



SHUTTLE USAGE SURVEY RESULTS Concordia Student Union

November 2024

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This survey was conducted by ASFA through a Google form in November 2024. The purpose of this survey was to assess the opinion of the undergraduate population in regard to transportation after the reduction of the Shuttle's hours. The Concordia Shuttle, which goes from the downtown campus to Loyola, is a vital asset to the students of Concordia who have classes, live, or do recreational activities around the Loyola campus. The reduction to Shuttle bus hours was not shared by the university administration before the start of the Fall semester, catching students by surprise and making their commute to school more difficult. The administration gave no further explanation as to why the service was being reduced, and only offered that students, professors, and staff find other ways to move between campuses outside of Shuttle hours. The area where the Loyola campus is located (Notre-Dame-de-Grâce or NDG) is not well connected to public transit. The closest metro is at least a 15-minute bus ride or a 30–40-minute walk. If students have class before 9:30 am or after 6:15 pm they must have an accessible way to get back downtown.

The survey administered by ASFA was made up of 9 questions and space for comments. It got responses from 1,090 students. The first question "What faculty are you in?" showed that 84.9% of the respondents are part of the Faculty of Arts and Science (possibly most of the respondents were part of this faculty since they represented by ASFA), but the survey also reached an amount of other faculty members in Concordia. The least number of responses came from JMSB.

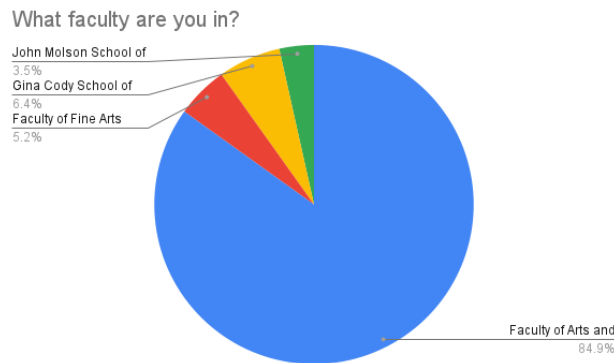


Figure 1. *What faculty are you in?*

The second question, “On which campus do most of your classes take place?” revealed that nearly half of the respondents attend most of their classes on the Loyola campus. Numerous programs, including Applied Human Science, Psychology, Journalism, and others, have their departments and classes at Loyola. Additionally, the campus hosts a variety of labs, the School of Health, and other services. This suggests that the reduction in shuttle hours affects more than just the Faculty of Arts and Science, and the survey results likely reflect the views of the broader student population. Furthermore, as many programs within the Faculty of Arts and Science are based on the Loyola campus, it’s evident that even if the survey was predominantly answered by ASFA members, they are among those most impacted by the reduced shuttle hours.

On which campus do most of your classes take place?

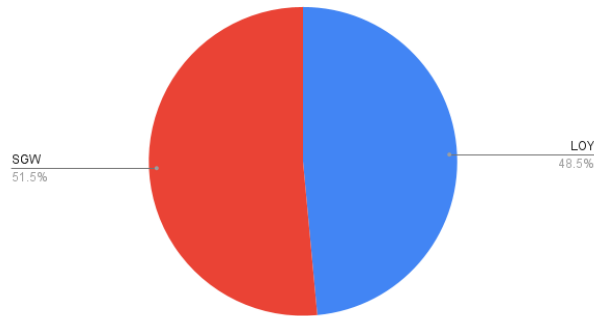


Figure 2. On which campus do most of your classes take place?

The third question “How many times a week do you use the Shuttle?” showed that almost half of the respondents use the Shuttle “somewhat often” and 16% use it “all the time.” 27% use it “very often” and only 11% use it “not at all.” Even if a student must use the Shuttle once a week, it is an immense difference to have it available. 174 people (16.2%) of respondents use this service over 10 times a week, and 786 people use it from 1-10 a week.

How many times a week do you use the shuttle?

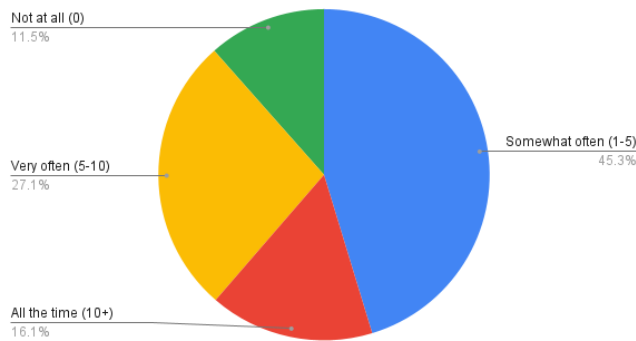


Figure 3. How many times a week do you use the shuttle?

