2020 Commuter Challenge FAQs

1. **How do I participate?**
   Log in or create an account on STAR (my.commute.org); Log your smart commute trip (must be to, from or through San Mateo County) during the months of April and May 2020.

2. **What type of trips qualify as smart commute trips?**
   Transit, ferry, shuttle, carpool, vanpool, walking, bicycling and telework are all eligible modes.

3. **How often do I need to log?**
   You can log as little or as much as you like. If you log at least one trip per week, then you will be in the running to win a prize in the weekly drawings and grand prize drawings.

4. **Do you offer an app to log trips?**
   You can connect the Scoop, Waze, and Strava apps to your STAR (my.commute.org) account for automatic trip logging. You can also download and connect the Commute Tracker app to log your trips.

5. **Does my employer need to participate?**
   No. However, we welcome employers to share the challenge with employees.

6. **Do I need to be a part of a network/team to participate?**
   No.

7. **What are the prizes?**
   You can find the list of prizes on the Commuter Challenge webpage.

8. **How are winners selected?**
   Winners are randomly drawn.

9. **When do you select winners and how do you contact the winners?**
   Every Monday during the Challenge, weekly winners will be emailed with the email address used on their STAR (my.commute.org) account. Grand prize winners will be contacted on June 8, 2020.

10. **How do I win a Grand Prize?**
    Participants must log at least one alternative to driving alone trip per week for a minimum of three weeks to be entered to win a grand prize.

11. **How are the Top Commuters ranked on the STAR dashboard during the 2020 Commuter Challenge?**
    The 2020 Commuter Challenge leaderboard will display the commuters ranked by the greatest CO2 savings. The drawing for winners is random and is not based on the leaderboard.

12. **Where can I get help about using the STAR (my.commute.org) tool?**
    Go to your dashboard on STAR (my.commute.org). Click on your first name in the top right corner, then click on “FAQs”.

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