

## **RESULTS OF TAXI SURVEY (8/23)**

With thanks to Ana Cristina Oliveira, we have results from more than 40 residents who are registered for the GoSudbury Taxi program. Using appreciative inquiry, she asked for and received feedback on three questions (the same posed in the survey of residents using the GoSudbury Uber program). Below, representative verbatim answers are given for each question:

1. What worked well?
  - a. Going to medical appointments in Boston
  - b. Being able to get to my healthcare appointments
  - c. When I needed help to get there, the driver was very helpful and in time for appointments
  - d. Reliability
  - e. I don't have to be stressed trying to figure out how to get to my medical appointments.
  
2. What would you want changed so the program can be even more effective?
  - a. Making an urgent visit to doctor (not needing 2 days' notice)
  - b. More rides
  - c. Having the driver know my cell phone in case of delays (they often call my home number and I am not there but waiting for return ride home)
  - d. Having online request option instead of just telephone
  
3. Any more comments
  - a. I really appreciate it! It has been great for me
  - b. I think it's a wonderful option and opportunity to have this service
  - c. For those of us on fixed income, the free service is so helpful
  - d. Drivers are very pleasant
  - e. If it was not for this program, I could not get to my monthly doctor's appointments.
  - f. We are very grateful for this program, which enables my partner to see the specialists in Boston who would no otherwise be available to him