The fourth question “Do you use the Shuttle to get to campus from home?” showed that 63.4% (686 people) use this service to get to campus from home. This shows how important this service is- it does more than simply transporting students from one campus to another; it is also used by students who live in the NDG area and study at Concordia. NDG West is considered one of the most affordable areas to live in at the moment, but it is not very well connected to public transit. The shuttle might be a big reason why Concordia students rent apartments in this area, live in dorms, or stay at home with their parents, counting on the Shuttle services to get downtown and back home.

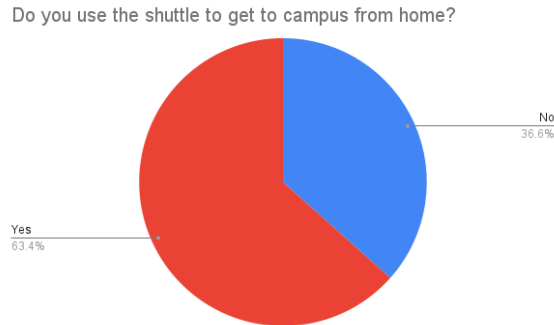


Figure 4. *Do you use the shuttle to get to campus from home?*

Question 5 “Do you require the Shuttle to attend a class that starts before 9:30 am or after 6:30 pm?” got 37.5% of the responses (408 people) for “Yes, for both a morning and evening class.” People who use it for only a morning or evening class amount to 417 of respondents (22.1% morning, 16.3% evening.) Even if a person only needs it once a day, it can make a difference between missing a class and attending, or having to leave hours before the class starts and losing sleep or skipping a meal. The importance of reliable transportation to get to and from school cannot be ignored. It goes beyond attending classes and school activities, and it can affect the health of our students.

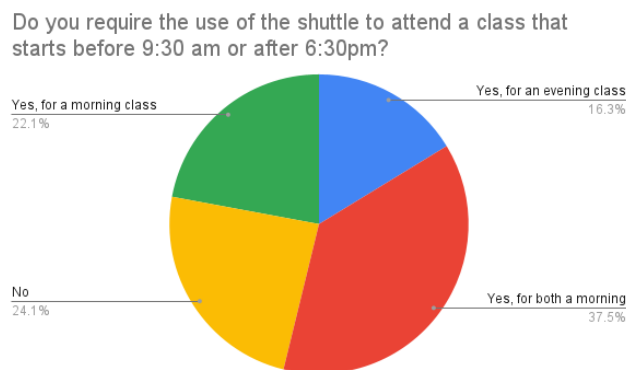


Figure 5. *Do you require the Shuttle to attend a class that starts before 9:30 am or after 6:30 pm?*

Question 6 “I would support paying a shuttle fare (ex. \$1 per shuttle ride)” had numeric responses where 1 was “strongly disagree” and 5 “strongly agree” (the same applies to questions

7 and 8). 59.4% of respondents strongly disagreed with paying a shuttle fare and only 8.2% strongly agreed. Asking students to pay for an essential university service would defeat the purpose of offering this service to the Concordia community as they already pay for STM passes, but it might be the only way to avoid the Shuttle from being further reduced. Still, it would be a major disadvantage to have a student-subsidized Shuttle service when students may not have the capacity to pay for this service, especially those who use it multiple times a day given the amount that it would amount to.

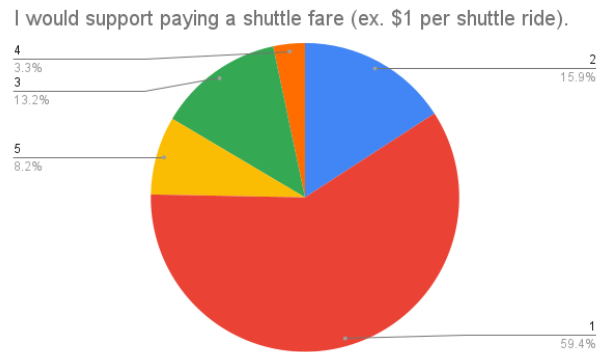


Figure 6. *I would support paying a shuttle fare (ex. \$1 per shuttle ride).*

In question 7 “I feel as though the reduction in shuttle service has impacted my academic performance” the responses demonstrated that most people agreed with this statement. 37% strongly agreed with the fact that the reduction of Shuttle service hours has impacted their academic performance, and 22% agree with this statement. That amounts to 638 people who are being affected by the change beyond issues with transportation. This service facilitates the transit for many students between home and school, and it reduces the amount of time spent in transit. This is time that students could be using to study, sleep, eat, or rest. It is a major difference to have a short, easy commute to one that exhausts you and wastes your time.

