



Frequently Asked Questions

1. How do I register?

If your team is already registered, you simply sign in or register on <https://trips.commutessmartnh.org/login>. If you are a first time competitor you will need to enter in your information and join your team.

If you are a team captain and looking to register to business, please email admin@commutesmartnh.org.

If you are an individual with no workplace team, you can join the challenge by joining the "Free Agents" team.

2. Where do I log my trips?

Once the challenge goes live on May 1, you will be able to log your trips at <https://trips.commutessmartnh.org/login>.

3. Where do I find my team's ranking?

Once the challenge goes live on May 1, there will be a leaderboard on the trip logger site where you will be able to see how your team measures up to others across the state.

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. What if I'm also participating in the CommuteSMARTseacoast B2B Challenge?

This challenge is being held in partnership with CommuteSMARTseacoast's B2B Challenge. If you are participating in both challenges, you only need to log your trip once! If you are business located in the seacoast, you can also email info@commutesmartseacoast.org.

6. Do I have to log my commute twice a day?

You should be logging your commute once a day as a round-trip total. For example, if you normally commute 12 miles each way to work, and you are telecommuting on Monday, you would log 24 miles with the mode of telecommuting on that Monday.

7. What if I carpool in and take the bus home, or put my bike on the bus and ride the rest of the way?

There is the option to log a multi-modal trip in the trip logger.

8. 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.

9. I don't have a team, can I still participate?

Yes! While we encourage all participants to sign up with a company team, you can join the "Free Agents" team when promoted to select a team during registration. This will allow you to compete with other individuals from around the state.

10. 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.

11. Do weekend work trips count?

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

12. 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.

13. 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.

14. How do I log my telework miles?

Enter the miles from your home to work and back, in other words the roundtrip mileage.

15. Park and Rides – are they ok?

Yes! Park and ride locations can be found on the [CommuterSmart NH website](#).

16. Does carpooling with a person from another company count?

Yes! It takes a car off the road.

17. Is it ok to log trips ahead of time?

You can log up to 7 days ahead and 30 days behind.

Finally, if you have any questions feel free to reach out and ask – admin@commutesmartnh.org! We love to help and assist in any way we can!