





Do you recall which Taxi Service picked you up? \*

- JFK Transportation
- Tommy's Taxi
- I can't recall

Finally, what other comments would you like to share to help us improve the Go Sudbury! Taxi Program? \*

Long answer text

45 responses



Accepting responses

Summary

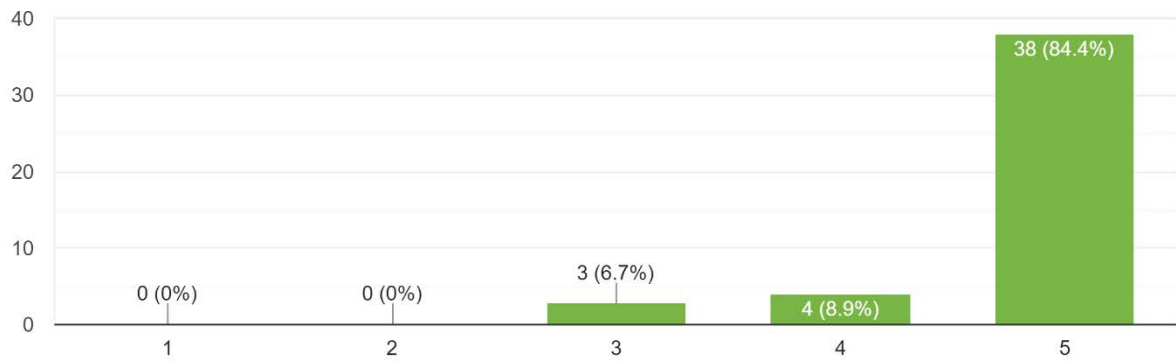
Question

Individual

Using a scale from 1 to 5, where 5 means you are extremely satisfied and 1 means you are extremely dissatisfied, please rate your ride with Go Sudbury! Taxi in the areas below:

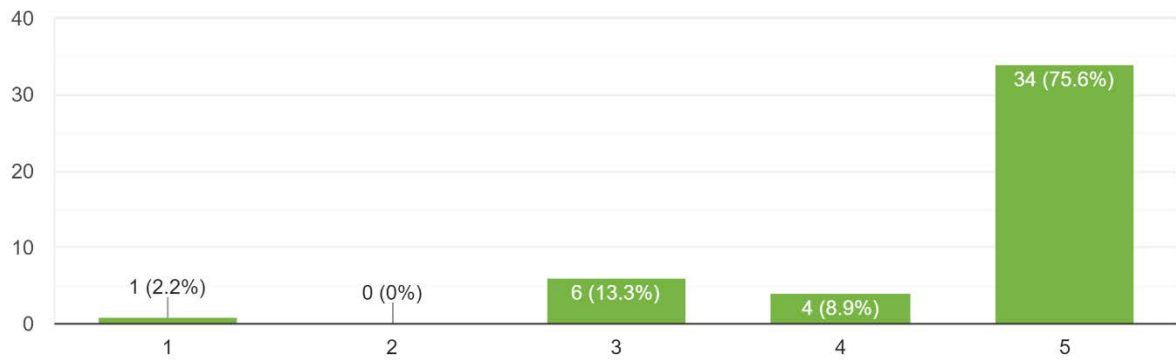
### Ease of Scheduling Ride

45 responses



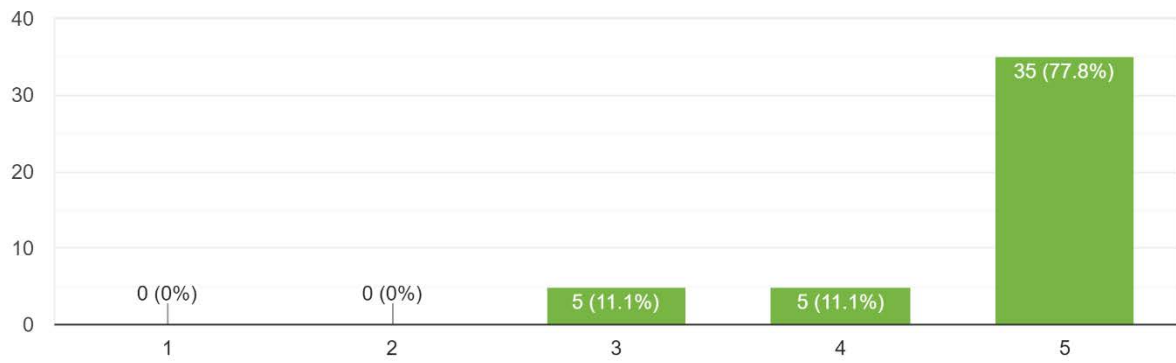
### Driver (Overall)

