

Reimbursable Rides Reward Guidelines

Effective July 11, 2025



Section 1: What is the Reimbursable Rides reward?

The Reimbursable Rides reward allows you to commute with confidence, knowing that the cost will be covered if you need to get to or from work when the unexpected arises. reThink Your Commute will pay you back for the cost of transportation if using your regular commute (i.e., carpool, vanpool, transit, bike, walk) is not possible or available.

Qualified commuters may request reimbursement for the expense of travel to work or home up to six times a year. The maximum total reimbursement amount is capped at \$600 per calendar year (January 1 through December 31). Only one trip should be submitted with each reimbursement request.

The tables below provide two different examples of how reimbursement requests will be managed.

Example A		
Request/Ride	Amount Requested	Amount Reimbursed
# 1	\$45.00	\$45.00
# 2	\$40.00	\$40.00
# 3	\$45.00	\$45.00
# 4	\$50.00	\$50.00
# 5	\$45.00	\$45.00
# 6	\$40.00	\$40.00
# 7	\$40.00	\$0.00

- In Example A, the commuter requested reimbursement seven times, for a total amount of \$305.
- Even though the total amount requested does not exceed the \$600 annual cap, this commuter did exceed the maximum number of reimbursements when they submitted their seventh request.
- In this situation, the commuter would not receive reimbursement for the seventh reimbursement request.
- The total reimbursement amount this commuter would receive for the year is \$265, the total amount of their six requests.

Example B		
Request/Ride	Amount Requested	Amount Reimbursed
# 1	\$125.00	\$125.00
# 2	\$120.00	\$120.00
# 3	\$125.00	\$125.00
# 4	\$120.00	\$120.00
# 5	\$125.00	\$110.00
# 6	\$125.00	\$0.00

- In Example B, the commuter requested reimbursement six times, for a total amount of \$740.
- Commuters may receive reimbursement six times a year, but up to \$600. The fifth reimbursement request brought the total amount to \$615, more than the annual cap.
- In this situation, the commuter would only receive a portion of the amount in their fifth request so that the total amount received is no more than \$600.
- Since the commuter reached their maximum reimbursement amount with their fifth request, any subsequent reimbursement requests would not be paid.

Reimbursable Rides is one of the many rewards that commuters can earn by recording their commute trips at reThinkYourCommute.com/Join. Commuters must list their employer as their “Organization” to access this reward. Accounts must be set up at least 10 days prior to first use. Each reimbursement request will be available to redeem for 1,000 reward points. This means that a commuter must record at least 10 one-way work trips to gain access to this reward, which can be accomplished by recording five days of roundtrips to work. Reimbursable Rides are non-transferrable. Rewards are provided by reThink Your Commute, a program of the Florida Department of Transportation (FDOT) District Five. FDOT reserves the right to deny any request for reimbursement and/or cancel this program at any time.

Section 2: Who can access the Reimbursable Rides reward?

All the following items are required to access the Reimbursable Rides reward:

- Commuters must live or work in FDOT District Five, which includes Brevard, Flagler, Lake, Marion, Orange, Osceola, Seminole, Sumter, or Volusia counties.
- Commuters must maintain an active account at reThinkYourCommute.com/Join, with their employer listed as their “Organization.” Commuters who are currently enrolled in a college/university and regularly travel to attend classes should list the college/university as their “Organization.”
- Commuters must record carpool, vanpool, transit, biking, or walking trips to earn points. Each trip earns you 100 points, up to 200 maximum daily points. Commuters may log trips to destinations other than their workplace.
- The account must be set up at least 10 days prior to first use of the Reimbursable Rides reward. At least 10 work trips must be recorded prior to first use. Each reimbursement request will be available to redeem for 1,000 reward points. If the account does not have sufficient reward points, the commuter cannot receive reimbursement.

Section 3: When can I use the Reimbursable Rides reward?

If the requirements listed above are met, commuters may request reimbursement for the expense of travel to or from work in situations where your regular alternative commute is not available, up to once per day.

Examples include the following:

- Personal Illness: Sometimes illness unexpectedly strikes while at work. When this happens, your carpool or vanpool group may not be able to take you home. Likewise, if you use transit, walk, or bike to work, the last thing you may be able to do when you are sick is pedal or walk home.
- Family Illness: If a dependent (e.g., a child or another family member) is sick and you must leave work to provide care.
- Unscheduled Overtime: Even the most compatible carpool or vanpool group may find themselves in a situation where the driver or one of the passengers needs to stay at work for unscheduled overtime. There may also be situations where you unexpectedly need to work later than the last scheduled transit route home.
- Change in Work Schedule: In some employment situations, you may arrive at work only to learn that your shift hours have been reduced or changed, making it impossible to rely upon your carpool or vanpool group to take you home.
- Other Appointments: In some situations, you may have medical appointments earlier in the work day to which your carpool or vanpool group cannot take you. Reimbursement for travel to work would be allowed, so long as you rode in your carpool, vanpool, transit, or other option to get home at the end of the work day.

Section 4: When should I not try to use the Reimbursable Rides reward?

- The Reimbursable Rides reward should not be used in the event of a medical emergency. Emergency medical transportation will not be reimbursed, in any amount. In the event of a medical emergency, please dial 911.
- In the event of a transit closure (such as the suspension or delay of bus or train service), please contact the transit agency directly regarding alternate service or routes. FDOT reserves the right to deny requests for reimbursement related to transit closures.

- The Reimbursable Rides reward may not be used to cover the cost of both the trip to and from work on the same day.
- Travel expenses for recreation, leisure, or business trips will not be reimbursed in any amount.

Section 5: How do I get reimbursed?

