



Carpool Rewards 2023

FAQ

Who is eligible for the carpool rewards program?

If you carpool to and/or from San Mateo County and your trips are verified and comply with our definition of carpooling (below), you are eligible for carpool rewards – even if you participated in our previous carpool reward programs.

Carpool definition: Carpool commutes consist of two or more persons driving together in a privately owned vehicle; the driver does not get paid above the standard mileage reimbursement rate for providing the ride; and the trip for all passengers must start or end at workplaces or colleges.

How do I start earning rewards?

You can unlock up to \$100 in e-gift card rewards when you carpool to or from San Mateo County and your carpool trips are verified. Here are the steps:

1. Go to STAR at my.commute.org to log in or create an account; make sure you enter your complete home and work address (zip codes included)
2. Create your personal carpool group + invite others
3. Log your personal carpool group trips together. 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).

What is a personal carpool group?

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.

How do I create a personal carpool group and invite others?

1. Log in to STAR at my.commute.org and 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
6. This will send an invitation to the commuter. Once they accept your invitation, they will be listed as an active member in your carpool group

You may also receive requests from other commuters to join your carpool. If your carpool matches their commute, they may send an email through the system. If you would like them to join your group, you can invite them using these same steps above.

Can I change the name of my personal carpool group?

Yes, go to 'my pools' and click on the carpool that you would like to update. Under 'Carpool Details', click on the blue button to change the name of your carpool.

Does each member need a personal carpool group to earn rewards?

No, only one carpool group is needed for a group of carpoolers to earn rewards. However, each member will need a STAR account.

How do I log my personal carpool group trips?

In the 'Log Your Trip' area, click on 'Mode of Travel' to select your personalized carpool group from the drop-down list.

Why don't I see my personal carpool group under my mode of travel options?

Your carpool group will only appear under the mode of travel after at least one other carpooler has accepted your carpool group invitation.

How do I know if my carpool trips are verified?

If your carpool trips are verified, you will earn points in the Carpool Rewards program. You can also look at your trip log history in the 'log your trips' area. Select the days on the calendar, then click history. Verified trips will get a green check mark next to the carpool trip.

Why are my carpool trips not verified?

- Carpool members did not log their carpool trips
- Carpool members did not use the mode of travel as their personal carpool group

At least two members of a carpool group must log under 'mode of travel' the personal carpool group trip for the same day and time for trips to get verified.

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

Carpool reward claims are processed weekly. Please wait up to 7 business days to hear back from us regarding your claim. If your claim has been approved, you will get an email with a link from Tango Card (our e-gift card provider) to redeem your e-gift card.

How can I check the status of my claim?

Log into your my.commute.org account, go to "programs" at the top, and click on "rewards" you will see all active, available, and completed reward programs as well as your status for each. When you see the status of your claim has been changed to "rewarded", then you were approved and an email from Tango Card (our e-gift card provider) was sent to you to redeem your e-gift card. If you were denied, an email explaining why you were denied has been sent.

The status of my claim says "rewarded" in my account, but I haven't received anything yet.

First check your spam folder. The email containing the reward redemption link will be from Commute.org with the subject line: Carpool = \$25 Reward. An email firewall might be blocking emails from Tango Card that contain the reward redemption link. If you send us an email to support@commute.org with your personal email address, we can resend the link.

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