

# UNIVERSITY OF LETHBRIDGE

## UPASS FAQ - 2023/2024



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### WHAT IS UPASS?

The Universal Transit Pass (UPass) gives 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 was implemented in Fall 2018 for all undergraduate students taking one or more courses. If you are enrolled in at least one credit course per term at our Lethbridge Campus, you will be assessed the UPASS Fee.

### I'M A GRADUATE STUDENT. CAN I GET UPASS?

Yes, uLethbridge graduate students have had UPass since 2007

### WHEN WILL MY UPASS START WORKING?

- Fall Semester – August 29, 2023 - Opt out **DEADLINE Friday, September 22, 2023**
- Spring Session - January 1, 2024 – Opt-out **DEADLINE Friday, January 19, 2024**
- Summer Session – May 1, 2024 - Opt-out **DEADLINE Friday, May 24, 2024**

### IS THE UPASS VALID IN THE SUMMER?

Yes! The UPASS fee is assessed to students who are registered in at least one in-person summer session. You must be enrolled in a minimum of one in-person summer session class in order to have access to UPASS during the summer semester.

Students attending a minimum of one online class can also enroll in the UPASS program however the student will need to go to the Cash Office to pay for the fee prior to the pass being activated.

### HOW DO I GET A UPASS CARD?

The UPASS card is actually your U of L student ID card. If you don't have your student ID card yet, you will need to fill out the following online form: <http://go.uleth.ca/RequestIDCard>. Once

you have submitted the request, you will receive an email when the card is available to be picked up. All cards are picked up in Turcotte Hall in Room TH218, ITS Solutions Centre.

## **HOW DO I ACTIVATE MY CARD?**

Your UPASS card becomes active automatically for the semester you are enrolled in at least one in-person. The Lethbridge Transit bus drivers are allowing students on the bus for the first 3 weeks regardless of what their pass indicates. If a card does not work automatically, you should go to the IT Solutions Centre in Turcotte Hall (TH218) to inquire as to why it is not working.

## **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 the online form to request a replacement form. For the 2023-2024 season, the replacement fee accessed is \$20.75 per card.

## **I AM A NEW 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 (<https://go.uleth.ca/RequestIDCard>).

## **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?**

There is a strict criterion for eligibility to opt-out. When classes were primarily online due to COVID-19, the University made an exception to the criterion and allowed all students to opt-out. Now that classes will be returning in-person for the fall semester, UPASS will become a mandatory fee and the original opt-out terms will be in effect.

### **The following students will be able to opt out of UPASS:**

- Students living in residence on campus
- Students enrolled in online courses and Calgary Campus students
- Students who live outside of Lethbridge but within an 80km radius
- Students registered as a CNIB or Para-transit student

- Some Co-op and Practicum students
- If none of those circumstances apply to you than you will NOT be eligible to opt out.

The opt-out deadline for UPass for the fall and spring terms are the same as those for the University of Lethbridge Students' Union (ULSU) Health & Dental plan.

- **Fall Opt-out DEADLINE - Friday, September 22, 2023**
- **Spring Session Opt-out DEADLINE - Friday, January 19, 2024**
- **Summer Session Opt-out DEADLINE - Friday, May 24, 2024**

## **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.

## **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
- It 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

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

Opt-out deadlines are firm and not open to extension. If you miss the opt-out deadline, you will be charged \$82.00 for that term.

## **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 DO 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: <http://ulethbridge.ca/financial-services/payment-methods>.

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

You can check your fees to confirm the fee has been charged at <http://ulethbridge.ca/financial-services/payment-methods>. If you are eligible to opt out, the fee will be credited to your account when complete.

## **IF I OPTED OUT AFTER ALREADY PAYING MY ENROLLMENT FEES, CAN I GET A REFUND FOR UPASS?**

Yes, you will just need to contact the cash office and they can arrange for a credit on your student account, or they can issue you a cheque. You can reach the cash office at [cash.office@uleth.ca](mailto:cash.office@uleth.ca) or 403-329-2469.

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

Yes, provincial student loans will 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?**

Students should contact the ULSU at 403-329-2222, [su.manager@uleth.ca](mailto:su.manager@uleth.ca).