



Go Sudbury! Uber: We would like your opinion!

Your feedback is important to us as we strive to make the Go Sudbury! Uber 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](#)



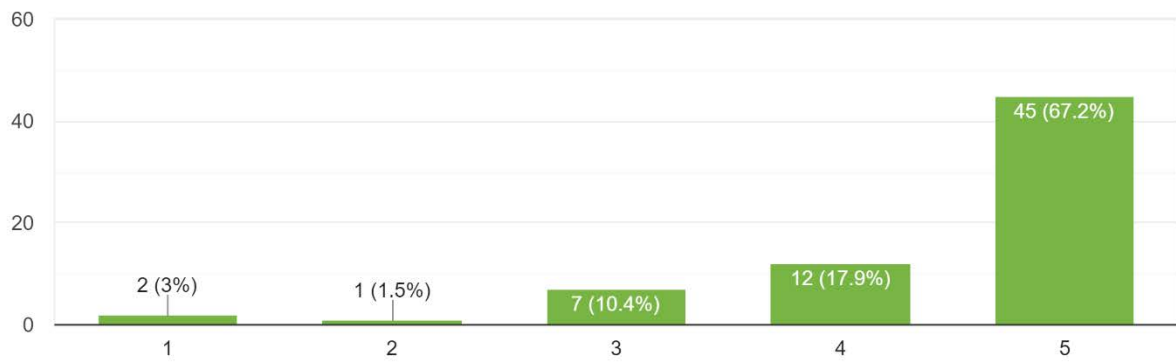
Using a scale from 1 to 5, where 5 means you are extremely satisfied and 1 means you are extremely dissatisfied, please rate your ride with Go Sudbury! Uber in the areas below:



Description (optional)

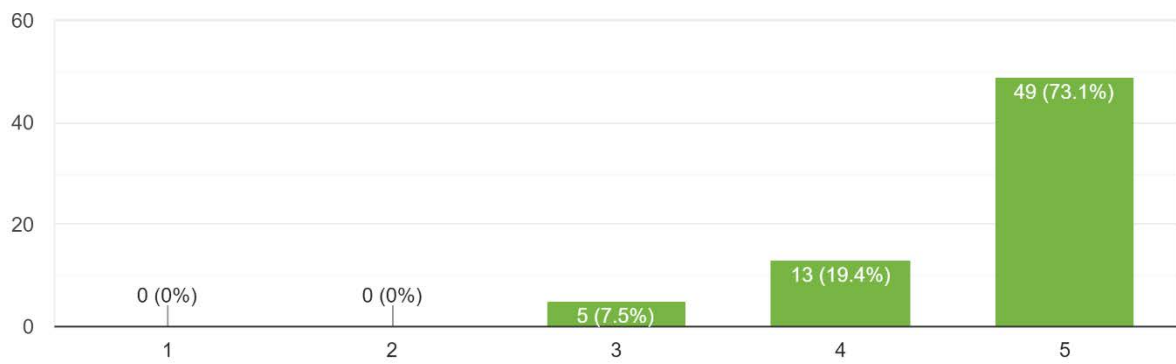
Ease of Scheduling Ride

67 responses



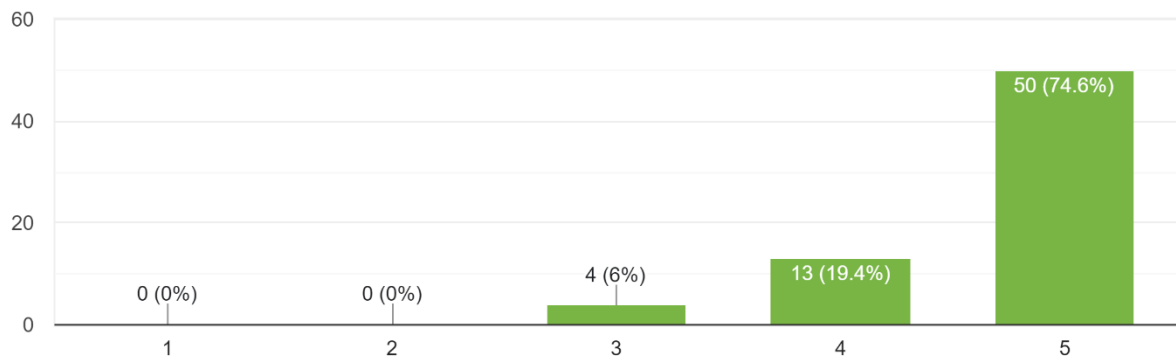
Driver (Overall)

