



## Vanpool Rewards Program Rules

Commute.org offers the **Vanpool Rewards Program** to encourage drive-alone commuters to start or join a vanpool to commute to work. Commuters who live or work in San Mateo County and start or join a new vanpool may qualify for rewards. Drivers of a new vanpool can earn a \$500 reward. Vanpool riders can be reimbursed 50% of their out-of-pocket costs of their vanpool seat, up to \$100 per month, for the first three months in the van.

Commuters may choose to be rewarded by check or our [Tango](#) e-gift card service (choose from 70+ retailers). Vanpoolers must choose between the Vanpool Driver Reward or the Vanpool Rider Reimbursement. *Vanpoolers cannot receive both.*

### Vanpool Rider Reimbursement

Vanpool riders can be reimbursed 50% of their out-of-pocket costs of their vanpool seat, up to \$100 per month, for the first three months in the van.

- Must track **40 vanpool days** in the [STAR](#) desktop or Commute Tracker app
- Must submit proof of payment for 3 months of vanpool seat fare\* (i.e. signed receipt from driver, payroll stub, cleared check). Employer subsidy is excluded from reimbursement

### Vanpool Driver Incentive

Drivers of a new vanpool can earn a \$500 reward. Only **one driver** per vanpool qualifies for this reward.

- Must track **100 vanpool days** in [STAR](#) desktop or Commute tracker app
- Vanpool must have seven or more people (including the driver) and stay on the road for a minimum of six consecutive months.
- 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.

### Eligibility for participation:

- Must be 18 years or older
- Must have a STAR account on [my.commute.org](#)
- Must live or work in San Mateo County
- Must have a minimum of seven persons in a vanpool
- Rewards must be claimed within one year of joining the vanpool
- Have not received a previous vanpool incentive from Commute.org

### Program Requirements:

- Must log vanpool trips to work in your [STAR account](#)
- Must have a vanpool origin or destination in San Mateo County
- Must redeem Vanpool Rewards on the [STAR Platform](#)
- Must complete a Vanpool Application Form and submit supporting receipts within 30 days of application submission



After tracking a qualifying number of vanpool trips, commuters will begin the claim process via the Program > Reward area on their [STAR account](#). The Vanpool Rewards provides a link to a Vanpool Application Form where the details of the vanpool are captured. The last step of the Vanpool Rewards process is submittal of the receipt(s) from your vanpool.

Commuters may choose to be reimbursed by check or our [Tango](#) e-gift card service (Visa e-gift card or choose from more than 70 other retailers). Visa requires an account to process rewards. After requests are reviewed for eligibility, rewards will typically be processed within 30 business days of Commute.org receiving the completed Vanpool Application Form and supporting receipt(s).

Commuters are not eligible for reimbursement if they have previously received a vanpool incentive from Commute.org.

### **Program Funding**

The **San Mateo County Vanpool Rewards Program** is made possible by funding that Commute.org receives from the City/County Association of Governments of San Mateo County (C/CAG), the San Mateo County Transportation Authority (TA), and the Bay Area Air Quality Management District (BAAQMD).

Commute.org reserves the right to modify the Vanpool Rewards Program Rules including participation requirements, eligibility, and reimbursement criteria at any time for any reason. Subject to availability of funding and program performance.

For other questions or comments, please email [incentives@commute.org](mailto:incentives@commute.org)