



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) 948-3024 (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 3rd 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
 - B. Only trips that start in San Joaquin County and return to San Joaquin County are eligible. Trips that occur entirely within a contiguous county (for example, traveling from Modesto to Modesto) are not eligible.

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 proof of trips is requested, they must be submitted within 3 business days of request or trips may not be eligible for reimbursement. All submissions must 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.
- Drivers claiming the same trip(s) taken for more than one pre-approved passenger will be considered misuse of program and the trips will not be reimbursed.
- Reimbursement claims will be denied if received after the 3rd 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