



## CORPORATE PROGRAM - FREQUENTLY ASKED QUESTIONS

### Benefits of participating in the ETS@Work Program

- ❖ **Save Money** - Employees of our ETS@Work Corporate Partners save approximately 24% off the cost of a Regular Adult Monthly Arc Card.
- ❖ **Convenient & Worry-Free Direct Payment** - The ETS@Work Arc Card is paid through your employer's payroll deduction, making it convenient and easy to manage.
- ❖ **No Need to load funds** – Your company's ETS@Work Program Coordinator conveniently manages the Arc card on behalf of employees so no need to upload funds.
- ❖ **Easy Access.** Once the employer has signed up for the program, any employee on the payroll system of the employer can participate (*based on employer eligibility requirements*)

### What is Arc?

Arc is the Edmonton region's new electronic fare payment system which includes an Arc card to be tapped when entering and exiting buses and the LRT. With Arc, money is stored in a secure online account and not on the card which makes your transit journey easy and more convenient by offering instantly available funds, balance protection, and the choice to add additional purse funds.

### How much do I save?

The ETS@Work Program offers a 12% discount and when combined with the employer's minimum required discount of 12%, saves employees about 24% off the cost of a regular adult monthly pass (any additional discount provided is at the employer's discretion).

### Who is eligible to participate in the ETS@Work Corporate Program?

In most cases, any employee on the payroll system of a Corporate Partner is eligible to apply, however, eligibility and restrictions are at the employer's discretion. You can participate for as long as you are employed by the Corporate Partner.

### Account Management

The employer's ETS@Work Program Coordinator will manage the Online Web Portal account on behalf of their employees. Only ARC cards ordered from the employer's Web Portal account can be used on the program. Arc cards will have unlimited travel from the first to the end of each month and will need to be re-loaded before the start of the next billing cycle. There is no fare capping or rollover on the ETS@Work Program.

### Regional Service

The ETS@Work program is exclusive to Edmonton Transit Services and will not be accepted on Regional buses. If a Corporate Partner employee wishes to utilize a regional bus, they may still use the same card but will need to load their own (purse) funds onto the card to cover the region-specific cost of the trip. This includes those riding regional buses though are still staying within Edmonton limits.

*Regional locations: Strathcona, St. Albert, Leduc, Beaumont, Spruce Grove, For Saskatchewan, and EIA.*



### **Will the monthly fare change?**

ETS fare changes are subject to Edmonton City Council approvals (normally effective in February of each year) and the ETS Fare policy. The 12% discount (plus the employer's 12% discount) would be applied to whatever the cost of the regular adult pass is currently.

### **What happens if I cannot use my pass because of illness, injury, leave, or other life-changing events?**

Internal suspends or cancellations would be at the discretion of the employer/corporate partner and would not have any input from ETS. As long as the ETS@Work Corporate Partner continues ordering their minimum of 10 Arc passes a month, ETS will not be involved.

### **What happens if I lose or damage my pass?**

If your card has been lost, stolen, or damaged, please reach out to your ETS@Work Program Coordinator to have the card blocked and to request a replacement.

### **When can I join and when would I get my first pass?**

Employees of our Corporate Partners can join at any time; however, each employer may have their own cut-off schedules for new applications. Please speak with your ETS@Work Coordinator for specifics on your employer's cut-off and distribution dates.

### **What will my pass look like?**

You will receive a regular ETS Arc card.

### **Is the program available for employee family members?**

Corporate Partners are required to purchase/load a minimum of 10 passes a month and how they distribute these passes is to their discretion. The ETS Adult Monthly Arc card is a transferable product and may be used by other family members when not in use by the employees themselves (for example, evenings or weekends). Employees are not to enroll for the purpose of giving their pass to someone else.

### **I currently use the Disabled Adult Transit System (DATS) system, can I participate?**

DATS registration is required for travel on DATS. Please visit the following link for more information:  
<https://www.edmonton.ca/ets/dedicated-accessible-transit-service>

### **Low Funds**

A 'low funds' alert will appear on the bus and LRT Validators at the end of the month/billing cycle. Validators are designed to remind riders to add funds when their 'purse' or balance is running low. As the employer manages the ETS@Work Program, no action is required by the rider.

### **Is there any other thing I should be aware of?**

The ETS@Work Service Agreement between your employer and the City requires that your employer purchase a minimum of 10 passes a month at all times. Should the number of participants drop below this minimum, the program might be suspended or canceled, so encourage all your co-workers to join.