

# Go Sudbury! Uber Rides Program Application

Welcome to the Go Sudbury! Uber Rides Program. The Go Sudbury! Uber Rides Program is a Town-funded, partially subsidized, transportation program to get from one place to another if no other public transportation is available. Grant funding may also help support the program.

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 times 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:

Click NEXT below:

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

## Go Sudbury! Uber Rides Program – Policies and Procedures

### Who may use Go Sudbury! Uber Rides?

You may qualify 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 also 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

**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 do I access the Program?**

You must have a private account with Uber on your smartphone for this service. An Uber Clinic Technology Support volunteer will assist participants with issues relating to downloading and using the Uber application on your smartphone for this program. Approved rides will be reserved via your Go Sudbury! supplemental account.

Eligible rides include:

- Medical, dental and therapy (physical, occupational, behavioral) appointments
- Employment
- Grocery and other shopping trips
- Social visits
- Connection to bus or trains to get to other destinations (Logan Airport, etc.)

Uber Rides is not able to provide wheelchair accessible vehicles (WAV) at this time. You may apply for the Sudbury Connection Van Service for WAV rides to most destinations within Sudbury and medical and some shopping destinations in surrounding towns. You may also apply for the Go Sudbury! TAXI Rides program for medical rides up to 25 miles from Sudbury.

Should you have questions or need further assistance, please contact Ana Cristina Oliveira, Outreach and Information Specialist, at the Sudbury Senior Center, at 978-639-3268, or [oliveiraa@sudbury.ma.us](mailto:oliveiraa@sudbury.ma.us).

## 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 4 rides (one way) per rider per month.**
4. Service is provided to the Logan Express Shuttle in Framingham, but not to Logan Airport.
5. For approved riders under the program needing to travel to facilities accessible by public transportation and able to navigate independently, transportation will be provided to/from relevant MBTA, MWRTA, and commuter rail pickup locations.
6. The copay for a ride is based on the distance of the ride.
  - For a ride up to 5 miles the co-pay is \$3.00.
  - For a ride between 5 and 10 miles the co-pay is \$5.00.
  - For a ride longer than 10 miles the co-pay is \$15.00.

Please note that the applicable co-payments will be deducted from your personal credit card account with Uber.

After you are approved as a new Go Sudbury! program participant, Uber will send you an activation email; once you are activated, you can begin using these services for the approved destinations.

## Frequency of Rides

The Go Sudbury! Uber Program allows each registered participant to access 20 4 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 4-ride limit.

## Failure to Follow Policies

Participants in the program are expected to read and follow the guidelines of the Go Sudbury! 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 a second time, will be contacted both verbally and in writing.~~ If there is a **SECOND** ~~third~~ offense, the participant will be contacted verbally and in writing and may lose access to the program for up to 30 days. Participants who fail to follow policy a subsequent time, **may will** be permanently removed from the program.

## Non-transference of Benefit

Usage of the GoSudbury! Taxi program benefits are not transferable to other persons. Participants who allow others to use their GoSudbury program benefit will lose access to the program **IMMEDIATELY.**

## **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**

Should you need further information, or have a question or concern, please contact Ana Cristina Oliveira, Outreach Specialist, 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).

You can also access transportation information at the Sudbury Transportation Committee webpage [www.sudbury.ma.us/transportation](http://www.sudbury.ma.us/transportation) or at the Sudbury Senior Center webpage at [www.sudburyseniorcenter.org](http://www.sudburyseniorcenter.org).

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

## **TOWN OF SUDBURY**

### **Release of Claims, Indemnity and Hold Harmless Agreement**

### **Resident Participation in GO Sudbury! Uber Rides Program**

I, the undersigned, in consideration of my participation in the GO Sudbury! Uber 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 Uber Technologies, Inc., in connection

with the GO Sudbury! Uber Rides Program (the Program).

I acknowledge and agree that I assume all risks associated with riding with Uber and participating in the Program, and that such participation is voluntary and self-directed and not directly supervised by any agent or employee of the Town of Sudbury, and that riding with Uber 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.

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.

### **Terms and Conditions for your GO Sudbury! Uber Program Application**

Please read the following Terms and Conditions carefully before submitting your GO Sudbury! Uber Rides Program application. Your access to and use of the GO Sudbury! Uber 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! Uber Rides Program. By accessing or using the GO Sudbury! Uber 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! Uber Rides Program users and will be used only 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! Uber Rides Program and the Uber services available through RideRC, certain information relevant to your use will be made accessible to the Town of Sudbury officials, or employee that qualifies you to use the service, and RideRC, as well as the contractor. 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, UberX, Uber Pool, etc.) and Distance. 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.\*

Updated: Jan. 3, 2023