

## **Proposed Additional Language for Uber and Taxi Policies and Procedures**

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

Debra Galloway

11/18/22 **DRAFT!!!**

### **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 ~~not fail~~ **fail** to follow a policy, the participant will receive a verbal ~~warning~~ **guidance** from the program staff. ~~A~~ **A** participants who ~~break the rules~~ **fails to follow a policy** a second time, will be contacted by phone (**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~~. (**Do we want to define two stages? One-month suspension; then permanent removal?**)

\*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 20 one-way rides per month. Participants are responsible for keeping track of their own rides **each month** and ensuring that they do not exceed the **20-ride** limit.

#### **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](mailto: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 not follow a policy, the participant will receive a verbal warning from the program staff. Participants who break the rules a second time, will be contacted by phone 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. (I suggests same edits as for Taci program.)

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## **Frequency of Rides**

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## **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 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 limit the number of times they cancel or reschedule rides. Excessive rescheduling and cancellation of rides is costly to the program.

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