

Bicycle to Work Reward Program

Frequently Asked Questions

Who is eligible for the Bicycle to Work reward program?

Anyone who lives or works in San Mateo County and bikes* to/from work is eligible to participate in the Bicycle to Work reward program.

*Please note that motorcycles **are not** included in our definition of “bike”. Only trips completed on a traditional or electric bicycle count toward the Bicycle to Work Reward.

How do I sign up?

You can start earning rewards by following these simple steps:

1. Sign up or log in at my.commute.org
2. Connect your Strava account to your my.commute.org account for automatic trip logging by clicking “use a connected app” tab under “my opportunities” on the right side of the dashboard
3. Join the Bicycle to Work reward program by clicking “programs” in the top menu bar, then clicking “rewards”
4. Revisit the “rewards” page to claim a \$25 e-gift card reward after 10 days of biking to work (up to 4 times for a total of \$100)

What is Strava?

Strava is a service that uses GPS data to track activities such as cycling and running. It also incorporates social networking so you can share your activity with friends and coworkers. The mobile app is available for download on the App Store and Google Play.



Can I log my bike trips on the website or in the Commute Tracker app instead of using Strava?

For this reward program, bike commutes must be tracked through the Strava app in order to count toward the reward. You may still log trips on my.commute.org to earn points to redeem in the STAR Store and participate in our quarterly challenges, but they will not count toward the bicycle to work reward.

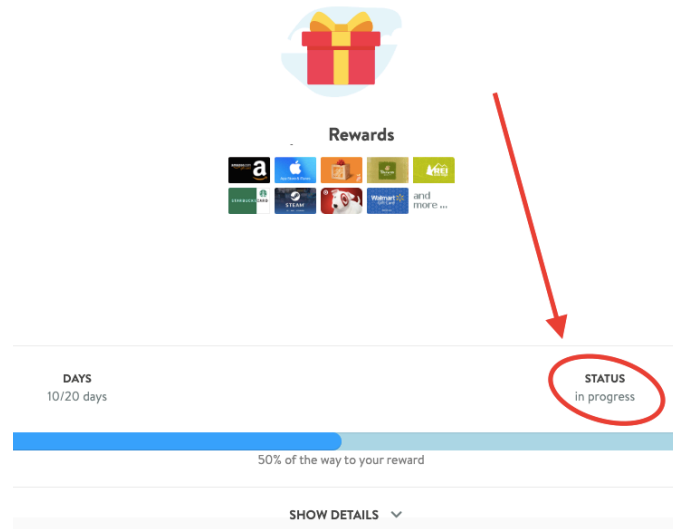
Do I have to ride my bicycle for my entire commute? What if I have a multimodal commute?

If you use your bicycle for just the final portion of your commute to work or first portion of your commute home (e.g., traveling between a transit station and your worksite), it will count toward the reward. As long as trips on Strava start or end at the work address you have saved as your work address in your my.commute.org profile, the trips will count.

I just claimed a \$25 e-gift reward. How will I get it and when?

Bike reward claims are processed weekly. Please wait up to 7 business days to hear back from us regarding your claim. You can check the status of your claim by revisiting the

rewards page on my.commute.org (see image below). Once your claim is processed, you will get an email notifying you that it's been approved or denied. If approved, you will get a second email with a link from Tango Card (our e-gift card provider) to redeem your e-gift card.



The status of my claim says “rewarded”, but I haven’t received anything yet.

First, check your spam folder. The sender of the email containing the reward redemption link will be Commute.org. An email firewall (if you use your work email) might be blocking the emails containing the reward redemption link. If you send us an email to support@commute.org with your personal email address, we can resend the link.

How do I connect my Strava account to my.commute.org?

Log in to your my.commute.org account and click on the “use a connected app” tab under “my opportunities” on the right side of the dashboard. On this page you will see all the apps you can connect to your my.commute.org account. Under each app, there will be a green “connect” button. Click on it, and the system will ask you to enter your Strava account login credentials. Once you provide that information, your accounts will be linked.

I just connected my Strava account to my.commute.org, but my previous Strava trips aren’t showing up in my my.commute.org profile.

My.commute.org does not have access to trips you tracked through Strava prior to linking the accounts. However, once you’ve connected the accounts, your bike commutes will automatically appear on your my.commute.org trip log.

I tracked a bicycle trip with Strava, but I don’t see it logged on my.commute.org.

First, double check that your accounts are connected. If your accounts are linked, the reason you don’t see your trip on my.commute.org could be because of the origin or destination of your trip. If the origin or destination of the Strava-tracked trip does not match the work address you have saved in your my.commute.org profile, the trip will

not be considered a “commute” trip and therefore will not count toward the reward. If you started or ended your trip at the work address saved in your my.commute.org account and your accounts are linked, try disconnecting and reconnecting your accounts. If you continue to experience issues, contact support@commute.org.

My Strava account disconnected from my.commute.org.

If you recently updated your phone or the Strava app, this may have caused the accounts to disconnect. You can link them again by logging in to your profile at my.commute.org and visiting the “connected apps” page.

If you have any further questions, please contact support@commute.org.