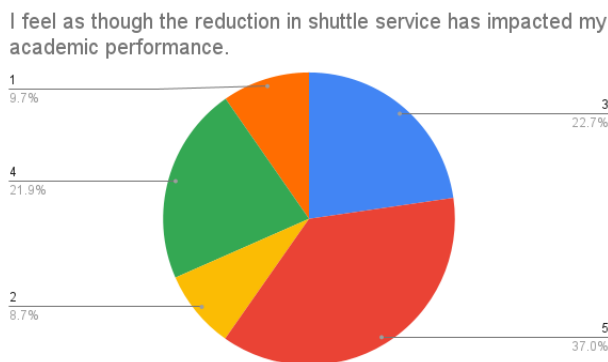


Figure 7. *I feel as though the reduction in shuttle service has impacted my academic performance.*

Question 8 asks whether respondents agree or disagree with the statement “I feel as though the reduction in shuttle service has negatively impacted my experience at Concordia.” Over half the respondents of this survey strongly agree with this statement, and another 25% agrees.

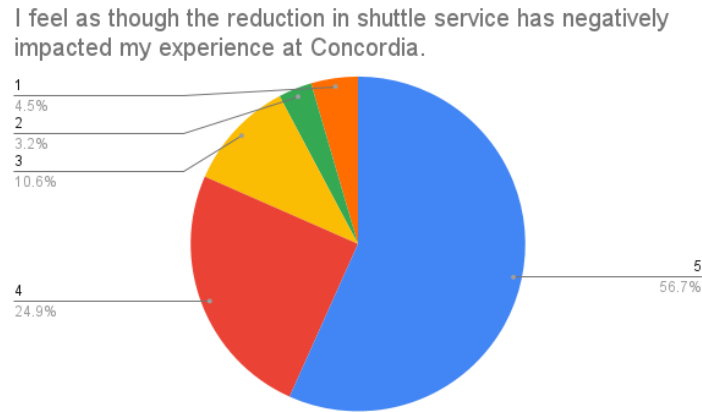


Figure 8. *I feel as though the reduction in shuttle service has negatively impacted my experience at Concordia.*

Question 9 “I feel as though the reduction in shuttle service has made my commute to and from campus_____” offered options for people to finish this statement. 254 responded with “longer, less comfortable, more complicated, more stressful;” 222 responded with “longer, less comfortable, more dangerous, more complicated, more stressful;” and the rest responded with some of these options or just one of these options. 607 respondents say that their commute has been made longer by the reduction in shuttle service, and 611 say that it has made it more complicated. These are huge disadvantages to the Concordia community since many must go to the Loyola campus on a daily or weekly basis. If the university cannot provide an accessible way to go to and from one of the university campuses at most hours of the day, then no student should be required to go. The fact is that Loyola is not well connected to the transit system in Montreal, and the commute there can affect a student in many ways. It can cause stress, make them lose valuable time and even make it dangerous for some (as 222 respondents reported) to commute there.

Question 10 was a section for comments. This section allows the respondent to explain how vital the Shuttle is to their university experience and how the change of schedule has affected them. These comments (found below) reflect how the student population feels about the cut in shuttle hours. They show that respondents have been affected in a myriad of ways: people spend longer commuting, feel less safe, must resort to other forms of transportation to campus (STM or Bixi), must spend more money on transportation, have to change their schedule to work around Shuttle hours, stop participating in extra-curricular activities due to the difficulty of commuting, and arrive very early, very late or miss class due to the unreliability of the STM. Most responses praise the shuttle services for their ease of use, safety, and for providing an alternative to uncertainly long commutes. Many respondents ask where the funds for the Shuttle have gone to if students are still paying for this essential service as part of their tuition. Overall, all responses, whether the respondent is a frequent user of the Shuttle or not, call for the return of its usual schedule. Concordia cannot schedule classes before or after the time Shuttle services are available. This is discriminatory of students who live in the NDG area and beyond, for students who cannot afford other transportation passes, for students with disabilities, and many more. This decision cannot be taken lightly. It affects the Concordia community negatively and it must be changed.

