

Langara College Transportation Survey 2010

Office of Institutional Research

December 6, 2010

The Transportation Survey was conducted during the period between September 29 and October 3, 2010, to gauge the campus community's awareness of and satisfaction with the College's transportation services. The survey invitations were emailed to 1,500 randomly selected students and 830 employees, resulting in 604 completed surveys (a 26% response rate). See Tables 1-5 for demographic details.

All Respondents:

Table 1: Respondent Type	Percent
Students	48%
Staff & Administrators	26%
Instructors	26%
(Total Number of Respondents)	(604)

Table 2: City of Residence	Students	Employees	Total
Vancouver	59.2%	56.6%	57.9%
Richmond	10.3%	11.9%	11.1%
Burnaby	10.3%	9.0%	9.6%
North Vancouver	0.7%	1.9%	1.3%
West Vancouver	0.7%	1.0%	0.8%
New Westminster	4.5%	6.1%	5.3%
Surrey	2.7%	2.9%	2.8%
Delta	3.8%	4.5%	4.1%
White Rock	1.7%	0.6%	1.2%
Port Moody/Coquitlam/Pitt Meadows	3.4%	2.9%	3.2%
Langley	0.0%	0.3%	0.2%
Other B.C.	1.0%	1.6%	1.3%
Other Provinces	0.7%	0.0%	0.3%
Unknown	1.0%	1.0%	1.0%
(Total No. of Respondents)	(292)	(312)	(604)

Table 3: Neighbourhood of Residence in Langara Catchment	Percent
S.E. Vancouver	9%
Central Vancouver-16th/33rd	6%
E. Vancouver-Nanaimo/Clark	5%
S. Vancouver-Marpole	5%
Vancouver-1st/16Th, Arbutus/Blenheim	4%
Vancouver-1st/49th, Oak/Cambie	4%
Central Vancouver-33rd/49Th	4%
Vancouver-Downtown	4%
N.E. Vancouver	3%
S. Vancouver-Cambie/Knight	3%
S.E. Vancouver-Nanaimo/Knight	3%
Vancouver-Shaughnessy	3%
Central Vancouver-Mt.Pleasant	3%
Vancouver-1st/33rd, Granville/Oak	3%
S.W. Vancouver-S. Of 33rd	2%
Vancouver-Downtown/Stanley Park	2%
N.E. Vancouver-Nanaimo/Clark	2%

Table 3: Neighbourhood of Residence in Langara Catchment	Percent
Vancouver-1st/33rd, Arbutus/Granville	2%
Vancouver-1st/49th, Cambie/Ontario	2%
Vancouver-Point Grey	2%
Vancouver-UBC	1%
Vancouver-16th/33rd, Blenheim/UBC	1%
Vancouver-Gr.N.Way/Bur.Inl	1%
Vancouver-16th/33rd, Arbutus/Blenheim	0%
S.W. Burnaby	7%
W. Burnaby	2%
N.W. Burnaby	2%
S.W. Richmond	7%
W. Richmond	3%
Central Richmond-Gilbert/No.5	2%
N. Richmond-Westminster/No.5	2%
S. Richmond	1%
N.E. Richmond-No.5/Boundary	0%
(Total No. of Respondents)	(466)

Student Respondents:

Table 4: Student Gender	Percent
Female	62%
Male	38%
(Total No. of Respondents)	(292)

Table 5: Student Age Group	Percent
17 to 20	44%
21 to 25	37%
26 to 30	8%
31 and over	11%
(Total No. of Respondents)	(292)

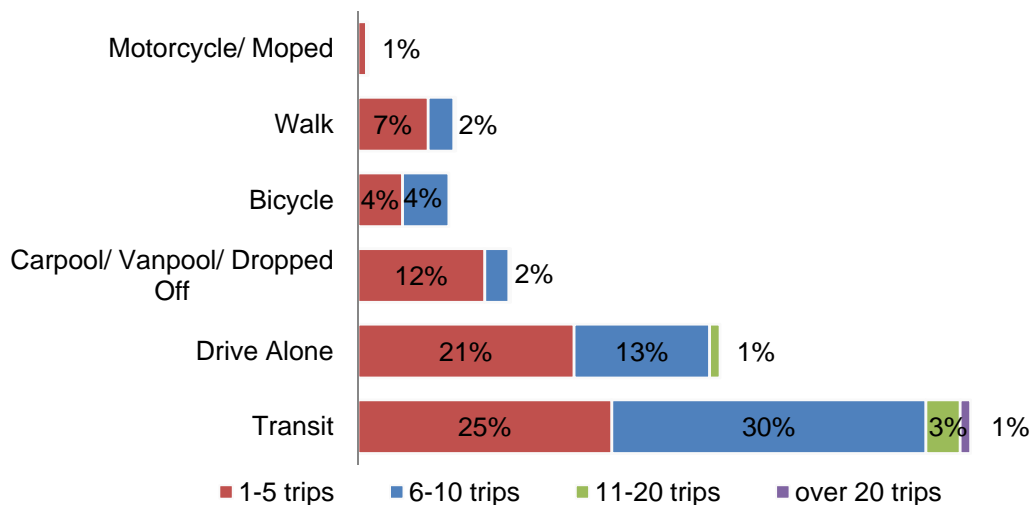
Survey Results

Transit was the most used mode of transportation to and from the College¹ in terms of number of one-way trips made; 46% of all one-way trips in the week were made on transit. Other common modes of transportation were driving alone (27%) and carpool/vanpool/dropped off (12%). Some transit users appeared to have made multiple return trips per day to Langara; over 4% of transit users made ten one-way trips or more in the week (see Graph 1).

Table 6: One-Way Trips to/from Langara per Week

Transportation Mode	Percent
Transit	46.0%
Drive Alone	27.2%
Carpool/ Vanpool/ Dropped Off	11.5%
Bicycle	6.8%
Walk	7.3%
Motorcycle/ Moped	0.8%
Other	0.4%
(Total number of one-way trips)	(4605)

Graph 1: Numbers of One-Way Trips to/from Langara per Week



Note: Percentages total to 100% per transportation mode. Zero-trip percentages excluded from graph (the balance of each transportation mode). Multiple responses across modes were allowed.

¹ The survey's transportation usage questions were directed only to the respondents who commuted to Langara in the week preceding their survey response. Non-commuter respondents were directed to questions on the Langara Transportation Program.

Transit Commuters, Users and Non-Users

Full-time students were more likely to commute by transit than part-time students and College employees. They made an average of 8.4 one-way trips by transit in the week, compared to 5.2 trips by the all other respondents combined.

Among the transit commuters (59% of the total survey respondents), different populations took advantage of specific transit payment programs. U-Pass was an overwhelming choice among students. Many instructors used Faresaver tickets, while staff and administrators tended to purchase employee transit passes or Faresaver tickets.

Table 7: How do you usually pay for transit?

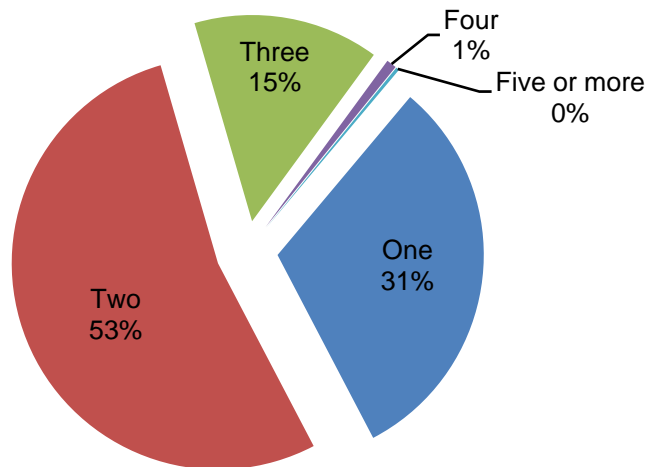
	Student	Instructors	Staff & Admin	Total Transit Commuters
U-Pass	96.7%	20.8%*	8.8%	66.7%
Employee transit pass	0.4%	8.3%	38.2%	8.7%
Monthly Farecard	1.2%	16.7%	13.2%	6.3%
Faresaver tickets	0.4%	41.7%	27.9%	13.1%
Cash	0.8%	12.5%	11.8%	5.0%
Other (see verbatim comments)	0.4%	0.0%	0.0%	0.3%
(Total No. of Respondents)	(241)	(72)	(68)	(381)

*May represent instructors with student status at Langara or elsewhere, or confusion between UPass and Employee Pass.

