

70 responses



Accepting responses

Summary

Question

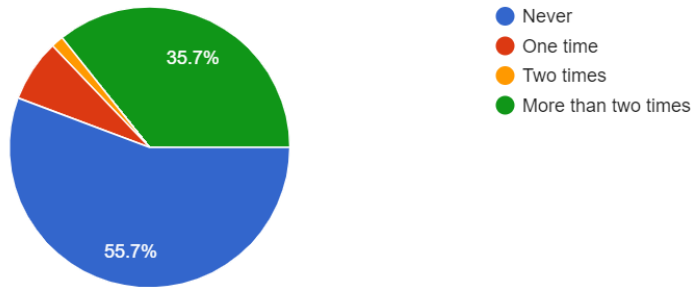
Individual

The first set of questions refers to GoSudbury Uber only.

Have you used the GoSudbury Uber program?

Copy

70 responses



Please tell us at what point you feel co-pays for the GoSudbury Uber are too high (and would make you stop using the program), reasonable (you would continue to use the program) and too low (which would make you question whether the program could remain viable)

### Within Sudbury



### Trips 5 miles up to 10 miles from Sudbury



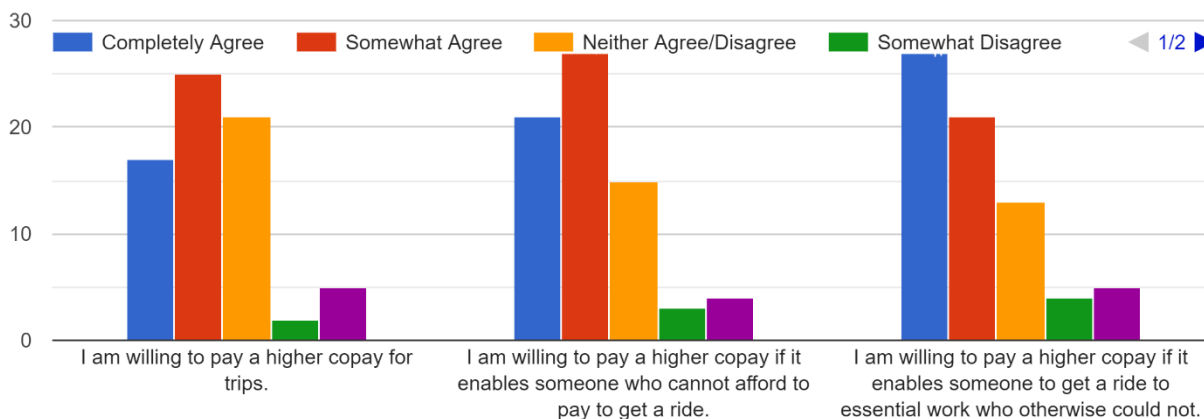
### Trips 10 miles up to 20 miles from Sudbury



### Trips 20 miles or more from Sudbury



Please tell us how much you agree with the following as it relates to the GoSudbury Uber program:



Please let us know if you have any additional comments about the GoSudbury Uber Program.

28 responses

It is a wonderful service that we should keep.

I'd like a schedule of when we can depend on uber transport

It was so hard to get a ride last time I tried I gave up on the program. I would like it to work.

I think an option for trips over 20 miles or some type of co-pay or ability for the rider to provide a subsidy for miles over 20 would be priceless to me. It is very difficult for me to participate in clubs at college or have any social interaction because I am not able to have on demand rides. As a disabled person, I can't take advantage of the things that my peers you drive can. With my mom back to in person work, I am stranded.

None

I am assuming that the rates are one way. So, most ventures would be double that amount and then would there be a tip as well?

I rely on it often

Please let us know if you have any additional comments about the GoSudbury Uber Program.

28 responses

Very helpful

Great program for people low on funds due to increase in food, can not afford clothes

It is one of the important service for those who don't drive.

The program was greatly appreciated for my family. My teenage son has used the program to get to abd from his summer job and to some school related activities. Thank you for this!

The on-line link ro Uber was confusing. On most occasions, I ended up'paying the UberX price.

I am visually and hearing impaired person that need to be drop at a exactly location before driver takes off.