45 responses



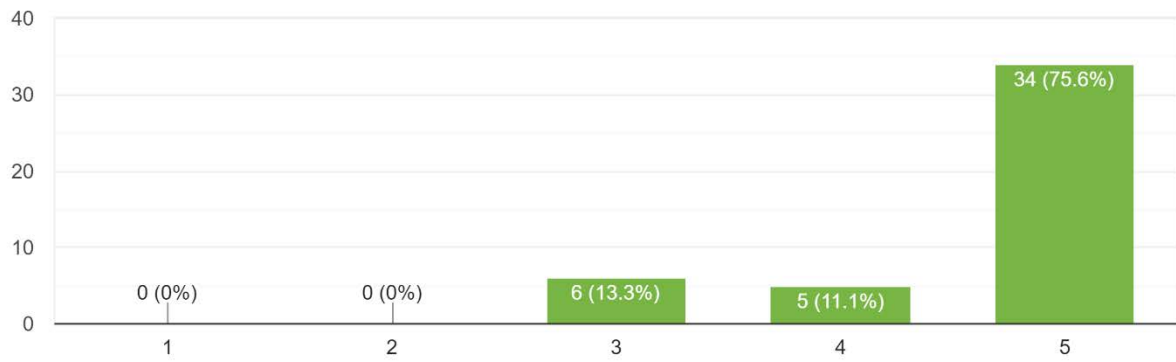
### Compliance with Safety Regulations

45 responses



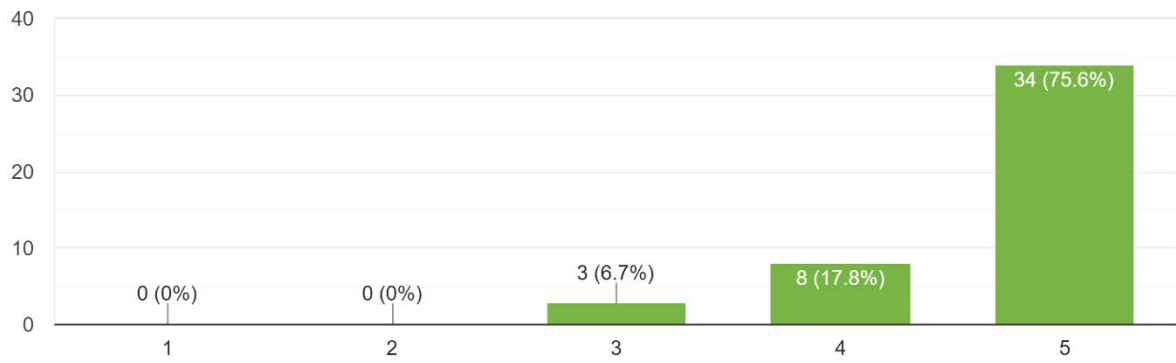
### Punctuality of Driver

45 responses



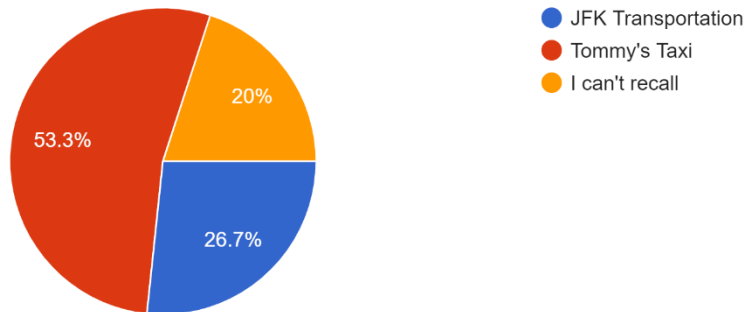
### Overall Satisfaction

45 responses



### Do you recall which Taxi Service picked you up?

45 responses



Finally, what other comments would you like to share to help us improve the Go Sudbury! Taxi Program?