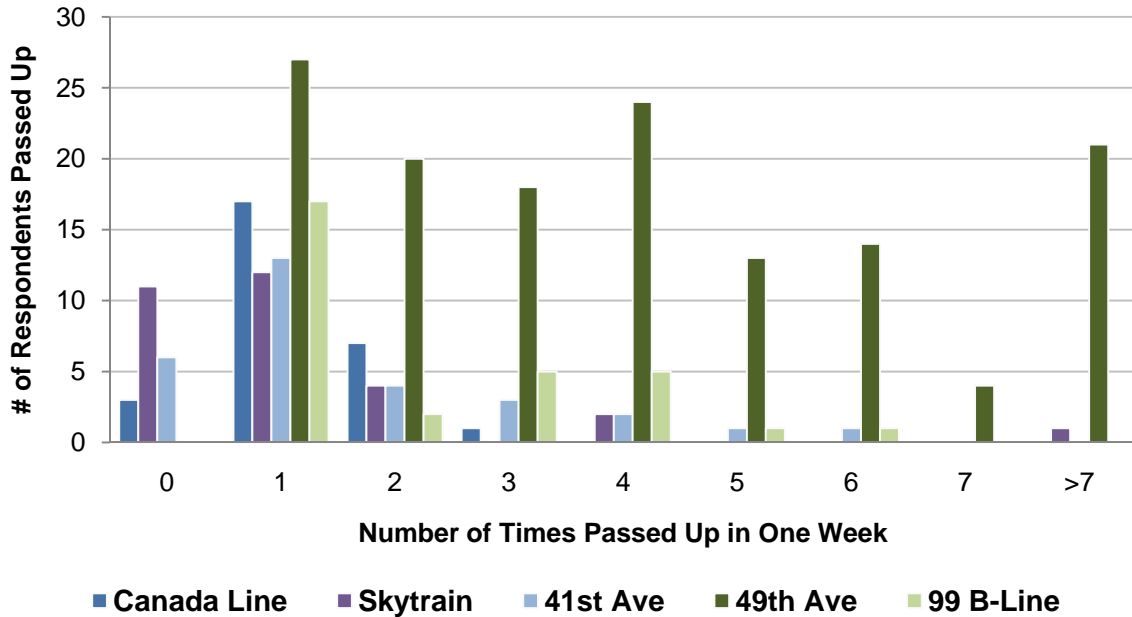
Notable commute experiences were:

- One in three (31%) commuters did not have to transfer to reach Langara from home, while 53% made one transit transfer and 15% made two transfers (see Graph 2).
- Many commuters experienced being passed up by bus or train. **Every** respondent who took Bus 049 or Bus 099 reported being passed up at least once in the week. About a half (57%) of commuters taking the Canada Line were passed up at least once in the week.
- More commuters were passed up on 49th Avenue than any other route, and commuters on this route were more likely to be passed up by several buses; 53% were passed up by two to five buses per week, and another 28% were passed up more than six times per week (see Graph 3).

Graph 2: Number of Buses/Trains/SeaBus Taken from Home to Langara

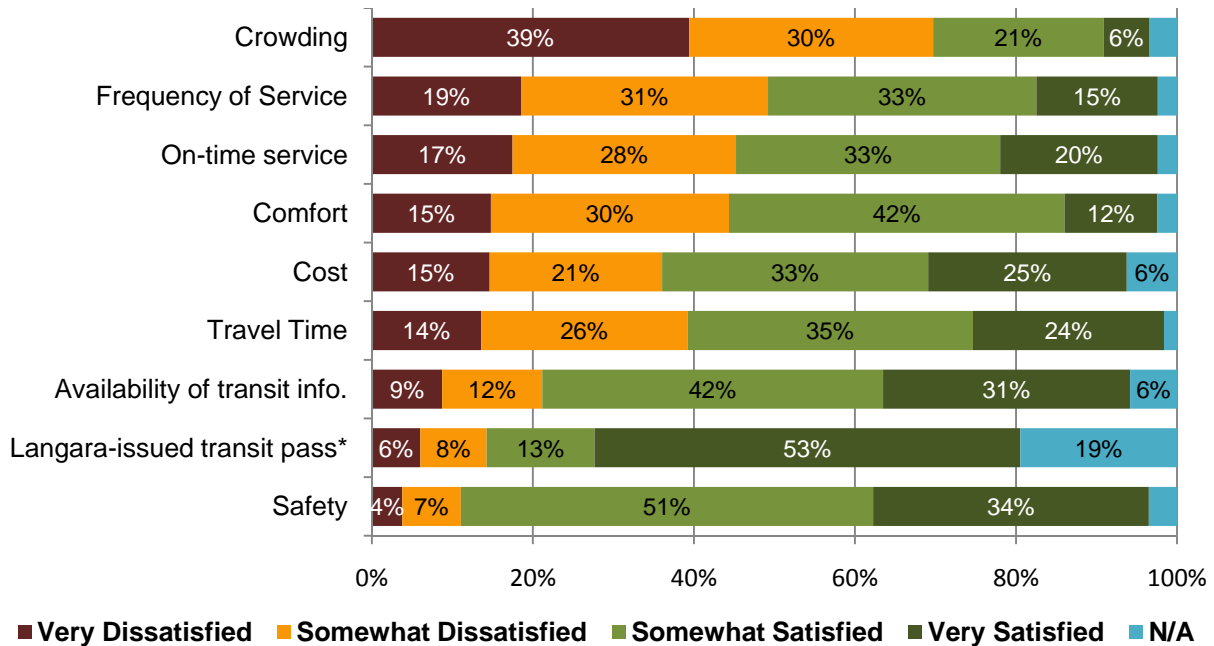


Graph 3: Langara Commuters Being Passed Up by Transit



Most transit commuters were 'very dissatisfied' (39%) or 'somewhat dissatisfied' (30%) with crowding on transit. However, a good majority of transit commuters were 'very' or 'somewhat' satisfied with transit safety (85%), the availability of transit information (73%) and the transit pass programs (66%).

Graph 4: Satisfaction with Transit Services to/from Langara



*U-Pass or employee pass.

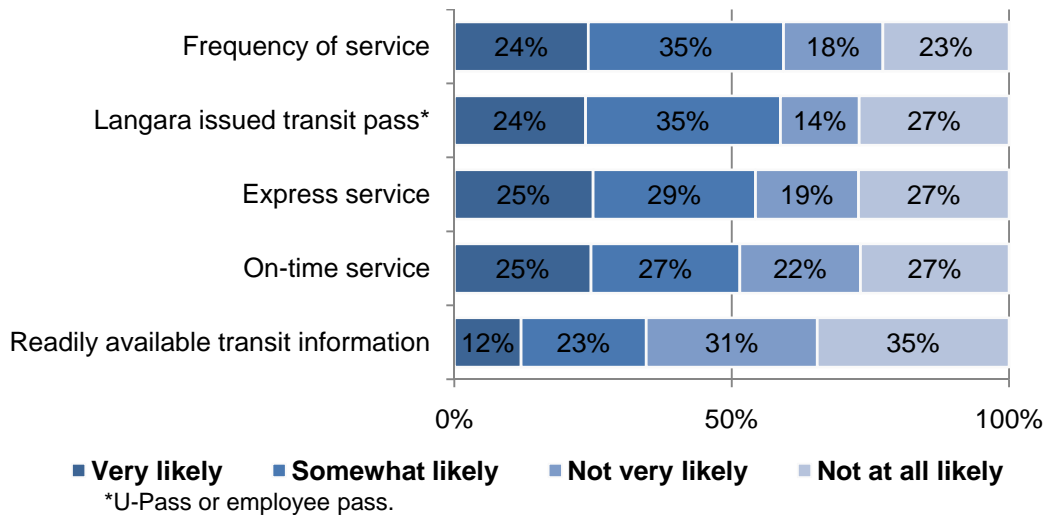
Of the total survey respondents, 37% did not take transit at all to any destination.

Table 8: Number of One-Way Transit Trips per Week (all destinations)

# of Trips/Week	Percent
None	37%
1-3	10%
4-6	13%
7-9	9%
10-12	15%
13-15	9%
16 or more	8%
(Total No. of Respondents)	(604)

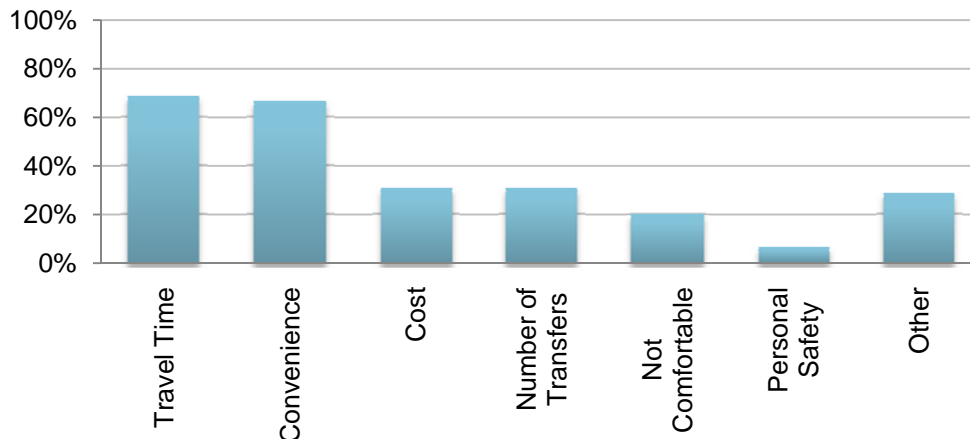
Of commuters who did not use transit, 58% felt that transit was a viable option for them. About a quarter of non-users would 'very likely' become regular transit commuters if improvement were made to: express service, on-time service, frequency of service or the Langara-issued transit pass (U-Pass or employee pass).

