

Employee Website Instructions

The registration and trip diary are designed to be intuitive and self-explanatory. We've included these instructions in case any of your employees need extra help. **We suggest copy and pasting the information that is most helpful to the employee rather than sending them all of the information below.**

New Users

1. On the home page at whatcomsmarttrips.org, click **Sign Up**.
2. Complete the **Smart Trips Account** form including choosing your employer from the dropdown menu.
3. Record trips on **Trip Diary** page.

Returning Users

1. On the home page at whatcomsmarttrips.org, click on **Sign In**.
2. Enter email address and password on the **Sign In** page
3. Record trips on the **Trip Diary** page.

Users Who Have Forgotten Their Password

1. On the home page at whatcomsmarttrips.org, click on **Sign In**.
2. Click on **Forgot your password?** A new randomly-generated password will automatically be sent by email from the Smart Trips database.
3. Click on **Sign In**, enter your email address and new password on.
4. On **Trip Diary** page, click **Edit My Personal Data**.
5. Change randomly generated password to something easier to remember.
6. Record trips on the **Trip Diary** page.

Recording Trips

1. On the **Trip Diary** page, click the calendar on a day you made a Smart Trip.
2. Complete the questions in the pop-up form. Use Auto Fill options to copy trips that are made repeatedly.
3. Click on calendar days to edit or delete trips previously recorded (including auto-filled trips).
4. Click **View Your Results and Prize Status**
5. Click **Logout** on **Results/Prize Status** page or on sidebar menu.

Other Useful Information

- It's helpful if pop-up blockers are turned off.

- The **New User Registration** page is where participants:
 - Choose which trips will be seen by their STC
 - Ask for monthly email reminders
 - Tell us if they work for an employer partner
- Smart Trip makers must have an email address to use the online trip diary. Otherwise, they must complete paper entry forms. STC's may request a PDF of the form to share with employee or print for them.
- Registered users can change any of their registration information by clicking **Edit My Personal Data** on the **Trip Diary** page.
- Once logged in users can navigate throughout the website and remain logged in. **Sign Out** button is above the main Tab header menu.

Frequently Asked Questions about Smart Trips

These FAQs can help you answer questions from employees. Please use sections of it to respond to employee questions.

Q What's a Smart Trip?

Any trip made by walking, bicycling, rideshare, or bus that replaces a drive-alone vehicle trip. Smart Trips can be recorded by anyone age 18 or older traveling to destinations in Whatcom County.

Walking and bicycling for recreation are not eligible as Smart Trips. Walking and bicycling to leisure activities are eligible as Smart Trips.

Ridesharing is defined as two or more licensed drivers sharing a ride to the same destination or separate destinations along the same path of travel.

Q How do I participate?

Complete the [New User Registration](#) on this website. Then record your Smart Trips using the Trip Diary on this website. You may record up to one Smart Trip per day. A Smart Trip must be made on the stated date.

You can enter Smart Trips for the current calendar month and the previous calendar month using this website.

Paper entry forms are also available for people who do not have internet access. For information on paper entry forms, [contact us](#).

City of Bellingham, Whatcom County, WTA, WCOG, and other sponsors are not responsible for technical failures in entry transmission, or lost, late, misdirected, damaged, incomplete, illegible, or postage due entries. Entry constitutes permission (except where prohibited by law) to use the winner's name, hometown, and any text submitted for the purposes of promotion on behalf of Whatcom Smart Trips.

Q When will I receive my discount card?

Discount cards are automatically sent out as soon as you have 10 Smart Trips entered into your trip diary for the year. If you have 10 trips entered for the year and still haven't received your card, please call us so we can verify your mailing address. 756-TRIP

Q How do prize drawings work?

\$250 cash prize drawings are held monthly. To qualify, participants must record at least five Smart Trips during the previous month.

\$1,000 cash prize drawings will be held quarterly. To qualify, participants must record at least 5 Smart Trips per month during the previous three months.

Prize drawings are held at the beginning of each month. Paper entry forms must be received and online trip diaries submitted by the 5th of the month to qualify. Whatcom Smart Trips staff will contact your Smart Trips Coordinator to share the good news and help arrange for prize delivery. If a prize winner cannot be reached after several reasonable attempts via phone and email, a new winner will be chosen.

Q How can I quickly enter repeat trips into my trip diary?

If you make the same trip weekly, every weekday, or every single day, you only have to enter the trip information one time. Then you can easily copy it to other days during the calendar month.

Click the calendar on a date you made a Smart Trip and enter the information about that trip. Check the appropriate Auto Fill box, and then click Submit Trip. You'll see the trip copied to other days on the calendar. To make adjustments to any of those days, click on the calendar and edit or delete the day's trip as needed.

Q What situations qualify for Emergency Ride Home?

