



Go Sudbury! Taxi: We would like your opinion!

Your feedback is important to us as we strive to make the Go Sudbury! Taxi Program as successful as possible. Please start with letting us know the email address you used when you signed up for the service.

Email *

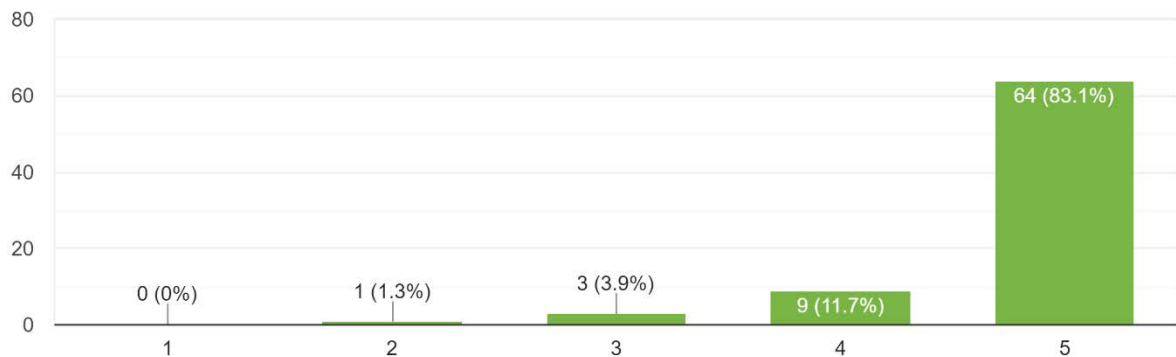
Valid email

This form is collecting emails. [Change settings](#)

Using a scale from 1 to 5, where 5 means you are extremely satisfied and 1 means you are extremely dissatisfied, please rate your ride with Go Sudbury! Taxi in the areas below:

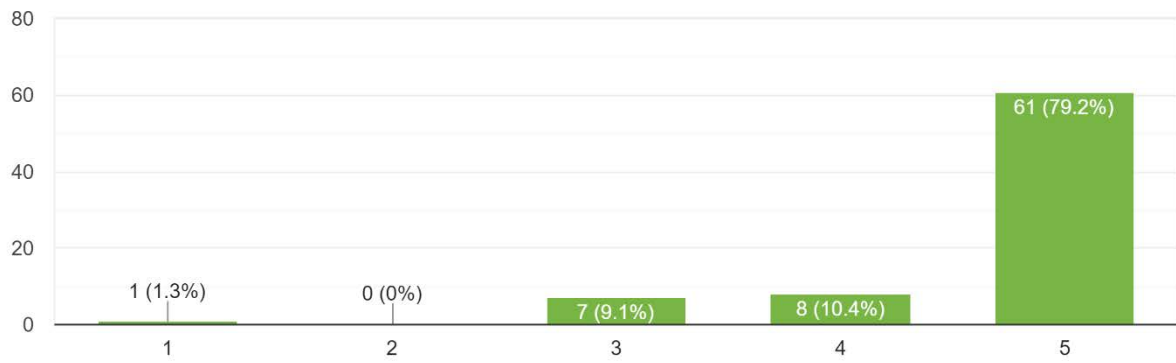
Ease of Scheduling Ride

77 responses



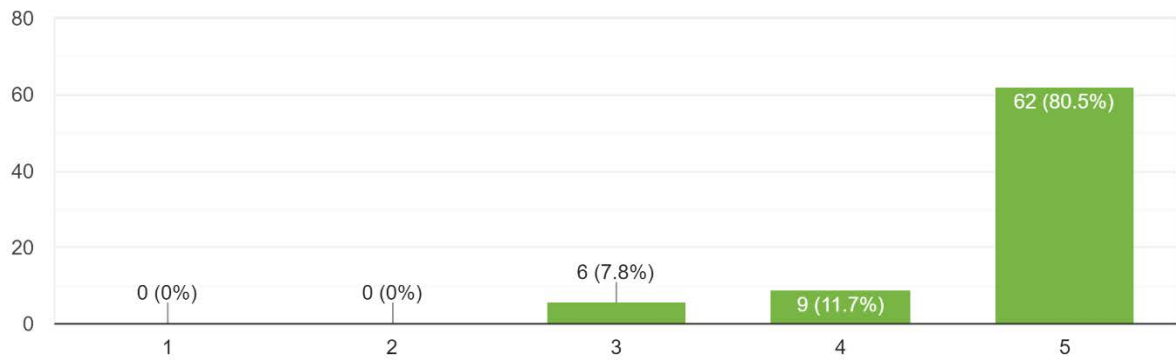
Driver (Overall)

