

# Go Sudbury! Taxi Rides Program Application

Welcome to the Go Sudbury! Taxi Rides Program. The Go Sudbury! Taxi Rides program is a Town and Grant funded, fully subsidized, transportation program to get from one place to another if no other public transportation is available.

The goals of the project are to help those with transportation needs, while learning what types of transportation are most needed in Sudbury and when they are needed.

Please note: This program has limited funding -please utilize it during the time you would not be able to use other transportation.

The application should take no longer than 5-10 minutes. This information will be reviewed by Town staff, who may call you with a question and a request for documentation. If eligible, you will be contacted via email or phone when your service has been activated.

If you need help with the application, please contact Ana Cristina Oliveira, Outreach and Information Specialist for the Sudbury Senior Center, at 978-639-3268 (Monday - Friday, 9:00 AM - 4:00 PM) or [OliveiraA@sudbury.ma.us](mailto:OliveiraA@sudbury.ma.us).

To get started tell us your email address below:

[Switch account](#)

\* Required

Email\*

Your email

***All riders are responsible for reading and following the Program's Policies and Procedures. Please take a moment to review our policies and procedures below.***

## **Go Sudbury! Taxi Rides Program – Policies and Procedures**

### **Who may use Go Sudbury! Taxi Rides?**

You are eligible for this service, if you are a

- Sudbury resident or

- A person with a child enrolled in Sudbury Public Schools or Lincoln-Sudbury Regional High School or
- A person who works in Sudbury

**AND**

if you meet one or more of the following criteria:

- 60 years of age or older
- 18 years of age or older with a disability that limits driving
- Active-duty military, Reserves, National Guard, or veteran of the armed forces
- 18 years of age or older with financial need

\*\*\*Children under age 12 must be accompanied by an adult\*\*\*

**Please note:**

**Program funding is limited and changes to the program may be made at any time, including a change in service access. Please be sure to check emails and phone messages to keep up with any program changes or updates.**

**How does do I access the program?**

First, complete this application form and your information will be reviewed by Town staff, who may call you with a question or for documentation.

Eligible rides include: rides to healthcare appointments, including doctor appointments, as well as therapy appointments (such as physical, behavioral, chemotherapy), or related medical services or testing appointments.

Wheelchair Accessible Vehicle (WAV) service is available. Individuals needing WAV service may use Taxi Rides for **medical and other essential purposes also**. The town has contracted with two **(three)** taxi businesses: Tommy’s Taxi in Framingham for sedan transportation; and JFK Taxi in Natick, **(as well as Annex Transit in Chelmsford)**, for wheelchair accessible van service and sedan transportation.

**Program Guidelines**

1. All rides must begin or end in Sudbury.
2. The ride service area is within Sudbury and up to 25 miles outside of Sudbury.
3. **There is a limit of 20 6 rides (one way) per rider per month.**

4. For approved riders under the proposed program needing to travel to facilities accessible by public transportation and able to navigate independently, taxi service will be provided to relevant MBTA, MWRTA, and commuter rail pickup locations by the taxi companies.

Rides are scheduled through the CrossTown Connect Dispatch Call Center.

Dispatch Hours: Monday to Friday 8:30 AM – 4:00 PM.

Phone Number: 978-844-6809

Rides must be booked with dispatch 24 hours in advance.

Passengers will be contacted by dispatch if their trip can't be booked as requested for any reason.

All participants should receive an automated reminder phone call from "Easy Rides" the night before their trip is scheduled.

Hours of Taxi Service:

### **JFK Transportation**

JFK Transportation standard taxi vehicle hours: 5:30 AM – 8:00 PM

Wheelchair accessible vehicles (WAV) available only Monday- Friday from 5:30 – 7:00 AM, 9:30-1:00 and 4:00-8:00 PM.

JFK Transportation weekend hours are Saturday and Sunday, 6:00 AM to 8:00 PM – includes both standard and WAV.

### **Tommy's Taxi Transportation**

Tommy's Taxi hours of operation are Sunday through Thursday 5 AM to 1 AM; Friday & Saturday 5 AM to 2 AM; open 365 days a year, including all holidays. Standard vehicles only, no WAV access.

### **Annex Transit**

~~Hours of operation are Sunday – Saturday, 6:00 AM – 11:00 PM – both standard vehicles and wheelchair accessible vehicles (WAV).~~

### **Rider Questions**

Questions about booked trips should be directed to CrossTown Connect Dispatch during regular hours and directly to the taxi company after dispatch is closed or the same day of a

ride. All phone messages received after hours and on weekends will be returned the next business day.

### **Frequency of Rides**

The Go Sudbury! Taxi Program allows each registered participant to access 20 6 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 6-ride limit. Participants can ask the dispatch center at CrossTown Connect for a summary of rides taken.

### **ADD NON-TRANSFERENCE OF RIDES**

#### **Failure to Follow Policies**

Participants in the program are expected to read and follow the GoSudbury Taxi 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 second time, will be contacted verbally and in writing.~~ If there is a third SECOND offense, the participant will be contacted verbally and in writing and may be suspended from the program for up to 30 days. Participants who fail to follow policy a subsequent time ~~may~~ WILL be permanently removed from the program.

#### **Late Fees and Cancellation/Rescheduling Policy**

Fees for late arrival or ride cancellations use funds from the program and affect all participants. Go Sudbury! Taxi Rides Program participants are asked to limit the number of times they are late to a ride or cancel or reschedule rides.

