

## FREQUENTLY ASKED QUESTIONS

### Why purchase a U-Pass?

This program offers students the opportunity to travel to campus and explore Los Angeles in a cheap and environmentally friendly fashion, without having to worry about gas, car maintenance or parking.

### How much can I save with this program?

That depends on how often you ride and how you pay for your Metro fare. Compared to Metro's reduced-fare student pass (\$43/month), you can save at least \$60 over a four-month period. Compared to purchasing individual one-way tickets, the U-Pass will save you money after 30 round trips. In other words, if you commute to USC twice per week, you will save money with a U-Pass.

### Can I purchase more than one pass?

No. A student can only purchase one U-Pass.

### Where can I use the U-Pass?

The U-Pass is valid on the following transit agencies:

- Metro buses and trains. This includes the Metro Rapid bus lines, the Red, Blue, Green, Gold and Expo rail lines, as well as regular Metro buses (including Zones 1 and 2).
- LADOT – DASH buses. This does not include other LADOT transit services like Commuter Express.
- Santa Monica Big Blue Bus. If you have issues using your U-Pass on Big Blue Bus please contact their customer service line at (310) 451-5444.
- Culver City Bus
- Norwalk Transit System
- Torrance Transit
- Gtrans
- LA Dash
- Long Beach Transit
- Pasadena Transit
- Big blue Bus
- Montebello Bus lines

The pass is not valid on any other services, such as Metrolink.











### What if my TAP Card stops working?

Please send an email to Maira Sanchez [mezaolve@usc.edu](mailto:mezaolve@usc.edu) with the following information:

- Name and USC ID #
- Tap Card #
- Date, approximate time, and location where the failed transaction occurred (i.e., bus or rail, station or intersection)

### What if the TAP Machine on my bus doesn't work?

Some buses still have old TAP machines that do not read the U-Pass. If this occurs, you may need to pay the fare before boarding. Write down the route number and the individual bus number and send it to **Maira Sanchez** [mezaolve@usc.edu](mailto:mezaolve@usc.edu) so that we can forward the information to Metro to allow them to update the machine on that particular bus. If you would like to receive a refund for fare that you paid due to a U-Pass malfunction, please contact Metro TAP customer service and provide the date, time, bus number, and TAP card number so an investigation can be done.

<b>Metro Rail Service</b> 	 Metro Blue Line
	 Metro Red Line
	 Metro Green Line
	 Metro Gold Line
	 Metro Purple Line
	 Metro Expo Line
<b>Metro Transitway</b> 	 Metro Orange Line
	 Metro Silver Line & Express

**Is this program available to recent graduates?**

No. The pass is available only for current, full-time, fee-paying USC graduate students.

**What constitutes “full-time”?**

USC’s pass is available for all students who qualify as full-time according to USC’s guidelines for their individual program.

**Is this program available to online Virtual Academic Center (VAC) students?**

VAC students are not eligible to purchase a U-Pass because they do not pay the Grad Student Programming Fee, which is used to subsidize the cost of the program.

**What if I’m not eligible for the U-Pass?**

You still may be eligible for a reduced-fare Metro TAP card through Metro. They have discounts for senior citizens, students, and people with disabilities. Check out the requirements and application instructions at: [http://www.taptogo.net/Reduced\\_Fare](http://www.taptogo.net/Reduced_Fare)

**I lost my pass. What do I do?**

Purchase a replacement pass online (\$2), then pick up the replacement pass in person according to the pick-up times stated at the top of this page.

**Can I add Stored Value onto the Metro U-Pass**

Yes, adding Stored Value allows Metro U-Pass users to ride 23 other transit systems. Fare can be loaded at TAP vending machines (TVM), at TAP vendor locations, or by phone 888-TAPTOGO (1.866.827.8646).

**What happens if I add Stored Value and my Metro U-Pass is lost/stolen?**

1. Purchase replacement pass online (\$2)
2. Pick up the replacement pass in person according to the pick-up times stated at the top of this page (the lost/stolen pass will be deactivated)
3. Call 866.TAPTOGO (866.827.8646) to request a transfer balance to the new U-Pass
  - Lost/stolen U-Pass number is required to process the balance transfer. Obtain your lost/stolen U-Pass number when you pick up your replacement pass or email [mezaolve@usc.edu](mailto:mezaolve@usc.edu)

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