



Commuter Guide

STAR website: my.commute.org
Questions? support@commute.org

Commute.org

Last Updated: January 2023



STAR Commuter Guide Content

STAR is Commute.org's platform for San Mateo County commuters. The purpose of the STAR platform is to help you find alternatives to driving alone that are less stressful, less costly, and better for the environment. This guide will help you actively participate in Commute.org's programs and get rewarded for your commute.

Guía disponible en español en Commute.org o contáctenos a support@commute.org.

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Get started today!

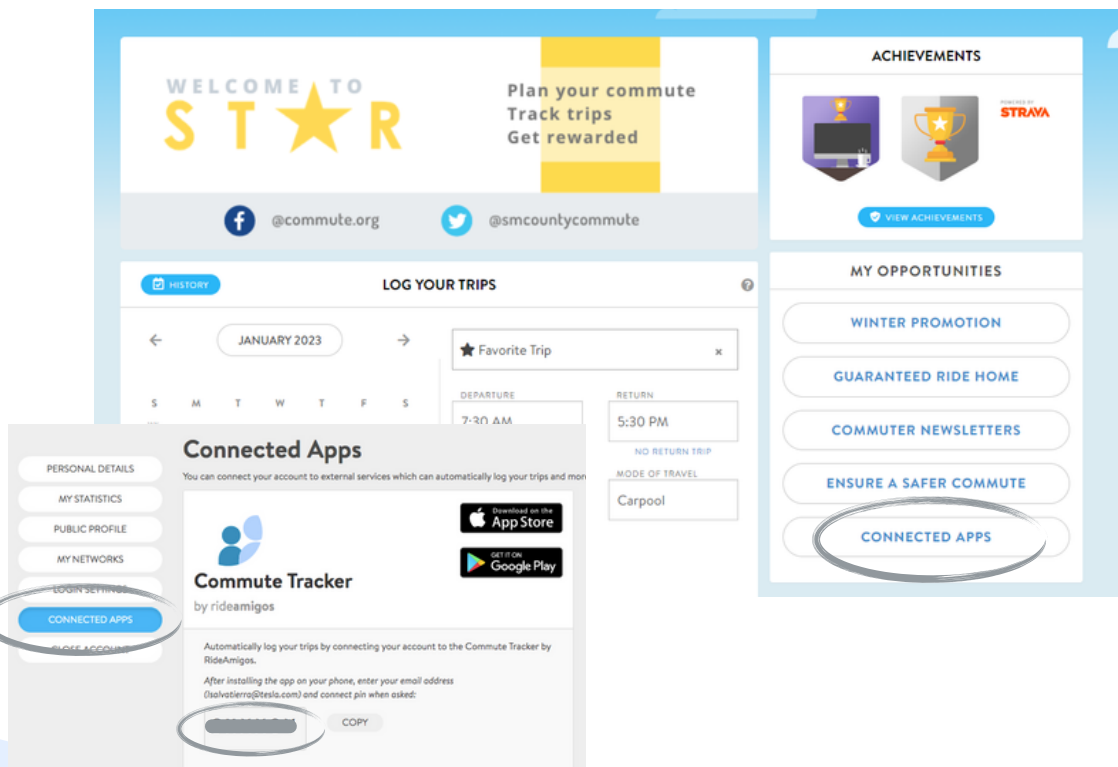
my.commute.org

Create Account

Three screenshots of the Commute.org sign-up process are shown side-by-side. The first screenshot shows the 'Sign Up' page with a progress bar (Account, Home, Work, Employer) and input fields for First Name, Last Name, Email, and Password. The second screenshot shows the 'Work Address' page with input fields for Address Line 1, Address Line 2, City, State (dropdown), and Zip Code. The third screenshot shows the 'Choose Your Employer' page with a search bar, a list of employers, and a checkbox for 'I agree to the terms and conditions and privacy policy'. Each screenshot has a 'NEXT' or 'REGISTER' button at the bottom.

1. Whether you choose to use the website or the CommuteTracker app to log your commutes, we recommend you start by creating your account via the website by going to my.commute.org.
2. Click register and follow the prompts to complete your account setup
 - Add your first name, last name, email, and create your password
 - Add your home address and work address with zip codes
 - Optional: Join your employer's network. If you don't see your employer listed, add your employer's name
3. Check the box to 'agree to the terms and conditions and privacy policy', then click 'register'
4. Welcome to STAR!

