

## **Frequently Asked Questions – Bus Pass**

### **What do you do if your bus pass is not working?**

If your bus pass isn't working, please contact the FSU office (phone - 519.452.4109 / online chat - <https://www.fsu.ca/chat-with-us> )

### **What are the bus pass fees?**

Please visit - <https://www.fsu.ca/ancillary-fees> for a breakdown of the fees.

### **Are the fees going to be revised for the coming fall term?**

Yes - there is a 2% increase to the fee based on contract negotiations.

### **Why do we have to pay for a bus pass? Is it not supposed to be included in fees?**

The pass is included in 'blended' student fees; it's not included in 'fully online' student fees.

### **Will the bus pass work in the summer if I have a break during the summer term of my course?**

Yes - as long as you paid the fee in January 2021 (Winter term).

### **How do I apply for a bus pass?**

Visit [www.fsu.ca/bus](http://www.fsu.ca/bus) then complete the online form (<https://www.fsu.ca/fully-online-bus>) and you will be contacted via email for payment, if qualifications and eligibility are met.

### **Is there an app for android or iOS to use as a bus pass to eliminate carrying a physical card every time?**

The FSU is investigating this but there is nothing at this time. For now, it is just your FANcard that is your bus pass. Simply 'tap' your card on the on-board validator.

### **Can the bus pass be purchased at a discounted rate after graduation?**

Not from the FSU, for additional options, please visit the LTC Website for information on bus fares and passes when you're not a student.

### **If I don't my bus pass every day will it reserve my days/rides that I have not used or are these gone?**

No, the fee you paid to have the bus pass activated on your FANcard was the student price we offer to eligible students, effective from the date of purchase until August 31st, 2021 (includes unlimited rides throughout the week & weekend until that expiration date).

### **How long will the pass work after the program ends?**

The passes expire on August 31st each year.

### **Why isn't the bus pass free, when it is already included in the fees?**

It is included in your tuition fees if you are a 'blended' student. If you are a 'fully-online' student or on 'co-op' you were not charged for the bus pass as the Bus Pass Fee was not included within the ancillary fee package for online delivery courses or students on co-op. To accommodate students in need of

Public Transportation, (London Campus students only) are now able to purchase an LTC bus pass at a rate of \$264.00 through the Fanshawe Student Union Office.

**Is the bus pass available for online students?**

Bus Pass available to purchase for fully-online students, visit [www.fsu.ca/bus](http://www.fsu.ca/bus) for information.

**Is there a yearly limit for how many times you can use the pass?**

No, the limit does not exist! Once you purchase your bus pass, your FANcard activates and is effective from the date of purchase until August 31st, 2021 (includes unlimited rides throughout the week & weekend until that expiration date).

**I wish we wouldn't have to pay extra for our bus pass and it just comes with going to College**

The bus pass fee is a mandatory fee within your tuitions ancillary fee package if you are a 'Blended' student. Fully-online students are not charged this fee in their ancillary fees so they may purchase an LTC bus pass through the FSU!

**Do we get a new one every year or just use the same one throughout our program?**

The FANcard remains the same for your duration.

**Why has the bus pass fee increased?**

The agreement with the LTC includes increases to the service for things like gas, new routes, new service hours, etc.

**How much does it cost to buy it if I am a part time student next year?**

Part-time students would need to visit the LTC directly for their bus pass needs.

**What is the cost for a year round pass?**

\$264.00

**When does it expire?**

August 31st, 2021

**Are there a cost difference in the amount I pay if I buy from Fanshawe or the LTC office?**

Yes - a big difference - check out the LTC website for information on their fees and to compare rates.

**Some drivers won't stop & ignore people who would be standing there for 30 minutes**

If you experience an issue with the bus driver please contact the LTC customer service support.

**Can student bus passes be used out of London?**

No - only in London, ON.

**What happens with your bus pass once you graduate?**

Depending on when you graduate - although you can use it until August 31st.

**Why isn't it optional? I do not live in London and it is not useful for me. Can we opt out?**

No - unfortunately, there is no opt out. It is a universal fee and all full-time, post-secondary, blended students are charged the bus pass fee.

**Is bus pass included in Summer 2021 fees?**

Yes - if you're a 'blended' student the bus pass fee is included.

**I lost my FANCard, can I replace it?**

Yes - if you lose your FANcard you can have it replaced - visit <https://www.fanshawec.ca/student-life/current-student-resources/campus-life/fancard> and Fill out the FANCard Replacement Request form, please note, if your card is lost or damaged, a replacement fee of \$25 may apply. If you have any questions about your FANCard, contact the Office of Registrar at 519-452-4277 or [cards@fanshawec.ca](mailto:cards@fanshawec.ca).

**Can I renew my bus pass online?**

Yes - visit [www.fsu.ca/bus](http://www.fsu.ca/bus) to start the application/payment process.

**I'm going into a Co-Op term, will my bus pass still work?**

Co-op students - you do not pay for the pass in your tuition while you're on co-op; however, you have the option of purchasing it - [www.fsu.ca/bus](http://www.fsu.ca/bus).