



## FREQUENTLY ASKED QUESTIONS

### 1. HOW DO I REGISTER?

Interested Team Captains should reach out to [info@commutesmartnh.org](mailto:info@commutesmartnh.org) to have their team added to the challenge. Once a team is created, individuals can sign up either through NH Rideshare or through a link distributed by the Team Captain. It should be noted that new teams cannot be created by a user in the NH Rideshare software and must be created by CommuteSmart NH. To create a team, email [info@commutesmartnh.org](mailto:info@commutesmartnh.org).

### 2. WHERE DO I LOG MY TRIPS?

Trips are logged on the NH Rideshare site. Information about logging trips and links to NH Rideshare is also available on [commutesmartnh.org](http://commutesmartnh.org).

### 3. WHERE DO I FIND MY TEAM'S RANKING?

Ranking is available in the leaderboard for the challenge, located in NH Rideshare. Here you can see how your team measures up with other teams that are competing. You can also see where you stand against other people on your own team.

### 4. WHY DO YOU COUNT TRIPS, NOT MILES, FOR WINNING?

The goal of the Challenge is to reduce the number of people driving alone to work. Someone walking a mile to work is just as important as a carpooler who drives 25 miles.

### 5. DO I HAVE TO LOG MY COMMUTE TWICE A DAY?

Not if you don't want to! The Commute Log in NH Rideshare gives you the option to make various commute templates that can include a round trip if you chose. Once a template is created, you can then easily drag and drop a daily commute anywhere on the calendar.

### 6. WHAT IF I CARPOOL IN AND TAKE THE BUS HOME, OR PUT MY BIKE ON THE BUS AND RIDE THE REST OF THE WAY?

The Commute Log allows you to create a commute template for multiple modes that you can then easily drag and drop on the calendar.

### 7. WHAT IF I CARPOOL TO AN ALL DAY, OFF-SITE MEETING?

For this challenge we are only counting trips to and from work. Off-site meetings do not count.

**8. I DON'T HAVE A TEAM, CAN I STILL PARTICIPATE?**

For this challenge you must belong to a team and are not able to participate as an individual. The minimum team size is two people, so encourage someone you work with to join so your workplace is eligible.

**9. HOW DO YOU CALCULATE WHO WINS THE “MOST SUSTAINABLE TRIPS” AWARD?**

We take the total number of trips logged and divide that by the total number of employees (not just those who are participating). That gives a per capita (per person) count, which is a very accurate and fair measure of the relative percentage of trips per person in a company.

If we simply used total trips, a larger employer would have an unfair advantage over a smaller one. If we used the total number of employees participating, there's no incentive for as many people as possible to try or increase commuting smart.

**10. DO WEEKEND WORK TRIPS COUNT?**

Yes! We understand that not everyone works the traditional Monday- Friday schedule.

**11. WHY DOES WORKING FROM HOME COUNT?**

A teleworker is “commuting” sustainably because he or she is taking a car off the road by working from home. Teleworkers are eligible if they live within a reasonable commute to their worksite and would otherwise drive.

**12. I MISSED SIGNING UP BEFORE THE START-DATE. CAN I STILL PARTICIPATE?**

Absolutely! Every smart commute helps your team, your pocketbook, and your well-being.

**13. HOW DO I LOG MY TELEWORK MILES?**

Enter the miles from your home to work. Don't forget to log both for a commute to and from work since you're not driving either way.

**14. PARK AND RIDES – ARE THEY OK?**

Yes! Park and ride locations can be found on the CommuteSmart NH website.

**15. DOES CARPOOLING WITH A PERSON FROM ANOTHER COMPANY COUNT?**

Yes! It takes a car off the road.

**16. IS IT OK TO LOG TRIPS AHEAD OF TIME?**

The Commute Log does not allow you to log your trips early. Though once a commute template is created, that commute can be easily dragged and dropped on the calendar.

Finally, if you have any questions feel free to reach out and ask – [info@commutesmartnh.org](mailto:info@commutesmartnh.org)! We love to help and assist in any way we can!