



## Vanpool Rewards Frequently Asked Questions

### 1. Who is eligible for the Vanpool Rewards Program?

To qualify for the Vanpool Rewards Program, your vanpool must have a San Mateo County origin or destination with at least five participants. If your vanpool trips comply with our definition of vanpooling (below), you are eligible for Vanpool Rewards given that you meet the previously mentioned eligibility requirements.

*Definition: A vanpool is any vehicle designed for carrying more than 7 but not more than 15 persons including the driver which is maintained and used primarily for work-related transportation of adults for the purpose of rideshare. Vanpools may be employer owned, leased from a vendor, or be privately owned.*

### 2. How do I start earning my Vanpool Reward?

Commuters can unlock up to \$100 in e-gift card rewards when they vanpool to or from San Mateo County. Here are the steps to follow:

- a) Create or log in to your STAR account at [my.commute.org](http://my.commute.org); make sure you enter your complete home and work address on your profile (zip coded included)
- b) Track and confirm your vanpool trips either on the STAR website or Commute Tracker app
- c) Revisit the “Rewards” page on STAR account to claim your \$25 e-gift card reward after 10 days of vanpooling (up to 4 times for a total of \$100).
- d) Submit your Vanpool Questionnaire and upload your proof of vanpool ridership
  - a. Upload proof during redemption process or email [incentives@commute.org](mailto:incentives@commute.org) within 2 weeks of reward claim

There is a limit of \$100 per person. Visit [commute.org](http://commute.org) for more information about program rules and restrictions.

### 3. What is acceptable proof of vanpool ridership?

Documentation that proves you are in a vanpool. Examples of proof are a Commute with Enterprise invoice, signed receipt from the vanpool driver, payroll stub showing vanpool payment, or a cleared check for vanpool payment.

### 4. I just claimed my Vanpool Reward. How long should I expect for my claim to be processed?

Your claim will be reviewed within 7 business days. 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.

### 5. How do I know if my claim has been approved and if I should expect a reward?

Contact [incentives@commute.org](mailto:incentives@commute.org) or [support@commute.org](mailto:support@commute.org)

If you have any unanswered questions, please contact [incentives@commute.org](mailto:incentives@commute.org).