

Frequently Asked Questions – Bus Pass

What do I do if my bus pass is not working?

If your bus pass isn't working, please contact the FSU office by phone at 519.452.4109 or through the FSU online chat [Chat with Us | Fanshawe Student Union \(fsu.ca\)](#).

What are the bus pass fees?

The bus pass fee for September 2022 is \$274.07. Please visit www.fsu.ca/ancillary-fees for a complete breakdown of your ancillary fees.

Why do I have to pay for a bus pass? I thought it was included in my fees.

Students who are enrolled in a full-time, post-secondary program at any of the London campuses pay for a LTC bus pass in their ancillary fees. Students who are on a co-op or between terms in their current program can choose to purchase a bus pass.

I am starting a co-op in September 2022. Do I get a bus pass?

No, students who are starting a co-op in September 2022 do not pay ancillary fees and therefore have not paid for a bus pass. You do have the option to purchase a bus pass. Please visit <https://www.fsu.ca/bus> to access the co-op bus pass form. The cost for the bus pass is \$274.07.

I am on a break for September 2022 and will be returning to my program in January 2023. Do I get a bus pass?

Students who are enrolled in a full-time, post-secondary/blended program at any of the London campuses and are currently on a break may be eligible to purchase a bus pass. "On a break" means that you are not yet finished your current program and are between terms/levels, and are progressing to the next level of your program in January 2023. If you are waiting to start a NEW program, you are not eligible to purchase a bus. Please note that students in a fully on-line program are not eligible to purchase a bus pass.

I am in a program that is fully on-line. Can I purchase a bus pass?

The bus pass is only available to full-time, post-secondary students attending a London campus. The option for fully on-line students to purchase a bus pass was a special provision by the LTC during the pandemic, but this option is no longer available. Please contact the LTC for other bus pass options.

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

Yes. Your bus pass is valid until August 31.

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

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?

No, not via the FSU. Please visit the LTC Website for information on bus fares and passes for non-students.

If I don't use my bus pass every day will it reserve my days/rides that I have not used?

There is no limit of days or rides, the bus pass provides unlimited rides. It is activated on your FANCard and is effective from September 1, 2022 (or from date of purchase if after September 1) until August 31, 2023.

How long will the pass work after the program ends? When does my bus pass expire?

Your bus pass expires on August 31.

Is there a yearly limit for how many times I can use the bus pass?

No. Once you purchase your bus pass, your FANCard activates and is effective from the date of purchase until August 31, 2023 (includes unlimited rides throughout the week & weekend until that expiration date).

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 are not eligible to purchase a bus pass through the FSU. Please contact the LTC directly for your bus pass needs.

What is the cost for a bus pass?

The cost for a September 2022 – August 2023 bus pass is \$274.07

Can I use my student bus pass in a different city?

No. The student bus pass is only valid in the city of London, on the LTC busses.

What happens with my bus pass once I graduate?

Your bus pass is valid until August 31, 2023. If you finish your program in December 2022 or April 2023, your bus pass will still continue to work until August 31, 2023.

I do not live in London but am attending classes at a London campus. Can I opt-out of the bus pass?

No. The bus pass is a universal fee for all full-time, post-secondary/blended London campus students and there is no opt-out option.

My program begins in January 2023. Will I get a bus pass?

Yes, if you are a full-time, post-secondary student on a London campus. You will pay ancillary fees and those fees will cover the cost of your bus pass, which will be valid until August 31, 2023.

I was waiting for the bus and the bus didn't stop, even though I had been waiting for 30 minutes.

If you experience an issue with a bus driver, please contact the LTC Customer Service Support. <https://www.londontransit.ca/contact-us/general-contact-information/>

I lost my FANCard. Can I replace it?

Yes, you can replace a lost FANCard. Please visit <https://www.fanshawec.ca/student-life/current-student-resources/campus-life/fancard> and fill out the FANCard Replacement Request form. (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.