

# UPass Frequently Asked Questions for Students

## WHAT IS UPASS?

The Universal Transit Pass (UPass) gives **undergraduate students** enrolled at the University of Lethbridge unlimited access to local transit during each term they are registered for classes. It is an environmentally friendly, cost-effective and safe way to navigate Lethbridge.

UPass is available to all undergraduate students beginning Fall 2018. If you are enrolled in at least one credit course per term at our Lethbridge Campus you are automatically eligible for UPass.

## I'M A GRADUATE STUDENT (master's or doctoral degree). CAN I GET UPASS?

uLethbridge graduate students have had UPass since 2007; it is managed exclusively by the Graduate Student Association. For more information, visit [ulgsa.ca/gsaservices](http://ulgsa.ca/gsaservices)

## HOW MUCH DOES IT COST?

The UPass fee is assessed each term and the cost is equivalent to a one-month Lethbridge Transit adult pass. Currently, this is \$77.00 plus a \$5.00 administration fee. The **total cost of a four-month term UPass is \$82.00.**

\* Note: A Lethbridge Transit post-secondary term (four-month) pass is currently priced at \$289.00, reducing the cost of a pass by \$207.00 each term!

## WHEN WILL UPASS START ?

UPass for undergraduate students is effective September 1, 2018.

## IS THE UPASS VALID IN THE SUMMER?

Yes! The UPass fee will be assessed to students enrolled in on-campus spring and summer courses with the same opt-out criteria as fall and winter terms.

## HOW DO I GET UPASS?

**You will receive a new student ID card with UPass-enabled technology.** Technology in the card will be updated for each term you are registered in classes; this will reactivate your UPass. If you choose not to register in classes during a specific term, you will not be assessed the fee or have a valid UPass on your uLethbridge student ID card.

### **New uLethbridge student**

If you are a **new uLethbridge student**, [complete the form and upload your photo](#). You can pick up your new UPass student ID when you arrive on campus in September. Or, you can pick it up anytime this summer at the IT Solution Centre TH208 once you receive a request closed email.

### **Continuing uLethbridge student**

Continuing uLethbridge students **can exchange their existing student ID card for the new UPass ID card** at IT Services in Turcotte Hall starting June 14, 2018. **There is no cost** to exchanging your current student ID card for the new UPass student ID card. ITS will have a central location for pickup Sept. 3-6, 2018. If you are a **continuing student who has lost their student ID card**, please [complete this form](#).

### **uLethbridge student living in Residence**

If you are a **new uLethbridge student who will be living on campus**, Housing Services will communicate with you about how you can get UPass, as the process is slightly different. You will receive your new UPass card during **Move-in Day**.

### **uLethbridge graduate student (master's and doctoral degrees)**

Graduate students with an activated UPass card DO NOT need to get a card. The graduate UPass and the undergraduate UPass are separate entities. Contact [ulgsa.ca/gsaservices](http://ulgsa.ca/gsaservices) for more information.

**The ITS Solutions Centre will have a temporary set up at a central location on campus September 3 to 6** to make picking up your UPass card as simple as possible. Stay tuned for the location.

### **I HAVE LOST MY STUDENT ID CARD. WHAT CAN I DO?**

If you are a **continuing student who has lost their student ID card**, please [complete this form](#). Although there is no cost to exchanging your current student ID card for the new UPass student ID card. However, if you have lost your current student ID card, you will be charged a **\$10 replacement fee**.


If you let us know asap if you need us to reprint your current student ID. We will print it in advance saving you time waiting in line in September! You will receive an email once it's printed so you can also pick it up at the IT Solution Centre (TH208) this summer.

**We are unable issue a UPass student ID without a copy of your current student ID card**; your current student ID card must be deactivated for your safety as it is linked to your personal information.

## I AM A STUDENT WHO WILL BE LIVING IN RESIDENCE. HOW DO I GET UPASS?

You will receive your UPass student ID card during **Move-in Day**. For more information, contact the Housing office at 403-329-2584 or [housing@uleth.ca](mailto:housing@uleth.ca). If you are a new uLethbridge student, you can upload a current photo for your UPass student ID card [here](#).

## WILL MY CURRENT ID CARD WORK FOR UPASS?

No, if your current card does not have this logo on the back , it will not work. Continuing undergraduate students will need to **exchange their current student ID card** for a **new UPass student ID card**. If you are a **continuing student who has lost their student ID card**, please [complete this form](#).

## IS THE UPASS VALID ONLY FOR TRAVEL TO AND FROM THE UNIVERSITY?

No, UPass is valid anywhere and anytime Lethbridge Transit system operates. Visit their [website](#) to learn more, or [map your route](#).

## CAN I OPT OUT OF UPASS?

Yes! Students who are enrolled exclusively in uLethbridge online courses, or who attend classes exclusively on the Calgary Campus, will be automatically opted out.

