

## **GETTING THE PASS**

### **1. Who is eligible for a free Long Beach Transit bus pass?**

Full-time students who are in good academic standing and are actively affiliated with at least one of the following groups:

- College Promise
- Disabled
- Disproportionately Impacted (Equity)
- EOPS
- Foster Youth
- Veterans

### **2. How do I get my pass?**

You will receive an e-mail to let you know that you are eligible to receive a free Long Beach Transit bus pass. When you receive the e-mail, please click on the link to read the agreement. Click “Yes” to accept the terms and conditions. Once you click “Yes,” you will receive an e-mail confirmation. Starting on Monday, August 19, 2019, bring your LBCC student ID card and e-mail confirmation to the Cashier’s office in Building A, Room 1081 (LAC) or Building GG, Room 101 (PCC). It is very important that you bring your LBCC student ID card with you. The Cashier’s office will review your e-mail confirmation and place a TAP sticker on your LBCC student ID card.

### **3. When can I pick up my pass?**

Starting on Monday, August 19, 2019.

### **4. Where can I pick up my pass?**

The Cashier’s office in Building A, Room 1081 (LAC), or Building GG, Room 101 (PCC).

### **5. Why do I need to have my LBCC Student ID card with me when I pick up my pass?**

The Cashier’s office will place a TAP sticker on your LBCC student ID card. They will not issue a sticker if you do not have your LBCC student ID card with you.

### **6. Can I remove the sticker from my LBCC Student ID card?**

Once the Cashier’s office has applied the sticker to your LBCC Student ID card, do not attempt to remove it. Tampering with the sticker will invalidate it.

### **7. What do I do if I lost or deleted my confirmation e-mail?**

If you cannot find your confirmation e-mail that you received when you clicked “Yes” to accept the terms and conditions of the agreement, please check your Junk folder. If you still cannot find the confirmation email, please contact the Cashier’s office in Building A, Room 1081 (LAC), or Building GG, Room 101 (PCC).

### **8. When does my pass expire? Do I need to pick up a new pass every month?**

The parking pass is valid the entirety of the fall 2019 semester, from August 19-December 14, 2019.

- 9. I received the e-mail in August letting me know that I am eligible for a free pass, but never responded. Now that it's later in the semester, can I still get a free pass?**

Yes, you may get a free pass until the end of the fall 2019 semester on December 14, 2019.

- 10. Can I receive a free pass if I buy a parking permit?**

Yes, you can still receive a free pass if you buy a parking permit.

- 11. What do I do if I lose my pass?**

Please contact the Cashier's office in Building A, Room 1081 (LAC), or Building GG, Room 101 (PCC).

- 12. Who do I call if I have questions about my pass?**

Please call the Welcome Center at (562) 938-4049.

- 13. Will the free Viking Shuttle still run between LAC and PCC?**

Yes, the free Viking Shuttle will continue to run between LAC and PCC as in prior semesters. You can take the shuttle for free for the first two weeks of the semester and then can ride for free after that with your College Services Card.

- 14. Why is LBCC providing free passes to eligible students?**

LBCC is committed to student success, and we recognize that sometimes getting to class is a barrier, particularly for students who may face other challenges. LBCC also is invested in efforts to improve sustainability and is proud to support ridership on Long Beach Transit's fleet of low emissions, alternative-fuel vehicles.

- 15. Will I be offered another free pass in Spring 2020?**

The bus pass pilot program period is currently only for the fall 2019 semester, which ends December 14, 2019. LBCC will be evaluating the pilot program very carefully during this period before deciding whether to offer it again in spring 2020. Please know that we will let eligible students know as soon as possible whether the program will continue.

- 16. Is this the same program as the new "Promise Pass" program announced by Long Beach Mayor Garcia in July 2019?**

No. LBCC's Bus Pass Pilot Program was developed before Mayor Garcia announced the new "Promise Pass" program. LBCC is excited to begin working with the City of Long Beach, Long Beach Transit, and California State University, Long Beach, to develop this new program in the upcoming months that will expand transit opportunities for more students.

#### **USING THE PASS**

- 17. Where and when can I ride Long Beach Transit using the pass?**

The pass is valid anytime Long Beach Transit is in operation and on any regularly scheduled bus route.

**18. Can I use the pass on Metro trains, the Aqualink, water taxis, or other regional transportation services?**

The pass is not valid on Metro trains, Long Beach Transit-operated Aqualink or water taxis, or other regional transportation services.

**19. Can I add funds onto my free pass to use on other TAP services like the Metro?**

Yes, you can add funds onto your free pass to use for other TAP services.

