

FALL 2020 FAQs

Q: I bought a Fall parking permit, but now I won't be coming to campus at all this semester. Should I cancel my permit?

A: No, there is no reason to cancel. We are not charging for parking through December 31, 2020, and you may need your permit if you do occasionally come to campus, or end up needing it for the Spring semester. If you believe you truly need to cancel your permit permanently, please email us at auxtspad@usc.edu to discuss your situation.

Q: I cancelled my Fall permit already, and destroyed it/mailed it back to you. What do I do if I need to come to campus?

A: Please visit our website [here](#), and create or log into your Transportation account. From there you can order a new Fall permit – at no cost – that you can print at home and display in your vehicle immediately. When ordering, please use a future date (e.g., tomorrow) for the effective date, and 12/31/2020 as the expiration date.

Q: Is parking also free at Health Sciences Campus?

A: Yes, parking is also free at HSC. However, **ALL** HSC permit holders are required to park **ONLY** in the area designated by their permit. (For example, if you have a Lot 71 permit, you may only park in Lot 71.) Due to area construction and other projects, we still expect parking to be full at HSC. Please contact Assistant Manager Peter Miranda at pgmirand@usc.edu if you have questions about lot availability. HSC permits may also be used in the on-campus structures at UPC until further notice.

Q: What about USC Tower in downtown L.A., or other non-campus locations?

A: Unfortunately, we cannot offer free parking in areas we do not control, including USC Tower, Alhambra Campus, Marina Del Rey, etc. If you believe you have extenuating circumstances, please email us at auxtspad@usc.edu to discuss your situation.

Q: I am a USC student and I have already been charged for my Fall permit – how can I get a refund?

A: ALL student permit charges will be automatically reimbursed back to individual student fee bills, regardless of how or when they were purchased. This is a manual process and will take some time; please allow up to 2-3 weeks for processing of your refund. If you have not been refunded by September 1, please email us at auxtspad@usc.edu for assistance.

Q: I normally take public transportation, but if parking is free for the remainder of the calendar year, I would prefer to drive. Do I need a permit?

A: Yes, you need to display a permit so we know you are a USC constituent and your vehicle will not be cited.

Q: How do I get a permit for Fall without having to pay for it?

A: Please visit our website [here](#), and log into (or create) your Transportation account. From there you can order a Fall permit – at no cost – that you can print at home and display in your vehicle immediately. When ordering, please use a future date (e.g., tomorrow) for the effective date, and 12/31/2020 as the expiration date.

Q: Are you going to charge for parking in the Spring semester?

A: We don't know yet; it will all depend on the COVID-19 situation at the time, recommendations from state and county health officials, direction received from USC Administration, etc. We will continue updating the COVID-19 page on our website [here](#) as circumstances allow. If we do start charging again in Spring, everyone will be given an opportunity to cancel their permit before charges begin.

Q: Will I be able to use my current parking permit in the Spring semester?

A: Yes, we ask that you hold on to your permit and not cancel it, as it will be valid next semester. Fall student permits renew automatically and are valid until Commencement Day in May 2021. Current faculty and staff permits do not expire until June 30, 2021. Whether we end up charging for permits in Spring or not, you will want to continue using the same one you have now.

Q: I'm a faculty member living on campus/student living in off-campus USC Housing – do I need to complete Trojan Checks?

A: Yes, everyone entering campus or living in USC facilities is required to prove they have completed daily health attestations via Trojan Check. Please refer to bullet point #3 above for links and complete details.

Q: Are your offices open?

A: Not just yet, although we do expect both offices at UPC (in the McCarthy Structure) and HSC (in KAM-120) will reopen soon. Most transactions can be completed through our website without having to visit an office; we are keeping our new [live chat feature](#) active as well.

Q: Are USC Buses still running? What is the current schedule?

A: The Intercampus Shuttle (ICS) is still running; we have temporarily suspended smaller routes in order to put more staff and equipment on this main route between campuses. In accordance with state and county physical distancing guidelines, we have also limited the number of passengers on each bus. Complete information about the steps we've taken on our buses to keep passengers safe, as well as the current schedule, can be found on our website bus page, [here](#).

Q: Are USC Buses dropping off inside the UPC campus?

A: No, all UPC buses will load/unload passengers at the bus turnout located on Jefferson Blvd., just east of Hoover St., on the north side of campus. Passengers disembarking at UPC must pass through a pedestrian Trojan Check before entering campus.

Q: I don't see my question answered here – what do I do now?

A: Please contact us using one of the methods below:

Via email: auxtspad@usc.edu

Via live chat on our webpage (from 9am-4pm, M-F): www.usc.edu/transportation