



## Compass Card and U-Pass FAQs

### What is the U-Pass BC Program?

The U-Pass BC program provides students with universal, accessible and affordable access to public transit across the Metro Vancouver Region. The U-Pass BC Program is offered to students through a partnership between the Province of BC and TransLink and under agreements in place between TransLink, UBC and the AMS. Students pay for this through mandatory student fees collected by UBC. U-Pass BC enables eligible students to receive a three-zone pass valid for all TransLink Bus, SkyTrain and SeaBus services throughout Metro Vancouver.

### Can I be exempt from U-Pass BC?

Students who are being assessed U-Pass BC fees, and who meet one of the following criteria, may be eligible for an exemption:

- You live outside of Metro Vancouver, AND all the classes you're taking are online (not in-person)

**Metro Vancouver** includes the following regions: Anmore, Belcarra, Bowen Island, Burnaby, Coquitlam, Delta, Langley (City and Township), Lions Bay, Maple Ridge, New Westminster, North Vancouver (City and District), Pitt Meadows Port Coquitlam, Port Moody, Richmond, Surrey (including Barnston Island), Tsawwassen First Nation, UBC, University Endowment Lands, Vancouver, West Vancouver, White Rock.

To be correctly assessed as not eligible for the U-Pass BC program while you are living outside Metro Vancouver and taking courses online, you need to update your mailing address (including postal code) in your Populi account to reflect your outside Metro Vancouver residence and you must be enrolled in online courses-showing "D" when you register for courses:

[ETH500D Christian Ethics](#)

. By doing this, you will no longer be eligible for the U-Pass BC program for the term.

### REASONS NOT CONSIDERED, INCLUDING BUT NOT LIMITED TO:

- I do not use transit services.
- I have access to a vehicle.
- I live in Metro Vancouver, and I'm enrolled in online courses.

### What happens if I change my address during the term?

If you change your mailing address, your eligibility may change. Students who are enrolled in online courses listed as “D” and reside outside of Metro Vancouver for the term should not adjust their mailing address until after the end of the term to avoid changing their U-Pass BC eligibility for the term and be charged the U-Pass BC term fee.

**How do I get a Compass Card?**

Compass Cards can be purchased for \$6 from the UBC Bookstore, or from TransLink retailers. If you have acquired, or are already using, an adult-class Compass Card as a retail customer, you can load the U-Pass onto the card you already own.

**How do I link my U-Pass to a Compass Card?**

The first time you go online to request your monthly U-Pass BC benefit you will need to link it to a Compass Card by doing the following:

1. Visit [upassbc.translink.ca](http://upassbc.translink.ca)
2. Select UBC as your Post-Secondary Institution
3. Enter your CWL login and password when redirected to UBC.
4. Request your U-Pass BC benefit
5. Allow up to 24 hours for activation

If you are not able to load your U-Pass, please **double check that your UBC student ID card is not expired**. The expiry date can be found on the back of the card.

**When do I request my U-Pass BC benefits?**

Students can request their U-Pass BC every month that they are eligible on or after the 16th to ride transit in the following month (i.e., request on or after September 16th for travel in October). Benefit requests can be made up until the final day of the month in which you are traveling (i.e., you can request your September pass up until September 30th for travel in September).

**Fall Term**

<b>Request for the month</b>	<b>Requests opens</b>
September	August 16
October	September 16
November	October 16
December	November 16

**Spring Term**

<b>Request for the month</b>	<b>Requests opens</b>
January	December 16
February	January 16
March	February 16
April	March 16

See more at <https://planning.ubc.ca/transportation/transit/u-pass-compass-card/u-pass-faqs>

### **If I don't request my U-Pass, will I be charged?**

Yes, the U-Pass BC program is mandatory. If you are eligible and have not secured an exemption, you will be charged the U-Pass BC fee as part of your student fees, whether or not you request the U-Pass BC Benefit.

