

ARC Card FAQ's

Will all students receive an Arc Card?

Students that have purchased a reload will be eligible to pick up a free Arc Card.

How does an Arc Card work?

The Arc Card is similar to the paper bus pass; it will allow students to ride ETS at any time during the school year. The difference is that it is plastic and reusable from month to month. As well, students using the Arc Card will tap on and tap off ETS.

How do I reload an Arc Card?

You will reload your Arc Card each month through your Parent Power School account. Please pre-pay online for each month. ***Please be advised that it may take up to two business days for ARC cards to reload.

This means that if you purchase your bus pass on the first day of the month, the pass may not load until the second or third day (depending on business days). **We strongly encourage you to pay for the ARC card monthly pass reload through Parent PowerSchool before the 1st of every month to ensure funds are loaded on time.** I.e. purchase the September bus pass at the end of August to ensure funds will be active for September 1st.

Will students get a new Arc Card each month?

No, the Arc Card is reusable month after month. Please keep it – do not throw it away at the end of the month or the school year. Also – please do not punch a hole in it. Students may use it through their entire high school experience (i.e., grade 10 through 12).

Why should I register the Arc Card?

If you register your Arc Card, your card balance is protected in case your card is lost or stolen. You can block your card and transfer the balance to a replacement card. If you do not register your card, you will not be able to utilize these functions.

How do I register the Arc Card?

Log onto <https://www.myarc.ca/get-started/create-account/>

Additional FAQs

<https://www.myarc.ca/customer-service/questions-answers>

Please note that ECSD does not provide bus passes for the months of July and August. If students wish to use ETS transportation during this time, funds can be added to your registered Arc Card by logging into your Arc Card account (myArc.ca), at an Arc Card fare vending machine, or at an in-person service center.

The monthly pass is \$57.00 for the 2023/2024 school year. This pass allows students to ride ETS transit anytime throughout the month and works similar to the function of the paper bus passes. Students who have purchased the ECSD bus pass may notice that when tapping on the bus a Low Card Balance message will appear near the end of the month. This means the current pass will expire in less than five days. Therefore, please ensure all monthly re-load fee payments are made before the end of the current month (I.e., for the September pass, purchase reload before August 31).

If you have any questions or concerns, please contact the Business Office at 780-451-1470.