67 responses



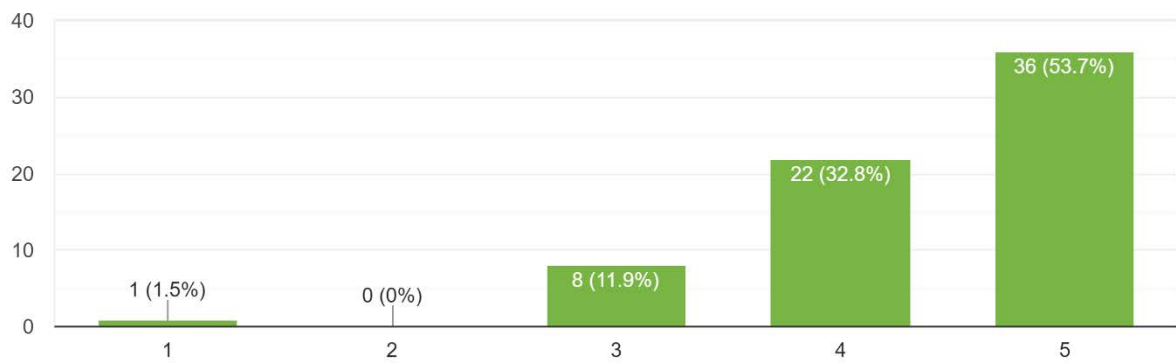
Compliance with Safety Regulations

67 responses



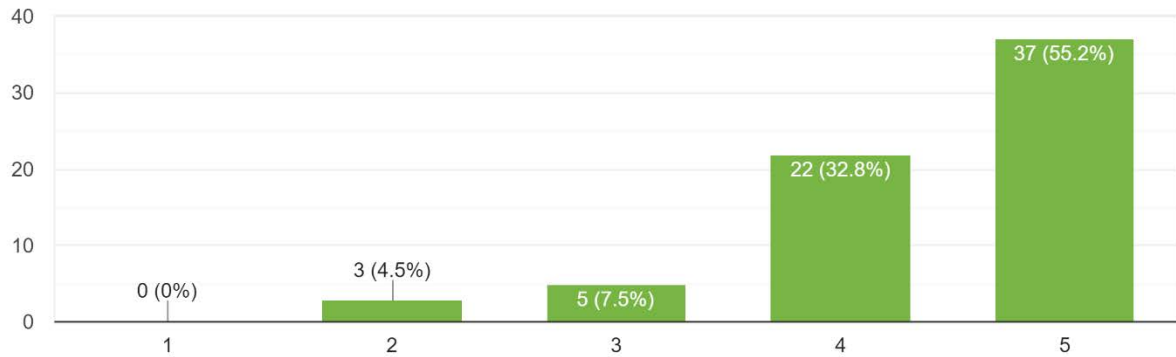
Punctuality of Driver

67 responses



Overall Satisfaction

67 responses



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

67 responses

The program has been very helpful to me. Ty

testing freeform text box

Not being able to use this service on the weekends makes going to the pharmacy to pick up my medication a problem it would be helpful to have a couple rides available for weekends. Maybe 2 a month.

Great service. Thank you.

Very satisfied with overall experiences

This program is extremely helpful! Thank you!

Have only used JFK once so far but was very pleased!!

Driver cancelled ride at last minute and affected my travel schedule.

GREAT SERVICE, PLEASE KEEP THIS SERVICE

Allow more than 20 rides per month

There's a lot of us that live in Sudbury vet do not have a car and it's AND MANDATORY NECESSITY TO BE ABLE TO GET TO AND FRO VIA A AUTOMOBILE THAT SHOULD CLEARLY BE EXCEPTIONS TO THE RULE AND UBER DOES NOT REIMBURSE YOU WHEN THEY OVERCHARGE YOU YOU JUST HAVE TO EAT IT I DON'T KNOW HOW MANY TIMES I HAD TO EAT AND EXTENDED COST AND THAT'S TOTALLY UNFAIR

More available drivers

I have not personally used it yet, but others have told me they are pleased. I tried to answer by what I have heard. Thanks

Going from \$ 1 to \$3 is little high

Rates r increased sharply especially above 10 miles

The Uber program is amazing and drivers are WAY better than the taxi drivers 😊

We had some problem in booking and had to pay non subsidized charge.

