

COMMUTE OPTIONS & PARKING

PARKING PERMIT THREE MONTH REFUND POLICY

PERSONNEL DEPARTMENT
EMPLOYEE BENEFITS DIVISION
200 NORTH SPRING STREET
CITY HALL, ROOM 867
LOS ANGELES, CA 90012

Canceling Parking Permit Paycheck Deductions

Employees are responsible for notifying Commute Options and Parking Section (“Commute Options”) when their permits have expired or are no longer being used and to return their permits/keycards to Commute Options (except in cases of disposable non-renewing permits), so that deductions can cease. This includes employees who pick up their permits on a monthly basis (they must notify Commute Options if they wish to cancel their parking deductions – the deductions do not automatically stop, even if the employee does not pick up the monthly permit).

Employees wishing to cancel a parking permit are required to relinquish their permits directly to Commute Options and complete a payroll deduction cancellation card. Employees must also return permits/keycards that have not expired when they are off work such as when they are on family leave or IOD. Reimbursement of parking fees will not be made for any period of time that an employee has failed to relinquish the permit to Commute Options.

Request for Parking Deduction Refund

Employees are eligible to apply retroactively for refunds of parking deductions under certain limited circumstances.

Employees **may** be eligible to receive refunds for **up to three months (meaning six pay periods) of parking deductions** if the employee can demonstrate that they did not utilize a parking benefit during the period of time for which the refund is being requested (up to 90 days prior to the refund request). If an employee fails to notify the Commute Options and Parking Section of a problem with a deduction or neglects to return a parking pass, refunds of greater than three months will not be granted.

The three-month maximum refund policy also applies to persons with home-garaged vehicles or motorcycles. In most cases, there are no permits issued to employees who have this privilege but they must pay a monthly charge. It is the responsibility of these employees to give written notification to Commute Options when they no longer are assigned take-home vehicles or motorcycles so that deductions can be discontinued.

If it is determined that an employee acted in good faith to cancel a parking deduction but the deduction did not stop as the result of an error on the part of City staff, there will be no limit on the time for refunds.

If there are any questions regarding this policy, please contact Commute Options at 213 978-1655.