See more at <https://planning.ubc.ca/transportation/transit/u-pass-compass-card/u-pass-faqs>

### **How long is my U-Pass?**

Your benefit is valid **monthly** and **expires on the last day of each month**. To prevent fraudulent use of the U-Pass BC benefit, students must request their pass at [upassbc.translink.ca](https://upassbc.translink.ca) on or after 16th of the month to ride transit in the following month.

See more at <https://planning.ubc.ca/transportation/transit/u-pass-compass-card/u-pass-faqs>

### **When can I start using the Compass Card linked to my U-Pass BC?**

Once your U-Pass BC benefit has been linked to a Compass Card, it is valid for a one-month period, from the first to last day of the month regardless of when you link it online. You will need to request your U-Pass BC benefit each month from the 16th of the month onwards to ride transit in the following month. Students cannot use their benefit before the start of the month in which it is valid.

See more at <https://planning.ubc.ca/transportation/transit/u-pass-compass-card/u-pass-faqs>

### **How much does a U-Pass cost me?**

The cost of the U-Pass BC program is included in your student fees. Effective May 01, 2023, the U-Pass fee is \$45.10 per month\* (\$180.40/term).

\*In 2019, an AMS referendum was held to seek approval of scheduled fee increases that include an annual U-Pass BC fee increase of up to 2% per year between 2020 and 2025.

The monthly U-Pass BC fees for eligible students are set at:

- \$44.20 from May 1, 2022, to Apr 30, 2023
- \$45.10 from May 1, 2023, to Apr 30, 2024
- \$46.00 from May 1, 2024, to Apr 30, 2025

See more at <https://planning.ubc.ca/transportation/transit/u-pass-compass-card/u-pass-faqs>

### **How do I use my Compass Card?**

Riding transit with your Compass Card is easy: tap in when entering a bus or tap in and tap out when you are entering and leaving a Skytrain station through a fare gate. Card readers are located at all SkyTrain, Canada Line, and SeaBus fare gates, near bus doors, and at the entry and exit points to West Coast Express stations. TransLink has created a video and a guide on how to use your Compass Card. Visit the [Compass Card](#) website for more information. Your Compass Card must be tapped in to be considered a valid proof of payment.

See more at <https://planning.ubc.ca/transportation/transit/u-pass-compass-card/u-pass-faqs>

### **Why do I have to request my U-Pass BC every month?**

As a discounted transit program, requesting your U-Pass BC each month is a safeguard that reduces the chances for fraudulent misuse and helps ensure the continuation of the U-Pass BC program.

**My program starts in the middle of the month. Can I still use my U-Pass for the whole month?**

If your program starts in the middle of the month – or even on the last day of the month – you are still eligible for the U-Pass BC for the whole month. For example, if your program starts September 26th, you will be able to request your pass starting August 16th and start using it on September 1st.

**How long it will take to load my U-Pass BC?**

It can take up to **24 hours** for your U-Pass BC to load onto your Compass Card, **so make sure you request it at least one day before the end of the month. Without a valid U-Pass BC, you are responsible for paying your fare.**

**Can I lend my U-Pass to friends or family?**

Your U-Pass BC benefit is non-transferable so you may NOT loan your U-Pass BC-enabled Compass Card to anyone. If you have several Compass Cards in a household, consider using a permanent marker or a sticker to indicate which Compass Card has been loaded with a U-Pass BC.

**I lost my Compass Card. What do I do?**

**If you lose your Compass Card, purchase a new card and contact Compass customer service at 604.398.2042 or [www.compasscard.ca/ContactUs](http://www.compasscard.ca/ContactUs).** You should unlink your Compass Card as soon as it is lost to prevent misuse. Once you have linked the new card to your account, the U-Pass BC benefit will be transferred to your new card.

**I was registered for courses, and I was assessed for U-Pass fee. Why does the website say that I am not eligible for the next month?**

If you believe you should be eligible, but are showing up as ineligible for the **U-Pass BC program on TransLink's website**, check that your UBC student ID card has not expired. The expiry date is on the back of your card.