Comments by respondents:

“The shuttle service allowed me to commute from Loyola to SGW in order to attend meetings and club events. **I've since had to reduce my participation in student life** because I can't make it to SGW campus on time. **I'm often very stressed** when I have to take the shuttle now because it is so unreliable and I can't update my team members on my eta (I have waited over 30 minutes in lines many times in the last two weeks alone). I can't even imagine myself making appointments with student services (which are literally all at sgw) because I'd be so stressed of arriving late due to shuttle issues.”

“i feel like i have to use the STM instead which is more **expensive, longer and more stressful.**”

“I come from out of town (Laurentians) for my doctoral studies. Often there are talks, lectures and events at the SGW campus after 5 pm that I want to attend. These events [complement] my studies and are important networking opportunities. I commute by train from the Montreal West station, seeing as the Lucien Lallier station is off limits for the time being. This year, in particular, **attending these events has been challenging** due to travel back to the Montreal West station. The evening shuttle buses makes this travel much easier and reduces my commute considerably.”

“Having to buy an opus card and commute for an 8:45am class is a **huge inconvenience**. Concordia says it offers a free accessible way to get between [campuses] which is **no longer true** for people with morning or evening classes. It has made getting to class significantly longer. **If the shuttle is no longer available or now requires a fee I will be transferring universities.**”

“By making my commute longer, it means **I sleep less before class**. By making my commute **stressful and uncertain**, it means **I arrive to class less ready to learn and sometimes late**. I am trying to bike as long as weather permits me, which means **biking through rain and on ice when winter will come**. I secured my housing (next to SGW) and my class schedule (at LOY) on the guarantee of this service.”

“They are impacting me getting to an 8:45 class at Loyola and **causes me stress beyond the stress already added by schoolwork.**”

“Please bring it back. The entire 2023-2024 year in res literally **planned out their apartment neighborhoods according to [the shuttle service]**. **People made the decision of where to live based off the commute to classes, and now it's been taken away without even a notice.**”

“Why would you have two campus but cannot go from one to another easily? I'm doing a double majors and one of my major is in LOY and the other one is at SGW... so it makes it pretty **complicated and stressful.**”

“I live on Loyola campus and have 8:45 am french class two days a week at SGW. I sprained my ankle this week. **Rather than a simple walk from my dorm to the shuttle stop, and proper assistance from the driver, I had to take public transportation while using crutches.** The bus and metro are crowded in the mornings. **I felt very unsafe and unsteady** having to navigate walking to the bus, transferring from bus to metro (and again on the metro), going down crowded stairwells in the metro station, using crowded escalators, and walking to my class all while carrying a backpack and using crutches. Thankfully I am able to take the shuttle back to Loyola. This

involves walking a bit, and a comfortable, safe ride back to campus. **Earlier shuttle start times would make my commute this safe and easy in both directions.**”

“Regardless of this temporary unfortunate circumstance, earlier shuttle service would also provide a much more comfortable morning. As a first-year student from the US, who is not used to public transportation, I experience a lot of stress ensuring I get to where I need to be on time. The fact that I must navigate the transportation early in the morning makes it even more stressful. Not to mention I have about 10 minutes between when the dining hall opens for breakfast service and when I have to walk to the bus to be on time to class, **so often I barely have time get proper nutrition before this stressful commute.** This causes me, and other students I know, to **rely heavily on caffeine to get through the mornings**, which is not a healthy habit.

As a full time international student, I do not have any form of income, so paying for nicer transportation alternatives, or my own breakfast is not a viable option. Despite the student discount, it is still a burden to have to pay for public transportation just to get to class. I was under the impression that my tuition and meal plan would cover these expenses by providing services that make sense with our class schedules.

Ultimately **the reduced shuttle hours are negatively impacting our health, safety, and wellbeing.** It simply does not make sense to no longer provide this service to students during times that classes are scheduled.”

