

## Calgary Transit Pass Rebate

### Eligibility

**Q: Who is eligible for the rebate?**

**A:** Provincial regulations provide direction on the students who qualify for a transit pass rebate. All Grade 6-12 students who attend their designated community school for a Regular Program, reside more than 2.4 km from the school and are assigned to Calgary Transit will qualify for a rebate. The rebate will also be extended to any student attending an Alternative Program that is located in the same school as their designated Regular Program.

Learn more about student eligibility from [Alberta Education](#).

**Q: Who is NOT eligible for the rebate?**

**A:** The following students do not qualify under provincial regulations for a rebate of transit passes:

- High school and Middle/Junior High School students on Calgary Transit who live less than 2.4 km from their designated community school.
- Grade 6-12 students attending an Alternative Program or a Program of Choice and assigned to Calgary Transit.
- Note | Programs of Choice for high school students include International Baccalaureate, Advanced Placement and high level Career and Technology courses. Students attending these programs at a school other than their designated high school are not eligible for a Calgary Transit rebate.
- International students.

**Q: How does the CBE calculate the distance from student address to the school to determine eligibility for the rebate?**

**A:** The CBE calculates these distances according to the School Act Section 51(4). We measure the distance from the edge of the student's home property (or in the case of a housing complex the edge of the complex) to across the street from the school site.

This measurement is done by our route planning software. We do not use the estimations provided by Google Maps, odometers or other distance tracking devices.

**Q: How can I check my eligibility based on where I live?**

**A:** Walk zone maps are posted on each school profile page on the CBE website. Visit <http://www.cbe.ab.ca/schools/school-directory/Pages/default.aspx> and click on your school name for more information.

**Q: If my child is eligible for a rebate but did not use Calgary Transit, can I still get the rebate?**

**A:** No. The rebate is only for the cost of purchasing a Calgary Transit monthly pass. The CBE is not providing families who choose other forms of transportation with a rebate of their transportation costs.

**Q: What if my child is assigned to yellow school bus service but we choose to use Calgary Transit?**

**A:** We are unable to provide a rebate to families who choose to use transit when yellow school bus service is provided.

## Rebates

**Q: How much of a rebate am I eligible to receive?**

**A:** Rebates will depend on the purchase price of the pass. Families paying full price for a youth pass can receive \$54.90/month to a maximum of \$549.

Families who have been accepted into the [City of Calgary Fair Entry Program](#) will receive a rebate of the entire purchase price of the pass.

**Q: How will my rebate be sent to me?**

**A:** Families have the option of receiving their rebate by email money transfer or cheque.

**Q: If I qualify for free transportation, why do I have to pay extra for my Calgary Transit pass?**

**A:** A Calgary Transit pass has additional benefits that allow you to access bus and CTrain service after school hours, during holidays and on the weekends.

**Q: My child uses single tickets instead of a monthly pass. Can these be submitted for a rebate?**

**A:** No, the rebate is only for monthly transit passes and not for individual fares or single tickets.

## Claiming a Rebate

**Q: How do I submit photos of my bus passes?**

**A:** Please follow these guidelines.

- Take photos of the front and back of your monthly bus pass using your phone/mobile device.
- Using your phone/mobile device, open the email from CBE Transportation and click on the link to the Transit Rebate website (we cannot provide it here).
- The file size of your photos should be no larger than 3 MB, and in one of the following file formats (.JPG .PNG .DOC .PDF).
- If you need to resize/shrink the photos on your phone/mobile device, please do an internet search for instructions.
- Once your photos are ready, follow the upload instructions on the rebate website.

**Q: Who is able to claim the rebate on behalf of the eligible student?**

May 1, 2019



**A:** Two identified parents/legal guardians of eligible students will be able to claim the Calgary Transit pass rebate. Both adults can create an account and add their child. Rebates will be issued to the first person to submit a claim for each month.

**Q: Are students able to claim their own rebate?**

**A:** The system will only allow access to an adult parent or legal guardian. However, if the student is over 18 they could create their own account or provide permission to allow their parents to continue to have access to their information and claim passes on their behalf.

**Q: What do families need to register to use the online portal?**

**A:** Before registering families need to ensure they have the following information:

- The email or letter from the CBE confirming eligibility for the rebate,
- The primary email address on file at your school, and
- Your child's postal code on file at your school.

**Q: What if I don't have an email address on file at my child's school?**

**A:** A paper form has been created for parents/legal guardians without an email address or those families that prefer not to do business online.

If you wish to access the online portal for rebate submissions please contact your school to provide an email address as well as to subscribe to receive commercial messages from the CBE. Please note that it will take several weeks for this information to be shared with the vendor.

