

Metro U-Pass Transit Program

Please read carefully before purchasing the U-Pass. **This is not a USC parking pass.**

Spring 2023 Program Information

USC Transportation offers the U-Pass Transit 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.

Once you have purchased a USC U-Pass, you'll receive a TAP card featuring smart-chip technology. It's good for unlimited rides on all Metro bus and rail lines, Culver CityBus, GTrans, LADOT-DASH, Torrance Transit, Long Beach Transit, Montebello Bus Lines, Norwalk Transit, Pasadena Transit, Santa Monica Big Blue Bus, Foothill Transit (Local Only) for the entire Spring 2023 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 USC Transportation's Rideshare Coordinator at tsubsidy@usc.edu.

PURCHASE

The Spring 2023 pass costs \$100 (**\$102 with new card**) and is valid for 20 weeks, from January 9, 2023 to May 28, 2023. **NO REFUNDS ARE AVAILABLE AFTER PURCHASE.**

PLEASE NOTE: The website will indicate the permit is valid January 1, 2023 to May 15, 2023. The reason is because we plan on selling the Summer 2023 U-Pass and you cannot have two of the same permits at the same time (if we did not make the adjustment, the dates would overlap).

Spring U-Pass sales begin online on Monday, December 5 and end February 17, 2023. (**No Spring passes will be sold after this date**). New passes will be mailed to the address listed in your Transportation portal account online – in-person pick-up is also available upon request.

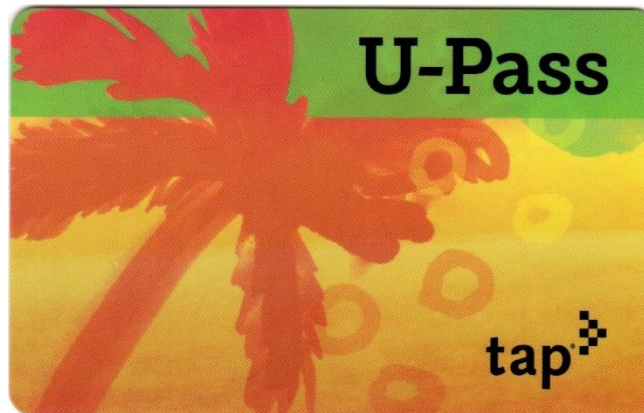
HOW TO PURCHASE THE U-PASS

1. First time members must take the **Mandatory** Metro survey:
https://lametro.formstack.com/forms/upass_usc (Renewals **Do Not** have to retake the Metro Survey)
2. For Purchase or Renewal of the U-Pass: Please go to <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 subclassification page 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 **(Pick-Up or Delivery)**
3. **Checkout**
4. **Please make sure when purchasing that the address on the parking portal is the same as the billing address on your credit card, or else the transaction will decline and not be successfully completed.**
5. Once the U-Pass is purchased, UPC & HSC students will have to email USC Transportation's Rideshare Coordinator at tsubsidy@usc.edu. **The email must include the survey confirmation number.** Please wait for a reply within 1-2 business days on the next steps.
6. **Renewal Only** – Please send an email to USC Transportation's Rideshare Coordinator at tsubsidy@usc.edu. **The email must include the U-Pass 20 Digit TAP card number from the back of your card (ex.: 0170 1234 5678 9123 4567).** We will send an email to Metro to automatically reload your card. Please wait for a reply within 1-2 business days on the next steps.

REFUND POLICY

Once purchased, NO refunds will be granted at any time, for any reason, including not realizing what this product is (it is NOT a parking pass of any kind). If the pass does not work, please email USC Transportation's Rideshare Coordinator at tsubsidy@usc.edu so that we can exchange it for a new one. ***We cannot issue refunds once a U-Pass has been purchased.***

This is what a U-Pass looks like! All U-Pass Members must use this TAP Card. You cannot use an alternate TAP Card or Mobile App in the U-Pass program.



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 using public transportation, 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.
- 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
- Foothill Transit (excluding commuter express lines: 490, 493, 495, 498, 499, 699)

The pass is not valid on any other services, such as Metrolink, Amtrak, and LAX FlyAway.

Can I add the UPASS to my Mobile Device?

No, the U-Pass is connected to USC's TAP card account and ownership cannot be transferred to individuals.

Can I purchase a U-Pass and have a parking permit?

No, students cannot possess a USC semester parking permit and a valid U-Pass at the same time.











What if my TAP Card stops working?

Please send an email to USC Transportation's Rideshare Coordinator 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 USC Transportation's Rideshare Coordinator at 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?

No. The pass is available only for current, full-time, fee-paying USC graduate students. There is a Grad Pass Program. The GradPass Program is a reduced fare program that will assist college graduates as they transition out of the U-Pass program and into the workforce. The GradPass Program will allow the U-Pass Program participant to purchase Metro fare at the reduced College/Vocational rate of **\$43** for 12 months after graduation. USC currently does not participate in this program. If you want it please send a request to tsubsidy@usc.edu.

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 USC Transportation’s Rideshare Coordinator at tsubsidy@usc.edu request a replacement. **There is a \$10 card replacement Fee.**

Can I add Stored Value onto the Metro U-Pass

Yes, adding Stored Value allows Metro U-Pass users to ride 26 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 a \$10 replacement pass at the USC 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

