


# Arc

## Information Guide for Seniors





**Arc is the Edmonton region's electronic fare payment system. Transit riders can use Arc cards or single-use Arc tickets to pay for their transit trips by tapping their card (or ticket) on fare validators when getting on and off buses and the LRT.**

Arc can be used on seven neighbouring transit systems, including Beaumont, Edmonton, Fort Saskatchewan, Leduc, Spruce Grove, St. Albert and Strathcona County.

With Arc, discounted fares are only available by using the Arc card. Seniors (ages 65+ years) are encouraged to use the Arc card for transit to receive the seniors' fare.

### **Why use Arc**

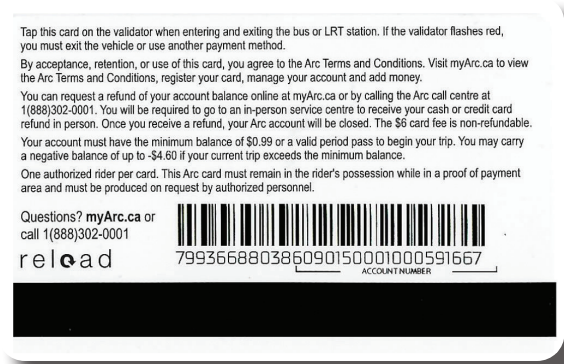
- Arc provides many benefits to transit riders.
- You pay for the transit trips as you take them (pay-as-you-go).
- Arc cards are reusable and can be reloaded with funds. You no longer need to buy monthly transit passes or ticket packs or have exact change to pay for transit trips.
- You do not need to pay upfront for a transit pass. When you reach your region's daily, monthly or annual senior fare caps - which is the same price you pay for a day, monthly or annual transit pass - you can ride for the rest of that calendar day, month or year for free.
- You can add as little as \$4 - or as much as you need - to your Arc account using credit, debit or cash.
- When you create an Arc account, you can apply for your senior fare, check your card balance, add funds to your card and protect your card balance in case it gets lost or stolen.

## Arc card

Arc cards are convenient, reloadable transit fare cards you can use to pay your fares by tapping on and off buses and LRT across the Edmonton region. With Arc, money is stored in a secure online account, not on the card.



Front side of an Arc card



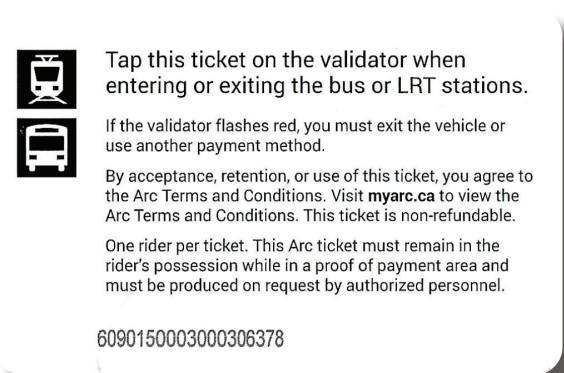
Back side of an Arc card

## Arc single-use ticket

Arc tickets act like temporary Arc cards and are used in the same way as an Arc card. You can purchase 90-minute or 24-hour single-use Arc tickets for local travel or commuter services across the Edmonton region. The clock on the ticket starts from the moment you first tap it on a fare validator. Just like with Arc cards, you must tap on and off buses and LRT when using your Arc ticket. The price of an Arc ticket is the equivalent of cash fare and there are no discounts on Arc tickets.



Front side of an Arc ticket



Back side of an Arc ticket

## Arc validators

Arc fare validators (or card readers) are machines where you tap your Arc card or single-use ticket to pay your fare on buses and at LRT stations. The validators are located by the front and back doors of buses and at entry points of proof of payment areas in LRT stations. In addition to tapping on when entering a bus or LRT station, riders also need to tap off when exiting the bus or LRT station. Doing so provides the Arc system with the information it needs to calculate your fare correctly.



Arc fare validator on a bus



Arc fare validator at an LRT station

## Arc fare vending machines

You can purchase an Arc card or single-use tickets, add money to your account and check your transaction history at these machines. Arc fare vending machines are located at all LRT stations and select transit centres.



Transit rider using an Arc fare vending machine

## ETS Senior Annual Pass Program

Senior fare riders in Edmonton who pay regular fare no longer need to apply to ETS to receive a seniors' regular annual transit pass. Instead, they will receive an annual fare cap of \$396 which is the same price as the annual pass. Once they reach this amount they can ride transit for the rest of the year for free.

Seniors who participate in the subsidized ETS senior annual pass program (free and \$140, dependent on income level) will still be required to apply for the program.

**For more information about Arc and the ETS seniors annual pass program, visit [edmonton.ca/seniorfares](http://edmonton.ca/seniorfares).**

## Getting started with Arc

The discounted senior fare is only available with an Arc card. To ensure you are charged the correct senior discounted fare, you will need to create an Arc account, register your Arc card and add your senior fare profile.



