



## 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 seven participants and commute 3 days or more each week. Participants cannot have claimed this benefit previously. Vanpool Rewards must be claimed within one year of joining vanpool. 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. The group divides the cost of monthly van rentals, gas, insurance, and/or other costs among themselves. Vanpools may be employer owned, leased from a vendor, or be privately owned.*

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

Vanpool drivers can unlock a \$500 reward and Vanpool riders can receive up to \$300 when they vanpool to or from San Mateo County. Here are the steps to follow:

- a) Create or log in to an account at [my.commute.org](https://my.commute.org).
- b) Join the Vanpool Reward Program by clicking on “Programs” on the navigation bar and clicking “Rewards”
- c) Track and confirm your vanpool trips on the STAR desktop or Commute Tracker app.
- d) Vanpool riders can claim their reward after 40 days of vanpooling. Vanpool drivers can claim their reward after 100 days of vanpooling.
- e) Submit your receipts to [incentives@commute.org](mailto:incentives@commute.org)
  - a. Drivers must submit proof of the last six months of van operation. Proof must include a list of passengers with contact information and a copy of a vanpool leasing, finance or ownership document.
  - b. Riders must submit proof of payment for three months of vanpool seat fare (i.e. signed receipt from driver, payroll stub, cleared check). Employer subsidy is excluded from reimbursement.

### 3. How will I receive my Vanpool Rewards?

Commuters may choose to be rewarded by check or our [Tango](#) e-gift card service (choose from 70+ retailers). The email address and mailing address associated with your my.commute.org account will be used to email your Tango e-gift card or mail your check.

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

Vanpool Reward claims are processed biweekly. You will get a courtesy email notification telling you if your Vanpool Reward has been approved or denied. If your claim has been approved, the courtesy email will inform you when you should expect your check or Tango e-cards to be processed. If you chose to be reimbursed via Tango e-cards, you will get a second email with a link to redeem your e-gift card.