Commute Tracker app

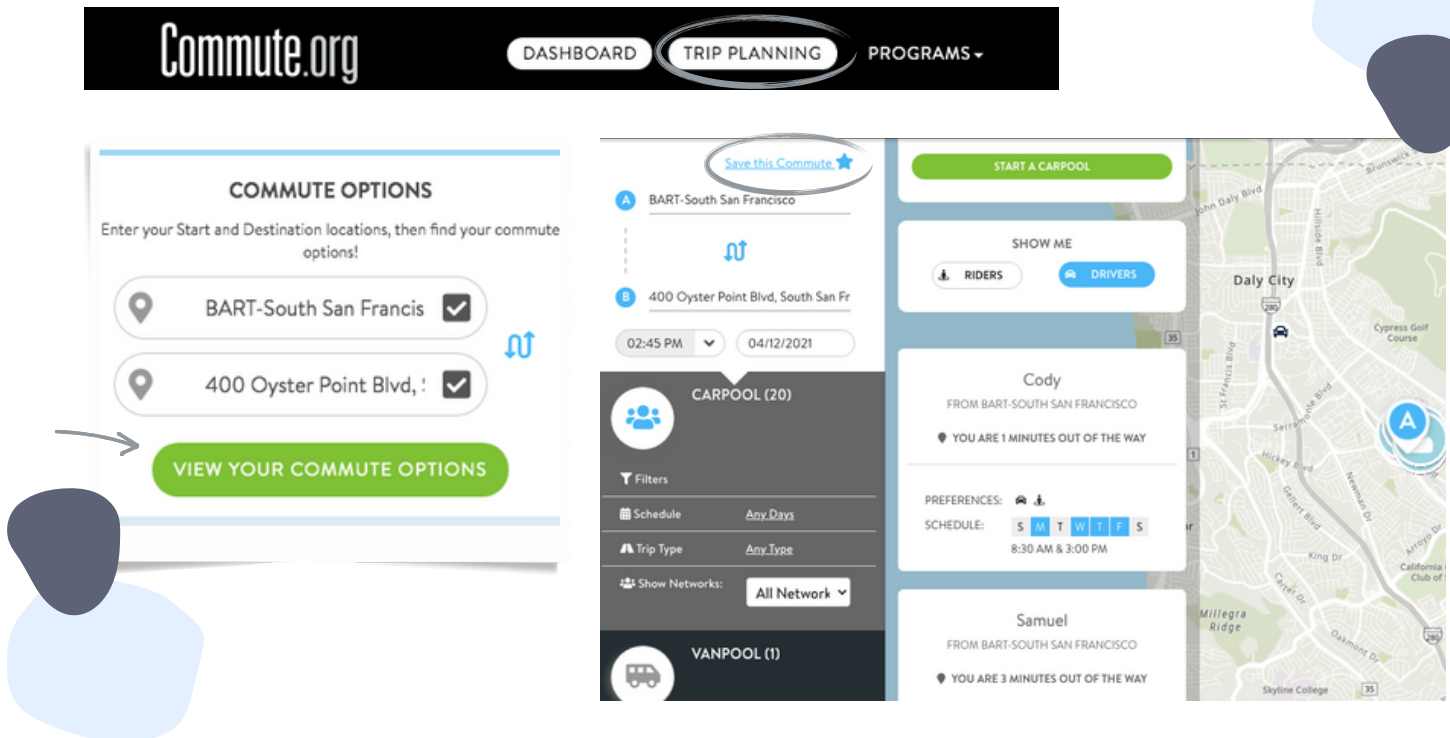


The app connected to STAR is called **Commute Tracker**, offered by our vendor RideAmigos. The app is not required to participate in STAR. The app is another way to log your trips and participate in rewards.

How to download the app and connect to your STAR account:

1. Go to your STAR dashboard and under 'My Opportunities,' click 'connected app.' Select Commute Tracker and download the 'Commuter Tracker by RideAmigos' from either the Apple App Store or Google Play.
2. After downloading, follow the prompts to get started
3. Click the 'Yes, Let's Go' button. If prompted, select 'Commute.org' under the options of the entities using this app to connect to STAR
4. Add your personal pin and email address. Your pin is located either in your STAR profile, dashboard or by an email confirmation
5. To complete your account setup, continue to follow the prompts to set up your commute preferences

Trip Planning



How to use the Trip Planner:

