



## FREQUENTLY ASKED QUESTIONS

Thank you for riding GTrans' Line G, our new pilot service to Manhattan Beach. Upon boarding, please move toward the rear of the trolley, sit and/or stand behind the white line. We recommend that you carry what you can hold. All items should fit underneath your seat or on your lap. Please note seating is limited and not guaranteed. You may experience delays in the service.

**1. What is Line G?**

Line G to Manhattan Beach is the City of Gardena GTrans' trolley pilot service to Manhattan Beach. Effective June 27, 2023, the City of Gardena City Council approved this new pilot service extending access to the beach to all individuals traveling from Gardena.

**2. Do I need to be a Gardena resident to ride the trolley?**

No, the service is open to all individuals.

**3. What days does the service run?**

The trolley pilot service will run Tuesdays, Thursdays, and Saturdays during the summer only. The pilot will end on September 2, 2023.

**4. What are the hours of operation?**

The trolley will run from 9:00 AM to 6:00 PM with the final departure time from Manhattan Beach at 6:08 PM.

**5. How old do I need to be to ride the trolley?**

The trolley is open to all passengers.

**6. How frequently will the trolley stop?**

The trolley will pick up and drop off at Manhattan Beach approximately every hour.

**7. What if I miss the trolley?**

The trolley, like the regular bus, has a set schedule that it will run. Please arrive at the pickup point at least 15 minutes before departure. The trolley will leave at the scheduled time and will not wait.

**8. How much is the fare?**

The trolley is free during the pilot phase. Please be aware that there are no transfers on the trolley service.





**9. What are the stops of the service?**

The trolley will stop at Gardena City Hall, Rowley Park, and Manhattan Beach (Highland Ave/14<sup>th</sup> Pl.).

**10. Where can I find the stops?**

- a. Gardena City Hall – The trolley will pick up on 162<sup>nd</sup> Street in front of the City Hall lawn. There will be a temporary stop sign where you will line up.
- b. Rowley Park – The trolley will pick up on the corner of Van Ness Ave. and 132<sup>nd</sup> St. There will be a temporary stop sign where you will line up.
- c. Manhattan Beach – The trolley will pick up on Highland Ave and **14<sup>th</sup> Pl.** (Do not confuse with 14<sup>th</sup> St.) in front of Manhattan Beach’s City Hall. There will be a temporary stop sign where you will line up.

**11. Can I get off at any of the stops?**

Yes, you may disembark at any designated Line G stop within the City of Gardena.

**12. Why is the regular big GTrans bus or Special Transit cutaway picking us up?**

In the case that the trolley needs to be sent for maintenance, the GTrans bus or Special Transit Cutaway will transport passengers to and from the beach. Although we may use the Special Transit cutaway, Line G is considered a fixed route and not a Special Transit route. It will not provide curb-to-curb service. Special Transit participants hoping to take the service to the beach need to board at one of the three fixed stops and follow the Line G schedule.

**13. Can I ride/stand on the porch of the trolley?**

**No.** Passengers are not allowed to ride or stand on the porch of the trolley.

**14. What happens if there is no more room in the vehicle?**

Space is limited. If there is no more seating and standing room in the vehicle, you will need to wait until the next scheduled pick-up.

**15. Are food and drinks allowed?**

Food and drinks in **sealed, spilled-proof containers** are allowed. **No eating or drinking** on the trolley under any circumstance for the safety of all our guests and to avoid possible slips and other unsafe conditions.





**16. Can I bring a cooler?**

Yes, small coolers are allowed. Passengers must be able to carry their cooler on and off the trolley on their own. Please note that the space on the trolley is limited. Passengers carrying a cooler must be able to carry the cooler on their lap or place it underneath the seat and **shall not block the aisle.**

**17. Can I bring alcohol?**

No alcohol is allowed on board our trolley.

**18. Can I smoke or vape on the trolley?**

No smoking, vaping, or use of any type of electronic cigarette is allowed on our trolley.

**19. Are strollers allowed?**

Yes, we can accommodate strollers, but they must be folded and will be stored in the back of the trolley on a **space-available basis.** No items are allowed in the porch area of the trolley as this is an emergency exit. All children must be taken out of the stroller and held by the parent or guardian.

**20. Are carts or small wagons allowed?**

Small carts and wagons are allowed on our trolley; however, they must not block the aisle and must be folded. Passengers must be able to carry their cart or small wagon on and off the trolley on their own. Please note that the space on the trolley is limited. No items are allowed in the porch area of the trolley as this is an emergency exit. We recommend you bring items you can carry in your backpack or beach bag.

**21. Are beach chairs or umbrellas allowed?**

Yes, beach chairs are allowed but must be folded and held by the passenger while on the trolley. For the safety of the passengers, only small umbrellas are allowed and must be **closed at all times** and held by the passenger.

**22. Are bikes allowed?**

Currently, our trolley cannot accommodate bikes.

**23. Are surfboards allowed?**

No surfboards are allowed; however, we do allow small bodyboards. The boards must be held by the passenger at all times or stored in the back of the trolley if space is available and must be less than **4 feet** to ensure operator visibility. No items are allowed in the porch area



of the trolley as this is an emergency exit. Please note that space is not guaranteed and GTrans is not responsible for any lost items.

**24. Are music players allowed?**

You are allowed to bring a music player that you can carry on your lap; however, please do not play it on the trolley. Use earbuds or headphones when listening to music.

**25. Can I wear a bathing suit and water shoes?**

Yes, you are allowed to wear bathing suits and water shoes; however, with respect to our customers and young children, we ask that you please wear a cover-up. Shirts and shoes are required. Additionally, upon **entering the trolley you must be completely dry.** Wet clothing can result in slipping or cause unsafe conditions.

**26. Are pets allowed?**

No pets are allowed on the trolley. Service animals are allowed and must be under control of its handler and must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks.

**27. Are trolleys wheelchair accessible?**

Yes, our trolleys can accommodate two wheelchairs.

**28. How do I access other beaches?**

Our stop at Manhattan Beach can connect you to other local beaches including Hermosa and Redondo Beach. To get to these beaches, you will need to connect to Beach Cities Transit Line 109 and pay the corresponding fare.

Please plan your trip accordingly using the Transit App or Google Maps. Contact the corresponding transit agency if you need assistance with their route.

Please note that the last GTrans Line G pick-up at Manhattan Beach is at **6:08 PM**. Do not be late!

**29. What happens if I lose an item on the trolley?**

Check to make certain you have all your belongings before leaving the trolley and pick-up/drop locations. GTrans is not responsible for any lost items. If we find items on the trolley or another passenger informs our Operator, GTrans will store the item in the Lost & Found. Please call GTrans at 310-965-8888 to inquire whether an item has been found.





**30. How do I contact GTrans for further questions?**

Please call GTrans' Customer Service at 310-965-8888 or submit a comment through <https://ridegtrans.com/contact/>.