

Arc Information Guide

# RIDE TRANSIT PROGRAM



## Arc is a new way to pay for transit.

With Arc, Ride Transit Program participants can pay for their transit trips by tapping their Arc cards on fare validators when getting on and off buses, and entering and exiting proof of payment areas at LRT stations.

### Why use Arc

- ***It's a flexible way to pay for transit.*** You do not need to pay upfront for a transit pass. Instead, you pay for transit trips as you take them (pay-as-you-go).
  - When you reach your Ride Transit monthly fare cap you ride free for the rest of that month.
  - You will not pay more in a month than the Ride Transit fare you are eligible for (\$35 or \$50, depending on your eligibility).
- ***It's convenient.*** You no longer need to buy monthly paper transit passes to pay for your transit trips.
  - You can add as little as \$4 or as much as you need to your Arc account.
  - Arc accepts payment by credit cards, debit cards or cash.
- ***It's secure and offers balance protection.*** When you create an Arc account, you can:
  - check how much money is left in your account
  - add money to you account
  - review your transaction history

With an Arc account, your money is protected in case your Arc card is lost or stolen.

## Your Arc Card

Arc cards are convenient and reusable. With Arc, you pay your transit fare by tapping your Arc card on a fare validator when entering and exiting buses and LRT proof of payment areas.



Front side of an Arc card

Tap this card on the validator when entering and exiting the bus or LRT station. If the validator flashes red, you must exit the vehicle or use another payment method.

By acceptance, retention, or use of this card, you agree to the Arc Terms and Conditions. Visit [myArc.ca](http://myArc.ca) to view the Arc Terms and Conditions, register your card, manage your account and add money.

You can request a refund of your account balance online at [myArc.ca](http://myArc.ca) or by calling the Arc call centre at 1(888)302-0001. You will be required to go to an in-person service centre to receive your cash or credit card refund in person. Once you receive a refund, your Arc account will be closed. The \$6 card fee is non-refundable.

Your account must have the minimum balance of \$0.99 or a valid period pass to begin your trip. You may carry a negative balance of up to -\$4.60 if your current trip exceeds the minimum balance.

One authorized rider per card. This Arc card must remain in the rider's possession while in a proof of payment area and must be produced on request by authorized personnel.

Questions? [myArc.ca](http://myArc.ca) or  
call 1(888)302-0001

relead



799366880386090150001000591667

ACCOUNT NUMBER

Back side of an Arc card

## Arc fare validators

Arc fare validators (or card readers) are machines where you tap your Arc card to pay fare on buses and at LRT stations. The validators are located by the front and back doors of buses and at the entrance to the platform or on the platform in LRT stations. Remember to tap the card when going on a bus or into an LRT station. And, remember to tap off when you get off a bus or leave an LRT station.



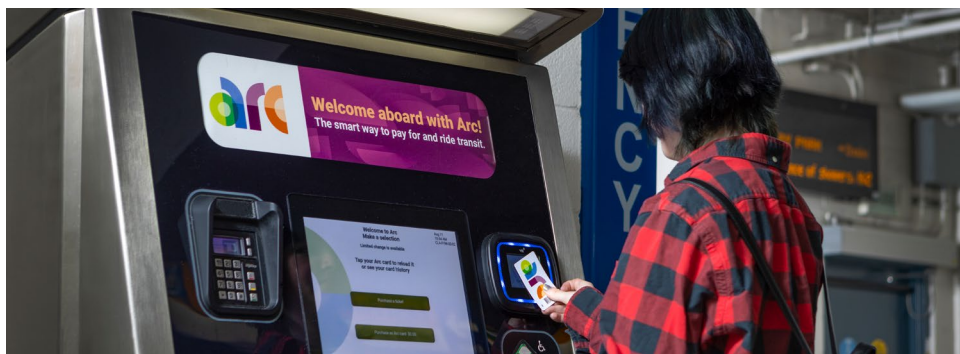
Arc fare validator on a bus



Arc fare validator at an LRT station

## Arc vending machines

You can buy Arc cards and single-use Arc tickets at Arc vending machines. You can also check how much money is left in your Arc account, add money to your account and review your transaction history. After you get your Arc card or ticket at the Arc vending machine, you will need to tap it on the fare validator when you enter a bus or LRT proof of payment area.



Transit rider using an Arc vending machine

## Getting started with Arc

To ensure you have the support you need with Arc, ETS will provide all program participants with an Arc information package. The package includes one free Arc card and instructions for creating an Arc account with your Ride Transit fare profile. You can pick up your Arc information package at:

- Clareview Community Recreation Centre (3804 139 Ave NW)
- Commonwealth Community Recreation Centre (11000 Stadium Rd NW)
- Terwillegar Community Recreation Centre (2051 Leger Rd NW)
- The Meadows Community Recreation Centre (2704 17 St NW)
- Edmonton Service Centre (10111 104 Ave NW 2nd Floor)

You can also ask to have your Arc information package sent to you by mail. Please fill out the form on

[edmonton.ca/ArcRideTransit](http://edmonton.ca/ArcRideTransit).

*Please expect approximately two weeks for processing and delivery.*

If you already have an Arc card, you can continue to use it. But you will need to add the Ride Transit fare profile to your Arc account to get your Ride Transit fare.

