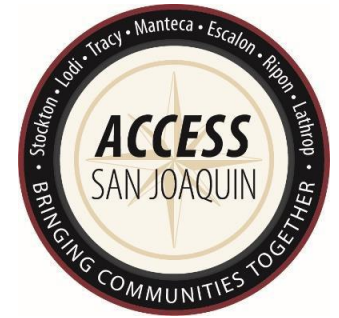




Access San Joaquin MY RIDE POLICIES



Mail/Fax/Email to: Attn: Access San Joaquin (ASJ)
421 E Weber Ave, Stockton, CA 95202
(209) 242-9965 | (209) 948-6024 (Fax) | sanjoaquinrtd.com/access-sj

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

- Access San Joaquin must receive all requests for Mileage reimbursement by the 5th of each month following the month of travel at the above mailing address (fax/email/in person).
- Actively enrolled passengers will receive an initial reimbursement form after their driver/passenger waivers and electronic funds transfer (EFT) forms are received and approved.
- Forms can also be downloaded at sanjoaquinrtd.com/access-sj/myride/

Valid Trips

- MY RIDE currently reimburses for:
 - A. **Approved** trip(s) taken within San Joaquin and only contiguous Counties.

Reimbursements

- Access San Joaquin will reimburse up to but not exceeding **250 miles** a month.
- Access San Joaquin reserves the right to modify the reimbursement rate and or trips at any time and will finalize mileage calculations.
- Access San Joaquin reserves the right to request proofs for reimbursement such as, but not limited to, receipts, pictures with date stamps, or doctor's notes/appointment slips, etc.
- **Forms must be filled out in their entirety:**
 - Including dates in order.
 - If receipts are requested, they must all be attached to the matching dates on the mileage reimbursement form, or the form will not be processed for reimbursement.
 - Both passenger and driver signatures certifying that the information entered is true and correct.
 - Reimbursement claims will be denied if received after the 5th of the month following the month of travel.
 - If the reimbursement form is received on time and completed correctly, reimbursements are issued to the passenger by the end of the month following the month of travel.
 - Access San Joaquin must be notified of any address changes immediately and changed on the reimbursement form (if not mailed already) to be processed.

Fraud and Abuse

Fraud and abuse include the following:

- 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 (including multiple duplicated trips without proof, receipts, pictures with date stamps, or doctor's notes/appointment slips).
- Access San Joaquin will request further documentation or information from the passenger/authorized representative or the driver to audit any reimbursement claims.
- MY RIDE has a one-strike policy regarding any instances of fraud or abuse of the program. Passengers found in violation will be immediately banned from participating in MY RIDE, and no further payment will be remitted.

Volunteer Drivers

- Passengers are required 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/authorized representative responsibility to verify that their driver is properly licensed and insured to operate the vehicle used for transportation.

Termination of Program

- Access San Joaquin reserves the right to modify or terminate the My Ride program at any time as it is a Premium Service.
- Access San Joaquin provides this lifeline-based program as an option for San Joaquin County residents. This program should be used wisely, and your services can be terminated if it is found that you are abusing or taking advantage of it.
- Access San Joaquin can deny MY RIDE reimbursement claims if proof cannot be provided upon request from the passenger, driver, or authorized representative. If it is found that the passenger provided false information, you will be terminated from the program.