

**LBCC "GoPass" Fareless Transportation Pilot Program
Frequently Asked Questions (FAQs)
SPRING 2022**

GETTING THE PASS

1. Who is eligible for a free transportation GoPass?

All currently enrolled LBCC students are eligible to receive a pass. Students can be enrolled in credit or non-credit classes, there is no unit or G.P.A. requirement.

2. How do I get my free GoPass?

For currently enrolled students to receive your free bus pass:

1. Log in to your Viking Portal (After January 12th)
2. Click the Viking Student Systems tab
3. Click Student Services, and under "My Participation Agreements" submit the GoPass Transportation Agreement.

Bus passes will be mailed to your address listed in your Viking Portal. If you have concerns about not having a mailing address, please email basicneeds@lbcc.edu.

3. What if I already have a Strong Beach Bus Pass with LB Transit?

All Strong Beach bus passes will be deactivated on February 19th. Enrolled students should submit the GoPass transportation agreement in the Viking Portal to have access to the free transportation program.

4. Do I need a pass to ride on LA Metro, Long Beach Transit, and other participating transportation systems?

Yes, LBCC students need a pass to ride on participating transportation systems. You cannot simply show your LBCC student ID or tell the operator that you are an LBCC student to ride for free.

5. Where can I use my pass?

This pass is valid on the following transportation systems:

- Long Beach Transit
- LA Metro Bus, Rapid, Liner, and Rail services
- Culver CityBus
- Foothill Transit
- Gardena Transit (GTrans)
- Montebello Bus
- Norwalk Transit
- Santa Monica Big Blue Bus
- Torrance Transit

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

The pass is valid the entirety of the spring 2022 semester and summer 2022 session, as long as you remain enrolled. Students will have to re-

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submit transit agreements to verify enrollment every Fall and Spring terms.

- 7. I received the e-mail in January 2022 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 spring 2022 semester on June 9, 2022.

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

Please contact the Cashier's office via e-mail at cashier_office@lbcc.edu.

- 9. What do I do if my pass doesn't work when I try to use it?**

Please contact the Cashier's office at cashier_office@lbcc.edu.

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

Please email the Basic Needs Office at basicneeds@lbcc.edu.

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

Yes, the Viking Shuttle will run in spring 2022. For more information about the Viking shuttle schedule go to the [website](#).

- 12. Why is LBCC providing free bus 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 do not have reliable transportation to and from campus. 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. Thus, the bus pass pilot program launched for full-time students in fall 2019 with Long Beach Transit and was expanded in spring 2022 to include all enrolled students and several additional regional transportation agencies.

USING THE PASS

- 13. Where and when can I ride using the pass?**

The pass is valid anytime the participating transportation agencies are in operation and on any regularly scheduled route. (See #3 above.)

- 14. Which Long Beach Transit bus routes stop by LAC and PCC?**

Please check www.ridelbt.com for the most current information on schedules. 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.

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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.

15. How can I find out about riding on LA Metro?

Visit www.metro.net/gopass to access information about the GoPass program and LA Metro trains and buses.

16. 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, 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 designated door. At this time, Long Beach Transit is directing riders to rear doors. Please be sure to have your student ID card with the TAP sticker or TAP card with you 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/>.

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17. 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.