

## FREQUENTLY ASKED QUESTIONS

### PRE-TAX COMMUTER BENEFITS DURING SHELTER-IN-PLACE AND LIMITED ON-SITE OPERATIONS

*During the current Shelter-in-Place while UCOP staff are working remotely, it is important to remember that your parking and transit deductions continue to be a self-managed process. Whether you are parking on a UC-controlled parking property, with a third-party parking company or using Pre-Paid transit and debit cards, it remains the responsibility of the employee to opt-out through Commuter Check Direct (CCD) or contact your third party parking vendor to discuss options. Below is additional information for your reference.*

#### FOR ALL COMMUTER BENEFITS USERS:

**1. I could not log-in to the CCD website due to technical difficulties what should I do?**

In many cases you should reset both your login and password in the CCD system ([Commuter Check \(CCD\) website](#)). When changing your username and password consider any zip code or name changes when answering the questions and you will need **UCOP's company ID #1259** to reset. If you are experiencing technical difficulties due to your internet connection, and cannot reach the CCD website, please contact [commuterserviceshelp@Ucop.edu](mailto:commuterserviceshelp@Ucop.edu).

**2. Can I use my Single Sign-On (SSO) for CCD?**

No. This system is not connected to the UC SSO.

**3. What if the Shelter-in Place and Limited Onsite Operations continues?**

If these work arrangements continue, you will be notified of further instructions.

**4. I am transitioning out of UCOP. How can I get a refund for April parking?**

Please contact [commuterserviceshelp@ucop.edu](mailto:commuterserviceshelp@ucop.edu) directly for assistance if you are leaving UCOP.

#### FOR UC-CONTROLLED PARKING LOTS - OAKLAND, RIVERSIDE AND UCDC

(1111 Franklin St., 145 20<sup>th</sup> St., Frank Mar, 14350 Meridian Parkway, 1608 Rhode Island Ave)

**5. Will Opting Out for a month impact my ability to return to UC controlled parking where I am now?**

No, you will retain your space and will not be put back on a waiting list.

#### KAISER CENTER PARKING – OAKLAND

**6. Will Opting Out for a month impact my ability to return to parking where I am now?**

No, you will retain your space and will not be put back on a waiting list.

**7. I park at Kaiser; should I opt-out for May and June?**

Please contact Reef Parking (877-909-6199) to confirm your space and to understand options when you return to work (date is indeterminate, at this time). Reef Parking has informed UCOP that it will hold prior parking payments for up to 3 months to be applied when you reactivate your account.

## NON-UC MANAGED PARKING LOTS

*It is important that employees who park in Non-UC controlled parking lots remain in direct contact and regular communications with their parking garage operator. As an independent operator, UCOP does not control operational decisions for these third party vendors. Third party parking vendors may include:*

BART Parking Lots	SPPLUSPARKING	1100 Wilshire Garage LLC
ACE parking YMCA Oakland	Parking Concepts-Location566	ABM Parking Services Sac.
City of Oakland Parking Part	Central Parking System – Sac.	WMATA Washington Metro SmarTrip

### **8. Will Opting Out for a month impact my ability to return to parking where I am now?**

Please contact your parking vendor directly to ensure they will allow a temporary pause in payments without affecting your current enrollment and ability to return. If they will not allow an opt-out period please contact [commuterserviceshelp@Ucop.edu](mailto:commuterserviceshelp@Ucop.edu) for information on how to receive a reimbursement from UCOP.

### **9. Can BASC cancel my parking with the third party vendor?**

No. If you want to cancel or request a pause in payment with your non-UC controlled parking operator, you should contact your parking vendor directly.