Graph 5: Likelihood of Transit Non-Users Becoming Regular Users if Services Improved



Of survey respondents who did not take transit, but thought it was a viable option, most selected travel time and convenience as their top reasons for not taking transit.

Graph 6: Most Important Reasons for Not Using Transit
(multiple responses allowed)

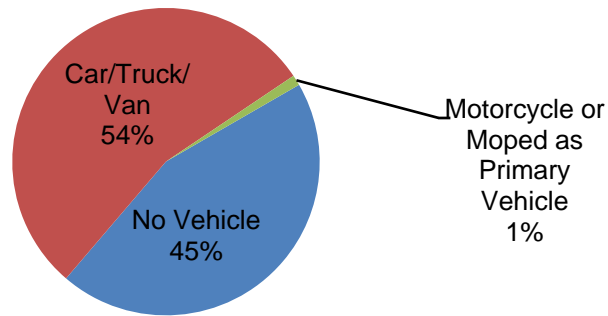


Motor Vehicle Owners/Users

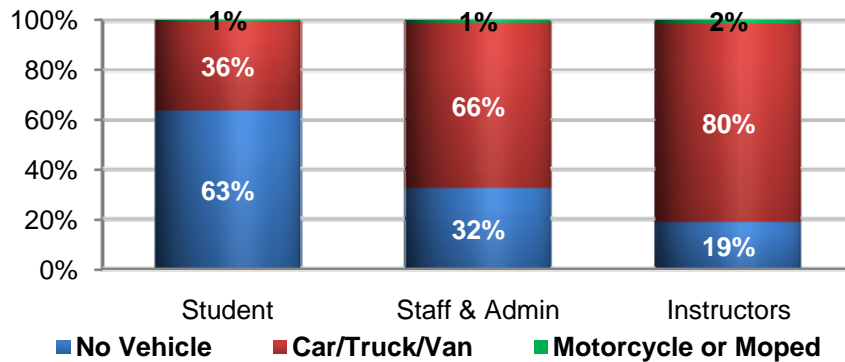
Staff and administrators were the most likely to drive to Langara alone, followed by instructors and then students. Driving alone, staff and administrators made an average of 6.4 one-way trips in the week prior to the survey, while instructors made 4.5 trips and students made 2.6 trips.

Just over half (55%) of the all commuters owned or had regular access to a motor vehicle (see Graph 7). More instructors had access to a vehicle (82%) than staff and administrators (67%) or students (37%; see Graph 8).

Graph 7: Do You Own or Have Regular Access to a Vehicle?
(all commuters)



Graph 8: Motor Vehicle Ownership/Access by Respondent Type



Car or vanpooling was a viable option for 21% of all respondents and 14% of those who owned or had regular access to a vehicle.

Drive-Along Commuters

When asked about driving alone to any destination in the week, eight out of ten commuters with regular vehicle access made at least one such trip (see Table 9).

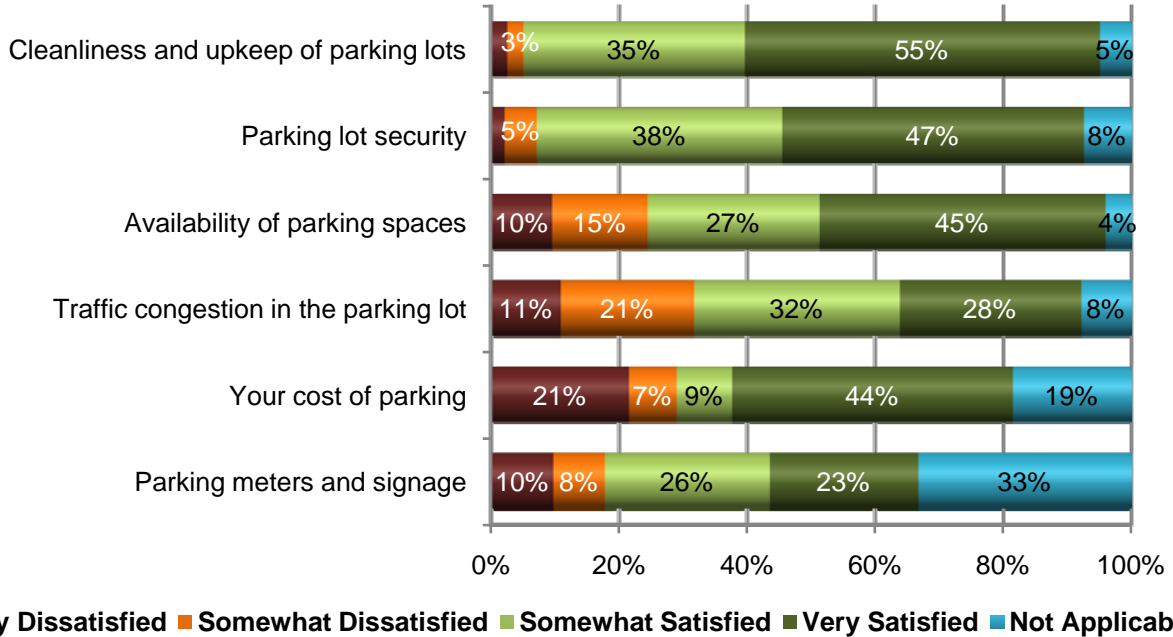
Table 9: How many one way trips did you make driving alone in the last week (all destinations)?*	Percent
None	19%
1-3	16%
4-6	20%
7-9	8%
10-12	20%
13-15	7%
16 or more	9%
(Total No. of Vehicle Owner Respondents)	(303)

*Item posed to those who own or have regular access to motor vehicles.

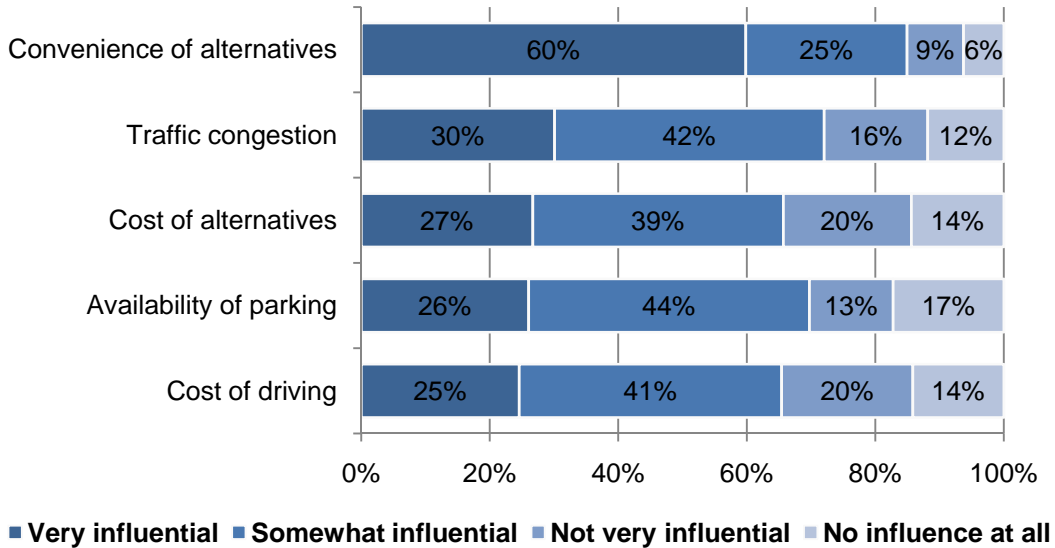
Most drive-alone commuters to Langara parked on campus (82%) while 16% parked off-campus within walking distance and about 2% parked off-campus beyond walking distance.

Among those driving alone to Langara, most were satisfied with cleanliness and upkeep of parking lots (90% 'very' or 'somewhat' satisfied), lot security (85%) and availability of parking spaces (72%; see Graph 9). Most drive-alone commuters (85%) felt that the convenience (or lack thereof) of alternate commuting methods was 'very' or 'somewhat' influential in their driving behavior (see Graph 10).

Graph 9: Satisfaction with Langara Parking Services
(Items posed to those driving alone to Langara)



Graph 10: Influences on Driving Behaviour
(Items posed to those driving alone to Langara)



Bicycle Owners, Users and Commuters

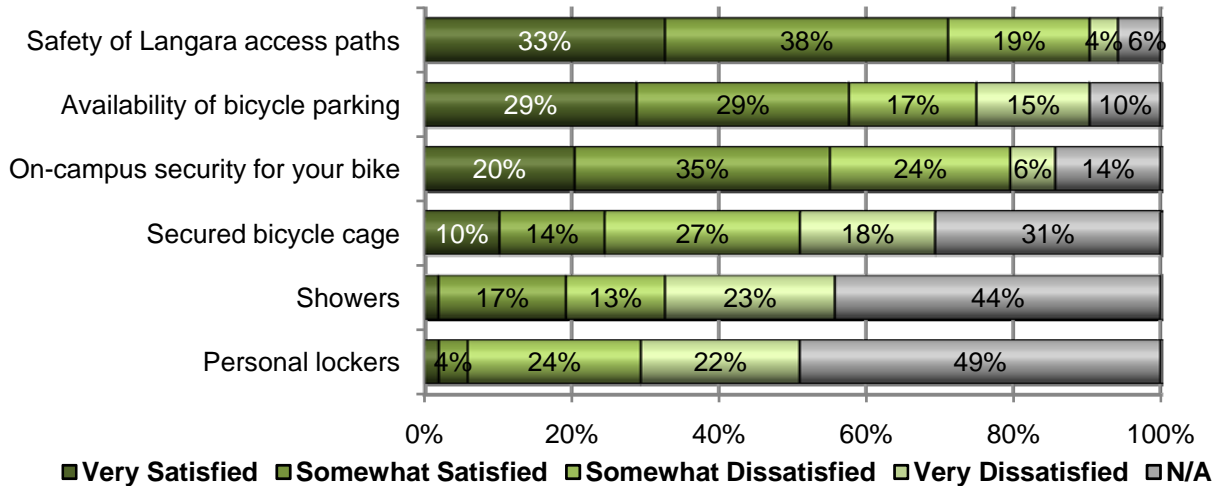
Half (51%) of the survey respondents owned or had regular access to a bicycle but only 33% of bicycle owners rode their bikes in the week prior to the survey and only 19% commuted by bike to or from Langara.