77 responses



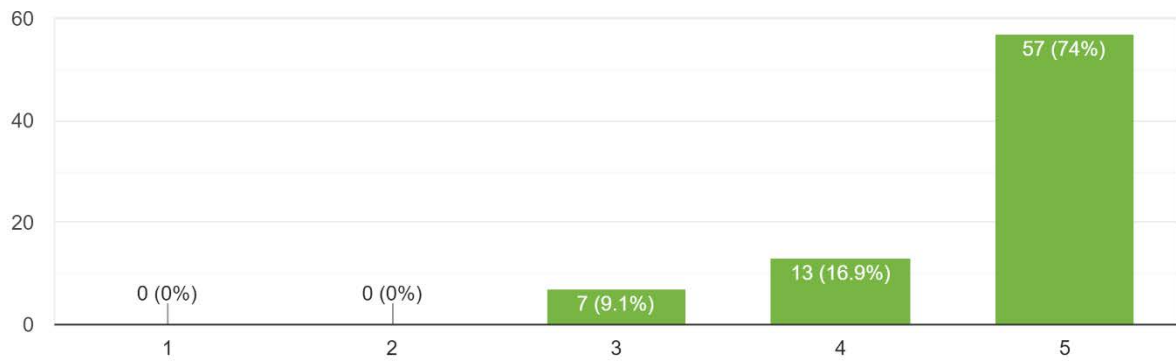
Compliance with Safety Regulations

77 responses



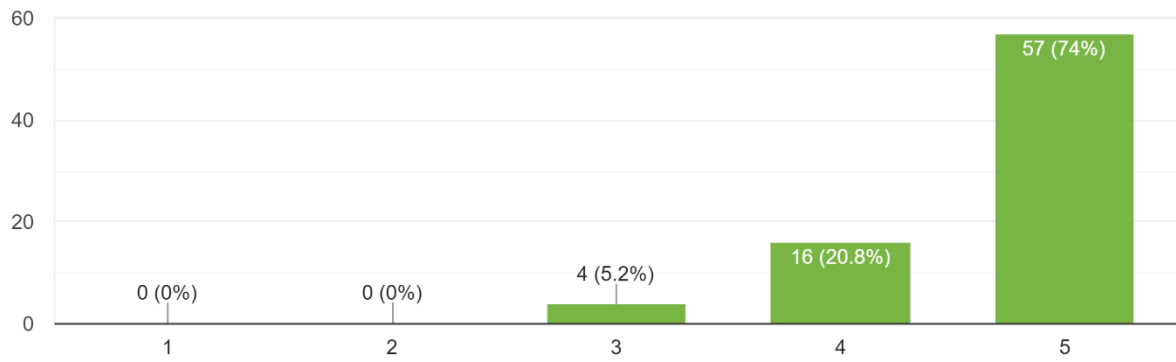
Punctuality of Driver

77 responses



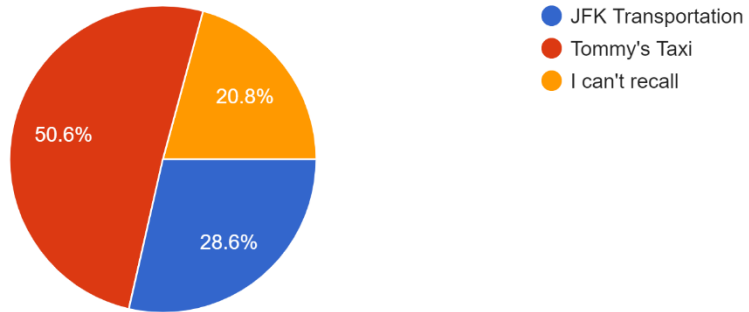
Overall Satisfaction

77 responses



Do you recall which Taxi Service picked you up?