Excessive late or cancellation fees will result in contact by program staff by phone and in writing and may result in suspension from the program, or loss of program access per the above guidelines on "Failure to Follow Policies".

#### **Appeal Process**

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. Contact the Director at [gallowayd@sudbury.ma.us](mailto:gallowayd@sudbury.ma.us) or in writing to:

Debra Galloway  
Sudbury Senior Center  
40 Fairbank Rd., Sudbury, MA 01776

## Questions and Feedback

Please contact Ana Cristina Oliveira, Senior Center Outreach Specialist with questions or feedback regarding the Taxi Rides service at 978-639-3268 or [oliveiraa@sudbury.ma.us](mailto:oliveiraa@sudbury.ma.us).

I have read and agree to follow the above Go Sudbury! Policies and Procedures.\*

### TOWN OF SUDBURY GO SUDBURY! TAXI RIDES PROGRAM DATA WAIVER NOTICE

Please read the following Terms and Conditions carefully before registering for the GO Sudbury! Taxi Rides Program. Your access to and use of GO Sudbury! Taxi Rides Program services is based on your acceptance of these Terms. These Terms apply to all users and others who access or use the GO Sudbury! Taxi Rides Program. By accessing or using the GO Sudbury! Taxi Rides Program, you agree to be bound by these Terms. If you disagree with any part of the Terms, we will conclude that you do not wish to access the service. Please be assured this information will not identify individual GO Sudbury! Taxi Rides Program users and will only be used for analytical purposes. The Town of Sudbury's goal is to better serve your transportation needs.

**TERMS AND CONDITIONS:** By using the services available through the GO Sudbury! Taxi Rides Program, certain information relevant to your use will be made accessible to Town of Sudbury officials or employees that qualifies you to use the service, as well as the contractors. Certain information relevant to your use also will be made available to the Town of Sudbury Transportation Committee for analytical purposes, and such information may be subject to disclosure under applicable law, including but not limited to the Public Records Law. This information includes, but may not be limited to, Trip ID, Request Date, Request Time, Actual Pick Up Date, Actual Pick Up Time, Pick Up Street and Zip Code, Drop Off Street and Zip Code, Drop Off Date, Drop Off Time, Service (e.g., WAV, van pool, etc.) and Distance. To the extent permitted by law, the Town of Sudbury Transportation Committee agrees to use and maintain this information in accordance with state and federal laws concerning the security, confidentiality, and safeguard of personal information and right of privacy.

I have read and agree with the above Terms and Conditions.\*

### TOWN OF SUDBURY Release of Claims, Indemnity, and Hold Harmless Agreement Resident Participation in GO Sudbury! Taxi Rides Program

I, the undersigned, in consideration of my participation in the GO Sudbury! Taxi Rides Program, and for other good and valuable consideration hereby acknowledged, do hereby agree on behalf of myself, my heirs, and personal representatives, to forever RELEASE the Town of Sudbury, and its departments, employees, officials, boards, committees, agents, staff, representatives, officers, volunteers, successors, assigns, or contractors (the "Releasees"), from any and all claims, actions, rights of action and causes of action, damages, costs, loss of services, expenses, compensation, and attorneys' fees that may have arisen in the past, or may arise in the future, directly or indirectly, from known and unknown personal injuries or property damage which I may suffer as the result of riding with Tommy's Taxi, Inc. and/or JFK Transportation, Inc. and/or Annex Transit in connection with the GO Sudbury! Taxi Rides Program (the Program).

I acknowledge and agree that I assume all risks associated with riding with Tommy's Taxi, Inc., JFK Transportation, Inc., Annex Transit, and participating in the Program, including the possibility of contracting COVID-19 as a result of my participation in this program, and that such participation is voluntary and self-directed and not supervised by any agent or employee of the Town of Sudbury, and that riding with Tommy's Taxi, Inc. and/or JFK Transportation, Inc. and/or Annex Transit, and participating in the Program may expose me or my property to the risks of injury and damage resulting from such participation and use. I also promise to and will INDEMNIFY, REIMBURSE, DEFEND, and HOLD HARMLESS the Releasees against any and all legal claims and proceedings of any description that may have been asserted against any of the Releasees in the past, or may be asserted in the future, directly or indirectly, including damages, costs and attorneys' fees, arising from personal injuries to any person or property damage to any property to the extent caused by me in connection with such participation and use.

Although Tommy's Taxi, Inc., JFK Transportation, Inc., and Annex Transit will follow COVID-19 safety protocols as recommended by the Centers for Disease Control and Prevention (CDC), there is no guarantee the ride will not have a risk of exposure to the COVID-19 virus.

I acknowledge my involvement in this voluntary program may expose me or my family members to risks of personal injury or death resulting, as well as the exposure to harm such as may be presented by the COVID-19 virus.

I hereby acknowledge and agree I will not allow myself to attend or participate in any program or portion thereof if I am sick or are displaying symptoms of COVID-19, or any other contagious **illness, or if I have been in close contact with someone displaying such symptoms.**

I hereby further agree for myself, my successors, assigns, heirs, and personal representatives not to sue the said Releasees on account of any such claim, demand or liability, etc. released by me in this instrument. I have carefully read this release of liability, and understand and voluntarily agree with it, and accept its terms and conditions.

I have read and agree with the above Data Waiver Notice and Release Agreement.\*

You're done - Let's GO! Click SUBMIT below.

Updated: Jan. 3, 2023