

# PARTICIPANT Frequently Asked Questions (FAQ)

**Q: When does Trip Tracker run?**

**A:** The program runs during the school year (August-May) and not in the summer.

**Q: What is the schedule each month?**

**A:** At the start of each month, registered participants have ~7-10 days to report their trips to Trip Tracker. The following week, the Trip Tracker Coordinator calculates and prepares participant rewards. Then, over the next week or two, Tracker Buck Distribution Days occur at each school. The reporting survey and important dates are published monthly on the website & participant e-newsletter.

**Q: What if my child regularly goes to school from two different locations during the month?**

**A:** Trip Tracker would like trips reported separately from the two locations because the mileage and transportation mode will likely be different for each location. Trip Tracker will then combine the awards into one package for distribution. If only one household wishes to register in Trip Tracker, the reporting parent should report trips from both locations and put modifying information in the open ended comment sections about mileage per location.

**Q: If my child walks to the bus can they get active transportation credit for that?**

**A:** Yes. The monthly Trip Tracker reporting survey will specifically ask that information.

**Q: We only live one block away from school. How far does my child need to walk each day to get mileage credit?**

**A:** The minimum distance that Trip Tracker credits is .25 miles, the equivalent of at least two city blocks (although 'blocks' vary greatly in size).

**Q: Does taking my three children to school count as a carpool?**

**A:** We define carpools as multi-family. If you need any help with finding a carpool match, please contact us so we may be of assistance. Another way to allow your family to participate is to drop them off at least a few blocks from school and walk in. You can then have them report those trips as walks.

**Q: I drop them off at school on my way to work. Is there some way they can still participate?**

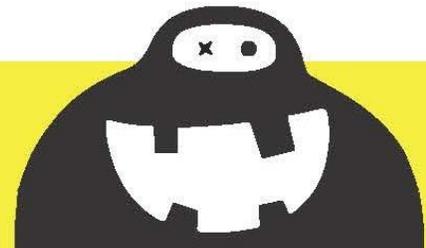
**A:** Absolutely. Every trip that your child makes to or from school that involves at least .25 miles/at least 2 blocks of walking, can be counted. So, if you drive them, you can let them out a few blocks away from school and let them walk. Consider having them meet a friend there so they can take advantage of the opportunity to 'walk & talk'.



BoCoTripTracker.com

P: 303.441.3935

E: [triptracker@bouldercounty.org](mailto:triptracker@bouldercounty.org)





# PARTICIPANT FAQ Continued

**Q: Will a participating business accept my child's Tracker Bucks from me? Is it okay if I buy them from her and then use them myself?**

**A:** It's up to the business, but we don't have any problem with big people using Tracker Bucks.

**Q: Will you trade me 'new' bucks for expired bucks?**

**A:** No, because it is unaffordable for the program. Our budgeting accounts for unspent Tracker Bucks - for various reasons: lost bucks, forgotten/unspent bucks, bucks not picked up in the first place.

**Q: What if my child is out sick or has a meeting that they need to go to when you're handing out Tracker Bucks at school? How do they get them?**

**A:** You can mail your request for Tracker Bucks to be sent to you by sending a stamped, self-addressed envelope to: Boulder County Transportation, c/o Trip Tracker, P.O. Box 471, Boulder, CO 80306.

**Q: Do I really have to keep track of this? Can't my kids do it instead?**

**A:** Yes, your children can be responsible for keeping track of their trips. Since this is a self-reporting system, we would like you to take a look at what they record to keep it honest and accurate. If you cannot respond to the online monthly data collection survey, you can sign the tracking calendar in the space provided at the bottom and have your children bring it to the school's main office at the end of the month.

**Q: What's to keep kids from adding trips they didn't make to their schedules or parents from giving inflated numbers so their children can 'win'?**

**A:** Our intent is to have Trip Tracker be as fair as possible within the limitations of a self-reporting system. Our experience is that parents want to model honesty for their children and will encourage them to only record actual trips. For kids who use the paper calendar system instead of the online survey, we require a signature from a parent. Finally, if the school chooses, names of monthly high earners may be publicized in school media, so that category winners can be acknowledged. This also provides opportunity for falsification of data to be identified.



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