

MEMORANDUM

To: All USC Transportation Permit Holders

From: Tony Mazza, Director, USC Transportation

Date: April 7, 2020

Subject: Spring 2020 Permit Refunds



As the COVID-19 crisis has evolved over the course of the last three weeks, USC Transportation has worked to maintain vital campus access points, continue necessary bus routes, and increase partnerships with Lyft to provide transit services for essential staff who are still coming to campus to support the USC community.

In recognition of the incredible efforts of these essential staff, and to further support those faculty, staff and students working and studying from home during this crisis, we are taking the following steps, effective immediately:

1. ALL USC faculty and staff payroll deductions for the months of April and May are being suspended. There is **no action required** on the part of any individual employee – you will simply not be charged for parking through May 31, 2020. Additionally, employees working on the UPC campus, and with parking structure permits for the Downey, Royal, McCarthy, Figueroa, Flower, Grand, or Shrine structures, can park, without paying, in ANY of those structures. This is to enable our employees to park as close to their offices as possible.
2. Furthermore, ALL USC faculty and staff will be refunded for a prorated portion of their March payroll deductions, going back to March 16, 2020. There is **no action required** on the part of any individual employee. Many people have already either mailed back their permits or completed an online form, but those steps are no longer necessary.
3. Similarly, ALL USC students with Spring 2020 permits will receive prorated refunds of their Spring semester charges going back to March 16, 2020. There is **no action required** of any individual student. Refunds will be processed to student fee bills.
4. Many employees saw a full deduction for their parking permit on their March paycheck, **even if they already submitted a suspension/cancellation request**. This was an unavoidable circumstance of timing as parking payroll deductions for March were submitted to USC Payroll Services before the university closed and most staff started working remotely. We apologize for any confusion and frustration this may have caused, and will process prorated refunds as quickly as possible given our limited staffing. Thank you in advance for your patience.
5. Once the university reopens for normal business, we will publish a Qualtrics survey to reinstate permits. We will request that employees who mailed their permits back to USC Transportation either come in to our office to retrieve them or arrange for us to mail them back. We will provide a grace period on parking enforcement to ensure everyone is in possession of a permit. Please monitor the USC Transportation-specific [COVID updates page here](#) for updates.

If you have any questions, please contact USC Transportation at auxtspad@usc.edu.

Thank you for your understanding, continued partnership, and for all you are doing to support USC during this crisis. We wish you and your families the best during this challenging time.