



Merge FAQ

What is Merge?

Merge is a FREE carpool matching service intended to form ongoing commuter carpools. Merge also lets you know if there are seats available on public vanpools on your commute route.

How do I register?

Visit merge.511.org and follow the prompts.

Is Merge for drivers, riders or both?

Merge is for both! If you drive to work on a regular basis, sign up to find passengers and enjoy the benefits of HOV or express lanes, share the costs of driving, and enjoy the company. If you don't like driving, want to limit your driving, or don't have a car, sign up to find a driver. Carpool matching works when there is a balance between commuters who want to ride and who want to drive.

How often do I have to carpool?

Merge is intended for people who want to carpool on a regular basis. The members of the carpool can determine how often that is. It could range from every day to a few times a month.

How much does it cost?

Merge is free. Carpool members can decide if and how they want to share commute costs. Sometimes members take turns driving so the cost is evenly spread.

How is Merge different from ridehailing apps?

Merge is for people making a trip regardless of whether they share the ride or not. Merge does not pay people to drive others, and there is no required payment from a rider to the driver. Instead, riders and drivers mutually determine if and how costs are shared.

How is Merge different from carpool matching apps?

Carpool matching apps, like Scoop or Waze Carpool, require users to match every time they want to drive or ride in a carpool. With Merge, commuters create an on-going carpool arrangement. These apps also have built-in payment requirements.

Who sponsors Merge?

Merge is sponsored by the Metropolitan Transportation Commission, which is the Metropolitan Planning Organization (MPO) for the 9-county Bay Area.

What is the "Connected Commuter Network"?

The Connected Commuter Network consist of Bay Area public agencies that offer carpool matching, including:

Agency	Commuter Program Name	Target Audience
MTC	Merge	Any Bay Area commuter
Napa Valley Transportation Authority	V-Commute	Any commuter living or working in Napa county.
San Mateo Transportation Authority and C/CAG	Commute.org	Any commuter living or working in San Mateo county
Sonoma County Transportation Authority	Go Sonoma	Any commuter living or working in Sonoma county.
Solano Transportation Authority	Solano Mobility	Any commuter living or working in Solano county.
Transportation Authority of Marin	Marin Commutes	Any commuter living or working in Marin county.

These agencies have partnered together to form the "Connected Commuter Network." When a commuter registers to carpool in one the above programs, the commuter may be prompted to seamlessly enroll in other network-partner programs to find more carpool matches and commuter benefits.

How can I access additional matching and commuter benefit opportunities from the Connected Commuter Network?

If your commute touches a Bay Area county that has such a program, you can seamlessly enroll in that program and connect your accounts to see all your matches and benefits in one place. Log in to your Merge account and click on your name in the top right corner. Click "Edit Profile", select the "My Networks" tab on the left side of the screen. Next, click "Join Additional Regional Networks" and select the "More Info" button to learn more and join.

How much of my personal information will be shared?

No personally identifiable information will be shared with other commuters--only the name you used for registration and your general point of origin will be shared. Commuters will use the in-system messaging component to contact one another.

If I'm already registered with more than one program in the Connected Commuter Network, how do I connect my accounts and see all potential matches?

Your accounts have been combined for you. The next time you log in after the accounts are connected, you will be prompted to choose one platform to be your primary site.

What is a "primary site"?

So that members of the Connected Commuter Network do not get duplicate emails from the programs in the network, members are asked to pick a primary site. The member receives most of their network communication from their primary site program.

How do I change which program is my "primary site"?

Log in to your account and click on your name in the top right corner. Click on the "My Networks" tab. Under "Network Associations" you will see all the platforms to which you belong. Select the platform you want to make your primary site and click the green "Make Primary" button in the lower right corner.

What is the Merge carpool reward program?

Merge rewards all carpools. Create a Merge account and carpool however you like using Merge, Scoop, Waze Carpool, Casual Carpool, or a personal contact like a co-worker or neighbor. Earn 10 points per logged carpool trip, and a \$25 reward for every 250 points earned. Choose from a catalog or e-gift cards or donate your reward amount to a nonprofit.

If I join the Connected Commuter Network, are there any changes related to my Merge rewards or trip tracking?

The Merge rewards program is the same whether a commuter is enrolled in Merge only or is enrolled in Merge and another program within the Connected Commuter Network. In addition, there are no changes to your trip log history or reward points when you join another network program. Finally, you do not need to reconnect your Commute Tracker—all functionality remains the same.