“**I live on the Loyola Campus but have all the classes on SGW campus.** I unfortunately didn’t get residence at the downtown campus. I have a lot of morning classes and getting to them takes time but I am on the meal plan so I have to get downtown at least an hour early. Trying to eat and make it to class takes time and even if I am 10 minutes early my class is already full because the 300 level courses are smaller and most of the students live downtown. Not getting a seat in class makes it tougher to take notes and also it will be harder to settle in class if I am late when winter starts.”

“The shuttle bus has always been extremely convenient for me as I live near one campus, but have classes at the other. **It’s my primary form of transportation for classes and simplifies transit times immensely.** This term I found myself having to **select courses that were specifically offered during the new shuttle bus run times**, limiting which classes I could sign up for. I recognize that it is a privilege to have access to convenient transportation, but I have become **reliant upon the campus shuttle** since it is a service that **I depend on to get to class on a daily basis.** After the cut schedule times I’ve noticed **longer lines and more crowded buses.** I’ve missed buses due to crowding and **being aboard crowded buses feels unsafe at times.** This has **caused me additional stress and has become an something of an anxiety in my day-to-day passings.**”

“On top of the practical concerns regarding getting to class on time, it was **grossly irresponsible to let us know only days prior to the term starting.** As always, **these changes will impact the poorest and [least] privileged students if Concordia harder than anyone else.**”

“For my 8:45am classes at Loyola Campus (I have 2 of them in a week), I have 1 extra hour of commuting on public transportation to get to my class on time, which means I need to wake up much earlier. This **impacts how much energy and focus I have while in class, and while doing**

my schoolwork after class. Also, I feel more a lot **more stressed** because **I don't feel comfortable and safe having to take so much public transportation alone** for 2 hours one way to make it on time to my morning classes. Last semester, **I felt really safe taking Concordia's shuttle bus and it doesn't make me feel stressed because it is reliable and I trust the drivers** because it is always the same ones all semester long, so you get to know them and **they all drive in a very safe manner.** I have had some really bad experiences taking public buses in terms of how the drivers drive, which has made me feel really nervous and unsafe when taking them now.”

“The reduction in the shuttle from a graduate student perspective means not only that our fellow peers in grad studies have a harder time getting between campuses, but also students that we TAs now have a harder time. It **disrupts student life and causes [a] headache for the city as well since there is extra strain on the already busy public transit network.** We would love to see Graham Carr, Anne Whitelaw, Kristina Huneault, and Michael di Grappa take the 105 during rush hour- then we can have a proper conversation. Also, ask them for what hard data they used when making the decision to cut the shuttle. The university spends only 1% of its budget on student services (and that figure comes from multiple FAS chairs so ask about it).”

“**Many students live at Loyola because of cheaper rent and rely on the shuttle bus as a free service to get between campuses.** Further, many **student athletes live close to Loyola because of proximity to training facilities/the field/the arena, but take classes downtown-** so Concordia has now cut student-athletes (who they have recruited and paid money to have come to our school) ability to also travel free between campuses. Some students (like me from my undergrad to now in my PhD) use the shuttle to get between campuses for meetings and work; the Writing Centre often has students who are willing work one shift at Loyola then a second one downtown- this is now impossible without the shuttle bus schedule being what it was.

“I live close to the Loyola campus and I have morning and evening classes downtown. It is **dangerous for me to travel home alone from my evening class as a female.** I also am required to **spend a lot of time on public transport** to get downtown for my 8:30am classes which **takes away from my rest and time I could be using to study.**”

“The fact that this university cannot even provide adequate shuttle services to their students is APPALLING. We pay so much in tuition and the fact that can't even provide a shuttle for students to go to their morning classes is shameful. You have classes at Loyola starting at 8:45am yet the first shuttle is scheduled for 9am?????? YOU EXPECT STUDENTS TO GO WITH THE REST OF THE MORNING RUSH TO TRY TO GET TO CLASS? I watched the bus 105 pass me 3 TIMES because it was too full. Thus, **my 45min commute via two buses took 1.5 hours, I show up 25min late to class.** Yet I left my home at 7:30. It is disgusting that this university thinks they can cut such an important resource to students, yet fully fund other events that don't actually impact our education? I care more about getting to class on time than participating in Concordia events. I didn't pay 11k in out of province tuition just for a university to turn around and say **they can't even provide a shuttle to a morning class that THEY HAVE SCHEDULED THEMSELVES.** Shame on you Concordia!!!!”

“**I have to wake up significantly earlier in the mornings to make it on time for my classes, which takes 2 hours with regular public transport** as I live in the east end of montreal”

“It makes me feel really unsafe using transit late at night, after my classes, alone. I even tried dropping the one night class to avoid it but couldn’t so now it’s my only option.”

