



Mid-Week Carpool Challenge – FAQs

1. What is the Mid-Week Carpool Challenge?

This is two-month challenge (September and October 2019) to increase carpooling to work or college on specific days of the week to or from San Mateo County. If a commuter carpools on a Tuesday, Wednesday or Thursday and auto-tracks their carpool trips through the Connected App feature on the STAR platform (my.commute.org), they will earn a chance to win a vacation package worth \$900.

2. How is the Mid-Week Carpool Challenge different from the Carpool 2.0: Carpoolers = \$100 incentive program?

The Mid-Week Carpool Challenge is a separate incentive program that is only open to carpoolers who use the Scoop or Waze Carpool apps to carpool. The Carpool 2.0: Carpoolers = \$100 reward program allows carpoolers to track their carpool trips using the RideAmigos Commute Tracker app in addition to Scoop and Waze Carpool. Carpoolers using the RideAmigos Commute Tracker app that want to participate in this challenge must use Scoop or Waze Carpool to be eligible.

3. Are carpoolers required to join the ongoing Carpool 2.0: Carpoolers = \$100 incentive?

Yes, in order to be eligible for the Mid-Week Carpool Challenge carpoolers first need to join the Carpoolers=\$100 incentive program. [Click here](#) to learn how to join the Carpool 2.0 program.

4. What are the dates for the Mid-Week Carpool Challenge?

The challenge will run from September 1, 2019 through October 31, 2019. Scoop and Waze Carpool trips taken on a Tuesday, Wednesday, or Thursday between those dates and automatically tracked on the STAR platform via the Connected Apps option will qualify.

5. What is included in the vacation package?

One winner will be randomly chosen from qualified participants and will receive \$300 gift cards from Southwest Airlines, Hotels.com and Visa (\$900 in total rewards). The package will be provided in the form of electronic gift certificates for the winner to build their own personal vacation.

6. How do I participate?

Log in or create an account on STAR (my.commute.org). Create an account with either Scoop and/or Waze Carpool if you haven't already, then connect your STAR account to your Scoop or Waze Carpool account to auto-track your carpool trips. Participants with carpool trips auto-tracked on Tuesdays, Wednesdays or Thursdays between September 1 and October 31, 2019 will be included in the drawing for the vacation package.

7. How often do I need to carpool?

For each qualifying carpool trip, you earn one entry into the vacation package drawing. The more you carpool and auto-track your carpool trips, the greater your chances are to win the vacation package.

8. How do I auto-track my carpool trips?

Scoop or Waze Carpool apps and your STAR account can be connected to allow for your carpool trips to be automatically added to your STAR trip log and count towards the vacation package drawing. Once you connect your Scoop or Waze Carpool account to your STAR account, you don't have to do anything else. We have a helpful video using Scoop as an example to connect to your STAR account. The process is very similar to connect to your Waze Carpool. [Click here](#) to view the video.

9. Where can I find the Scoop or Waze Carpool apps?

Download either of the apps in the App Store or Google Play.

10. Does my employer need to participate?

No. However, we welcome employers to share the promotion with employees.

11. Do I need to be a part of a STAR network or team to participate?

No.

12. When will you select the winner and how will you contact the winner?

The winner will be chosen randomly and will be contacted by November 8, 2019. The email address used for the STAR (my.commute.org) account will be used to contact the winner.

13. How are the top carpoolers ranked on the STAR dashboard during the Mid-Week Carpool Challenge?

*The Mid-Week Carpool Challenge leaderboard will display the commuters ranked by the number of miles traveled by carpooling on challenge days. This is simply an informational leaderboard to show carpoolers' impact during the challenge. The winner of the vacation package is randomly drawn and is **not** based on the leaderboard.*

14. Where can I find help about the STAR (my.commute.org) tool?

Go to the dashboard on STAR (my.commute.org). Click on your first name in the top right corner, then click on "FAQs".