Wonderful program but is lacking drivers

It's been so important to help me without a car and being low income its wonderful

For people with low income I don't recommend any copay but for regular people copay of 5-7.5 for out of town recommend

Please let us know if you have any additional comments about the GoSudbury Uber Program.

28 responses

As far as is seniors go  
We are the best loyal volunteers all around the world

Great program.

Good service

I have no idea of what's reasonable as I've never used Uber at either "retail" rates (which I don't know) or GoSudbury rates, but "Submit" doesn't work without answers. I don't believe my reponses should be considered. Perhaps Adjusted Gross Income should be considered with varying rates by income. The questionnaire allows higher income people to set the highest fees with their votes, rather than losing the program, while effectively preventing the lowest income people from using the program.

If someone can afford it should pay up to 2 \$ in town and up to 5 \$ in 5 miles, to 9 miles and up to 10\$ up from 10 to 25 miles , only 2-5 \$ for Poe people can not afford it

Several times the driver canceled after 30-60 minutes wait with no back up and missed appointments

Please let us know if you have any additional comments about the GoSudbury Uber Program.

28 responses

very long waits, multiple rides cancelled by driver, no Uber available at all, late for medical appointments, long waits out in the cold

You're assuming that EVERY senior has access to a smart phone with this application. The low-income seniors or disabled can't afford cable television nor do they receive the COA newsletter when this program was first launched. Many don't know of its existence due to poor communication from the COA. and no Town Crier.

I have used many mostly for doctor appointments

It sounds wonderful.

I use this service and has been a life line for me. Thank you.

Have never used this service, so am sort of ignorant if current costs and efficiency

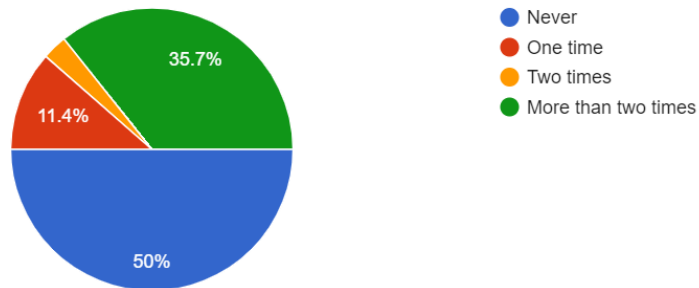
test response from Dan Carty - just QA'ing the form

The next set of questions refers to GoSudbury Taxi only.

Have you used the GoSudbury Taxi program?

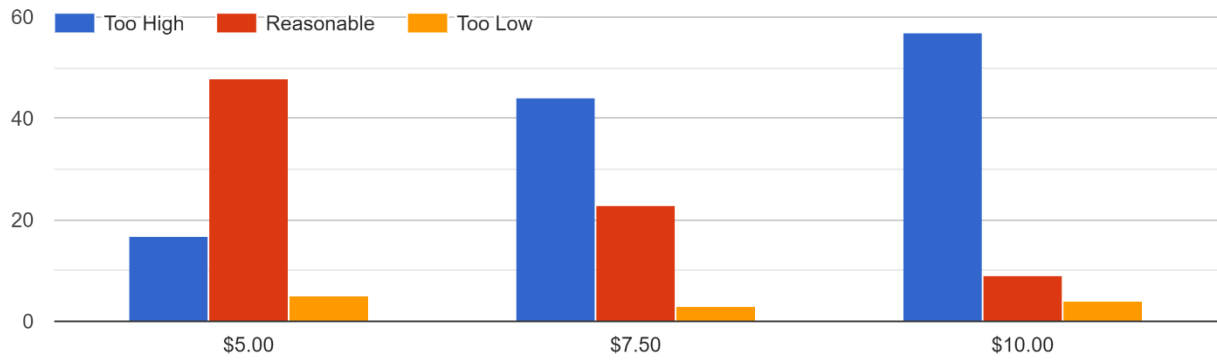
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70 responses



Please tell us at what point you feel co-pays for the GoSudbury Taxi are too high (and would make you stop using the program), reasonable (you would continue to use the program) and too low (which would make you question whether the program could remain viable)