This is a wonderful service to provide! Thank you!

Love it!

From the Logan Express bus, late at night, no Ubers would respond to any pick-ups. They would cancel, wasting time, and not re-assigning the ride. I used Lyft instead.

The out of pocket slabs are really more and particularly for short distances. I hope we can review them.

It's really excellent. I appreciate that it is available to me

More drivers

NOne at this time

I absolutely love this service. I have saved hundreds of dollars and I am now able to afford going to more places.

A couple of times when I had to go close by in Sudbury they would get here ok. Difficult getting back.

Ok

All is good thank you.

Clarify where the pick up points are.

A driver responded but cancelled the ride in last minute without given any reason. It caused some inconvenience.

\$3/5/15 if possible reduced to \$ 2/4/12

None. It's great!

The copay is okay but the fact I have to tip out of my account as well makes it difficult to maintain a good enough rating to easily get a ride

If the copay can be reduced to reasonable rates will be nice especially \$15.

Recently signed up. Used twice, averaged answers. Uber app a little clunky but that's on them not you. Don't like fairly frequent solicits from them. Couldn't reserve in advance for less than ~\$30, didn't reserve. Even w/out res. still seems a little pricey with tip but guess I can't complain. I understand folks were "abusing"(?) the free rides. Thanks for the opportunity.

Thank you for the assistance

I was very satisfied until. Saw the bill It was for the full amount. I only went to 125 Boston post rd. I was charged 8.90

I was supposed to be charged the rate for Go Sudbury Uber, but twice I wasn't. I don't know what caused that. Maybe I was supposed to click on business instead of personal. I will try that next time.

I think it runs very smoothly

Great program

Love it!

Has always been an excellent experience

We need this type service to stay in Sudbury after 50 years. We put very little financial burden on town via schools, etc, we've paid taxes for years. We're a good investment to keep in town!! Support our needs.

This program is FANTASTIC!! I have broken my right foot very badly and am not able to drive. This program has been exactly what I need to be able to go places and get things done. My only wish is that I could go to Logan airport.

Please provide more drivers

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I recommend it

The system works very well! Everyone is extremely respectful, courteous, and helpful!! This is a wonderful program, thanks so much!!

THE UBER CHARGES IS TO HIGH FOR LOW INCOME PERSON

No comment

Sometime we face difficulty in getting subsidized quote. In past I had to pay unsubsidized rate.

I have not tried to use it very often, but the first time I tried the ride switched over to my regular Uber account, because I need to order ahead so I could get somewhere for an appointment. The last time I road one back home. Last Friday I needed to be somewhere by a set time appointment and when I had to call I had lost what I thought was my app although I found out I had only lost my short cut and the information would still be there if I reloaded app. Maybe Uber is ok for shopping, but it is difficult for appointments since you since you can not set up the ride's ahead ahead of time. These are appointments other than doctor appointments.

Note that Go Sudbury must be accessed through the Business link in Uber.

Glad that Sudbury has this program

I'm grateful for the program, but I don't use it very frequently. Raising the age limit to 60 was wise.

Thanks to Sudbury!

This program is very helpful!

Go back to original prices

I have to reactivate my account every month

I am brand new to the program so have not booked a ride yet so I had to give neutral answers. I was considering using GoSudbury Uber to go to a conference on disability tomorrow in Somerville, but I know the budget is tight, so I will pluck up my courage and drive myself in spite of not being familiar with that area at all. My personal budget can tolerate the cost of the trip and others have greater need.

Hopefully it will continue

Th Go Sudbury program has been very helpful to me. I am able to get to my doctor's appointment now.

Unfortunately, I have had two no shows. I am very grateful for the program. Thank you.

Connectivity to this program is question. Uber representative do not help in establishing connectivity in Gosudbury program. At the moment I am not able to book Uber at subsidized rate under GOSUDBURY PROGRAM. It does not work when required.

Everything is great with me