



Welcome aboard with Arc!
The smart way to pay for and ride transit.

Archbishop Jordan High School Student- FAQ

Eligible students will begin using Arc for transit effective September 1, 2023.

**Strathcona has agreed to a 1 day grace period for students on August 31, 2023.
ABJ students must show their Arc card when boarding a bus on this day.*

What is Arc?

Arc is the region's electronic fare payment system. It includes an Arc card and single use Arc tickets which are loaded and then tapped when entering and exiting the buses. With Arc, money (or a period product) is stored in a secure on-line account, not on the physical card. Arc makes your transit journey easy and more convenient.

What are the benefits of Arc?

- Arc allows passengers to use the same fare media on any transit agency once value is loaded to the Arc purse.
- Arc cards are re-loadable - No need to purchase a pass each month
- Arc cards are replaceable - If a card is lost it can be replaced for a \$6.00 card fee and the product/balance is transferred to a new card.
- Arc allows passengers to load funds to their account through a multiple sales channels.

What will eligible students receive?

Eligible students at ABJ will receive their initial Arc card for free. Each month the school board will load an **SCT EICS Local** period product to the account linked to the card as long as fees have been paid. The SCT EICS Local period product will allow the eligible student unlimited travel within Sherwood Park for the given month (product is not valid for commuter service or other transit services). Products are calendar based from the first day of the month to the last day, there is no grace period.

Is my card registered when I receive it?

No. The school has your card number linked to your school account but it is not a registered Arc card. In order to register your Arc card you will need to visit myArc.ca to create an account and link your card.

Arc users can choose to remain anonymous however there are benefits to having a registered account including balance protection and replacements, and concession fare capping eligibility.

Can an Arc card be attached to a lanyard?

Arc cards have computer chips embedded in them so hole punching the card will damage it and it will no longer be usable. If a customer wishes to have their card in a lanyard it is recommended, they purchase a sleeve or pouch for the lanyard.

Why is it required for customers to tap on and tap off?

Tapping on and off a bus while traveling validates the Arc card has either a valid period product for the service type or value loaded to the account. When paying for transit with value loaded to the information collected from the taps ensure the correct fare is calculated and charged to the account. Without this information, the system will instead calculate a Missing Tap fare, which may be more than what a customer would normally pay as a flat fare. The taps also provide transit agencies with travel data that may be used to analyze service efficiency and schedules.

Can a student share their Arc card?

No; Arc is account-based system and each rider must have their own card.

Riders travelling with a pre-paid period product, such as the SCT EICS Local period product, should not share their card, this is a nontransferable product and riders must meet the eligibility requirements for this discounted fare. Sharing these cards could lead to receiving a fare violation ticket. There are also notifications configured in the system to inform Operators if an Arc has been tapped a second time on the same bus, this is to prevent "pass sharing" between riders.

What do I do if my card is not working?

Students will need to contact the EICS Transportation office if there is an issue with the product on the card, or if their card has been damaged and requires replacement.

Email: transportation@eics.ab.ca Phone: 780-449-6480

What if I lose my Arc card?

Arc cards can be replaced for a \$6.00 card fee. Students will need to contact the EICS Transportation office to get replacement if their card has been lost or stolen. The period product loaded to the account will be transferred to the new replacement card.

* Please note that if funds have been loaded to the Arc account, in addition to the period product, EICS will not be able to recover these funds and transfer them to a new card. In this case the student must visit the Strathcona County Transit Customer Service office at Bethel Transit Terminal for a replacement. In order to be eligible for replacements the student must have previously registered their account on-line at myArc.ca.

What does a rider do if the Arc fare validators are not working?

The Arc fare validators are designed to work in an offline mode, so riders should continue to tap on and off every trip. Once the validators are back online, the tap data will be sent and processed accordingly.

The Arc validator is showing a red warning when I tap, what does this mean?

A red warning indicator on the validator means that either the period product on the card has expired or is not valid for the service type. If attempting to pay for the trip with funds loaded to card, a red warning would indicate that there is insufficient funds in the account to travel and a different form of payment would be required.

The Arc validator is showing a yellow "Low Balance" warning when I tap, what does this mean?

For eligible students that have received an SCT EICS Youth Period Product, seeing a yellow low balance warning on a bus means that the period product will be expiring soon. This will happen towards the end of month as a reminder that the next months period product needs to be loaded. The warning will continue until the product expires and the next months product becomes valid.

More information and frequently asked questions about Arc are available on-line at myArc.ca

EICS Transportation Office - Email: transportation@eics.ab.ca Phone: 780-449-6480