



Placer Rides Service Policies

Transportation Assistance Program

Service Description

Placer Rides is a voucher-based transportation assistance program jointly administered by Western Placer Consolidated Transportation Services Agency (WPCTSA) and Seniors First. Eligible riders are reimbursed on a per-mile basis for eligible trips provided by volunteer drivers in private vehicles.

Rider Eligibility

To be eligible for Placer Rides, individuals must be:

1. Residents of Placer County who can demonstrate they are:
 - Seniors (60 +), or
 - Individuals with Disabilities, or
 - Low Income Individuals
2. *And* do not have another means to take essential trips. Potential riders will describe their inability to drive or be driven, or take another form of public transportation.

Trip Eligibility

Placer Rides is meant to provide last-resort trips. If an eligible rider has another means of taking a trip, including utilizing public transportation, that trip is not eligible for reimbursement through Placer Rides. If an eligible rider has no other means, trip purposes that are eligible for reimbursement include:

- All non-emergency medical trips including clinical, dental, vision, preventative screenings, mental health, addiction treatment, dialysis, chemotherapy, radiation, and physical therapy
- Essential errands including food and basic goods shopping, pharmacy trips, correctional and rehabilitation appointments, and government assistance appointments
- Trips to bus stop, train station, or airport to make connections for a listed eligible purpose
- Trips determined to be eligible on a case-by-case basis by WPCTSA and Seniors First staff

Placer Rides does not have established service days or hours. As long as the trips are for an eligible purpose, trips can be taken at any time agreed upon by the rider and their volunteer. Similarly, trips can include multiple stops as long as each stop is an eligible purpose and the stops are mutually agreed upon by the rider and their volunteer.

Volunteer Drivers

Placer Rides is a rider-centric program. Riders are expected to recruit their own volunteers and coordinate their rides without the assistance of Placer Rides staff. Neighbors, friends, acquaintances, and caregivers all make great volunteer drivers. In general, it is Placer Rides' policy that if a family is financially able to provide a trip, it is not a trip of last resort. However, in cases where a rider can demonstrate financial need, family members are eligible to be volunteers and receive reimbursement. Placer Rides staff do not recruit, screen, train, match, or manage volunteer drivers. However, Placer Rides staff are available to coach riders and make suggestions on how to secure their own volunteers. In addition, Placer Rides staff do maintain a list of potential volunteers who are willing to provide trips, but it is the riders responsibility to make contact.

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Physical Assistance, Mobility Devices, Service Animals, and Personal Attendants

Placer Rides riders may bring mobility devices (walkers, scooters, wheelchairs, etc), service animals, and/or personal attendants as long as their volunteer has agreed to accommodate them. Additionally, riders who need physical assistance getting in and out of the vehicle are eligible for Placer Rides so long as they secure a volunteer who is willing to provide that physical assistance.

Monthly Trip Limits

Placer Rides riders are eligible to receive reimbursement for up to 200 miles per month. There is no maximum for individual trips. If riders request reimbursement for more than 200 miles, they will only be reimbursed for the first 200 miles.

Last Resort Placer Rides

If an eligible rider has an urgent need for an eligible trip and is unable to secure a volunteer to provide that trip, Placer Rides staff may, at their discretion, arrange for the trip to be provided by a private transportation service (Uber/Lyft, taxi, ADA transportation service). Placer Rides will cover the cost of a maximum of two such trips per rider per month.

Service Area

Placer Rides trips should begin and end in Placer County and only Placer County residents are eligible for Placer Rides. However, trips to and from medical facilities in Sacramento County including UC Davis Medical Center, Shriners Hospital, Mercy San Juan, Sutter Sacramento, Kaiser Sacramento, and the Veterans Affairs Hospitals are eligible for reimbursement through Placer Rides. At Placer Rides staff discretion, additional trips to destinations outside Placer County may be deemed eligible for reimbursement.

Application and Reimbursement Processes

To determine eligibility, prospective riders must complete the Placer Rides Application Form and submit it to Seniors First at the mailing address or email address included on the form. Individuals will be contacted by Placer Rides staff with the results of the eligibility determination. If approved, riders will be mailed a welcome packet including a program brochure, a copy of service policies, and reimbursement request forms. If there are any changes to the information submitted on the application form (address, phone number, disability status, income) riders are required to contact Placer Rides staff to update the information.

Reimbursement requests for a month must be received no later than the 10th day of the following month. Riders may only be reimbursed for up to 200 miles of eligible trips per month. In signing the reimbursement forms, riders are verifying the accuracy of reported trips. Miles are reimbursed according to the Internal Revenue Service standard mileage rate (\$0.56 per mile currently). Once processed, riders will receive a check in their name for the requested reimbursement. It is the riders responsibility to pass on the reimbursement to their volunteer driver(s).

Policy Violation

Riders and their volunteers are expected to follow all Placer Rides policies. If riders are found to be in violation of policy, including requesting reimbursement for ineligible trip purposes, requesting reimbursement for trips that did not occur, or requesting reimbursement without passing along reimbursement to the volunteer driver, the riders will be notified of the reported violation and suspended for 30 days. If a second violation is reported, the rider will be terminated from the Placer Rides program.