### Within Sudbury



### Trips 5 miles up to 10 miles from Sudbury





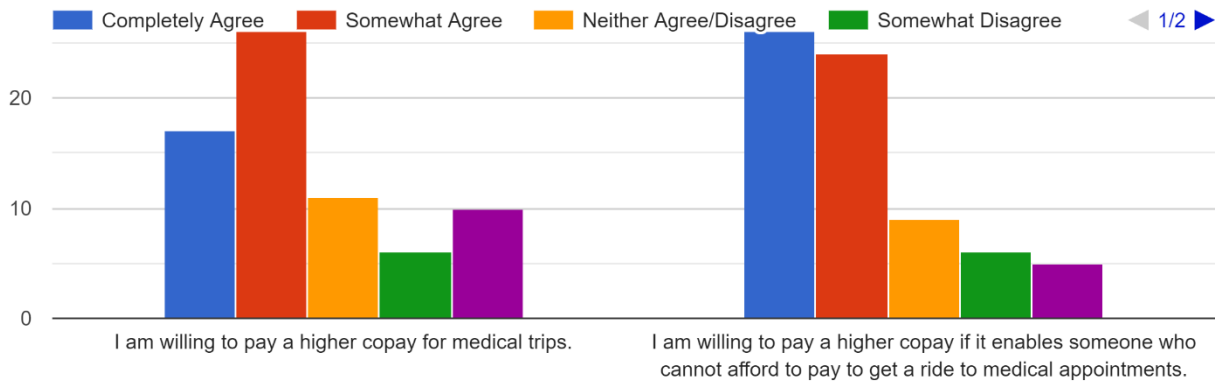
### Trips 10 miles up to 20 miles from Sudbury



### Trips 20 miles or more from Sudbury



Please tell us how much you agree with the following as it relates to the GoSudbury Taxi program:



Please let us know if you have any additional comments about the GoSudbury Taxi Program.

23 responses

None

Taxi driver showed up late for one return trip. For a while, I thought he wasn't coming, and began to search for an alternative.

Is there a schedule for when this service runs?

so far it has not worked for me. Instructions should be very specific as to how many days before the time we need a ride do we have to sign up? What info is needed. What will it cost. How will you confirm. Does the driver call when on the way? Or how do we know that we don't have to call a Lyft or Uber? Also, Above, are those round trip? Will the driver wait let's say for a doctor visit. They may have to wait 2 hours for that.

The Go Sudbury taxi program has been very helpful to me for my medical appointments. Ty

I only use when I absolutely have to

Game-changer for our family when juggling medical appointments for my ailing father-in-law on dialysis, while our 2 children were in hybrid school during the pandemic. Thank you!!

Please let us know if you have any additional comments about the GoSudbury Taxi Program.

23 responses

Need more drivers. Fees should be, if possible, on a sliding scale based upon a person's ability to pay - eg limited source of income etc.

As above

One (out of 3) planned trips to Emerson Hospital for chemotherapy was so late that I had to drive myself to the appointment.

Same as above comments  
Us seniors volunteer uncountable hours  
Medical visits for free are well deserved  
Maybe A fee for groceries is acceptable

Taxi: Excellent program. We always tip driver and I'm concerned that some of those who do so may reduce tipping amount if cost becomes an issue, and that very low income people may not be able to use the program.

As above

Please let us know if you have any additional comments about the GoSudbury Taxi Program.

23 responses

Tommy Taxi driver was running late and I missed my medical appoint(last year)

I have used a taxi program to get to and return from Boston for dilated eye appointments, but I don't think it was a GoSudbury program. There was no charge.

form required answers for Taxi program but I have not used it. Please ignore those answers

My taxi was wrongly cancelled when unable to drive from a medical appointment after normal business hours. No one responded to voicemails at the COA. This is because the Outreach Coordinator wasn't knowledgeable about carriers and smart phones with wrong information provided initially. In other words, I was on my own with LYFT.

The higher the co pay makes a lower tip for the driver.

It is not very convenient.

See answer above re: Uber

I used the wheel chair van once but it was never available once school started. To be viable this needs to be available anytime during the day and I would be willing to pay a reasonable fee for the service.

OPTIONAL Please provide us with your name in case we need to follow up with any additional questions.

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35 responses

(names redacted from this document)