# RIDE TRANSIT PROGRAM

## Your Arc Card

Arc cards are reloadable and can be used to pay your transit fares by tapping on and off buses and when entering and exiting proof of payment areas at LRT stations across the Edmonton region. With Arc, money is stored in a secure online account, not on the card.

Activation code: **333862**

## Arc for the Ride Transit Program

Arc is the Edmonton region's electronic fare payment system. With Arc, Ride Transit Program participants can pay for their transit trips by tapping their reloadable Arc cards on fare validators on buses and at LRT stations.

## Why use Arc

- *It's a flexible way to pay for transit.*

  You pay for transit trips as you take them (pay-as-you-go).

  - When you reach your discounted 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 ($36 or $51 fare cap, depending on eligibility).

- *It's convenient.*

  You can add as little as $4 (or as much as you need) to your Arc account. Pay by credit, debit or cash.

  - Online
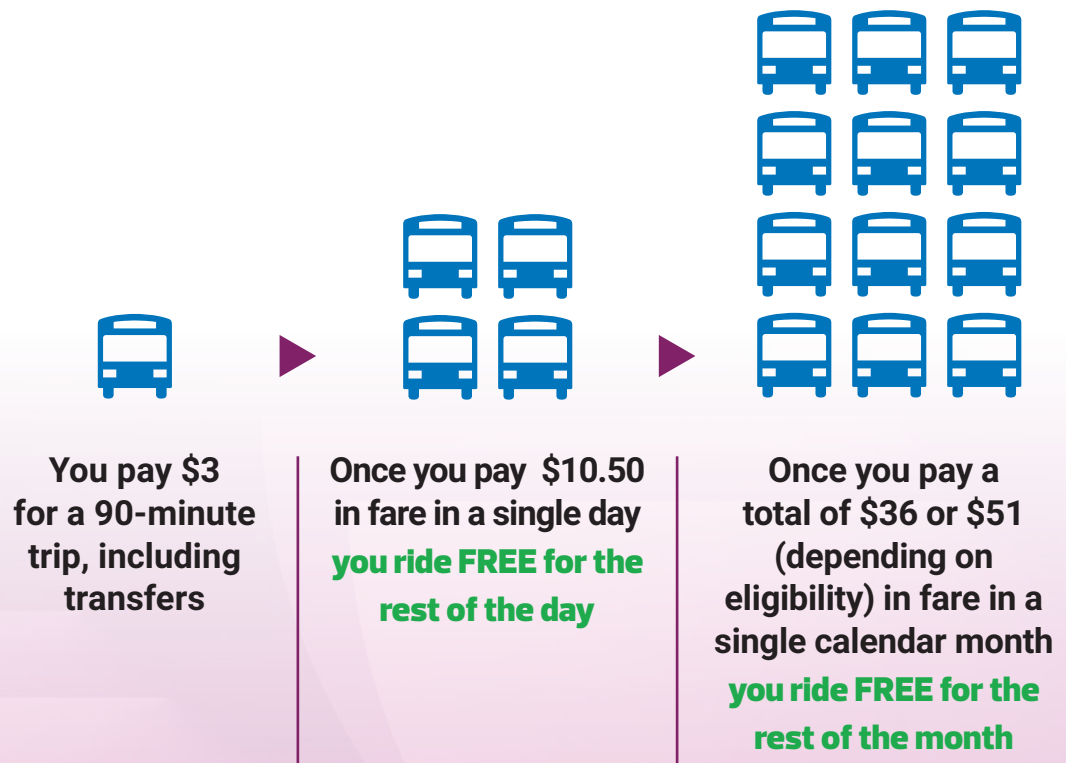  - By phone (1-888-302-0001)
  - At the Edmonton Service Centre

- *It's secure and offers balance protection.*

  With Arc, money is stored in a secure online account, not on the card.

  - When you create an Arc account, you can check your card balance and transaction history, add funds to your reusable card and protect your balance in case your Arc card gets lost or stolen.

# What is a fare cap and how does it work?

## IN EDMONTON:

**You pay $3 for a 90-minute trip, including transfers**

▶

**Once you pay $10.50 in fare in a single day** you ride FREE for the rest of the day

▶

**Once you pay a total of $36 or $51 (depending on eligibility) in fare in a single calendar month** you ride FREE for the rest of the month

Arc uses a **fare cap** system so transit riders do not pay more than the fare they are eligible for. A fare cap is the most a transit rider can be charged in a specific time period for their fare type.

