

## Requirements for Reimbursement

To be eligible for ON THE MOVE ride reimbursement, you must meet ALL of the following criteria.

1. Ride services must take place between July 1, 2023 and June 30, 2024
2. You must **create an account** on CIVIC Rec.
3. This program is for ages 50 years and older.
4. Must be residents of Los Altos or Los Altos Hills.
5. Ride must begin and end within the city of Los Altos, Town of Los Altos Hills, El Camino Hospital Complex including North Dr., South Dr., Hospital Dr., and Solace Pl., Kaiser Mountain View (555 Castro St., Mountain View), Satellite Healthcare (247 El Camino Real, Mountain View), Kaiser Santa Clara (facilities on Lawrence Expressway & Facilities on Homestead), Palo Alto Medical Foundation in Palo Alto and Mountain View, Palo Alto VA Hospital and all VA associated facilities located on Miranda Ave. and Loop Road, Stanford Hospital and associated facilities on Jordan, Pasteur and Blake Wilber with no stops outside those areas. Reimbursements are for basic rides, no upgrades.
6. Now accepting COVID-19 related trips and other trips that meet guidelines listed in #4.
7. You must use an on-demand ride company that can provide official verification of ride cost and transportation start and finish points.
8. Full cost of ride and up to \$3 driver gratuity will be reimbursed, any additional gratuity given will not be reimbursed.

### Process for reimbursement is as follows:

1. Complete reimbursement form.
2. Print a copy of ride receipt from your rider history.
3. Submit completed reimbursement form and ride receipt to the Parks & Recreation front office, 97 Hillview Avenue, Los Altos, CA 94022 (**within 90 days**). Make sure the ride receipt includes beginning and end points.
4. Consolidate reimbursements to one or two months at a time.
5. Wait for Approval by Recreation and Finance Departments.
6. Look for reimbursement in your mail (2-3 weeks)