Table 10: How many one way cycling trips did you take in the last week?	All Destinations	To/From Langara
0 trips	67.3%	81.1%
1-3	14.2%	7.5%
4-6	5.3%	3.6%
7-9	4.3%	5.0%
10-12	4.3%	2.8%
13-15	2.1%	0%
16 or more	2.5%	0%
(Total No. of Bicycle Owners)	(281)	(281)

Of those who commuted to or from Langara by bicycle in the target week (bicycle commuters), staff rode most often, averaging 6.4 one-way trips in the target week. Instructors and students made a somewhat lower average number of trips (4.9 and 4.2, respectively).

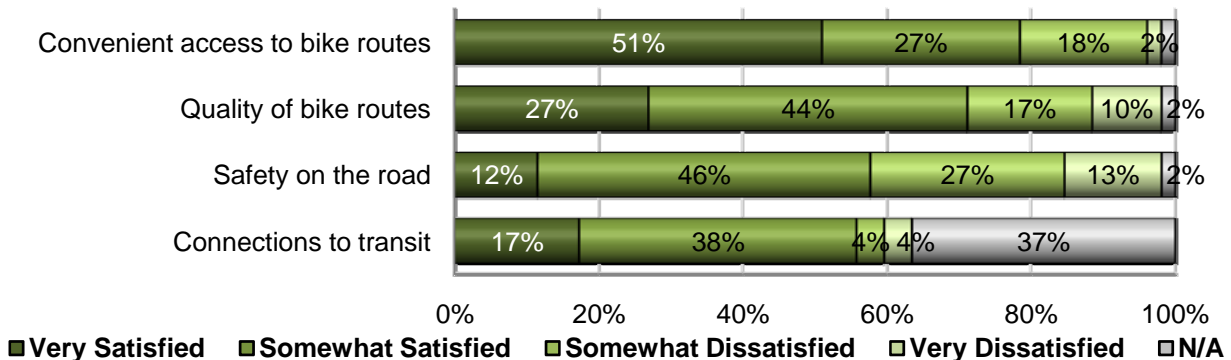
When asked about Langara’s services for cyclists, bicycle commuters were slightly more positive than those who rode to any destination (casual cyclists), with one exception: Bicycle commuters were not at all satisfied with personal lockers at Langara (see Graph 11). Shower services received low ratings among both commuters and casual cyclists.

Graph 11: Bicycle Commuter Satisfaction with Langara Services for Cyclists



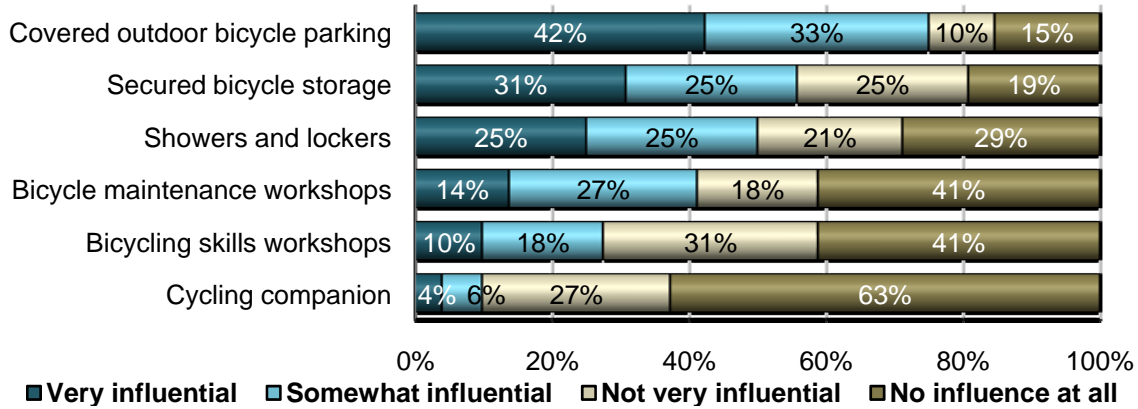
Respondents who commuted to Langara were quite positive about Vancouver’s bike routes and reasonably happy with personal safety and transit connections (see Graph 12).

Graph 12: Bicycle Commuter Satisfaction with Aspects of Ride



A sizable majority of bicycle commuters (74%) reported covered outdoor bicycle parking as most influential on their cycling behavior, more influential than secured bicycle storage. When compared to all riders, bicycle commuters were less likely to think that their biking behaviour was influenced by the availability of a cycling companion, and more likely to think that their biking behaviour was influenced by bicycle-related workshops.

Graph 13: Influence on Cycling Behaviour Among Bicycle Commuters



Electric Vehicles

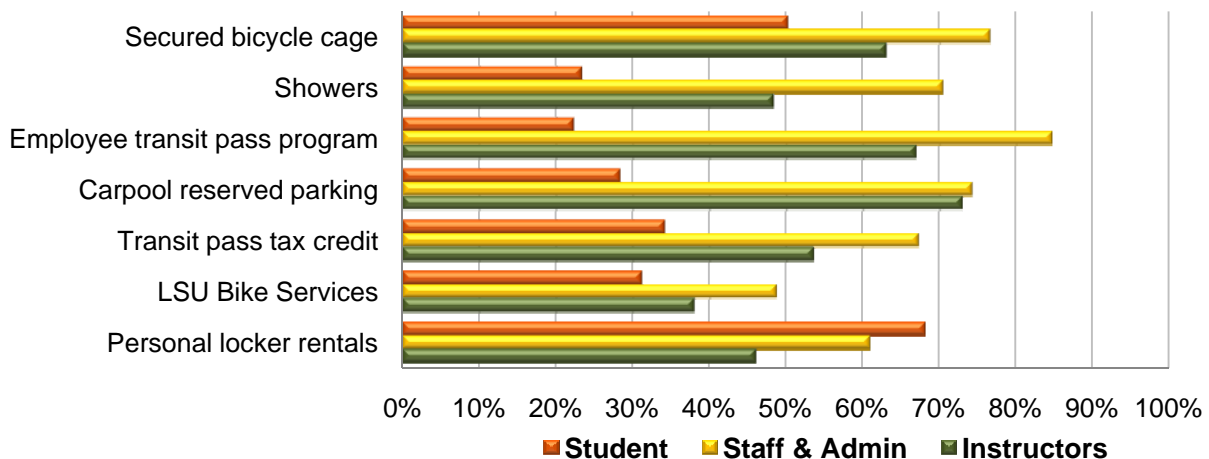
Twenty respondents (3.7%) reported owning or having regular access to an electric vehicle, and only four of them felt that charging stations would benefit them now or in the future. However, 35% of respondents felt that charging stations would increase the likelihood that they would get or use an electric vehicle in the future.

Sustainability and Transportation Issues

All respondents, regardless of commuting behaviour, were asked a series of questions pertaining to sustainability and knowledge of Langara transportation services.

