

## Harvard Transportation & Parking Frequently Asked Questions

### Parking

**Q: I cancelled my Harvard parking permit but need to resume parking. What should I do?**

**A:** If you cancelled your annual parking permit, your payroll deductions have been stopped. Parking facility access has been turned off. You will need to [reapply for a parking permit](#) when you return to campus. Please submit your request to [parking@harvard.edu](mailto:parking@harvard.edu) a minimum of two weeks prior to your return date if you wish to have your new hang tag mailed to your home address.

**Q: If I cancel my permit and reapply when I return, will I be assigned my current parking location?**

**A:** Parking Services will do our best to accommodate parkers when normal University operations resume, but we cannot guarantee availability at your existing parking location.

**Q: How do I use the flexible pre-tax debit card?**

**A:** The pre-tax debit card allows staff to purchase daily transit (not subsidized) and daily parking on a pre-tax basis and more easily switch modes of transportation. For more information, including how to sign up for the debit card and a list of eligible transit and parking expenses visit [transportation.harvard.edu/flexible](https://transportation.harvard.edu/flexible).

**Q: I'm an employee and would like to start driving to work instead of taking public transit. Can I cancel my MBTA pass and get a parking permit?**

**A:** If you currently have a transit order and would like to switch to an annual parking permit, please follow these [simple steps](#).

### Transit

**Q: I don't know when I'll be returning to work. How should I manage my transit elections?**

**A:** Undoubtedly, the situation is constantly evolving. In accordance with University Coronavirus policies, employees should refer to their school's or department's guidance regarding remote work in order to assess future transit needs.

**Q: Will I get a new PERQ CharlieCard in the mail?**

**A:** If you cancelled or opted out of your bus/subway pass, you will receive a new PERQ CharlieCard in the mail when you resume your order. If you kept your order active and recurring since March 2020, you will use the same PERQ CharlieCard, even if you did not use it.

**Q: I have accrued credits for unused transit passes during the pandemic. How do I use them?**

**A:** Any transit credits accrued during the pandemic can be viewed at [transportation.harvard.edu/edenred](https://transportation.harvard.edu/edenred) > My Account > Adjustments/Credits. They will be automatically applied to future MBTA pass orders until the balance is used up. To apply them to the flexible pre-tax debit card, please follow [these steps](#).

**Q: I have credits on my account, but I am not ready to take transit. What will happen to my credits?**

A. Your credits will roll over from year to year and you will not lose them. When you are ready to resume transit, they will automatically be applied to your order.

**Q. I will be commuting to work via transit, but I do not need a monthly MBTA pass. Are there any other options?**

There are two alternate pre-tax options available to you at [transportation.harvard.edu/edenred](https://transportation.harvard.edu/edenred):

-*7-day MBTA bus/subway passes* – These passes are valid for 12 months and can be used at any time. The pass becomes activated for 7 consecutive days after it is first used at a fare machine.

-*Pre-tax debit card* – Add pre-tax funds to a debit card that can be used to purchase any MBTA product, including but not limited to 10 and 5 trip commuter rail bundles on the mTicket app and 7-Day bus/subway passes and one-day passes at MBTA kiosks. **Funds on the debit card roll over and you will not lose them. IRS regulations now permit pre-tax transit and parking funds to be used interchangeably.**

**Q. How do I use the flexible pre-tax debit card?**

A. The pre-tax debit card allows staff to purchase daily transit (not subsidized) and daily parking on a pre-tax basis and more easily switch modes of transportation. For more information, including [how to sign up for the debit card](#) and a list of eligible transit and parking expenses [transportation.harvard.edu/flexible](https://transportation.harvard.edu/flexible).

## Harvard Shuttle

**Q. Is the Harvard Shuttle still running?**

A. The University is currently offering full service; on-demand and fixed route shuttle service. The on-demand service can be accessed through Harvard's Evening Van Service iOS app and Android app during the weekday hours of 7 pm to 2:30 am, weekends from 7 pm-2:30 am. Fixed route schedules, and updates can be found at [shuttle.harvard.edu](https://shuttle.harvard.edu). All riders are required to wear a face covering and maintain appropriate distances while onboard. Learn more about the on-demand van service.