“I have to wake up at 6 AM instead of 7:45 AM to catch the public transportation to Loyola. The buses get so full that two buses may go right past you just because it is filled with students trying to get to class. I arrived on campus at 9 AM and have **missed important content** for the first midterm coming up and I honestly cannot afford that.”

“The shuttle service was one of the reasons I chose to study at Concordia in the first place because it was one of the only ways to get to and from school at off hours especially MORNING and NIGHTTIME. I don’t want to have to pay for Laval and Montreal opus now which is a crazy amount per month!”

“I used to use the shuttle bus from Loyola campus as I travel from far. **It is a 2 hour commute for me to take bus and metro and it requires me to pay an additional 90\$ a month** for a Laval STL/STM pass now that I can no longer take the shuttle for my classes because the schedule has been restricted. It has been a **financial burden I did not expect** this semester.”

“I don’t have a class at Loyola but I play soccer there twice a week. **Student athletes are being very negatively affected** by this which isn’t being discussed enough imo.”

“I need the shuttle bus because it helps with my extremely busy schedule. Regular public transport takes very long and the lack of shuttle bus is **affecting my academic performance** and presence negatively.”

“There are a **significant drop in attendance in morning classes** compared to usual, the 105, 51, 102 and 90 buses are more full than usual because a lot of students need to be on it to get to Loyola campus which means sometimes the buses skip some bus stops. This means we have to anticipate the extra buses in case that happens (it once happened to me twice in a row, as in two buses didn’t stop at my stop in a row) which means we are either early (in the classroom before 8am), just in time (arriving at campus at 8:40), or even late (getting to class at 9:00). All of these happened when I left my house at the same time (7:15am) which is rather frustrating because this summer, I would take the 8:20 shuttle and only once was I late to my 8:45 class (and not by much). I have 8:45 classes 4 times a week, and with the **unreliable STM service**, especially as it gets colder, as metro stations are going to start to flood, and bus routes start to be on diversion more often, it will make **getting to school very complicated and many people simply will stop showing up**. The different hours of the shuttles mean that most of them are very full and there have been more than one time where the whole line of people weren’t able to all get in it and had to wait an hour for the next one. Some labs also end after 18:30, and after having spent anytime between 4 to 6 hours on your feet in a lab, it is tiring to take the longer and more convoluted option of multiple modes of public transport rather than being sat in a shuttle going to a place only, meaning you don’t have to keep an avid eye on your bus stop name.”

“I felt betrayed by this sudden change in times, as the university clearly fails to see which budget cuts make sense and which don’t. The **shuttle is essential** to many students, and this new schedule forces students into already crowded public transit, which slows the lines even more. Students like me are forced to wait at a bus stop, waiting for one that will have enough space to actually take me. I am tired of seeing the 105 buses pass me simply because I did not go all the way to the end

of the line. As Quebec public transit is already so strained, this decision is only straining it more; **The shuttle is supposed to be an opportunity for Concordia students who pay tuition for it, and yet it is treated like a treat, a privilege the university can take away at any time.**

Moreover, the university claims that the shuttle's reduced hours would allow for more frequent passes, which is false. Many times already, I have had to wait over 30 minutes just to be able to get inside a shuttle. The university lying so blatantly is **disrespectful** to all students and staff who have grown to integrate it in their commute.

This new rhythm would only cause more trouble later on, as less students are likely to take classes on the other campus, and would thus be stuck with **less options**. Less options means **less involvement** and potentially over crowded classes with students who didn't choose it because they wanted to, but because the university put obstacles in their transit.

If the new shuttle schedule is representative of Concordia's philosophy, it is then no surprise that this university is failing.”

“As a single parent and student, the reduced hours have impacted my availability to pick up and drop off my kid and get to my classes on time.”

“I am from the South Shore and I have to take the shuttle bus everyday to go to Loyola since I am in Communication Studies. I have a class and lab at 8:45am twice a week for a course in which I am a Teaching Assistant, and the cut of the shuttle bus have made my rides **so much longer and complicated**. I think that **cutting such an important part of Concordia’s service, especially for my job, is a real issue.**

It generally takes me almost two hours to come to Loyola, so it is already a strain for me to come to school. The shuttle bus was a way to make those commuting hours at least easier, more peaceful, and less crowded, especially in the morning or even later if I have to study late at school. I would really want back the original schedule of the shuttle bus.”