45 responses

I think we are fortunate to have this service

It is a great program. I needed to get to my doctor 's appointment and the driver got me there on time.

Very courteous driver. Prompt. Knew the way so ride was efficient

Personable, on time, professional

Excellent service.

INSIDE THE CARS CLEANNESS, DRIVING TOO FAST

Very pleased!!!

I was incapacitated all summer and could not drive, so I was very happy to have the taxi service. The initial pickup was usually on time except when the driver was not given the unit number within this condo complex. He could be seen wandering all over and I would flag him down. It is very important to give the driver the entire address. JFK taxis were sent a few times. They were dirty and reeked of smoke. Smoking in a taxi is against the law, I believe. This was always denied. The Tommy's taxis were spotlessly clean. Some drivers got out and helped the rider (all seniors; many on their way to a medical appointment) get settled and fasten the belt. Others started driving before I was even buckled in. I always asked them to stop until I was safe. Most drivers had no masks on. Again, I had to ask them to wear a mask as I am immunocompromised. There should be more safety rules for the drivers. They are transporting elderly people! The pickups to go home were often very late. Sometimes I had to call and ask where they were since I was feeling stranded. The booking people were very helpful and accommodating. All in all, I appreciated the rides and will still use them for appointments too far for me to drive.

I like it.

Very happy to have this service available especially since one isn't always able to drive. Please remind people more frequently how to schedule the service and how far in advance.

None

I thought the process worked very well.

Driver to not have talk radio or sports radio in while passenger is in the car.

Very very grateful for the time spent providing this service

Us oldies are good value for Sudbury

No crime

never out in peak hour traffic

Volunteers

Personaly I don't have a car

I am very grateful

They do all they can to accommodate every client. I am

Very pleased. Thank you.

Pick up is on time but return trip are late.

Nothing to specify as of now

My driver (Jeff #11) was the best, very smooth riding, excellent at conversation, extremely polite, on time in both directions. I would highly recommend him. Thank you

Excellent program!

I have used The service more than once and have used both JFK taxi and Tommy's taxi

Very good service. Thank you

All of my answers apply to JFK Transportation, which we've used many times. The one time we used Tommy's Taxi, the driver was about 20 minutes late in picking us up so we were worried about getting to the appointment on time during the entire ride to Boston, and the vehicle was a sedan, rather than a large SUV, so my partner found it quite uncomfortable due to back problems.

No comment



Very much appreciate this service provided by Sudbury. I'm a senior citizen that has been hospitalized a number of times this past year and having this taxi program help relieve a good amount of stress when the appointments were downtown. To all involved in the program my thanks.

Very satisfied with JFK and Tommys Taxi / excellent service- thank you

excellent rides and a delight!

I don't have

All is good. Best wishes!

I am so thankful for giving taxi service to the seniors. I also have to say that I am happy to know that the taxi companies have good and reliable drivers. We seniors need the service and the drivers need the job, therefore am thankful that we both benefit from it :)

Easy to use and great services

Go back to original prices

Yes, J.F.K Transportation has been very helpful to me for my rides to my doctor appointments. I have never been late, and they are always on time. Plus, they always pick me up in a van. Which helps with my medical transportation needs. Ty

I do not know

Getting involved and setting up rides with dispatcher were extremely quick, easy and everyone was thoughtful and helpful.

Drive #1 was dangerous(Sudbury to Lahey in Burlington) driver tailgated and braked late. In addition this driver was tapping on a keyboard on a console while driving and while tailgating. I said to the driver" If you're texting, I would like you to stop it" He replied, " I'm not texting, I am changing the route in the GPS." This keyboard tapping continued for half of the trip from Sudbury to Burlington. I think he may have changed the route more than once -all while driving.

Driver# 2 (Lahey Burlington to Sudbury was excellent.

A way to get to medical appointments when one does not drive. No changes needed. Appreciate this services.

Convenience, no changes needed.

I like that it's free and goes places that Sudbury Connection Van doesn't.

Easy to use.

I appreciate the service .

Taxi shakes and rattles , smells smoke, driver stop and go and takes lots of quick turns.  
No one likes jerks that stops fast and make quick turns +smells cigarettes . In addition, I couldn't see out of the window.

Driver always on time.

Make it easier to get into cab.

This a reliable way to get to medical appointments when I cannot drive.  
My only complaint is that the SUV's used by JFK are not very comfortable.