In Edmonton, all riders have a daily fare cap of $10.50. For Ride Transit program participants, the monthly fare cap is set at $36 or $51, depending on eligibility. Each transit trip counts towards the fare cap. Once the daily or monthly fare cap is reached, you ride for free the rest of the day or month.

If a rider does not reach their fare cap within the month, they only pay for the trips they have actually taken. Each trip before reaching the fare cap costs $3 and covers 90 minutes of travel, including transfers.
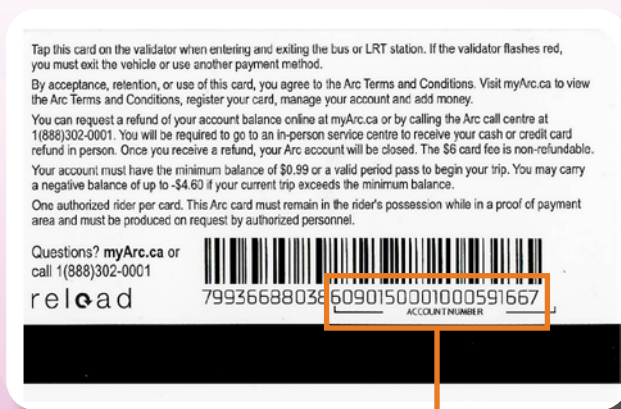
## Getting started with Arc

Set up your Arc card as a Ride Transit program participant by following these steps:

### Create your account and activate your card

1. Visit **myArc.ca**, go to "Arc® Card" in the menu, and click "Register Account."

2. Enter the account number on the back of the card and the three-digit code on the front.



**Security code**          **Account number**

3. Fill in the required information and click the 'Create Account' button. You will receive an account activation email from noreply@myarc.ca.

4. Check your email to locate the activation email and click on the link. If you do not receive the email, check your spam or junk mail folder.

5. On the "Create Account" page, set your password.

6. Your Arc account is now activated.

**Add the Ride Transit profile to your Arc card**

1. Log in to your Arc account.

2. Select "My Account" from the top menu.

3. Scroll down to the bottom of the page and click the "Apply for Concession" button.

4. Select your Arc card. Click continue.

5. Select the fare profile you are eligible for:
   o ETS Ride Transit Basic/Plus - $36 fare cap
   o ETS Ride Transit Lite - $51 fare cap

6. Enter your first name, last name, date of birth (YYYY-MM-DD), and your activation code (**333862**). Click continue.

7. Add funds to your Arc account in one of the following ways (see next page for step-by-step instructions):

- Go online at myArc.ca

- Call the Arc call centre (1-888-302-0001)

- Use an Arc fare vending machine, or

- Visit a participating Arc retailer or the Edmonton Service Centre

> Save this booklet or write down the activation code somewhere safe, in case you need to replace your card in the future.
>
> It may take 24-72 hours to confirm your Ride Transit profile, but you can still use your Arc card during that time, and any funds you spend will contribute to your fare cap.
>
> All Arc card holders who are eligible for Ride Transit must apply for the Ride Transit concession, even if the cards are registered under the same account.

**To add money online at myArc.ca:**

1. Log in to your Arc account.

2. On the "myArc" page, scroll down to your Arc card and click "reload" next to the balance to load funds.

3. Enter the amount you would like to load. You can add as little as $4 or as much as you like. Click submit. You can also set up your account to auto-reload funds (visit **myarc.ca/customer-service/questions-answers** for more information).

4. Add your payment method and billing address, then click submit.

**To add money at an Arc vending machine:**

1. Tap your Arc card on the designated area of the vending machine.

2. Select load or reload your card.

3. Choose the amount you wish to add to your account.

4. Pay using your preferred method: debit, credit, or cash (at select machines).

**To add money at a participating Arc retailer:**

1. Find a retail location at **myarc.ca/features/where-to-buy**.

2. Present your card to the clerk and ask them to reload it.

> You cannot create an Arc account or register your Arc card to an existing account at these locations (see Step 1, above, for directions on how to register your card).

*Note: Arc accepts Visa, Visa Debit, Mastercard, Mastercard Debit, or American Express for payment online. You can also use debit, cash, or contactless payment at an Arc vending machine, participating Arc retailers, or at the Edmonton Service Centre (2nd floor, Edmonton Tower, 10111 104 Avenue NW).*

# Checking your balance and transaction history

You can check your account balance and transaction history at myArc.ca or at an Arc vending machine.