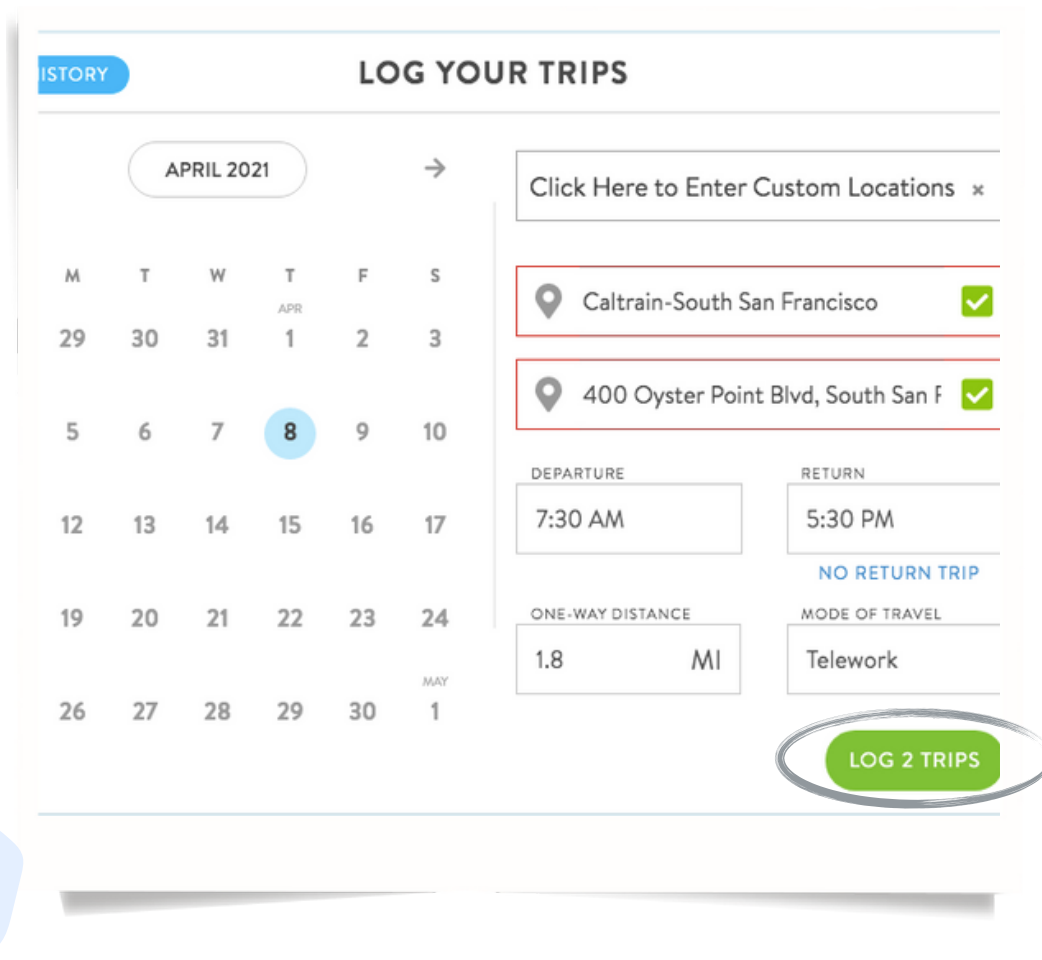
1. Click 'Trip Planning' on the top header of the website or along the bottom of the app
2. Add your start and destination address. A checkmark will appear once your address is confirmed
3. Click 'view your commute options' on the website or 'plan your trip' in the app
 - a. Your commute results will include carpool, vanpool, transit, shuttle, biking, and walking options to your destination. Scroll and click on the commute mode or icon for more detail. Adjust the day and/or time based on your needs.
 - b. Carpooling, biking, and vanpooling modes have the option for you to connect with others to commute together. To connect with others, click on the commuter's name to email them through STAR or click on 'start a carpool,' 'start a vanpool,' or 'bikepool' to post your interest.

Tip: Save your commute

Saving your commute on STAR is advantageous because it will make trip logging (and earning rewards) easier. It is also helpful to share one's commute so that people with similar commutes can connect with you. Simply click the star on the app or [Save this Commute](#) ★ on the website to save your commute.

my.commute.org

Trip logging using STAR website



LOG YOUR TRIPS

APRIL 2021 →

Click Here to Enter Custom Locations ✕

Caltrain-South San Francisco ✓

400 Oyster Point Blvd, South San F ✓

DEPARTURE: 7:30 AM

RETURN: 5:30 PM

NO RETURN TRIP

ONE-WAY DISTANCE: 1.8 MI

MODE OF TRAVEL: Telework

LOG 2 TRIPS

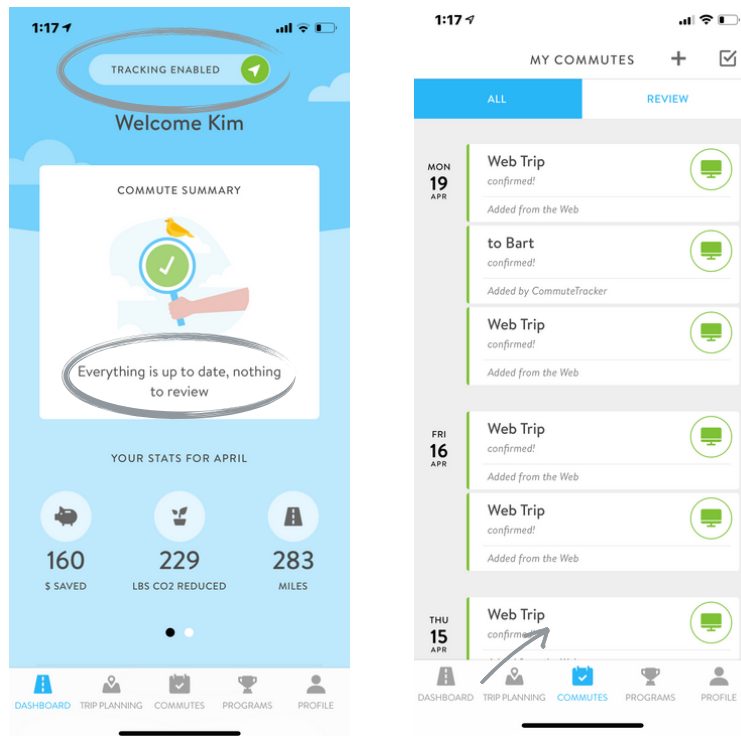
Access STAR using the website my.commute.org. On the STAR dashboard, use the **Log Your Trip** area to track your commute trips.

