry about getting to an appointment in Boston on time. We really appreciated the reliability of the service and pleasant interchanges with the drivers. It was a wonderful service that relieved the anxiety and expense we would have had re: medical trips to Boston. Would like to say that it met our needs during the time we used it and fortunately telehealth has relieved us of going to Boston for now. We hope it will be available later this spring when X expects to have spinal surgery in Boston, and I would like to be able to visit him if it’s allowed.”

“I liked the efficiency. Beth was courteous, precise with the schedule, didn’t need repetition. I was comfortable that I could rely on the ride at the time specified. I was very happy for the service. It was offered at a difficult time in my life when no one was around to help me out. Everyone was wonderfully

helpful, from Ana to Beth to all the drivers, including office dispatchers for the taxi companies. Thank you for this taxi service. It was a life saver in my case.”

“The GoSudbury taxi program allowed me to safely go to a doctor’s appointment that I otherwise would not have been able to get to. There is definitely a need for more drivers. If your doctor’s appointment was in the morning there were not any issues. If the appointment was in the PM, the drivers most often were coming back from dropping a client off in Boston and were delayed in picking up on time. The delay caused you not getting to your appointment on time. (I always booked appointments with a 30-minute cushion.) The program is amazing and I am extremely grateful for the service. If Uber gets started, I would hope that if a concierge was needed that people who have problems using the cell phone wouldn’t initially be exclude. That sets a precedent of discrimination in my opinion, because it would take too much time and discussion for the town to get the money to do this. Yet, they still want to start it up. If the GoSudbury taxi program depends on the startup of Uber, I see a problem! I wish it would be like it was before.”

“It saved Christmas for our family; it could not have been a better experience. I would like a more efficient and easier signup process and better hours that did not require deciphering. It was a lifesaver, and I would hope for its return.”

“Initially the first 3 rides we scheduled did not happen for one reason or another, but once the rides took place they were all good. X is a kind and competent driver. He is not only always on time, he is always early. He is also patient. I’m so happy to use this as it is the best and easiest way for me to get to important medical appointments. I do hope it comes back. Scheduling rides and adjusting pickup times when appointment times change could be improved a bit. One of the rides we booked needed to be adjusted by 30 minutes due to a change at the doctor’s office, but after we emailed that change and got confirmation from GoSudbury, the change never made it through to JFK and they did not show up and we had to figure something at the very last minute. Overall it’s great—please do bring it back. It makes a huge difference in my life. It is one of the many things needed to allow me to continue to live in my own house.”