

Revised
1/30/25

ON THE MOVE (RIDE CARE PROGRAM) REIMBURSEMENT FORM



Please mail receipts and this form to The Adult 50+ Program
97 Hillview Avenue, Los Altos, CA 94022

Rider/Requester Information

Name: _____ Age 50+? Resident of Los Altos/Los Altos Hills?

Address: _____

Phone: _____ Email: _____

DATE	AMOUNT	RIDE COMPANY	ORIGIN (Address & Name)	DESTINATION (Address & Name)
TOTAL AMOUNT DUE			Adult 50+ Staff Receipt Check (Initial) _____	Date _____

- *Please attach ride log receipts for the amounts requested.
- *Forms must be submitted within **(90)** days from the time a ride is taken.
- *Checks will be issued according to the Finance Department check schedule.
- *Please check out this link for rideshare requirements: <https://www.losaltosca.gov/parksrec/page/move-ridecare-program>

Requester Signature _____

Rider/Reimbursement requester acknowledges that the City of Los Altos is in no way affiliated with or working in conjunction with any on-demand ride service company. Rider/Reimbursement requester further acknowledges and agrees to hold harmless the City of Los Altos, its officers and employees against all liabilities, claims of liability, or loss (including attorneys' fees, court costs, and expenses) because of death, personal injury, or property damage arising or resulting from any On the Move ride requested through the On the Move ride reimbursement program, including death, personal injury, or property damage arising or resulting from the fault or negligence of any driver providing an on-demand ride or the on-demand ride service company.

Department Approval _____ Adult 50+ Program Check Approval _____

RideCare Program

Stay connected to your community!

Beginning July 1, 2019, the city of Los Altos provided a ride reimbursement program for participants of the Parks & Recreation Adult 50+ Program. This program was created to aid local older adults in being more mobile within the Los Altos and Los Altos Hills community.

Requirements for Reimbursement

To be eligible for RideCare, you must meet ALL of the following criteria.

1. Must be residents of Los Altos or Los Altos Hills.
2. This program is for ages 50 years and older
3. 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, Sunnyvale, 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, 213 Quarry Road, Pasteur and Blake Wilber with no stops outside those areas
4. Reimbursements are for basic rides, no upgrades.
5. You must use an on-demand ride company that can provide official verification of ride cost, rider name, and transportation start and finish points.
6. Full cost of ride and up to \$3 driver gratuity will be reimbursed, any additional gratuity, wait times, or third party fees will not be reimbursed.

Process for reimbursement is as follows:

1. If you are a new to RideCare, you must first create an account on [CivicREC](#). After you create your account, contact the Adult 50+ Program at 650-947-2797 if you have outstanding questions.
2. Complete reimbursement form.
3. Print a receipt from each ride. Receipt must include rider's name.
4. 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, rider name, and cost.
5. Requests under \$50 are considered petty and will not be processed until additional requests are received to total \$50 or more.
6. Wait for Approval by Recreation and Finance Departments and look for reimbursement in your mail.