Helpful steps to log your trips:

- Click 'Click Here to Enter Custom locations' to open additional fields to add your starting and ending locations. Or,
- Click 'Favorite Trip' to log your saved commute
- Select your date by clicking the day(s) on the calendar
 - You can choose multiple days up to 2 weeks in the past
 - No future trip logging allowed
- Your distance will be automatically calculated for you
- Select your 'Mode of Travel' from the drop-down list
- Click 'Log Trips' to successfully track your trips

my.commute.org

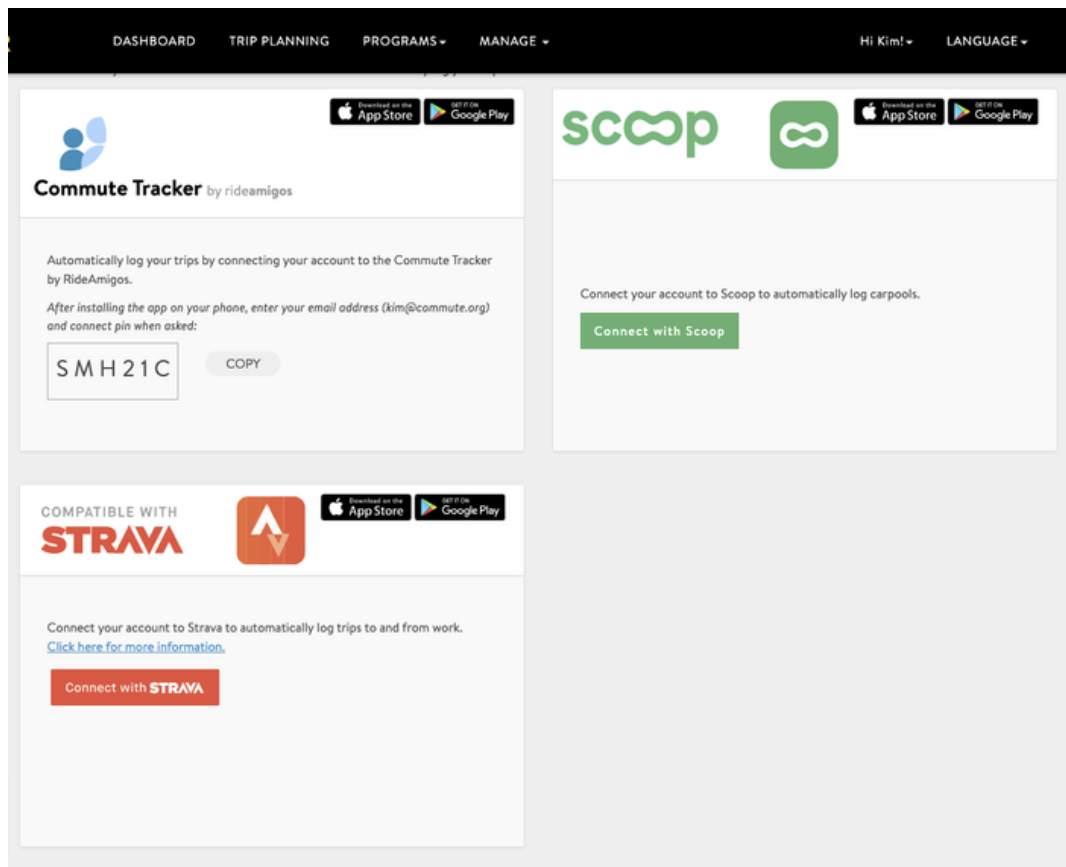
Trip logging via the Commute Tracker app



If you choose to download the Commuter Tracker app, you have a couple of options to track successfully.

- The app has the option to auto-detect your trips based on movement between your home and work location on your commute days
- Add your home and work locations and grant the app permission to access your location for automatic trip logging to be enabled
- If you have trips that are auto-detected, your home screen will prompt you to confirm your trips
- To view your auto-detected trips or to add manual trips, click 'commutes' along the bottom
- This area is another option to confirm any auto-detected trips. If you need to add a trip, you can manually add it by clicking '+' and following the prompts to add the details.

Trip logging with Connected apps



After you have connected an eligible app to your STAR account, your trips in that app will automatically be added to your STAR account.

