

USC U-Pass Transit Program

FALL 2021 SEMESTER DATA SHEET

USC Transportation offers the U-Pass program in conjunction with the Los Angeles County Metropolitan Transportation Authority (Metro). The reduced fare transit pass offer graduate students unlimited rides on Metro's rail and bus lines for a given semester.

Please read all the information on this page before purchasing a pass. If you need help or cannot find the answer to your questions on this page, contact Maira Sanchez at tsubsidy@usc.edu.

PURCHASE PRICE / VALID DATES

Fall 2021 passes are available for a one-time cost of \$103 (\$105 if purchasing a new card) and are valid for use from **August 16, 2021 to January 23, 2022**. In observance of social distancing rules related to COVID, all new passes will be mailed. Sales begin on August 16, and end October 15, 2021. **No passes will be sold after this date.**

- NEW PURCHASES: Email Rideshare Coordinator Maira Sanchez at tsubsidy@usc.edu. **The email must include mailing address and survey confirmation number.**
- RENEWALS: Email Rideshare Coordinator Maira Sanchez at tsubsidy@usc.edu. **The email must include the current U-pass tap card number.**

HOW TO PURCHASE THE U-PASS

1. Take the Metro survey: https://lametro.formstack.com/forms/upass_usc
2. For Purchase or Renewal of the U-Pass: <https://transnet.usc.edu/>
 - Go to the parking section and click on **Access my account**.
 - On the customer authentication page you will find **Click Here To Create An Account**.
 - Once you get to the classification part you will choose **Student/BUS U-PASS GRAD STUDENT**.
 - Once the account is created you will go to the section **Get Permits**.
 - **Click Next**
 - **Renewal Only – Select BUS U-PASS RENEWAL ONLY**
 - **(New Sign Up Only)- Select U-Pass + Tap Card**
 - **Click Next**
 - **Delivery Option (mailed only)**
 - **Checkout**
 - **Send an email to Maira Sanchez at tsubsidy@usc.edu with the mailing address and Metro survey confirmation number. (New Sign Up Only)**
 - **Renewal Only – Send an email to Maira Sanchez at tsubsidy@usc.edu with your U-pass tap card number. The U-pass will be automatically reloaded.**

REFUND POLICY

No refunds will be granted at any time for any reason. If the pass does not work, please email Maira Sanchez at tsubsidy@usc.edu so that we can exchange it for a new one. We cannot issue refunds once U-pass has been purchased.

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 a lot 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.
- LADOT – DASH buses only. 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
- Gardena Transit
- Long Beach Transit

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 tsubsidy@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** tsubsidy@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.

Metro Rail Service 	● Metro Blue Line
	● Metro Red Line
	● Metro Green Line
	● Metro Gold Line
	● Metro Purple Line
	● Metro Expo Line
Metro Transitway 	● Metro Orange Line
	● Metro Silver Line & Express

Is this program available to recent graduates, or undergraduate students?

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

I lost my pass. What do I do?

Email Maira Sanchez at tsubsidy@usc.edu request a replacement.

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 at the transportation office.
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 tsubsidy@usc.edu

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