77 responses



Finally, what other comments would you like to share to help us improve the Go Sudbury! Taxi Program?

77 responses

None

I love it

testing free text box

No comments

I think we are fortunate to have this service

It is a great program. I needed to get to my doctor 's appointment and the driver got me there on time.

Very courteous driver. Prompt. Knew the way so ride was efficient

Personable, on time, professional

Excellent service.

INSIDE THE CARS CLEANNESS, DRIVING TOO FAST

Very pleased!!!

I was incapacitated all summer and could not drive, so I was very happy to have the taxi service. The initial pickup was usually on time except when the driver was not given the unit number within this condo complex. He could be seen wandering all over and I would flag him down. It is very important to give the driver the entire address. JFK taxis were sent a few times. They were dirty and reeked of smoke. Smoking in a taxi is against the law, I believe. This was always denied. The Tommy's taxis were spotlessly clean. Some drivers got out and helped the rider (all seniors; many on their way to a medical appointment) get settled and fasten the belt. Others started driving before I was even buckled in. I always asked them to stop until I was safe. Most drivers had no masks on. Again, I had to ask them to wear a mask as I am immunocompromised. There should be more safety rules for the drivers. They are transporting elderly people! The pickups to go home were often very late. Sometimes I had to call and ask where they were since I was feeling stranded. The booking people were very helpful and accommodating. All in all, I appreciated the rides and will still use them for appointments too far for me to drive.

I like it.

Very happy to have this service available especially since one isn't always able to drive. Please remind people more frequently how to schedule the service and how far in advance.

I thought the process worked very well.

Driver to not have talk radio or sports radio in while passenger is in the car.

Very very grateful for the time spent providing this service
Us oldies are good value for Sudbury
No crime
never out in peak hour traffic
Volunteers
Personally I don't have a car
I am very grateful

They do all they can to accommodate every client. I am
Very pleased. Thank you.

Pick up is on time but return trip are late.

Nothing to specify as of now

My driver (Jeff #11) was the best, very smooth riding, excellent at conversation, extremely polite, on time in both directions. I would highly recommend him. Thank you

Excellent program!

I have used The service more than once and have used both JFK taxi and Tommy's taxi

Very good service. Thank you

All of my answers apply to JFK Transportation, which we've used many times. The one time we used Tommy's Taxi, the driver was about 20 minutes late in picking us up so we were worried about getting to the appointment on time during the entire ride to Boston, and the vehicle was a sedan, rather than a large SUV, so my partner found it quite uncomfortable due to back problems.

No comment

Very much appreciate this service provided by Sudbury. I'm a senior citizen that has been hospitalized a number of times this past year and having this taxi program help relieve a good amount of stress when the appointments were downtown. To all involved in the program my thanks.

Very satisfied with JFK and Tommys Taxi / excellent service- thank you

excellent rides and a delight!

I don't have

All is good. Best wishes!

I am so thankful for giving taxi service to the seniors. I also have to say that I am happy to know that the taxi companies have good and reliable drivers. We seniors need the service and the drivers need the job, therefore am thankful that we both benefit from it :)

Easy to use and great services

Go back to original prices

Yes, J.F.K Transportation has been very helpful to me for my rides to my doctor appointments. I have never been late, and they are always on time. Plus, they always pick me up in a van. Which helps with my medical transportation needs. Ty

I do not know

Getting involved and setting up rides with dispatcher were extremely quick, easy and everyone was thoughtful and helpful.

Drive #1 was dangerous(Sudbury to Lahey in Burlington) driver tailgated and braked late. In addition this driver was tapping on a keyboard on a console while driving and while tailgating. I said to the driver" If you're texting, I would like you to stop it" He replied, " I'm not texting, I am changing the route in the GPS." This keyboard tapping continued for half of the trip from Sudbury to Burlington. I think he may have changed the route more than once -all while driving.