“The shuttle is one of Concordia’s most essential services. While I don’t use it personally, I know the drastic impact not having consistent service will cause Loyola students and others who rely on the shuttle.”

“It takes an hour and 15 minutes to commute to classes via public transportation. With shuttle services it’s roughly 20 mins plus a 10 minute walk. I am considering **dropping my evening class** downtown because of how **inconvenient** it is to **spend more time on public transit both ways than the actual length of my class.**”

“It has made my semester **miserable**. I take two hours to get to and from campus now that the shuttle hours have been cut so short.”

“I have started biking to manage a more affordable transit option between downtown and Loyola, however **I do worry about my own safety** and worry how rainy and snowy days will affect my ability to get to classes and labs, and get home safely... and honestly, I already have experienced more dangerous close-calls with cars cutting me off. I have completely rearranged my schedule for winter 2025 semester, in order to not have any classes before 10am, because I cannot bike in the snow, and am not able to add another 400\$ (to get a monthly OPUS card) to my semester

within reason. I still haven't figured out what class I can take as my fourth class in winter 2025 that won't require me to buy an opus card to get back and forth from Loyola."

"The regular STM buses are unreliable in terms of schedule, making it very hard to get to and back from classes in a timely manner. Some students including myself are **choosing not to attend classes** since commuting after evening/night classes is **harder and unsafe** at times."

"I have a morning class and now have to take 2 metros and 1 bus instead of just the shuttle bus to get to campus. That 1 bus is extremely full in the morning and sometimes I have to wait for 1-2 buses to pass because they're just too full."

"It is absurd that the school has raised our tuition yet services are cut. The shuttle bus service should help FACILITATE my experience at concordia. However, it has not done so. Not only does this add stress to my already demanding schedule, i have to make extra time just to get to the other campus. This will no doubt effect my grades for current courses and future ones. Ridiculous."

"The shuttle bus is an essential part of Concordia, **how can the university have two campuses without proper transportation system?**

I find it hard to comprehend how cutting bus schedules was at the top of the budget cutting decision considering its major role in the student's daily lives. I use the shuttle nearly on a daily basis, **it allows for easy transport, it is quick, gives me peace of mind, is practical and allows me to save money** from needing to buy a separate monthly pass for the OPUS. We know that as students a mere \$60 per month can definitely help our finances. I rest my hopes that this will be corrected and we will be able to recuperate our normal bus schedule. Thank you."

"I am unable to get a license/car due to a visual disability. I therefore have to **rely on public transport** and whatnot. However, as I have a course that only ends at 8:15pm at SGW, and I live way closer to LOY, taking the shuttle makes it way easier and is far safer than taking the metro and city bus late at night. Now, I have to rely on the seedy metro and busses."

"**Athletes from the university have practice which either starts very early or ends every late.** As we are already so busy with practice, and everything which goes with it, we don't have time to lose on commutes to and from campus."

"As a local to NDG and Loyola student, the budget cuts on the shuttle has made it inconvenient to get around by bus due to **overcrowding** on various lines like the 105 and the less travelled 162. It has also **overcrowded Bixi usage** to get to class and docks within up to thirty minutes walking distance are full. **I am worried about my transportation for the coming months especially with the thought of winter.**"

"Students already pay so much money towards campus services. **Having two campuses means providing students the ability to use both.** The shuttle bus is a basic and necessary service for students, which we pay for using our tuition!!!! It should not be costing extra for us to receive a service that allows us to attend the classes we pay so much money for. This university needs to stop functioning like a bank."

"Disgraceful to see such an essential service slashed, especially the inconsideration towards the shuttle drivers. **Students and drivers expected to shoulder the burden of budget cuts,**

meanwhile top admin still enjoying ridiculously bloated salaries. Very telling where Concordia's priorities are.”

“As a disabled person, having to navigate multiple metros and busses means that I experience a massive amount of stress any time I have to get to campus.”

“I have low vision and I have class ending at 830 pm and its not easy for me to walk in the dark to the 105 and use the metro at night in the dark as a visually impaired GIRL to get to SGW to ride the green line. The shuttle was very convenient for me and **the lack of service has affected me greatly.** I really need it to return for the winter semester. The lack of shuttle has made my commute **more stressful more worrisome and dangerous and longer.**”