



2019 Commuter Challenge FAQs

1. How do I participate?

Log in or create an account on STAR (my.commute.org); [Log](#) your alternative trip to driving alone (must be to, from or through San Mateo County) during the months of April and May 2019.

2. What type of trips are considered alternative to driving alone or green trips?

Transit, ferry, shuttle, carpool, vanpool, walking, bicycling and telework.

3. How often do I need to log?

You can log as little or as much as you like. If you log at least one trip per week, then you will be in the running to win a prize in those weekly drawings.

4. Do you offer an app to log trips?

You can connect apps like [Scoop](#), Waze, or [Strava](#) to your STAR (my.commute.org) account for automatic trip logging. You can also download the [Commuter Tracker](#) app to help log your trips.

5. Does my employer need to participate?

No. But, we welcome employers to [share](#) the challenge with employees.

6. Do I need to be a part of a network/team to participate?

No.

7. What are the prizes?

[Weekly prizes](#) are Disneyland Park 1-Day Pass for 2, Fitbit Charge 3, Amazon Kindle, Echo Dot, Wallet Ninja, \$40 Clipper card, and a \$25 e-gift card to over 70+ retailers or charities. [Grand Prizes](#) are a folding bicycle, Nintendo Switch, Beats Solo 3 Wireless Headphones, \$300 Clipper card and a \$300 e-gift card to over 70+ retailers or charities.

8. How are winners selected?

Winners are randomly drawn.

9. When do you select winners and how do you contact the winners?

Every Monday during the Challenge, weekly winners will be emailed with the email address used on their STAR (my.commute.org) account. Grand prize winners will be contacted on June 10, 2019.

10. How do I win a Grand Prize?

Participants must log at least one alternative to driving alone trip per week for a minimum of three weeks to be entered to win a grand prize.

11. How are the Top Commuters ranked on the STAR dashboard during the 2019 Commuter Challenge?

The 2019 Commuter Challenge leaderboard will display the commuters ranked by the greatest CO2 savings. The drawing for winners is random and is not based on the leaderboard.

12. Where can I find help about using the STAR (my.commute.org) tool?

Go to your dashboard on STAR (my.commute.org). You will see your first name in the top right corner, [click here](#) to access FAQs.