- To verify that you may request reimbursement, log in to your account at reThinkYourCommute.com/Join. Each reimbursement request will be available to redeem for 1,000 reward points. If your account does not have sufficient reward points, you cannot request reimbursement through reThink Your Commute.
- Once signed in, select “Rewards.” Review the options listed in the “Featured” category, which will include “Reimbursable Rides.” Click on this option.
- If you qualify, you will have the option to “Select” this reward and move to the next step. If there is no option to select this reward, you have not met the minimum qualifications.
- If available, click “Select” on the “Reimbursable Ride” reward. Verify that you have read and understand the full guidelines. Under “Delivery,” select the best email address for you, then click on “Redeem.” Please note: the reimbursement request form is sent to this email address; if you do not see it in your inbox, please check your spam folders. Please make sure to add “reThink Your Commute” to your approved sender list in your email account.
- **It is the commuter’s responsibility to arrange transportation to or from work. reThink Your Commute cannot dispatch taxis nor does the program provide direct transportation service.** Save the receipt for whichever transportation service you choose whether it is a taxi, Lyft, Uber, or a rental car. If a friend/co-worker provides the ride, document the total mileage driven and retain a receipt for tolls.
- Check your email inbox for an email with the subject line, “Reimbursable Rides: How to get paid back.” Open this email and click on the link to the online form to submit information about your transportation to or from work, including your receipt or mileage documentation. You must submit your reimbursement request within 30 days of the date of the trip.
- After submitting the online form, you should receive another email confirming that your reimbursement request was received. If you do not receive an email confirmation, please contact us directly at 866-610-RIDE (7433) or email info@reThinkYourCommute.com.
- If additional information is needed, a reThink Your Commute staff member may contact you by phone or email. Please respond as quickly as possible, as your reimbursement may not be issued until contact is made. If your request for reimbursement is denied, reThink Your Commute will contact you by email notification. If you do not receive an email denial confirmation, please contact us directly at 866-610-RIDE (7433) or email info@reThinkYourCommute.com.
- Reimbursement will be distributed by a check that will be mailed to your home address. You will receive an email notifying you that the check or money order has been mailed. Please allow up to three weeks for processing your reimbursement check or money order. Reimbursement checks or money orders must be cashed within 30 days of the date of the check. If a reimbursement check or money order is not cashed within that period, a replacement check or money order will not be issued. Lost checks or money orders will not be reissued.

Section 6: Additional Information

Taxi Reimbursements

- Rides provided by Transportation Network Companies (e.g., Lyft, Uber) fall under the taxi reimbursement category. Others may share your taxi ride, such as fellow carpoolers or vanpoolers.

- Ask for a receipt, as you will be required to submit a copy with your reimbursement request. If you use Lyft or Uber, receipts are often provided by email or within the mobile app.
- The receipt must show the taxi company's name, contact information, the total amount paid, and the date and time the ride was provided. Any tip provided to a driver may be reimbursed if it does not exceed 15% of the total trip cost. If the amount paid to the driver exceeds 15%, we reserve the right to reimburse only the trip amount and exclude the tip.

Rental Car Reimbursements

- reThink Your Commute will reimburse the cost of a 24-hour car rental. Any charges after the 24-hour time span will not be reimbursed.
- When selecting a vehicle, please note that this program will only reimburse you for the cost of the most economical rental available at the time of pick-up/delivery. If the vehicle that the rental car company offers you is not in the "economy" class, we require documentation from the rental car company stating that there were no economy class rates or vehicles available at the time of your reservation.
- Some car rental companies provide free delivery of the vehicle to your worksite depending on the time the reservation is made. If this service is not available in your area and you have no other way to get to the pick-up location of the rental car, reThink Your Commute will reimburse the cost of a taxi to get you to the car rental pick-up point.
- If you refuel the rental car before returning it, you must include your fuel receipt along with the rental car receipt to be reimbursed. The fuel receipt must be the same date as the car rental period.
- Carshare services that provide rentals on a per-hour basis fall under the rental car reimbursement category. However, this program does not reimburse the membership cost to access carshare vehicles.

Mileage Reimbursements

- If you can arrange your own transportation through a co-worker, friend, or family member, reThink Your Commute will reimburse the cost of mileage at the rate of \$0.445 per mile or the current Florida state mileage reimbursement rate at the time of the ride.
- To receive reimbursement for mileage, we may need to verify your employment with a supervisor/manager at your worksite. Contact information for the supervisor/manager should be provided when the request for mileage reimbursement is submitted.
- Contact information for the individual who provided the ride must be included in the reimbursement request. We will contact the person who provided the ride to verify the submitted information. Failure to reach the person who provided the ride will result in a rejected reimbursement request.
- The reimbursement check will be issued to the registered commuter that requests reimbursement – not to the individual providing the ride home. It is up to the registered commuter to ensure that the person that provided the ride home is compensated and understands that the only compensation will be for the cost of roundtrip mileage and tolls.
- Mileage reimbursement will be capped at the total round-trip mileage for the driver who provided the ride, and any tolls paid during the trip. Any tips paid to the co-worker/friend will not be reimbursed.

Intentional abuse of the Reimbursable Rides reward will result in suspension or termination of access to all rewards made available through the reThink Your Commute program.

By participating in this program, commuters acknowledge that reThink Your Commute and its supporting entities or agencies do not endorse or recommend any transportation agency or provider and are not liable for any personal injury, loss, theft or damage to you or your property or for any consequential damages

resulting from participation in the program. The decision to accept a ride with a co-worker, via transit service, taxi, or other transportation provider rests entirely with the user.

If you have additional questions, please call 866-610-RIDE (7433) or email info@reThinkYourCommute.com.