

From: Hadvab, Bethany
Sent: Wednesday, June 30, 2021 9:06 AM
To: transportation
Subject: Feedback from a resident

Hi all,

A Sudbury resident asked me to share the following information with you (quoted directly from her email):

As mentioned before, last week, I re-registered with GOUber after receiving a UBER for Business invite to confirm my email address a 2nd or 3rd time. Morgan at the Coolidge even used my phone a few times setting it up, called another tenant who doesn't drive.

On this Thursday, I used GO UBER for the first time as the payment information wasn't first accepted for another Wellesley appointment. They were 40 minutes late. Switched or canceled drivers. Ready to call Lyft based on past experiences in Worcester, it finally came as I waited inside.

On the return trip, UBER was a no-show after another hour during rush hour in Wellesley with an unsafe 2nd driver that almost had an accident on major highways driving recklessly. His rear seatbelts didn't work.

Thanks!

Bethany

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Current Hours:

Monday, Wednesday, Thursday 8:30am-4pm

Tuesday 8:30am-7pm

Friday 8:30am-12:30pm

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