

Proposed Additional Language for Uber and Taxi Policies and Procedures

For the Section in the Application on Ride Frequency/Late Fees/Cancellations

Debra Galloway

11/21/22

GoSudbury Uber Program

Following Policy Guidelines

Participants in the program are expected to read and follow guidelines in the GoSudbury Uber Program Policies and Procedures*. Should a participant fail to follow a policy, the participant will receive verbal warning from the program staff. A participant who fails to follow a policy for a second time, will be contacted both verbally and in writing. If there are subsequent offenses, the participant will be contacted verbally and in writing and may lose access to the program for one month. Participants who fail to follow policy a subsequent time, will be permanently removed from the program.

Participants in the program may appeal a program suspension by emailing or writing to the Director of the Sudbury Senior Center, who will hear the appeal along with two members of the Transportation Committee. A decision will be made within 2 weeks and the decision will be final.

*GoSudbury Policies and Procedures are explained in the GoSudbury online application and also available at the GoSudbury webpage at ????.

*(Suggest we add the Policies and Procedures to the website.)

Frequency of Rides

The Go Sudbury! Uber Program allows each registered participant to access up to 20 one-way rides per month. Participants are responsible for keeping track of their rides each month and ensuring that they do not exceed the 20-ride limit.

Non-transference of Benefit

Usage of the GoSudbury! Uber program benefits are not transferable to other persons. Participants who allow others to use their GoSudbury program benefit will be removed from the program.

Questions and Feedback

Please contact Ana Cristina Oliveira, Senior Center Outreach Specialist with questions or feedback regarding the GoSudbury Taxi Program at 978-639-3268 or oliveiraa@sudbury.ma.us.

GoSudbury Taxi Program

Following Policy Guidelines

Participants in the program are expected to read and follow guidelines in the GoSudbury Uber Program Policies and Procedures*. Should a participant fail to follow a policy, the participant will receive a verbal warning from the program staff. A participant who fails to follow a policy for a second time, will be contacted verbally and in writing. If there are subsequent offenses, the participant will be contacted verbally and in writing and may lose further access to the program, up to indefinite suspension.

Participants in the program may appeal a program suspension by emailing or writing to the Director of the Sudbury Senior Center, who will hear the appeal along with two members of the Transportation Committee. A decision will be made within 2 weeks and the decision will be final.

*GoSudbury Policies and Procedures are explained in the GoSudbury online application and also available at the GoSudbury webpage at ???.

*(Suggest we add the Policies and Procedures to the website.)

Frequency of Rides

The Go Sudbury! Taxi Program allows each registered participant to access up to 20 one-way rides per month. Participants are responsible for keeping track of their rides each month and ensuring that they do not exceed the 20-ride limit.

Late Fees

Fees for late arrival to a ride drain funds from the program and affect all participants. GoSudbury! Taxi Rides program participants are asked to minimize~~limit~~ the late fees that are expended when using the Taxi service.

Cancellation/Rescheduling Policy

Fees for ride cancellation drain funds from the program and affect all participants. Go Sudbury! Taxi Rides Program participants are asked to minimize~~limit~~ the number of times they cancel or reschedule rides.

Questions and Feedback

Please contact Ana Cristina Oliveira, Sudbury Senior Center Outreach Specialist with questions or feedback regarding the GoSudbury Taxi Program at 978-639-3268 or oliveiraa@sudbury.ma.us.