Driver# 2 (Lahey Burlington to Sudbury was excellent.

A way to get to medical appoints when one does not drive. No changes needed. Appreciate this services.

Convenience, no changes needed.

I like that it's free and goes places that Sudbury Connection Van doesn't.

Easy to use.

I appreciate the service .

Taxi shakes and rattles , smells smoke, driver stop and go and takes lots of quick turns. No one likes jerks that stops fast and make quick turns +smells cigarettes . In addition, I couldn't see out of the window.

Driver always on time.

Make it easier to get into cab.

This a reliable way to get to medical appoints when I cannot drive.
My only complaint is that the SUV's used by JFK are not very comfortable.

If it was any easier they would have to schedule you a ride before you knew you needed it.

I used the service many times for four months. Some drivers got out and helped me into the seat and with the seatbelt. Others never moved from the driver's seat and started the car while I was still struggling with the seat belt. Some went through stop signs, others stopped. Some were careful drivers, others weren't. I was sent JFK taxis a few times. They stank of cigarette smoke and so did I when I arrived at my medical appointments. In general, more training is needed for the drivers who are transporting SENIORS in this program, and more checking on the condition of the cabs would help, such as unannounced inspections. Mostly, I was very grateful to have this service after an injury when I couldn't drive myself.

It was great

It is great

Great service.

No improvement. Such a helpful service!

All of my answers are with regard to JFK, which provided excellent service for approximately a dozen trips to Boston doctors... or more. The 2 times we had to use Tommy's were awful. The first time they were 20 minutes late and we arrived 5 minutes late for appt. The 2nd time, last week, taxi picked us up 15 minutes before the appt. at a Boston Hospital. We decided not to go because they said the driver couldn't wait until we found out if the dr. would see us (during her lunch hour) and we couldn't trust that the company would have us picked up after a reasonable time. Driver was obviously upset with us, and it wasn't his fault! We'll postpone Dr. appt. until JFK is available if we are assigned Tommy's again.

I love it.

I have not used the taxi for quite awhile but they were always excellent

Excellent service

No complaints or suggestions

Wonderful program - thank you

This program has been absolutely amazing for me. I have broken my right foot very badly . This program has been incredible for getting me to doctor appointments. Thank you

Excellent driver on time, professional.

We need them for sudbury

I hope this service continue for many more years to come.

I am very pleased with tr sevicespecially because it gives job to lots of people and help seniors that would not have any other way to get to their appointments. It's a great community service!!!

JFK AND TOMMY'S .MOST CARS ARE DIRTY, SMELLING, DRIVERS NOT NICE

I was unable to schedule a ride to get to a procedure at Emerson Hospital at 9 AM. I would be happy to pay an increased price for this service, as I indicated in a previous survey. My husband is blind, so I don't have transportation for my own medical procedures.

The rates are littler higher.

We usually use Sudbury transportation and our insurance gave free transportation

Good luck!

Life saver for my medical appointments
Health insurance tells me where I MUST go
Thank you to everyone

In the past I have used JFK which was good, but with Tommy's taxi it has varied by driver. Most have been good, but there have occasionally issues. Once when it was very hot all the cool air was directed only on the driver so I was extremely hot for an hour long drive. Twice on my return home from Boston they sent a 3 seat van which was extremely difficult for me to get in and out of, which I only managed to do from the driver's side. One was obviously a heavy smoker. The other rides were ok and sometimes. Dry pleasant.

Keep giving the same type of service

JFK has always showed up on time for my appointments. They are very professional in what they do for a transportation service. Ty

Sometimes it's hard to understand the dispatcher as he/she talk very fast and background noise. I am enormously grateful for this service. So useful to me.

Do not stop giving us this service please and do not change a thing. Thanks very much.

It is a wonderful service.I particularly like JFK taxi..cleaner and more timely.This has made my Boston appts. with doctors so much easier.I am grateful.