In addition, Lethbridge Campus students will have the ability to opt out of a UPass based on the following conditions:

- Students living in on-campus residence
- A student enrolled in a co-op, practicum, or exchange program who is not simultaneously enrolled in any on-campus credit courses at the Lethbridge campus within a given term
- Presentation of a valid CNIB or Paratransit registration
- Students living outside of the Lethbridge city transit boundaries but within an 80 km radius of Lethbridge city limits
  - Aetna, Ardenville, Barnwell, Barrons, Beazer, Cardston, Carmengay, Carway, Champion, Chin, Claresholm, Coaldale, Coalhurst, Conrad, Cranford, Del Bonita, Diamond City, Enchant, Fincastle, Fort Macleod, Glenwood, Granum, Hill Spring, Iron Springs, Kirkcaldy, Leavitt, Lethbridge County, Lomond Lowland Heights, Magrath, McNabb, Milk River, Monarch, Mountain View, New Drayton, Nobleford, Picture Butte, Pincher Creek, Purple Springs, Raley, Raymond, Retlaw, Shaughnessy, Skiff, Spring Coulee, Stand Off, Stavley, Stirling, Stowe, Taber, Tempest, Travers, Turin, Vauxhall, Warner, Welling, Whiskey Gap, Woodhouse, Woolford, Wrentham

If your town is missing and you feel it should be included, contact the ULSU to have your request evaluated. 403-329-2222, [su.manager@uleth.ca](mailto:su.manager@uleth.ca) or in person at SU180.

Opt-out periods will run simultaneously to those of the University of Lethbridge Students' Union (ULSU) Health & Dental plan.

Lethbridge Campus students meeting the above criteria are given the option to opt out because they may be still be interested in using Lethbridge Transit services.

### **WHY IS EVERYONE ASSESSED THIS FEE?**

In March 2018 the University of Lethbridge Student Union (ULSU) held a referendum on implementing UPass for undergraduate students on the Lethbridge campus.

Of the undergraduate students who voted, 65.17% agreed to implement UPass.

Over 65% of the graduate student population (who voted) agreed to implement UPass in the March 2007 referendum.

### **WHAT ARE THE BENEFITS OF UPASS?**

- Parking is not affordable for all students; UPass provides an inexpensive alternative
- The bus stop is located in a central campus location; students do not need to walk far to access the buildings and vice versa
- Creates another travel option for students who drive, in the event of car trouble or inclement weather
- Revenues to the City and increased transit ridership will potentially contribute to improved transit services
- It's easier for occasional users to run errands and explore the city

### **WHEN AND HOW DO I OPT OUT?**

Opt-out periods will run simultaneously to those of the University of Lethbridge Students' Union (ULSU) Health & Dental plan.

Fall: September 21

Spring: January 18

Summer sessions: May, exact date TBD

Students enrolled in the fall and spring terms only need to opt out once per year.

Stay tuned for more information about opt out dates and deadlines for the summer terms.

You can opt out of UPass, if eligible, by logging into the Bridge and completing the opt-out request form during the opt-out period. Stay tuned for more details.

### **WHAT HAPPENS IF I MISS THE OPT-OUT DEADLINE?**

**Opt-out deadlines are firm and not open to extension.** You will be charged \$82.00 for that term.

The appeal process for opting out of UPass follows the same procedure and timelines as the health and dental opt-out. Please contact the ULSU for more information: 403-329-2222, [su.manager@uleth.ca](mailto:su.manager@uleth.ca) or in person at SU180

### **I HAVE A UPASS, AM I STILL ELIGIBLE FOR AN ON-CAMPUS PARKING PASS?**

Yes! Your parking pass eligibility is not affected by whether or not you have UPass.

### **I AM A CALGARY CAMPUS STUDENT, AM I ELIGIBLE FOR UPASS?**

Not at this time; however, if you are Calgary Campus student, connect with your ULSU representative to discuss. The ULSU is committed to exploring this option if there is enough interest on the Calgary Campus.

### **WHAT IF I NEED MORE INFORMATION ON OPTING OUT?**

Contact the ULSU for further support or information specific to your circumstances. You can reach the ULSU at 403-329-2222, [su.manager@uleth.ca](mailto:su.manager@uleth.ca) or in person at SU180.

### **HOW CAN I PAY FOR UPASS?**

The \$82.00 fee will be applied to your student account. You can pay in person at the Cash Office (AH144) or view your payment options online at: [ulethbridge.ca/financial-services/payment-methods](http://ulethbridge.ca/financial-services/payment-methods)

### **HOW WILL I KNOW IF I AM ELIGIBLE FOR UPASS?**

All students will automatically have UPass charged to their account. You can check your fees to confirm the fee has been charged at [ulethbridge.ca/financial-services/students](http://ulethbridge.ca/financial-services/students). If you are eligible to opt out, the fee will be credited to your account when complete.

### **WILL MY STUDENT LOAN COVER MY UPASS?**

Yes, provincial student loans cover the costs of your tuition and fees.

### **IS UPASS TRANSFERABLE?**

No, UPass is non-transferable. **UPass is embedded in your student photo ID card.** You should not share your student ID card as it is linked to significant personal information.

### **I AM AN INTERNATIONAL STUDENT ON THE LETHBRIDGE CAMPUS, AM I ELIGIBLE FOR UPASS?**

Yes! International students registered in courses required for their degree will be assessed the \$82.00/term fee just like other undergraduate students.

### **WHERE CAN I GET MORE INFORMATION?**

Undergraduate students should contact the ULSU at 403-329-2222, [su.manager@uleth.ca](mailto:su.manager@uleth.ca), in person at SU180 or visit the website [ulsu.ca](http://ulsu.ca).

Graduate students can visit the GSA office MH2041 or visit the website [ulgsa.ca/gsaservices](http://ulgsa.ca/gsaservices)