## Using your Arc card

When you board a bus or enter an LRT station, tap your Arc card on an Arc fare validator. These are located by the front and back doors of buses and at entry points of proof of payment areas in LRT stations. Tap your card again when you exit the bus or LRT station.
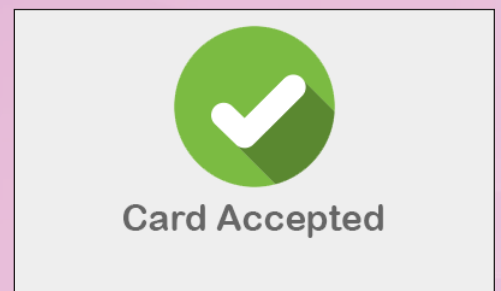
Note that Arc vending machines do not validate fare.
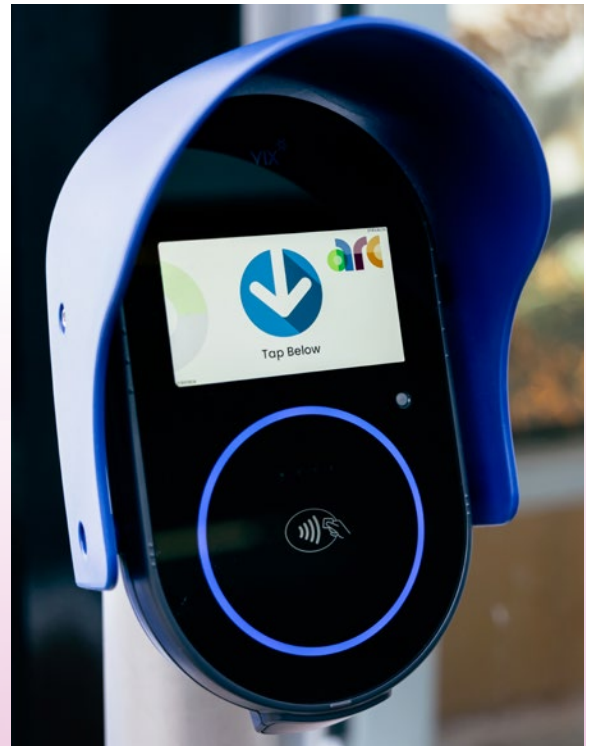


*Arc fare validator at an LRT station*

## What will you see when you tap your Arc card?

When you tap your Arc card on the validator, one of the following messages will appear on the screen.
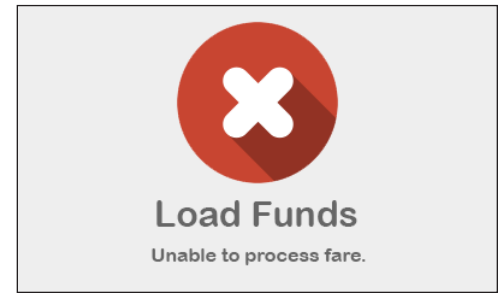
This means the Arc card was accepted and the rider can board the bus or LRT.



This means you have less than four dollars in your Arc account.

If you have hit your fare cap but have less than 99 cents, it will also show you the Low Card Balance sign.
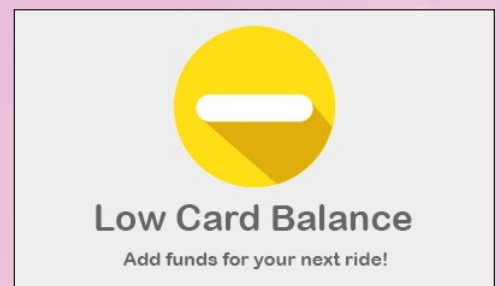
This means you have less than 99 cents in your account, and you cannot board the bus or train.

**Load Funds**
Unable to process fare.

---

If you see this message, the Arc card may be damaged. Try tapping on a different validator. If you see the same message, call the Arc call centre or **submit a customer service request** on myArc.ca.

This message can also appear when the validator picks up on other cards (like a credit card) at the same time it tries to read the Arc card. Separate your Arc card from other cards and try tapping again.

**Unable to Read Card**

---
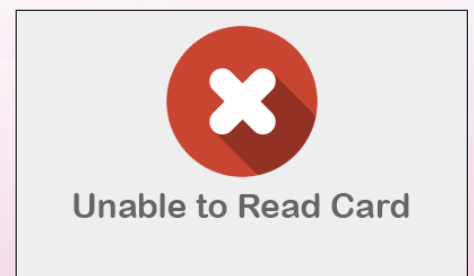
This means a rider tried to tap their Arc card on a validator more than once within one minute. To protect against fraud, cards and tickets cannot be tapped again on the same validator for one minute.