- You or a family member becomes ill during your work day

- Your supervisor requires you (unexpectedly) to work past your normal quitting time
- Your carpool or vanpool driver experiences any of the above situations
- 8am to 8pm on weekdays
- Up to one brief stop can be made between the worksite and final destination (for example, in the event a family member needs to be pickup up from a school or medical facility and taken home)
- Emergency Ride Home trips CAN NOT be booked for: personal errands, scheduled medical or other appointments, transit delays, rain or inclement weather, expected or foreseeable overtime

How do I use Emergency Ride Home?

- Call 676-RIDE (7433) to book your ride
- The WTA Customer Service Representative will confirm that you are a current WTA bus pass holder or a registered Smart Trips participant
- The WTA Customer Service Representative will request your travel information, assign you an authorization number and book a taxi pick-up for you
- When the taxi arrives, give them your authorization number and show your current bus pass (if applicable)

Q Who sponsors Whatcom Smart Trips?

Whatcom Smart Trips is sponsored by the City of Bellingham, WTA, Whatcom Council of Governments, and the State of Washington.

Q What is the purpose of Whatcom Smart Trips?

Whatcom Smart Trips promotes transportation by walking, bicycling, sharing rides, and riding the bus. These trips reduce traffic congestion and air pollution, and help preserve our quality of life in Whatcom County.

Whatcom Smart Trips encourages people to try alternatives to driving alone and rewards those who are already using alternatives. It applies to all trips, including the trip to work, errands, school, or leisure activities.

Q Are there any tax consequences for being a prize winner?

Whatcom Smart Trips will comply with the IRS reporting requirements for prize winners. According to the 2006 IRS instructions, a Form 1099-MISC is required for any person receiving over \$600 in prizes and awards. Recipients of prizes qualifying for a 1099-MISC must agree to provide the information necessary for

the 1099-MISC in order to receive their prize; they should expect to receive their forms in time to file their appropriate tax returns.

Q What if I drive a hybrid vehicle?

If there is more than one person in the car for the commute, then the hybrid vehicle may count as a carpool. Driving alone in a hybrid vehicle may reduce fuel usage and emissions, but does not reduce traffic congestion. Therefore, driving alone in a hybrid vehicle is not an eligible Smart Trip.

Q Why are motorcycles not included as an alternative mode?

A goal of the program is to encourage transportation methods that reduce traffic congestion. Even given the relative size of a motorcycle to a car, they are still a vehicle using our roadways. We believe that the best way to encourage people to use fewer vehicles overall is to encourage walking, biking, ridesharing, or riding the bus.

Another goal of the program is to reduce air pollution. According to the EPA, current motorcycle engines pollute at a rate 90 times higher per mile than passenger cars or even a large sport utility vehicle. More information on this issue may be found through the EPA's [Office of Transportation and Air Quality](#).

A motorcycle qualifies as a carpool if more than one person is riding the same cycle.

Q What if I use a scooter?

E-bicycles qualify as a bicycle. Motorized scooters of any type, whether meeting license requirements or not, count towards the program only when more than one person is sharing the commute, for the same reasons as listed above for motorcycles.

Q What if I use a wheelchair?

Trips made by wheelchair are eligible in the "walking" category, as long as the trip replaces a drive-alone vehicle trip.

Q Are other types of foot-powered transportation eligible under the "walking" category?

Yes, as long as it is a method of transportation where the foot is in contact with the ground, it is eligible in the "walking" category. This includes skateboards, jogging, rollerblading, and non-motorized scooters, as long as the trip replaces a drive-alone vehicle trip. It does not include Segways.

Q How did you calculate how much pollution I prevented and how much money I saved by making Smart Trips?

We used Environmental Protection Agency (EPA) [Emission Facts \(PDF 120K\)](#) to calculate the average emissions and fuel consumption for passenger cars. The document also contains statistics for SUVs and light trucks. If you drive an SUV or light truck, and would like calculations based on your personal Smart Trips mileage, [contact us](#).

We used AAA statistics on average gas prices in Washington State to calculate money saved. If prices change dramatically, we'll update the price used in our calculation.

Q I'm not interested in prizes or material rewards. Are there other reasons to record my Smart Trips?

When you record your Smart Trips, you become more aware of your daily transportation choices and patterns. If you are looking for opportunities to make more Smart Trips, recording your Smart Trips can help you.

We'll also tell you how many vehicle miles you eliminated and how much air pollution you've prevented from being emitted. Plus, you show support for the program and help encourage others to take part.

Q I'm not seeing all the information on this website. Should I turn off my pop-up blocker?

This site uses pop-up windows to give you fast, easy self-service features. To use these features, you may need to disable your pop-up blocker for our website. Rest assured you will not see any advertisements on our website. Please also note that most of the information contained in pop-up windows on this site is also included in the Frequently Asked Questions.