



Vanpool Rewards: How to Claim Your Reward

Thank you for your commitment to the Commute.org Vanpool Rewards Program. Commuters can unlock up to \$100 in rewards when they vanpool to or from San Mateo County. Commuters must provide proof of current vanpool ridership to receive a vanpool reward. Here are the steps to follow:

Step 1: Create or open your [STAR \(my.commute.org\) account](https://my.commute.org)

Step 2: [Log](#) your vanpool trips on STAR. After 10 vanpool days, revisit STAR account to redeem your \$25 reward. Repeat 3 more times until you receive the maximum \$100 reward.

Step 3: When you claim your \$25 reward, a link is provided to your Vanpool Questionnaire where you will be prompted to provide your vanpool information and upload proof of current vanpool ridership. Proof of vanpool ridership is only required on first reward claim.

Step 4: Once you have submitted your Vanpool Questionnaire, email proof of current vanpool ridership to incentives@commute.org if proof was not uploaded on the Vanpool Questionnaire form.

Step 5: Commute.org will review your request and, if approved, will send your reward within 7 business days.

If you have additional questions, please contact incentives@commute.org