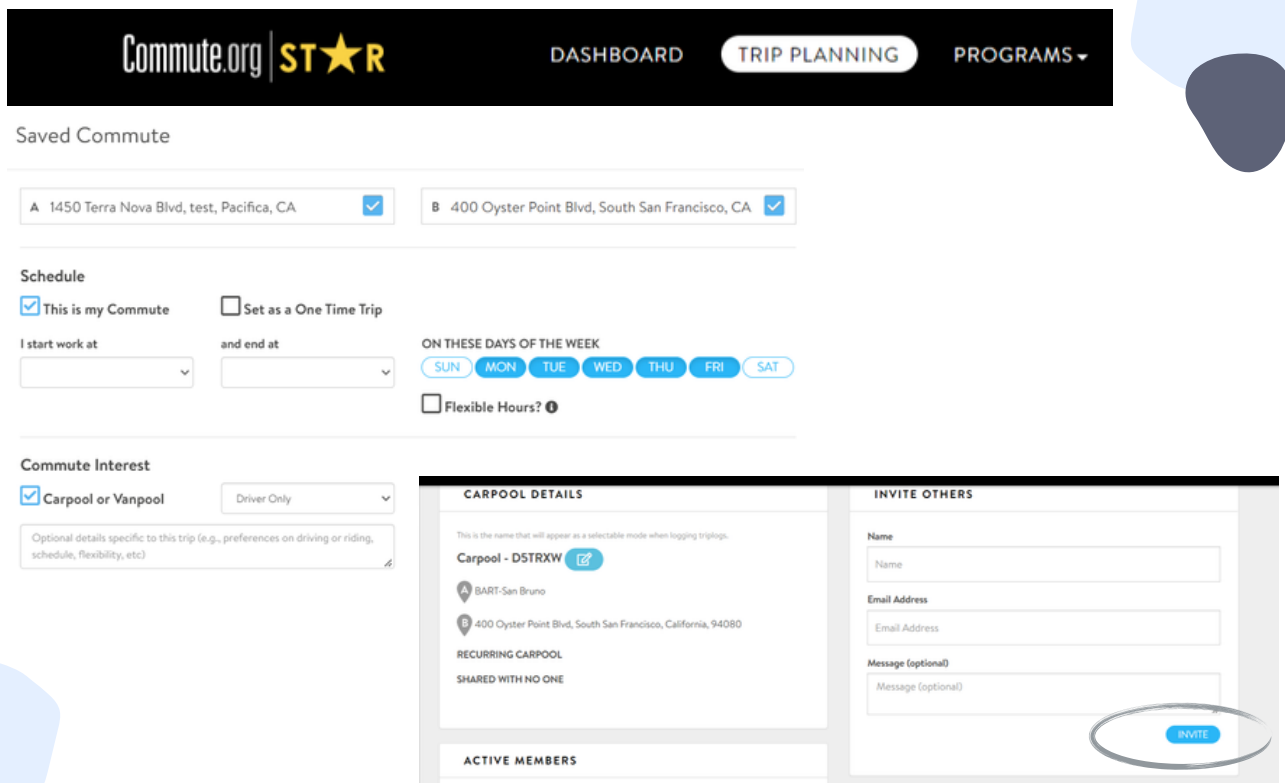
Apps available to connect to STAR:

- Scoop for carpooling
- Strava for bicycling

How to connect to the apps:

- Go to your profile, click 'connected apps'
- Choose your app, click 'connect'
- Your app provider will prompt you to enter your login credentials and authorize my.commute.org to receive your trips

Carpool Group



The screenshot shows the 'Trip Planning' section of the Commute.org STAR website. At the top, there's a navigation bar with 'Commute.org | STAR', 'DASHBOARD', 'TRIP PLANNING' (highlighted), and 'PROGRAMS'. Below this, the 'Saved Commute' section contains two commute entries: 'A 1450 Terra Nova Blvd, test, Pacifica, CA' and 'B 400 Oyster Point Blvd, South San Francisco, CA', both with checkmarks. The 'Schedule' section has options for 'This is my Commute' (checked) and 'Set as a One Time Trip'. It includes fields for 'I start work at' and 'and end at', and a section for 'ON THESE DAYS OF THE WEEK' with buttons for SUN, MON, TUE, WED, THU, FRI, and SAT. There's also a 'Flexible Hours?' checkbox. The 'Commute Interest' section has a 'Carpool or Vanpool' checkbox (checked) and a 'Driver Only' dropdown. Below this is a text area for 'Optional details specific to this trip'. On the right, a 'CARPOOL DETAILS' panel shows the group name 'Carpool - DSTRXW', location 'BART-San Bruno', and address '400 Oyster Point Blvd, South San Francisco, California, 94080'. It also indicates 'RECURRING CARPOOL' and 'SHARED WITH NO ONE'. An 'INVITE OTHERS' panel on the right has fields for 'Name', 'Email Address', and 'Message (optional)', with an 'INVITE' button circled in red.

A personal carpool group is a group of commuters that you have invited, or who have requested to be in your group. You can use this group to arrange and schedule carpools. Having a carpool group will allow you and your carpool members to get your carpool trips verified and earn rewards.

Steps to create a personal carpool group:

1. On STAR, go to the 'Trip Planning' page
2. Click either
 - a. 'Let's go' if you do not have a saved commute or,
 - b. 'Add another commute' or,
 - c. 'Edit this commute' if you want to update a saved commute
3. Fill in or update your commute details and preferences, then save.
4. Return to your 'Trip Planning' page and open your carpool under 'my pools' to invite others
5. Under 'Invite Others', add the person's name and email address and click invite. This will send an invitation to the commuter. Once they accept your invitation, they will be listed as an active member of your carpool group.

Only one carpool group is needed for a group of carpoolers. However, each member will need a STAR account.