**Q: How do I update my email or address?**

**A:** Please contact your CBE school to update your demographic information. Please note, changes to demographic information will not be effective on the transit pass rebate portals until the third working day of the following month. Also, please ensure you [subscribe](#) to receive commercial emails with your new email address.

**Q. I share an email with the other guardian, can we make two separate accounts?**

**A.** No. If creating separate accounts, each account must use a unique email address and it must be on file at the school.

**Q: What if I share custody of my child and they live at two addresses?**

**A:** Two parents/legal guardians can create accounts and claim passes on behalf of your child. Each adult must use the primary postal code the school has on file for their child to create an account. The first adult to claim a pass each month will receive the rebate.

**Q: What if I share custody of my child and both parents alternate purchasing the monthly transit pass?**

**A:** Two parents/legal guardians can create accounts and claim passes on behalf of your child. Each adult must use the primary postal code the school has on file for their child to create an account. The first adult to claim a pass each month will receive the rebate.

**Q: What if my child doesn't attend their designated school because it was not a fit for my child?**

May 1, 2019



**A:** Provincial regulations provide direction on the students who qualify for a transit pass rebate. Students must attend their regular designated school and be over 2.4 km to claim the rebate. If a family has chosen a different school, the student is not eligible for a rebate.

**Q: Where can I find my child's CBE student ID number?**

**A:** There are a number of places you can find your child's CBE student ID number:

- Check your child's most recent report card.
- Refer to your child's student ID card.
- Ask your child.
- Please visit your school in person to request the number.

**Q: The rebate program was launched in November, can I still claim pass from earlier this year?**

**A:** Yes. Families can claim all passes for the 2017-18 school year, starting with the September 2017 pass for students attending a traditional calendar school and starting with August 2017 for students attending a modified calendar school.

**Q: What if my child hasn't used Calgary Transit yet, can they start and still be eligible for a rebate?**

**A:** Usage does not impact the rebate. The CBE will provide a rebate for all eligible students for each month a valid pass is submitted.

**Q: I do not have a receipt of purchase. Can I still get a rebate?**

**A:** You will not be denied a rebate because you are unable to produce a receipt. When you submit your pass you must also select a reason why you do not have a proof of purchase. Your claim will be processed but there may be a slight delay.

**Q: I have lost / damaged my Calgary Transit pass. Can I still get a rebate?**

**A:** There is a dispute resolution process to consider rebates without the proper documentation. Please email [transitrebate@cbe.ab.ca](mailto:transitrebate@cbe.ab.ca) for more information. Families are encouraged to scan or take a picture of their receipt and pass as soon as they are purchases to avoid losing or damaging the pass during use each month.

**Q: How do I know which of my children are eligible to receive the transit pass rebate?**

**A:** First check out the eligibility criteria on the [CBE Transit Pass Rebate page](#). You can also try adding each of your children to the child section of the online portal. The system will only let you add eligible students.

**Q: My child qualifies for a rebate, why didn't I receive an email about my child's eligibility?**

**A:** Check with your school to make sure there is an email on file. The CBE can only send electronic messages to families that have subscribed to receive commercial messages. You must [subscribe](#) to receive these types of messages.

**Q: How long will it take to get my money once I've done the submission?**

**A:** It will take approximately 4-6 weeks to receive payment once the submission is complete. Any missing or incorrect submissions will delay the processing of payment.

May 1, 2019

**Q: When can I submit my pass for my rebate?**

**A:** You can claim your pass for the previous month on the third working day of the current month. For example, you can claim the January 2018 pass beginning on Monday, Feb. 5.

**Q: When is the deadline to submit my passes for my rebate?**

**A:** Rebate submissions will be accepted until July 31, 2018.

**Q: How frequently can I claim my child's passes?**

**A:** Each monthly pass can be claimed once by one parent/legal guardian. Passes will be accepted the day after they expire (e.g. The February pass can be claimed beginning March 1). Families can choose to submit their passes monthly, in batches or all together at the end of the year before July 31, 2018.

Note | Payments by either email transfer or cheque will not be combined. If you submit three passes, you will receive three cheques or email transfers.

**Q: Will the new Bill 28 have an impact on this rebate?**

**A:** No. This is the rebate program from the 2017-18 school year. Any changes required by the new legislation would take effect for the next school year at the earliest.

**Q: Is the Transit Pass Rebate Portal connected to MyCBE / PowerSchool Account**

**A:** No. These are two separate online systems.

**For more resources and information about the CBE Calgary Transit Pass Rebate Program visit: [www.cbe.ab.ca/transitrebate](http://www.cbe.ab.ca/transitrebate).**