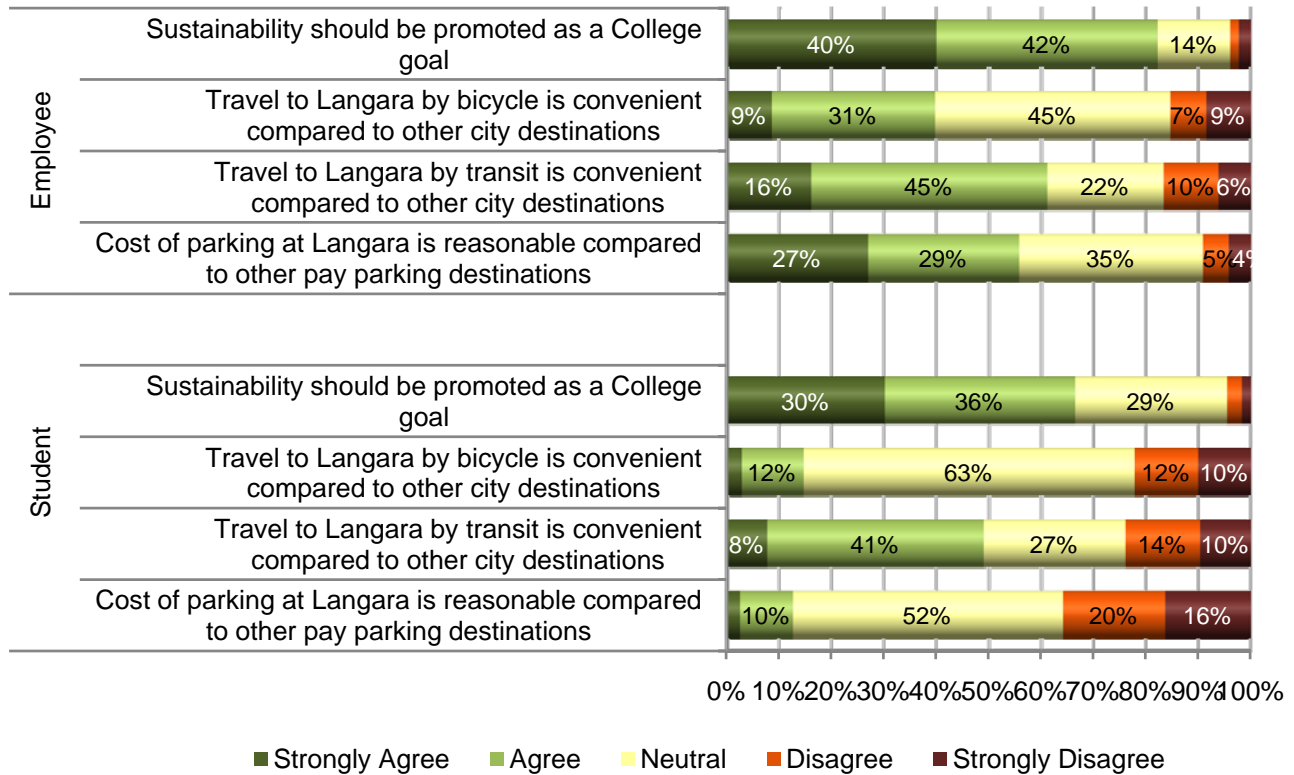
- Langara employees were *much* better informed than students about most Langara transportation services. The one exception was personal locker rentals, where students and staff had better knowledge than instructors (see Graph 14).
- Students were most aware of locker rentals and the secured bike cage, and least aware of the availability of showers. Students’ awareness of carpool reserved parking was substantially lower than that of instructors or staff/administrators (28%, 73%, and 74% aware, respectively).
- Instructors were less aware of the employee transit pass program than staff and administrators (67% vs. 85% aware, respectively).

Graph 14: Awareness of Langara Transportation Services



- Three quarters of respondents ‘agreed’ or ‘strongly agreed’ with the statement, “Sustainability should be promoted as a College goal”. Employees were more supportive of this objective than students (82% and 66% agreement, respectively).
- Employees were also much more likely (40%) than students (15%) to agree that “travel to Langara by bicycle is convenient compared to the other city destinations.”
- A majority (55%) of respondents ‘agreed’ or ‘strongly agreed’ with the statement, “Travel to Langara by transit is convenient compared to the other city destinations.”
- Students and employees also disagreed about the cost of parking: 54% of employees, but only 13% of students, felt parking was “reasonable compared to other pay parking destinations”.

Graph 15: Respondent Agreement with Transportation Statements



Verbatim Responses

What are the most important reasons you do not currently take transit? [Other Text]

- because I usually bike
- bus not always available when I need to be at the college
- Busses not on time, and I hate waiting in the rain
- crowded, not frequent enough
- Dealing with the overcrowding on transit
- drop off of kids and stuff at daycare b/f work
- Easier to take my bike. Plus, I get exercise while doing it.
- form of exercise
- I can walk and get some exercise and save money
- I cannot work a full shift on the days that I have school if I use transit. It takes too long
- I carry a lot of books / papers (I'm faculty)
- I cycle, unless it is snowing
- I like to bike instead
- I prefer to cycle. It is more convenient and quicker.
- it is faster to ride my bike than to take 2 busses and sometimes wait at each stop because of volume
- It's an add-on to the cost of my car anyway.
- Langara wouldn't give me my upass because I registered for a new class and hadn't paid for it yet
- Live within 1 km radius of langara
- Mobility is an issue for me right now since I am recovering from a car accident
- nearest bus stop nearly 1 k. away, bus infrequent
- Normally, I prefer to cycle; health issues got in the way of this last week.
- prefer my bike
- Prefer to bicycle, except multiple days of rain can be a deterrent.
- Skytrain - packed like sardines if you can get on at all
- taking kids to daycare/school
- too crowded
- Too far to walk to the sky train, would have to leave at 6 to get a bus to skytrain.
- two children with me
- Very long waiting line-ups during peak hours
- weather walking to stop, waiting

How do you usually pay for transit? [Other Text]

- CNIB pass
- credit card
- West Coast Express

Other comments about transportation issues at Langara College:

We need lots more busses. More train routes. And an end to charging fares. Or we can just watch as the number of cars increases and climate change continues.

my problem with transit is on the North Shore - not in Vancouver... the SkyTrain eliminated those!

Why are there no 49 buses at UBC before 8 am? How can UBC students taking at Langara can be on time at 8:30 am?

I'd ride but distance is too far (40km each way)

People who don't drive to Langara really need to receive an equivalent compensation to the drivers. The unions have behaved unforgiveably in not supporting alternate transportation at the college (in fear of losing their precious parking privileges).

Weather and my work schedule often deter me from bicycling to work. For example, in the past week -- the period covered by this survey -- had a lot of rain so I didn't cycle to/from Langara. In good weather, when I don't teach until after dark, I prefer to cycle to work at Langara.

I wish there was more info about bicycle services. I didn't even know there was a bicycle cage.

The 49 bus route needs more buses. Some of my students get left without being picked up because of full 49 buses!

Lucky me: I walk to work! :)

While the discounts with the Employee Transit Pass are helpful, they're no where near as great as the rates of the UPass. While I use my pass frequently to take the train and the bus, I have additional expenses such as gas and pay parking at King George which adds up to quite a bit and if I took transit from my home all the way to Langara, travel time is still about 2 hours long. I wouldn't mind taking transit if I didn't have to pay the rates we did for the Employee Transit Pass.

Transit should increase the number of #49 buses. There are always more than 20 students in line for the bus.

The 49 bus is always full. Needs more larger busses. I would love more info about carpool ride matching and showers if i want to bike.

The exit parking lot on 49th is too crowded. Not enough 49th buses. Has a long line up and is not safe to ride on a crowded bus where people step on each other's foot.

They should have those articulated buses all the time on 49th. In the morning, the bus is completely packed by the time we reach Fraser St.

The ride to Langara on the #49 UBC/Langara is not the issue. It is the ride home on #49 Metrotown that causes the most grief. Usually the buses are packed by the time they get to Langara when they come from UBC. On September 8 the #49 Metrotown bus did not show up at all. The last bus was at 4:35 p.m., it was packed so it bypassed Langara, and I waited until 5:05 p.m. and there were no buses. I just walked down and took the Canada Line downtown (it is nice to have that option but not everyone does). It is also very hard to determine which bus is the express bus in the afternoon because the bus is not marked. There are times the express bus does not stop at Langara when there is a regular #49 bus at the stop. An empty bus has passed by us many times. I think they should be required to stop regardless if there is another bus there. It takes me less than an hour to get to work in the morning but it takes me about 2 hours to get home (on the same route). Also, drivers need to ensure passengers are filling up the back of the bus. A lot of times they stop at the back door and the whole back of the bus is empty. These buses just zip by the stop with a "Sorry - Bus Full" sign on. Anyway, that's my two bits worth.

the bus component of transit service could be improved along 49th; more residents using bus to travel to/from Canada Line is causing crowding in spite of the articulated buses

Mostly, I will be cycling to work ... but for now my bike is in storage.

Cheaper Employee passes would be a great benefit. Alternatively, extend UPASS to employees as well.

My work at Langara requires off-campus supervision of students at various hospitals in the Lower Mainland so that a car is essential for travel to these locations on a daily basis.

The survey does not take into account where you might be coming from, which affects cost, number of

Other comments about transportation issues at Langara College:

transit transfers, time, etc.

I live in Delta and my only choice is to drive. The bus service is so poor I can not connect and make it to class on time.

No Employee Transit Pass for Temporary Contract Employees Too many car pool reservations for a workforce where every employee has their own schedule (e.g. Faculty)

Having only one exit (and it only being one car wide at rush hour)at 49th Ave means loooooong waits to get out. Too many students crossing at car exit means only 5 or 6 of up to 40 cars in the line get to exit at one light. Those turning right are stuck in line behind those turning left/stuck waiting for students. And waiting for the light at the YMCA..... it's better than the first year, but still ridiculous. Two *accessible* lanes (one turning left, one turning right) leaving the college at 49th would be better, and lead to less frustration! Less waste of gas and production of car fumes, too.

1. Employee transit passes should be supplemented such that one would not have to travel to Langara 5 days a week, 52 weeks of the year. Faculty have 43 days' vacation, which makes the transit pass supplementation almost useless. Besides which, those of us who travel more than one zone receive limited help from this program 2. Priority should be given to faculty parking in student parking lot

More frequent buses should start EMPTY at langara because by the time the 49bus arrives at Langara after going to the Cambie st. stop the bus is already full and numerous buses end up passing Langara students.