## Follow These Steps (1-2-3) To Get Started With Arc!

For your convenience, we offer different options on how you can complete each step. For example, if you are not online or do not have an email address, you can get help over the phone by calling the Arc call centre or by visiting a regional service centre.

STEPS TO TAKE	OPTIONS				
	Go online at myArc.ca	Call Arc call centre 1-888-302-0001 (toll-free) Agent will help over the phone	Visit a service centre Staff will help at the counter	Use an Arc vending machine	Visit an Arc retailer
Three steps					
1. Get an Arc card	✓	✓	✓	✓	✓
2. Set up your Arc account with your senior fare profile*	✓	✓	✓		
3. Add money to your Arc account*	✓	✓	✓	✓	✓

**Note:** To set up your Arc account online you will need an Arc card and an email address. For detailed instructions on how to complete this step online, visit [myArc.ca](https://myarc.ca).

Arc accepts Visa, Mastercard, American Express or debit. You can also pay with cash at all regional in-person service centres and at select Arc fare vending machines.

For locations, visit [myArc.ca](https://myarc.ca) or call the Arc call centre at **1-888-302-0001** (toll-free).

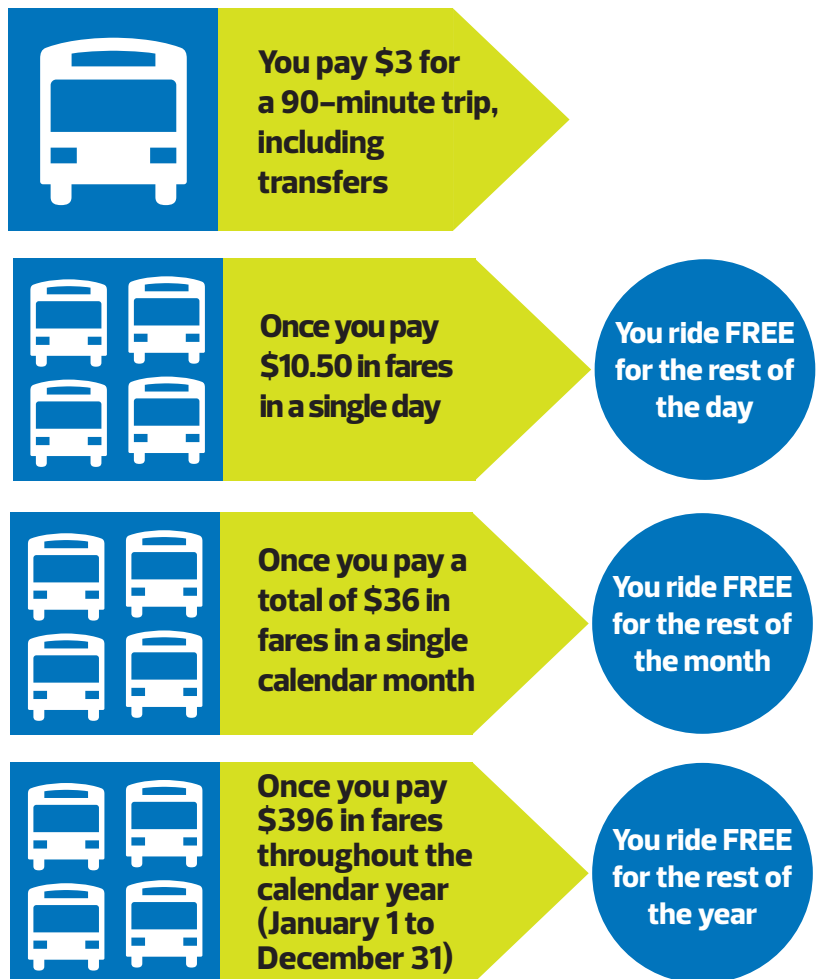
## You are ready to use Arc once you have completed all three steps

1. Get an Arc card
2. Set up your Arc account and senior fare profile
3. Add money to your account

### What is fare capping and how does it work

Arc uses fare caps to make sure transit riders do not pay more than their eligible fare. A fare cap is the maximum amount a transit rider can be charged in a day, month or year in their region, based on their fare type. For each trip you take using your Arc card, the fare paid contributes to a fare cap. When you reach the maximum amount (cap) for your fare type, you can ride transit free for the rest of that day, month or year.

#### IN EDMONTON:



**Each participating region has its own fare caps.**

For more information on fare caps and regional fare rates, visit [myArc.ca](https://myArc.ca).

With Arc, you will no longer need to apply and pay for your transit pass upfront. Instead, you pay-as-you-go until you reach a daily, monthly or annual fare cap.



## Questions?

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

or call **1-888-302-0001** (toll-free)