You can continue to buy Ride Transit paper passes until you set up your Arc card account with the Ride Transit fare profile or until the paper passes are no longer available for sale. The value of your paper pass cannot be transferred onto your Arc card. Visit [edmonton.ca/RideTransit](http://edmonton.ca/RideTransit) for ways to buy paper passes.

To get your Ride Transit fare with Arc, you will need to use an Arc card and set up an Arc account with the Ride Transit fare profile.

## How to add money to your Arc account

There are many ways to add money to your Arc account. You can:

- Go online at [myArc.ca](https://myArc.ca)
- Call the Arc call centre (1-888-302-0001)
- Use an Arc vending machine, or
- Visit a participating Arc retailer or the Edmonton Service Centre

### Payment Options

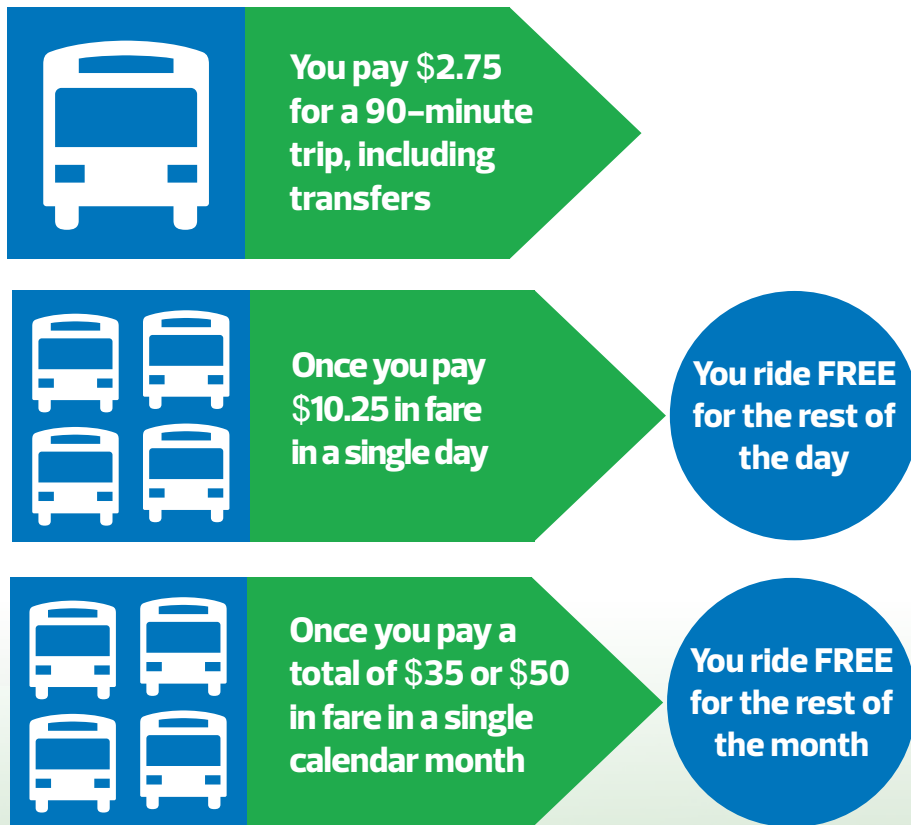
Online, at [myArc.ca](https://myArc.ca), you can pay with Visa, Visa Debit, Mastercard, Mastercard Debit, American Express or debit. At Arc vending machines, participating Arc retailers and the Edmonton Service Centre you can pay with credit, debit or cash.

For information about Arc vending machine locations and participating retailers, visit [myArc.ca/features/where-to-buy](https://myArc.ca/features/where-to-buy) or see the ETS sales outlet locations map at [myarc.ca/features/where-to-buy](https://myarc.ca/features/where-to-buy).



# What is fare capping and how does it work?

## IN EDMONTON:



Arc uses fare caps to ensure riders do not pay extra fare. In Edmonton, all riders have a daily fare cap of \$10.25. For Ride Transit Program participants, the monthly fare cap is set at \$35 or \$50, depending on the Ride Transit fare you are eligible for. Each transit trip taken with Arc goes toward your fare cap. Once the daily or monthly fare cap is reached, you will enjoy free transit for the remainder of that day or month.

If you do not reach your fare cap within the month, you only pay for the trips you have actually taken. Each trip before reaching the fare cap costs \$2.75 and covers 90 minutes of travel, including transfers.

Only fares paid on ETS will contribute to your Ride Transit monthly fare cap. If you travel with a different transit agency, for example, Strathcona County Transit or St. Albert Transit, before you reach your Ride Transit fare cap, the fare you pay will not contribute to your Ride Transit fare cap. You can ride on all regional buses for free after you reach your Ride Transit fare cap using ETS.

## Contact Us

For questions about the Ride Transit Program and for help with setting up an Arc account, contact:

### ETS Customer Programs

City of Edmonton

[ridetransitarc@edmonton.ca](mailto:ridetransitarc@edmonton.ca)

780-496-8321

[edmonton.ca/ArcRideTransit](https://edmonton.ca/ArcRideTransit)

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For general questions about Arc or to report a lost or stolen Arc card, contact:

**Arc**

1-888-302-0001 (toll-free)

[myArc.ca](https://myArc.ca)

Edmonton  
Transit  
Service

The logo for the City of Edmonton, featuring the word "Edmonton" in a white, sans-serif font inside a white square border.