The 49th bus should be a DOUBLE BUS. The same one the 99-BLine uses. That way, it can fit TWICE as many passengers. The Main St #03 bus recently introduced a double bus on that road and that road isn't as busy as 49th avenue, so why can't the 49th bus have one too?? PLEASE. The 49th buses won't get any better with the current standard bus. The Canada Line and UPass have since made it worse.

If sustainability is to be a College goal, cannot just pay it lip service

If we are really serious about our environment, we should charge employees for parking, and encourage people to take public transportation by creating a better employee transit pass program.

By car my ride is 15 min. Bus takes 45 -60 min. 4:30 crowd waiting at bus stop on 49th is way down the block. Not for me. FYI - Other than work I do not drive my car very much. I live in a walkable community.

The parkade is not kept clean. The stairs, for example have been cleaned once since the parkade opened. The wind also blows in pollen and leaves, and they stay there for the whole term. when I cycle, I use the secured bicycle cage, but there are impediments: the door is quite heavy and awkward to manage; there is a compressor that takes up 3 spaces, leaving only 6 spaces free. In August, somebody parked their electric scooter, taking up a whole 6 spaces to plug in - could you pse. move the compressor or the other detritus (chair, old wall rack) somewhere else? The parking lot humps to slow cars should have flat spots so that a bike doesn't have to go up and over them - it is jarring, not to mention the parkade downramp - now that's a teeth jarring experience! I love having the cage, the compressor, the staff bathroom in the parkade, don't get me wrong - but something good could be even better.

It is very difficult for people commute during the rush hours because 49th has only one lane. And also, once there are 2 vehicles waiting for making their turns at the same time (left and right) at same intersection, they jam the entire traffic flow. I would suggest that the 49.ave should be in 2 lanes instead of one.

The Upass should be exempt for persons living within 1 km radius of school. It's unjust for translink to put a mandatory charge for students who have no need for such a pass, especially when Cycling is a more convenient means of transportation.

Covered parking for motorcycles, mopeds, electric bicycles/scooters would be much appreciated.

I would love to use transit transportation if I didn't have to pick up my kids at 3pm every day.

I paid for three classes on time, registered for one more on the 13th off the waiting list and hadn't paid it right away. Went to go get my UPass and they wouldn't give it to me. If I had gone a week earlier before I registered for the 4th class it wouldn't have been a problem to give me the pass. I went and paid my fees and am still not able to get my upass because of clearing issues. I've had to drive to school for two weeks because of this problem. I've been a mature student here for over 2 years and I think I deserve a break.

Other comments about transportation issues at Langara College:

Also transit is always late and the people on it stink. Sometimes the bus doesn't even come.

There should be separated bike lanes or car-free greenways on all approaches to Langara (e.g., Make Ontario St. car-free or one-way with a separated bike path, create a separated bike lane on 49th, etc.). There should be bike cages at all buildings, not just the library, especially at the Ontario and 49th corner of campus. The Employee parking lot should be closed to drop-off and pick-up traffic (with a mechanical arm or something). The Ontario entrance to the parking lot should be closed (except to emergency and service vehicles) to reduce vehicle traffic on the Ontario bike route. Parking on Ontario should also be removed on both sides of the street. Express buses or rail on Main Street and on 49th would encourage more people to take transit.

The cost of driving has increased enormously over the past few years and by Langara College not only forcing students to pay for parking but at such a high rate, it is no wonder the surrounding neighbourhoods are becoming a more budget conscious means of parking. Public transit is not always an option for those like myself who have to work and generally have very little time to get from work to school without missing classes. Also, monthly/semester parking passes should be an option for those looking to save money parking in Langara's lot(s). Most colleges and universities offer them and Langara is one of the few I have ever heard of that doesn't. The U-Pass program although great for those who use it is a waste for those like myself who don't because transit is not a time effective option. On top of tuition, books etc. I am forced to pay upwards of \$100 for something that has no value or use to me. I would highly suggest making the U-Pass program optional for those of us who are already on tight budgets and could use that extra money towards books etc.

Since more students are taking transit due to the lower cost of the u-pass, Translink really needs to run more buses (eg. #49) and more Canada Line trains, especially during peak hours (7:30 - 9 am and 2:30 - 5:30 pm). Cost of parking should increase for employees and the \$ used for green initiatives at the college. Those who want to drive will still do so if there is an increase in price. (eg. downtown employees pay \$60-100 a month or more for parking. People here are getting a bargain!)

Art students have a really bad time getting on the bus. Canvases, portfolio bags, and tool kits get shoved around by people that give dirty looks. It's hard enough sitting on a crowded bus in general, but carrying supplies as well and having no secure place to put it all on the bus is frustrating!

the 49 buses are always late, and always full in service. I donot want to stay outside and wait for the buses pass me in the winter!!!!!!

I am 57 years old and live in Surrey. Riding a bike to work (regular or electric) is not an option for me. If hooking up with a bus service to get me to the skytrain was not such a hassle and so costly, I would gladly take the skytrain.

#49 Bus running between Metrotown and UBC should operate every five minutes from 7:00am to 7pm, Eastbound and Westbound, and never less frequently than every 12 minutes. In fact, all buses that have UBC as a terminus should run more frequently than they do - many of them also carry Langara students to and from the college or the Canada Line and are ridiculously crowded almost any time of the day. Drivers also have to be encouraged to run on time.

Employees who travel by bike primarily should get some sort of reward!

I will be riding my bike in the near future - my youngest has be to old enough to get travel in a bike trailer. Thanks!

Charge employees for parking - if it doesn't cost anything to park, people are much more likely to drive. The employee bus pass should be subsidized more - my previous employer (another academic institution) played for half of it, and it was very popular. The meager discount on the bus pass, plus free parking, does not encourage use of transit.

My commute by car takes about 1 hour each way. To use public transit would increase my commuting time by 50% - 100%. That is not a viable option. I would carpool but my hours are not consistent and there are no coworkers conveniently accessible.

exiting the college during peak time is frustrating since there is only one exit and students are crossing on both sides of the street which means no right or left turns for a long period and maybe 2 people getting through the lights. then the car lineup backs up into the parking lot and people can't get out of parking

Other comments about transportation issues at Langara College:

spaces since the line extends for too long. (specifically after 4:30 pm classes)

My parking experience is now very positive because I am in the yellow tag employee parking lot. Before that, finding a space was often quite difficult.

I really dislike the confusing "no-parking" signage along Ontario. I've been towed twice there. Painting red strips along the curb rather than signposts which have ambiguous start and end points can be much more helpful.

There should be more safety during rush hour as there are more students walking to bus stops/Canada Line. I have witnessed more than a few jaywalkers while they are cars in motion.

I have just moved into the full-time bicycling commuting world. It would be great if the school had bigger lockers and specifically lockers in the secured lockup. I do not want to, nor is there room, in the personal lockers to put wet riding equipment (helmet, bike jacket, wet shoes, etc etc). It would be nice if there were full size lockers available to cyclists to hang items in. Also, where are the showers?

I travel mostly off peak time, so crowding is not usually a problem. Crowding in peak time is bad. The late evening service (9pm +) up and down Main Street should be more frequent and just between 6 and 7 pm there is sometimes a "gap" in the service and tons of people waiting. There has been an improvement on not having the buses "bunch" and all arrive at once. However this still happens - 3 buses and then a gap. Even spacing is better for users. Also more sheltered benches to sit and wait when it is raining would be a plus.

The inability for students to opt out of the Upass without a reason declared valid by the college is something I don't like. It is more cost and time efficient for me to get dropped off by my mom in the morning and to have to pay for a Upass that I don't necessarily need isn't fair to me. I like the idea of the Upass for those who take public transit regularly but you are just putting extra cost on people who don't want it.

I feel that the 49 bus should come more often, since it passes by students continually. And a line mark should be made so people understand they have to line up and can't budge.

the 49th bus [dunbar loop AND metrotown] takes forever. when it actually shows up, there is only so much room left for langara students to go on, as the bus also carries students to and from ubc. it's a big hassle.

The 49 Metrotown is often over crowded and will pass by Langara without stopping. I really appreciate the accordion busses being run, however coming from UBC and passing by the Cambie skytrain station adds more passengers than the busses can allow. To ensure the busses can accommodate the students at Langara, a bus should pass by the college at no more than 7 minute intervals. This will ensure students are not lining up more than 80 people deep! Thank you for conducting this survey!

This is the first time I am using a transit pass and that is because I only have to take one train and I walk from the train station to my home. In the past if I choose public transit I had to take two busses, which was very inconvenient. I am very happy with the train service.

You got peak, on the 49 and on the Canada line, at every 30 minutes of every hour. It would not be that painful if it was possible to look at the garbage around the bus stop and if could get better news papers around than the 24 and others...