**20. Which bus routes stop by LAC and PCC?**

ZAP-176 is part of Long Beach Transit's regular service and runs between Technology Park/Villages at Cabrillo via Pacific Coast Highway, linking the Liberal Arts Campus and Pacific Coast Campus as well as the Long Beach Airport and the Metro Blue Line. Route 176 is a "ZAP" service that has fewer stops, resulting in faster travel times.

Other Long Beach Transit routes with stops near LAC are 93, 101, 103, and 112. Routes with stops near PCC are 71, 72, 171, 172, 173, and 174.

**21. How can I find out about all Long Beach Transit bus routes and schedules?**

Visit [ridelbt.com](http://ridelbt.com) or download the Long Beach Transit app from the App Store or Google Play by searching for "LBT."

**22. I've never ridden the bus before. How do I do it?**

Once you have found the route that will take you where you want to go and the time that the next bus arrives on [ridelbt.com](http://ridelbt.com), the LBT app, or a mapping app such as Google maps, wait at the nearest bus stop. Signs on the top front of the bus above the windshield tell you the number, the major streets the bus runs on, and the final destination of the bus. Read these signs to be sure you board the right bus. If you're not sure, just ask the driver.

When you see your bus approach, please stand near the bus stop sign. This lets your driver know you want to catch the bus. It's a good idea to make note of the vehicle number of the bus – it's the painted number on the outside and inside. That number may come in handy if you need to report something about your trip.

Enter the bus through the front door. Please be sure to have your student ID card with the TAP sticker as you board. After you TAP your pass, hold onto the handrails as you find a seat, as the bus may begin to move before you sit down. If you are a senior or disabled and need extra time or assistance when boarding the bus, be sure to let the driver know.

As the bus approaches your stop, signal the driver that you want off by pressing the black or yellow strips along the side of the bus next to the window. Please give drivers enough notice so that they may make smooth stops.

When getting off the bus, please exit through the rear door. Just push the yellow strip on the door and the doors will open. Carefully step off the bus onto the sidewalk.

In accordance with Title VI of the 1964 Civil Rights Act, Long Beach Transit is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities on the basis of race, color, national origin, language proficiency, or economic status.

More information is available online at <https://ridelbt.com/customer-guide/>.

**23. Can I ride my bike and take it on the bus?**

Yes! Below are instructions for loading and unloading your bike on a bus.

**LOADING**

1. Prepare your bike for loading. Remove water bottles, pumps, and other loose items that could fall off while the bus is in motion.
2. Inform the bus driver that you will be loading your bike. You must load your bike from the curb side, in front of the bus. CAUTION: Do not step into oncoming traffic to load your bike!
3. Squeeze rack handle up to release latch, then fold the bike rack down. Use one hand to unlatch and pull the bike rack down, so you can hold your bike with your other hand. It is not necessary to lean your bike against the bus.
4. Lift your bike onto the bike rack, fitting wheels into proper wheel slots. Please use first available slot closest to window. Each wheel slot is clearly labeled for the front wheel. NOTE: The rack operates properly even if a bicycle is loaded in the wrong direction. The purpose of the directional placement is to make the bike nearest the bus easier to unload.
5. The support arm holds the bicycle safely in place when the bus is in motion. Pull the “spring-loaded” support arm forward, over the front tire. Then, raise the arm so the hook rests at the top of the front wheel.

**UNLOADING**

1. Inform the bus driver you will be unloading your bike as you approach your stop. Use the front door to exit the bus. Unload your bike from in front of the bus or from the curb. CAUTION: Do not step into oncoming traffic to unload your bike!
2. Raise the support arm off the tire. The spring-loaded support arm automatically folds down to a secure position.
3. Lift your bike out of the Bike Rack.
4. If there are no bikes on the rack and no one else is waiting to load their bike raise the Bike Rack up and it will lock in place, secure with the front mounting bar.
5. Move away from the bus to the curb after unloading your bike and carefully observe traffic before riding.

**OPTIONS FOR STUDENTS NOT ELIGIBLE FOR A FREE PASS**

**24. Does Long Beach Transit offer a discounted pass for students?**

Yes, Long Beach Transit sells a discounted pass for students who are enrolled in a minimum of 12 units with proof of enrollment. Student 30-day passes are available for \$40, which is less than the regular cost of \$65 cost for a 30-day pass. More information is online at <https://ridelbt.com/students/>.

**25. If I am not eligible for a free pass, can I buy a discounted bus pass at LBCC?**

LBCC does not sell Long Beach Transit passes at this time. Information on purchasing a discounted student pass is online at <https://ridelbt.com/students/>.