**Already Checked In**

---
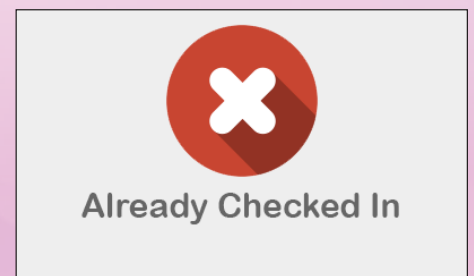
Occasionally, a validator may be offline or is not working. If the validator is not working at the front of the bus, the rider can show their Arc card to the Operator.

Bus Operators may ask riders to try to tap at the back of the bus if they are able to. Riders with limited mobility will NOT be required to tap at the back validator. When using the LRT, riders are asked to try a nearby alternate validator if they can.

**Already Checked In**
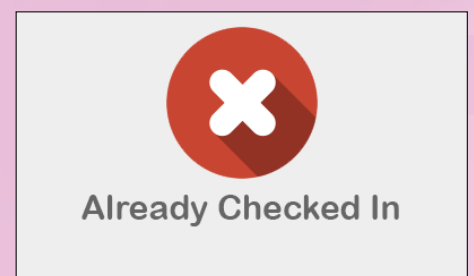
# Regional Transit with Arc and Ride Transit

You can use your Arc card to travel between participating regions that use Arc: Edmonton, Beaumont, Fort Saskatchewan, Spruce Grove, St. Albert, and Strathcona County, with Leduc to join in the future. Each region has its own fares.

After you reach your Ride Transit monthly fare cap, all regional transit is free for the rest of the month.

Until you reach your Ride Transit monthly fare cap, you will be charged the commuter fares for the regions you are travelling to.

- When travelling to Strathcona County or St. Albert, commuter fares for these regions WILL contribute to your Ride Transit monthly fare cap.

- When travelling to Beaumont, Leduc, or Spruce Grove, commuter fares for these regions WILL NOT contribute to your Ride Transit monthly fare cap.

Visit **myarc.ca/features/fare-rates** to see commuter fares for all participating regions.

## Where to find more information

- For more information about using Arc, visit **myarc.ca/features/how-to-use**.

- For location information for Arc fare vending machines and participating retailers, visit **myarc.ca/features/where-to-buy**.

- For instructions on how to add the Ride Transit fare to an Arc account, visit **edmonton.ca/ArcRideTransit**.
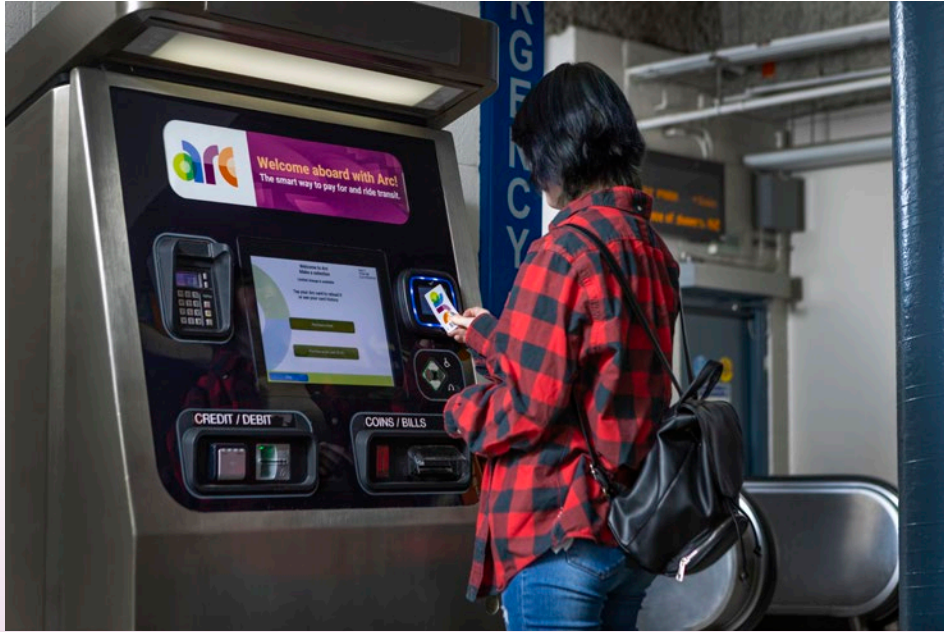
## Contact Us

For questions about the Ride Transit program and for help setting up an Arc account, please contact 311.

edmonton.ca/ArcRideTransit

---

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

**Arc**
1-888-302-0001 (toll-free)
myArc.ca

Edmonton
Transit
Service