A monthly parking pass would be awesome. Or a semester parking pass. The parking machines are terrible. TERRIBLE. Finally they're inside this year and take SOME method of payments (although don't give any change) - but I've been a student at Langara for a few years and the parking machines are horrible. Only take certain change, or credit cards, etc. I understand the idea that the parking lot owners need to make money, but it's really stupid when I pay for all day parking - but can't leave - because I can't ever leave that spot. It was much easier before when I had split classes and had to do things in between. Now I can't leave. And if I don't have the proper change - I think you can understand I don't want to put in an extra couple dollars into the parking machine - especially if I'm not going to get it back - then I have to wait in line at Starbucks and beg the cashier to open the till so I can get the proper change to pay. It's an incredible hassle and could easily be solved with getting a machine that takes all sorts of payment, or allow the possibility of a parking pass for those who are there all day. Also - people should be given more of an option to opt out of their U-Pass. I think the idea is great for those who need it, and the idea is as a student - it is supposed to save money, but what about those students who don't need it, or carpool - or take other modes of transportation for other reasons. It's not saving me any money - I simply am just throwing

Other comments about transportation issues at Langara College:

away a couple hundred dollars a year because I can't opt out. You should really change that.

The 49 bus has been late multiple times. Furthermore, I have been passed up on many occasions. I hope that this issue will be fixed soon. Lastly, the 49 bus has been much longer in length of time that it takes from metrotown area to Langara. In fact, the transit time has doubled for me. This needs improvement as I already have to travel an hour and a half and two hours is not acceptable.

parking is too expensive for us poor college students !

If i take transit it will take me one hour to get to school, and when going back home will take me even longer, driving to school take me 30 minutes to school and 15 minutes when going home, the issue is parking!! 6\$ a day, is 30\$ a week and 120\$ a month and more than 360\$ per term, this use to be less in the past year, i dont understand why student should pay this amount!! i go to langara everyday from 8:30 am and stay there till 10 pm to study, i think someone should do something about this issue...

More buses on the 49 (Dunbar/ UBC/ Metrotown) route! Repeatedly, there have been pass ups during peak hours and intensely long lines that make it very long for people to get home after their day.

I have an Employee Pass but I rarely use it to get to and from the college because of the crowding issues. Although I have a disability that warrants taking a seat, the seats are rarely available because they are occupied by students, or people see me and the backpack I rely on and think that I am a student. I have had bus drivers make passive-aggressive comments when discussing the overcrowded bus situation. I get fatigued very easily and can feel sick if I am not sitting, but with experiences like this, I barely want to take transit at all. If it wasn't for being able to carpool with my husband, who works twenty minutes from the college, I don't know what I would do, as I can't drive myself.

We need a few larger parking stalls for people who have to drive larger vehicles.

More lighting in the college parking lot for safety concerns

Wrong way travel is not adressed on our one way drive on the south side of the college. This is dangerous and an accident waiting to happen. With only one exit out of the college from the west parking area congestion is very bad at 4:30 pm.

Bus service still sucks on 49th. I live 4 miles away and it takes a minimum of 45 minutes to get here by bus. I can bike it in 20 but hate rain. I'm old. I like my car

I may want to be "more green" in my approach to commuting however with two small kids, juggling daycare drop offs and getting myself to class to teach on time, travelling by car wins out for now.

Buses are ridiculously crowded and the 49 does not run often in the evening for those students who take evening courses. Ie: that let out around 9:20pm.

Parking should be free or you should issue parking passes. It is silly to pay every single day someone comes. That it either a lot of change or a lot of little charges on their credit card. We're students without a lot of cash paying for parking is an expense that we don't need.

I can walk and do - I can't cycle

Rush hour bus availability is horrible.

The 49 should come twice as often, and "peak hours" should be extended. I waited 45 mins for a bus on Monday at 7 pm, well after peak hours should have been over and still got passed up by a bus. There were far more buses heading west (most of which were nearly empty) than east, even though in the evenings when people are going home, more are traveling east than west.

They definately need more busses on route, true B-Line style of every 5-7 minutes. it's always crowded & stuffy, busses constantly pass by too full, causing individuals to be EXTREMELY late for class. It honestly makes me want to get a car so i don't have to depend on a very dodgy way of transportation.

Some of my colleagues actually left Langara College because of the mandatory U-Pass program. College is expensive, being 'taxed' for it makes it even more so. Some people are under immense time constraints, so therefore taking the bus is not a viable option.

when i go TO school in the morning, i take the 49 bus from it's starting point at metrotown, and i have no complaints about that, usually on time. but when i am off school at around 4:30, there is a huge lineup to get on the bus, and usually a full bus(sometimes 2, and occasionally 3 full buses) drives by before i can

Other comments about transportation issues at Langara College:

actually get on board one. and sometimes they are up to 30 minutes late...

There should be hourly option payment for parking, and a reduced price for students parking all day. A \$3 all day maybe?

there needs to be more frequent buses available during peak hours. (ie weekday mornings for 8:30am classes and weekday afternoon ranging from 2:30pm-3:30pm)

We need more covered bicycle racks. Electric bikes should not be allowed to use valuable space in bicycle area. we need better washrooms for changing in (showers are not necessary but space to change is (especially when you share an office!). More support for us cyclists please!!!

Thanks for not charging for motorcycle/scooter parking - it definitely helps the budget! :-)

Please lower parking cost!!!! Too expensive!!!! And have options for drivers to opt out of upass! I drive because I have work and need to drive in order to be on time for classes.

I work in the nursing department and usually have numerous locations to be at in a day. I have to drive. Cycling isn't an option - I live in Delta.

I commute from North Vancouver. Travel time by car: 35 minutes; travel time by transit: 1hr 10min (avg); travel time by bicycle: 1hr 5min. ... telling stats, I think.

The skytrains are way too crowded during peak hours (Mostly in the mornings around 0800). More skytrains should be running. Also, try and improve community bus service (Eg. C96 Richmond Center) by running more busses, as they seem to get full which means that people are travelling via those busses.

I'd commute by transit if it wasn't across three fare zones each way. By car is cheaper than that and more convenient.

For an institution which espouses to be "green," there doesn't seem to be much information available to the Langara community or even to the public at large.

since the repainting of the Ontario entrance parking lot (South side entrance) Parking is at times not an option as the spaces are too small for many of the vehicles people drive and therefore one vehicle takes up two spaces ... OR ... a vehicle fits but one cannot open one's doors. I drive because I also teach PT elsewhere and there is a time constraint that transit cannot fulfill. The repainting of the smaller spots to ??? create more? is ridiculous.

For instructors like myself who teach night classes and have office hours afterwards, it would be nice to be able to have someone walk me to the skytrain station or provide a shuttle service. I have spoken with campus security and safe walk is only provided to those who drive and I don't drive to work. Security has mentioed to me that they are unable to leave the premises. Perhaps we could contract a third party that is able to walk groups of people to the skytrain station at night. It is a scary walk, especially for women.

The two travel to questions are dependant on where you live. If I lived in Vancouver I probably would have answered Strongly Agree.

Commuting is very much dependent on where you live. For those of us farther out neither transit or bikes are really a good option.

More information about Employee transit pass program.

I commute from Victoria weekly and stay at a hotel. Transit is more convenient than driving; carpooling and riding my bike are out of the question.

We desperately need a left-hand turn traffic light at both parking lot entrances (Ontario and Alberta, I think). I have often spent close to 10 minutes waiting in line just to turn left into the parking lot!

The wait for upass was ridiculously long. They should be pre printed and passed out. Some people who work and attend school don't have 3+ hours to wait in line. I had to pay until the 14th with regular transit fare until I could get my Upass.

too many short term parking spaces at the lot off Ontario. handicap spaces (11?)are rarely filled.

I cannot ever use transist because it is at least a 20 to 30 min walk to the nearest bus stop (live near southside of UBC) & I have four kids that must be driven to school then I go to work.

Other comments about transportation issues at Langara College:

This survey refers to the recent week and does not take into account other times when we would have taken alternate transportation so the results only represent this time period.

In order to use the skytrain to get to work, I have to take the Expo line from New West to downtown and then come back out on the Canada line (not practical). I would use transit and bike more if I could link the two by cycling, unfortunately not being able to put my bike on the skytrain during rush hour is a huge hindrance.

Route 049: Every other eastbound bus should time out (sit & wait) at the Langara College stop rather than the Langara Station stop. A lot of the eastbound overcrowding & pass-up issues are created because all 49 busses time out at Cambie, filling up from multiple trains. Westbound, we need a couple more short-run busses, maybe even ones that start at Joyce instead of Metrotown.

worst transit in Canada

The existing bicycle cage is too far away for most staff on campus, having to ride in and out of an underground parking lot while navigating around parked and moving vehicles is a bit dangerous. I strongly support more covered cycling spaces, as well as separating bicycle parking from pedestrian traffic - the existing one in front of the new security faculty doesn't allow enough space for a flow of pedestrians and bicycles are often getting knocked about.

The motorcycle parking lot is too small for the number of vehicles that are using it. As gasoline prices have risen, people have turned to scooters; the motorcycle parking lot has lanes suitable for scooters, but not motorcycles. I would personally like to see more motorcycle parking, or perhaps a better organized balance between motorcycle and bicycle parking. I am a motorcycle rider, so I am biased in a sense, but did anyone think about the notion of trying to "parallel park" a 450lb motorcycle without touching other bikes, without knocking other bikes over??? The parking situation for motorcycles, as of this latest term (fall 2010) has become quite ridiculous. Thanks and have a great day. What happens if one person knocks over one bike? Dominoes! What happens at that point? A series of 'comprehensive' claims will undoubtedly be (somehow) reflected back at the school by ICBC or the owners/victims of the situation. I'm not saying it will happen, because everyone seems rather competent, but if it were to happen, it could be quite a mess! yuk!