Seasonal Promotions & Challenges

The screenshot displays the Commute.org website interface. At the top, a navigation bar includes the logo, 'DASHBOARD', 'TRIP PLANNING', 'PROGRAMS', and user options like 'HI!' and 'LANGUAGE'. The main content area is divided into three columns: 'DID YOU KNOW?' with a bicycle icon and text about bus efficiency; 'CHALLENGES' with a leaf icon and a 'GO!' button; and 'REWARDS' with a gift icon and a 'GO!' button. A large 'CHALLENGES' section is highlighted, featuring a 'Spring Commuter Promotion' with a progress circle at 53%, a list of eligible modes (Bike, Carpool, Ferry, Shuttle, Transit, Vanpool, Walk, Telework), eligible days (Su, M, T, W, Th, F, S), and daily trips (2). It also shows overall stats: 9.7 tons CO2 saved, 26,838.3 miles distance, and \$1.10 in savings. A 'Spring Prize Drawing for Commuters' is mentioned. To the right, a 'Spring Commuter Promotion' results table is shown, listing top commuters and their CO2 savings.

Spring Commuter Promotion	
USERS	NETWORKS
TOP COMMUTERS	CO2SAVINGS
1 Jonathan	739.3 lbs
2 Nefi	692.9 lbs
3 Zahi	387.2 lbs
4 WILFREDO	377.6 lbs
5 Kenneth	347.6 lbs

Top 5 Results — [View all results](#) .
Please Note: Results may be delayed up to 15 minutes.
[VIEW ALL MY CHALLENGES](#)

Commute.org offers year-round ways to win prizes!

By logging your alternative to driving alone trips in STAR, you are eligible to win raffle prizes. The prizes range from giveaways to e-gift cards.

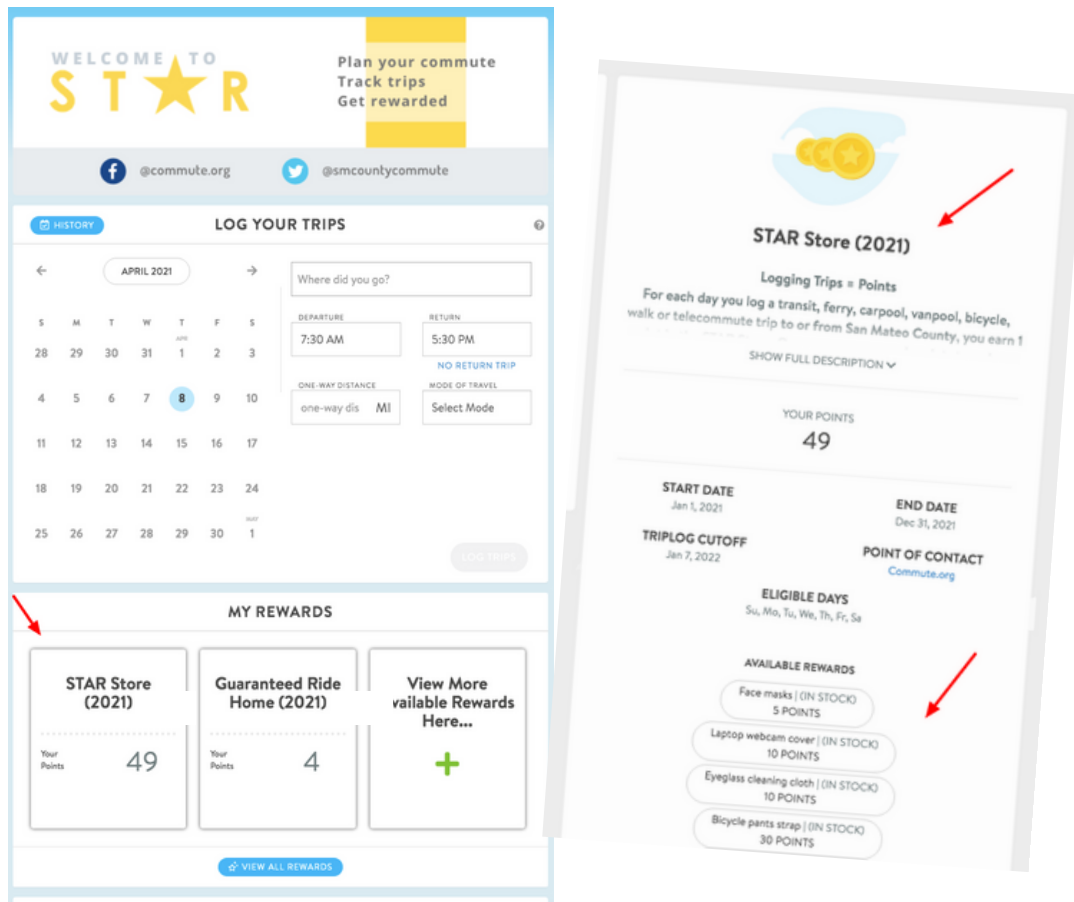
How to participate in Challenges & Promotions:

- Work or live in San Mateo County
- Complete your profile to include your home and work zip codes
- Log your sustainable trip in STAR
 - Eligible commute modes: bicycle, walk, transit, ferry, carpool, vanpool, shuttle, and telework
- No other actions need to be taken. Good Luck!

