



## Access San Joaquin MY RIDE POLICIES

Mail to: Attn: Access San Joaquin

421 E Weber Ave, Stockton, CA 95202

(209) 242-9965 | (209) 948-3024 (Fax) | [access@sjRTD.com](mailto:access@sjRTD.com)



### Eligibility

MY RIDE is only available to San Joaquin County residents who are currently ADA-certified through Access San Joaquin's eligibility assessment. Should the passenger and/or the driver move, *Access San Joaquin must be notified of the new address within 10 days.*

### Submitting Requests for Mileage Reimbursement

All Requests for Mileage Reimbursement are to be *received by Access San Joaquin at the above mailing address no later than the 5<sup>th</sup> of each month* following the month of travel logged on the form. Actively enrolled passengers will be provided with an initial reimbursement form after their waivers are received. Forms can also be downloaded at [sjRTD.com/MyRide](http://sjRTD.com/MyRide).

### Valid Trips

MY RIDE currently reimburses for any trip(s) taken within San Joaquin County. Medical trips to contiguous counties are allowed with proof. Essential trips to Stanislaus County with proof will be reimbursed. Essential trips that qualify require confirmation that they cannot be made to a closer location in San Joaquin County (for example, Medical Appointment, shopping not available at a closer location in San Joaquin County, etc.). It is the passenger's responsibility to seek any clarification needed regarding valid trips, the program, eligibility, or the reimbursement process.

### Reimbursements

Access San Joaquin reserves the right to terminate this program at any time and deny any reimbursement claims if found that the passenger provided false information. Access San Joaquin reserves the right to modify the reimbursement rate at any time and will make the final determination of mileage calculation. Forms must be filled out in their entirety, including both passenger and driver signatures certifying that the information entered is true and correct, or payment may be delayed until any issues have been resolved. Reimbursement claims may be denied if received after the deadline, which is the 5<sup>th</sup> of the month following the month of travel. Reimbursement is made out to the passenger by the 3<sup>rd</sup> Thursday of the month following the month of travel, provided that the reimbursement form was received on time. Access San Joaquin must be immediately notified of any address changes as soon as possible.

### Fraud and Abuse

Fraud and abuse include failing to pay the volunteer driver after Access San Joaquin has reimbursed the passenger for approved trips. Access San Joaquin reserves the right to pursue any alleged or suspected instances of fraud and request from the passenger or the driver further documentation or information for the auditing of any reimbursement claims. MY RIDE has a *one-strike policy* regarding any instances of fraud or abuse of the program and passengers found in violation will be immediately banned from participation in MY RIDE and no further payment will be remitted.

### Volunteer Drivers

Passengers are expected to recruit their own volunteer drivers by asking friends, family, neighbors, or other acquaintances to assist them by acting as their volunteer escort and driver. It is the passenger's responsibility to verify that their driver is properly licensed and insured to operate the vehicle used for transportation.