

## Arc Ride Transit Pilot

### Frequently Asked Questions

#### What is the Arc Ride Transit pilot?

The Arc Ride Transit Pilot is conducted by Edmonton Transit Service (ETS) to test the Arc system with a select group before it becomes available to all Ride Transit riders. Features of the Ride Transit program are unique to Arc and we want to test out those features for usability, functionality and the overall rider experience.

#### What are the benefits of participating in the pilot?

If you join the pilot, you'll get to use Arc before it becomes available to all Ride Transit riders. After you successfully complete the pilot, which includes sharing your feedback, you'll receive one month of free transit added to your Arc card. Details of this benefit will be shared at a later date.

#### How does fare capping work for Ride Transit?

Arc introduces a pay-as-you-go model for paying for transit. This means you only pay for transit you use up until you reach a "fare cap." A fare cap is the maximum amount you will pay in a single month. For each trip you take, you are charged \$2.75 until you reach the fare cap. A trip includes 90-minutes of travel, including transfers. Once you reach your fare cap, each additional trip you take is free. As a Ride Transit rider, your fare cap is reduced to either \$50 or \$35, based on your income. If you do not hit your fare cap in a month, you will only pay for the trips you have taken.

#### Can I use my Arc card to travel outside of Edmonton to other regions?

Yes, you can use your Arc card to travel between participating municipalities including Edmonton, St. Albert, Strathcona County, Fort Saskatchewan, Leduc, Spruce Grove and Beaumont. However, your commuter fare will depend on whether you have reached your Ride Transit fare cap.

- If you have reached your Ride Transit fare cap (\$35 or \$50, depending on your income), all regional commuter travel is free.
- If you are below your Ride Transit fare cap (\$35 or \$50, depending on your income), you will be required to pay the commuter fare for the region you are travelling. To view the commuter fare for all participating regions, visit <https://www.myarc.ca/features/fare-rates>.

Note: if you travel to Strathcona County or St. Albert, the commuter rates for these regions **will contribute** to your Ride Transit monthly fare cap.

If you travel to Beaumont, Leduc or Spruce Grove the commuter fare for these regions **will not contribute** to your Ride Transit monthly fare cap.

### **What is the password to access the Ride Transit concession on myArc.ca?**

When you have registered your account and card, and are requesting the Ride Transit fare profile to be added to your Arc card, you will be asked for a passcode. This passcode is **97097**. This passcode is distinct from your activation code which is unique to you and will only be required for the pilot.

### **Which of the two Ride Transit profiles am I eligible for?**

When you apply to Ride Transit, your income determines your eligibility for either ETS Ride Transit Basic or ETS Ride Transit Lite. The profile you need to select is included in your welcome letter in addition to the activation code.

### **What are my responsibilities as a pilot participant?**

As a pilot participant, you will be required to set up an account, register your Arc card, and add the Ride Transit profile to your card. Before you start travelling on ETS, you will also be required to add money to your Arc account. During the pilot, you will be asked to give feedback through a third party vendor, Leger Marketing Inc. Completing these feedback requests is part of the pilot and is required to receive the free month of transit.

### **How do I apply for the Ride Transit fare profile?**

- Create an account on myArc.ca and register your Arc card.
- Go to "My Account," and click "Apply for Concession" at the bottom of the page.
- Select your Arc card, choose the Ride Transit profile that aligns with the profile on your welcome letter, and enter your activation code which is also included in your welcome letter.
- After you submit your concession request, you will get an email confirmation, but this may take 24-72 hours. You can still use your Arc card in the meantime, and any money spent will count towards your fare cap.

### **How do I load funds to my Arc account?**

Log in to your MyArc Account and you will be presented with a page with your Arc card. Click the "reload" button next to your balance. Enter how much you want to add (a minimum of \$4), then submit. Add your payment method and address and you're all set.

You can also add funds over the phone, at Arc vending machines, or at select retail locations. Please visit <https://www.MyArc.ca/features/where-to-buy> for more information.

### **What payment options does Arc accept?**

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

### **How do I provide feedback during the pilot?**

Feedback is collected by Leger Marketing Inc. through an online platform at [arcpilot.leger360.com](http://arcpilot.leger360.com), by phone or paper depending on the selection you made on your application form. Through the online platform, you can answer questions, comment and post pictures to share your experience. If you don't get any information from Leger by April 28, contact Leger at [arcpilot@leger360.com](mailto:arcpilot@leger360.com).

### **How do I show proof of payment during the pilot?**

To pay for your fare, just tap your Arc card on the fare validator when you enter and leave a bus or a proof of payment area at an LRT station. If you are asked to provide proof of payment, show your Arc card and the Transit Peace Officer will use a handheld reader to check if you've tapped on when you started your transit journey.

### **What do I do if my Arc card is lost or stolen?**

In case your Arc card is either lost or stolen, report it by calling the Arc call centre at 1-888-302-0001. Upon reporting, the missing card will be blocked, and your existing balance or funds will be transferred to a new replacement card, which will be sent to you via Canada Post.

If you need a replacement within 24 hours, you can visit the Edmonton Service Centre, located on the 2nd floor of the Edmonton Tower at 10111 104 Ave NW.

Once you receive your replacement card, it's necessary to repeat the activation process for the Ride Transit fare profile using your activation code found in the welcome letter.

### **Who can I contact with questions about the pilot or Arc?**

For any questions about the pilot or Arc in general, review the information below on who you should contact.

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| ETS Customer Care Team<br>P: 1-780-496-8321<br>E: <a href="mailto:RideTransitArc@edmonton.ca">RideTransitArc@edmonton.ca</a>  | Arc Call Centre<br>P: 1-888-302-0001  | Leger<br>P: 780-423-0708<br>E: <a href="mailto:awatson@leger360.com">awatson@leger360.com</a>  |
| Please contact the ETS Customer Care team for: <ul style="list-style-type: none"><li>• general information about the Ride Transit program or the Arc Ride Transit</li></ul> | Please contact the Arc call centre to: <ul style="list-style-type: none"><li>• report a lost Arc card</li><li>• set up an Arc account</li></ul> | Please contact Allison Watson at Leger for:<br><br><i>General</i> <ul style="list-style-type: none"><li>• general questions about the Arc Ride Transit pilot</li></ul> |

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| <p>pilot</p> <ul style="list-style-type: none"> <li>● assistance in adding the Ride Transit fare profile to your Arc account</li> <li>● accessibility assistance or concerns</li> <li>● lost Ride Transit activation codes</li> </ul> | <ul style="list-style-type: none"> <li>● register an Arc card to your account</li> <li>● add the Ride Transit fare profile to your account</li> <li>● load money onto your Arc account or set up payment information</li> <li>● purchase a new Arc card</li> <li>● report a technical issue with a card reader or a fare vending machine</li> <li>● ask a question about the myArc.ca website</li> </ul> | <ul style="list-style-type: none"> <li>● information on how to submit your feedback about Arc</li> </ul> <p><i>If providing feedback online</i></p> <ul style="list-style-type: none"> <li>● instructions on how to sign in to the pilot online community portal</li> <li>● instructions on how to use the features on the online community portal</li> </ul> <p><i>If providing feedback by phone</i></p> <ul style="list-style-type: none"> <li>● scheduling or rescheduling a phone interview</li> </ul> <p><i>If providing feedback by mail</i></p> <ul style="list-style-type: none"> <li>● updating your mailing address</li> <li>● lost pilot feedback packages</li> <li>● questions about the paper survey</li> </ul> |
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