Participants must be 18 years or older and work or live in San Mateo County. All rewards are subject to qualification. Rewards will be available until program funds are depleted.

my.commute.org

STAR Store



Commute.org offers many opportunities to earn prizes year-round! Commuters can choose prizes from our annually updated STAR Store.

For every day that a sustainable trip is logged in STAR, you earn a point to redeem for a prize in our STAR Store. The prizes range from branded giveaways to donating to a non-profit.

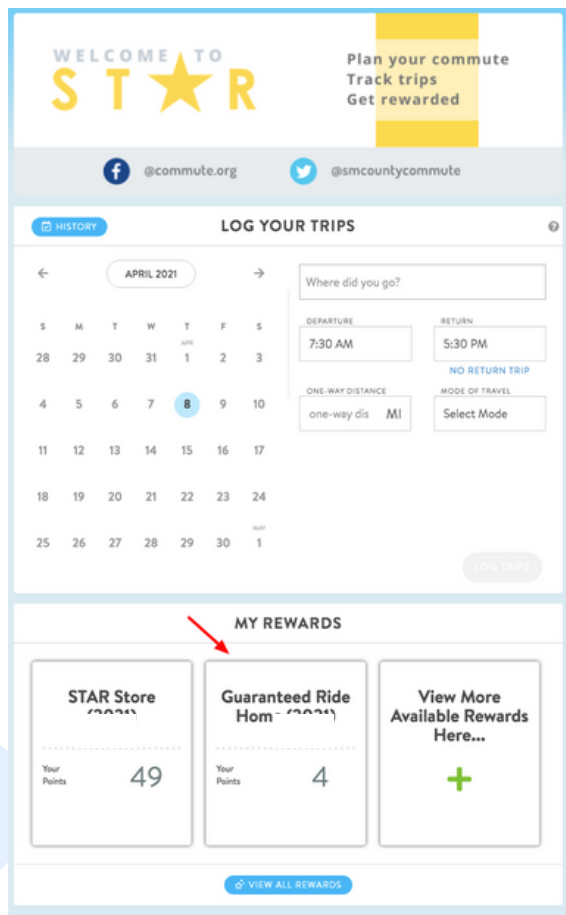
How to participate in the STAR Store:

- Work or live in San Mateo County
- Complete your profile to include your full home address for mailing purposes of your selected prize.
- Log a sustainable trip in STAR
 - Eligible commute modes: bicycle, walk, transit, ferry, carpool, vanpool, and shuttle.

Participants must be 18 years or older and work or live in San Mateo County. All rewards are subject to qualification. Rewards will be available until program funds are depleted.

my.commute.org

Guaranteed Ride Home



WELCOME TO STAR

Plan your commute
Track trips
Get rewarded

@commute.org @smcountycommute

HISTORY LOG YOUR TRIPS

APRIL 2021

Where did you go?

DEPARTURE 7:30 AM RETURN 5:30 PM

NO RETURN TRIP

ONE-WAY DISTANCE one-way dis MI MODE OF TRAVEL Select Mode

MY REWARDS

STAR Store (2021) Your Points 49

Guaranteed Ride Home (2021) Your Points 4

View More Available Rewards Here...

VIEW ALL REWARDS

Guaranteed Ride Home (2022)

Commute Insurance

Rest assured if you took an alternative to driving alone to work or college and an emergency came up (transit delays are not

SHOW FULL DESCRIPTION ▼

YOUR POINTS

4

START DATE

Jan 1, 2022

END DATE

Jan 15, 2023

POINT OF CONTACT

Commute.org

AVAILABLE REWARDS

GRH Reimbursement (up to \$60 per GRH trip) | (IN STOCK)
1 POINT

Commute.org offers a Guaranteed Ride Home (GRH) to commuters who use an alternative to work or college in San Mateo County and have a qualifying emergency arise. Commute.org will reimburse up to \$60, 4 times a year.

How to get reimbursed for your GRH trip:

- After you have taken care of your emergency, return to STAR to log your alternative to driving alone trip taken to work or college on the day of the GRH trip. You have up to 2 weeks to request reimbursement for your trip.
- Go to 'Programs' > 'Rewards'. Under GRH, select GRH reimbursement
- Upon redemption, complete the GRH Reimbursement Form and upload your trip receipt(s)
- Commute.org will review your request and, if approved, will send your reimbursement within 30 business days

Participants must be 18 years or older and work or live in San Mateo County. All rewards are subject to qualification. Rewards will be available until program funds are depleted.

Visit **Commute.org** for program rules and restrictions.

my.commute.org

Carpool Rewards

LOG YOUR TRIPS

← **DECEMBER 2022** →

★ Favorite Trip

DEPARTURE: 7:30 AM

RETURN: 5:30 PM

NO RETURN TRIP

ONE-WAY DISTANCE: 17.3 MI

MODE OF TRAVEL: Carpool

Select Mode

Betsy & Kim Carpool

Carpool

Carpool 3+

Drive Alone

Ferry

Shuttle

Transit

Commuters who carpool to work or college in San Mateo County can receive up to \$100 in e-gift card rewards and get to choose from over 80 retailers and nonprofits!

Every 10 **verified** carpool days to or from work will unlock a \$25 e-gift card reward, up to 4 times.

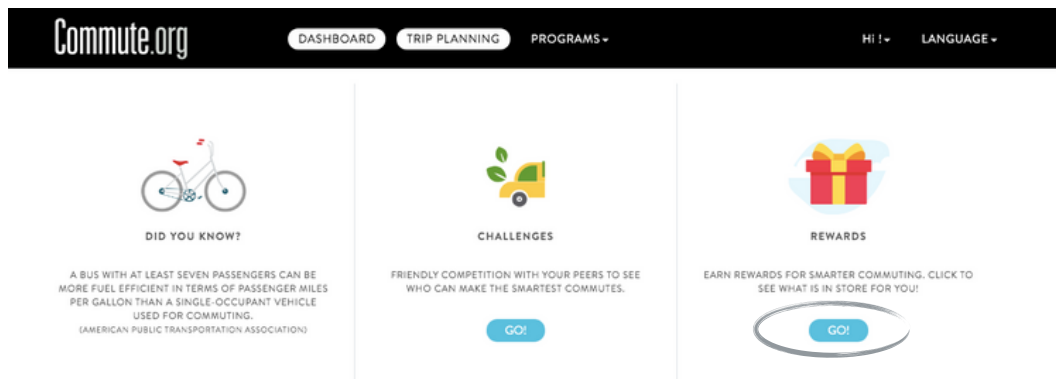
Verify your Carpool Trips & Get Rewarded!

1. Log in to your STAR account
2. Create your personal carpool group and invite others
3. Log your personal carpool group trips together (choose your carpool under 'mode of travel' when logging). When you and your carpool members log your group trips, your trips get **verified** and count towards rewards.
4. Redeem your rewards. Revisit the "rewards" page on STAR to claim your \$25 e-gift card reward after 10 days of carpooling (up to 4 times for a total of \$100).

Only one carpool group is needed for a group of carpoolers to earn rewards. However, each member will need a STAR account.

Participants must be 18 years or older and work or live in San Mateo County. All rewards are subject to qualification. Rewards will be available until program funds are depleted. Visit **Commute.org** for more information.

Vanpool Rewards



Preview: Additional Information Needed

Please provide the following information to complete your Vanpool Reward request. If this is your first reward request, please upload proof of vanpool participation below.

When did you begin riding in this van?(Ex: 10/31/2019)

Ride Date

Vanpool Starting Point

Click to Select

Vanpool Destination/Drop off

Click on Select

Commuters who live or work in San Mateo County can earn up to \$100 when they vanpool to or from work. To be eligible, participants must provide proof of vanpool ridership and track their trips on STAR.

How to join the Vanpool Rewards program:

1. Log in to STAR account
2. Log your vanpool trips
3. Redeem your rewards. Revisit the “rewards” page on STAR to claim your \$25 e-gift card reward after 10 days of vanpooling (up to 4 times for a total of \$100).

Upon redemption, complete the Vanpool Questionnaire and upload your proof of current vanpool ridership.

Participants must be 18 years or older and work or live in San Mateo County. All rewards are subject to qualification. Rewards will be available until program funds are depleted. Visit [Commute.org](https://www.commute.org) for more information.

Bicycle to Work Rewards



Commuters who bicycle to work or college in San Mateo County can receive up to \$100 in e-gift card rewards and get to choose from over 80 retailers and nonprofits!

For every 10 bicycle days auto-tracked, commuters can claim a \$25 reward, up to 4 times.

How to join the Bicycle Rewards program:

1. Log in to STAR account
2. Connect your STAR account to Strava to auto-track your bicycle trips and make them public
3. Save your work address in your STAR profile so your Strava commute trips count toward the rewards
4. When ready to redeem your reward, go to 'rewards' and click Bicycle to Work Rewards
5. Click redeem to unlock a \$25 reward after every 10 carpool days, up to 4 times.

Only validated auto-tracked trips from Strava count towards bicycle rewards.

Participants must be 18 years or older and work or live in San Mateo County. All rewards are subject to qualification. Rewards will be available until program funds are depleted. Visit my.commute.org for program rules and restrictions.

Try Transit

Enjoy a Free Transit Ride On Us



If you live or work in San Mateo County you could be eligible for free tickets to try SamTrans, Caltrain, or San Francisco Bay Ferry.

Commute.org's Try Transit program is available outside of STAR. The application for free transit tickets is available on the **Commute.org** website under Rewards.

In order to qualify you must:

- Be at least 18 years old
- Commute at least two times per week
- Not currently using public transit
- Apply for tickets on a transit mode that is practical for your commute

Complete a short application form found on the **Commute.org** website under 'Rewards' and we'll send you free tickets from the transit agency of your choice.

The program will be available until tickets are depleted. One incentive per household.
Visit [Commute.org](https://www.commute.org) for program rules and restrictions.

[my.commute.org](https://www.commute.org)

Thank you!



Commute.org would like to thank the commuters in San Mateo County who participate in STAR. Every sustainable commute counts towards improving our air quality and traffic congestion.

We invite you to stay connected on our social media channels for additional chances to win prizes and to learn more about our programs.



Funders and Partners



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Telephone: 650-588-8170 Email: support@commute.org - www.commute.org