Size of spaces on the east side of the college leads to vehicle damage. Just a few extra inches, please!

Enforce the 6 m non-smoking restriction and put bike racks closer to doors so that students do not sit on people's bikes to smoke and spit--I often am faced with such disgusting behavior.

As a Langara employee nobody informed me I had the access to a Langara employee pass for transit! That could have saved me a lot of money on my daily commute. Also, Continuing Studies students should have the right to a U-pass, at least those studying full time. This concern has been expressed but the college shows no interest in providing its CS students with a push in their careers, by saving on transit. Most full-time students in CS classes (which, by the way are more expensive than regular credit classes) are not working, so they can pursue their education. Please, listen to this concern as it is almost disrespectful to seclude the students like this. Aren't we all Langara?

Overcrowding occurs at peak times on the skytrain eg. ~7:30 AM, you can hardly get on the train at Bridgeport for all the students and commuters. Maybe you can have a 'student' train, 'commuter' train at that time. I do not like separation but with people being sick etc. you are so compressed. I'd thought of riding my bike, however, it's full for the day, with lunch etc. At 9:00 AM the train is much better at Bridgeport. Again at the 4:00 PM mark, you are a sardine.

Better public transit is the optimal solution.

Obtaining a U-Pass should be made easier for those students who choose to not pay their fees by August 4th (or whatever the deadline was). Three hour wait times are unacceptable and something should be done to improve this problem.

I don't commute, I walk. What precisely do you mean by the vague term "sustainability"? Convenience depends on point of origin and complications such as transfers, wait times etc. Parking should be free, as it used to be throughout most of the college's history. Why is Langara more convenient by bicycle than anywhere else? I have (When I lived elsewhere) cycled before there were crosswalks, a secure bicycle cage etc.. Weather conditions are an important hazard for cyclists, as is one's physical state of health.

Other comments about transportation issues at Langara College:

Your survey ignores many issues that affect the broad vague statements you are presenting. Sincerely, [name removed] P.S. I hate anonymity

Time is money isn't it, so while public transport from downtown to Langara is somewhat convenient since Canada Line is running, buses are totally not ever on schedule, unpredictable, and to many time they don't even bother to stop, just proceed to next station. I lived in many cities, and this is considering the public transport the worst one, specially since you mostly cant walk to your workplace. I am going to continue to use my car even though I would really love not to.

PARKING IS TERRIBLE!!!

The UPASS line is far too long and inefficient. Wait time was way too long.

The college should strongly lobby Translink and the provincial government to increase the frequency of the #49 bus. The level of service in rush hour is abysmal.

Please limit the amount of parking on campus. I don't drive, and never have, for environmental reasons. Get rid of free staff parking, except for the disabled. Charge far more for parking. Give employees a free transit pass if you're actually serious about sustainability. \$10 a month toward a transit pass is almost insulting, quite frankly, and will do nothing to get people out of their cars. Get rid of the green banners on the left of this page while you're at it. I look out my office window right now and see 20 SUV's parked outside. That's not very green, is it? Cheers.

Sustainability has many facets....

I really appreciate the transit system. But, unfortunately, there is an issue that I think should be cleared up. A lot of people don't wait for passengers to get off the sky train before they get on it. this makes it very difficult to get off the sky train when people are walking on in front of you. I use to hear an automated recording instructing people to wait for passengers to get off before they get on, I don't hear it anymore and I take the skytrain twice a day, everyday. Perhaps something could be done to inform people to wait for passengers to get off before they get on the skytrain. I would appreciate it, and I think a lot of people would agree with me, and have the same problem when getting off the skytrain. Thank you.

I drive alone from Pitt Meadows. It is an hour commute in my car, or a 3 hour bus ride. Taking the bus is not an option. Yet, I still have to pay for the U-Pass. Someone in my position should be eligible for a "P-Pass" - free parking, instead of the U-Pass. Tell me this doesn't make sense...

The 49 is always full, as it drives past people in front of the college towards the canada line. At the canada line stop, 90% of the bus empties and the bus continues on towards UBC empty, leaving a wake of people waiting for the next full one to drive by. Perhaps removing the stops from between main and pender would help transit flow better and be more efficient. Perhaps during peak times only, and maybe at all times for people with disabilities somehow... or maybe just put signs up asking people to walk to pender to catch the bus if they are able. i dunno, it just always bugs me. thanks for the survey

Need more buses on the 49th. Especially during rush hours.

I am not a student. However the cost of parking to students is too much. The new sytem of paying for a spot does not allow for students to leave and come back. Student athletes often are at the school for 12 hours plus and can't leave for a break. Parking passes should be available to everyone, especially athletes who represent the school and give up several hours extra a day. These students also give up the option of working because the have no spare time.

im on the basketball team so that means if i drive i always have to pay for full day parking because of practice so there should be some sort of deal for student athletes.

As a student, I don't have 6\$ a day to pay on parking. The rate is simply too high.

I am at school everyday from 9-8 at night and Saturdays because I play on the basketball team. Thats 6 dollars a day. Thats 30 dollars a week. At other colleges such as kwantalan offer parking passes.

- the cost of parking at Langara is quite low compared to other post-secondary institutes - on-street metered parking should be requested from the City - as the sidewalks on south side of 49th Avenue to the west of Langara to Cambie are quit

"Travel to Langara by bicycle is convenient compared to other city destinations." I said "strongly agree,"

Other comments about transportation issues at Langara College:

but really, if you are going to X, you ride there, and if you are going to Y, you ride there. I'm not sure what would make the commute to Langara "more convenient." Thank you for the survey!

An express line should be made like the 43 instead it runs along the 49th ave. Only stopping at major streets and such. And 10 minutes wait for the bus stop (51969) is too long when it comes to students getting off class and taking the bus. Heavy commute times their should be extra buses picking up the extra passengers.

We do have an electric scooter at home but a) the distance from Delta to Langara is too great for battery power without charging stations, requires driving on highways which is not permitted by law, and my personal weight exceeds the maximum recommended for the scooter. So, the scooter is used by my wife. I believe that an electric car at some point in the future would be the only electric option for me. Otherwise, transit to Langara (which I have only begun using since the summer) is working quite well thanks to linking to the new Canada Line from Richmond.

I would like to see more Langara students taking transit and riding their bicycles. I would like to see the school promote these sorts of sustainable transportation.

I'm glad that the bigger b-line buses are now here. It is still too packed. I was heading to school at 2pm today and i had to wait a while for the next bus. I think the buses should come more often even though now they're bigger because it's still very packed. The bus driver had to reject people at 49th and Victoria today. I can't imagine what it's like in the morning..

Better signage for bicycle services (ie lockers, showers, bike cages) is needed. I simply do not know where to go to find these services, who to contact to secure them or how much they cost.

When I have taken the bus, three buses, full of passengers, will pass before one stops with minimal passenger room. It is very discouraging. Bike storage isn't an issue for me because I can put my bike in my office, which is where I feel most comfortable with it, despite a rack just outside my office door. I would like to know more about transit passes and if they are available for LFA members. And also showers--I didn't know there were any for cyclists, nor where they are located.

not sure I rode my bike it would be safe to keep it outside on the racks or not?

Travel to Langara by car should not be subsidized. The cost of parking should reflect the market.

Most of these are not an option for me as I live in Mission and commute a great distance. The hours that the Westcoast Express run do not match my schedule.

Lobby translink for better service on 49 avenue

Parking prices are outrageous and street parking is only until 330. Biking is an option but I live in coquitlam so it is pretty far

I do not use other forms of transit to get to Langara. The 49th Avenue bus is a real hit & miss. Most of the time the buses are packed to the max by Victoria. It also doesn't help that the buses sometimes turn don't onto the Tyne St bus stop. The inconsistent service also makes it so that you have one bus completely full, and the bus behind it with light-medium capacity. The latter ends up catching up really quickly :/

The 49 bus is really important, but it's ALWAYS late with numerous no-shows going east bound!

Langara's green credentials are brought into question when they give free parking passes to faculty (and staff?) and leave us transit users to pay the largest part of our transit fares. Parking for faculty should be charged at a market rate -- if Langara believes in its Green message. [Name removed]

the 84 and 49 bus stop time table is inaccurate sometimes I have to wait more than 10 minutes when I asked the bus driver, it turns out they are 10 min late.....plz provide accurate bus stop time table; these times table need to be revised and recheck regularly

I usually get on at metrotown and i do come from surrey.. and the express is not entirely reliable. As of today, it did not come at all, and i let a 49UBC bus pass me by and i was late for my class. Please have EVERY express to be as reliable as possible

Parking stalls are extremely small and result in damage to vehicles.

There are no bike lanes leading to and from Langara College.

Other comments about transportation issues at Langara College:

All students, but especially IE students, need basic etiquette training in using public transit. They also need training in basic etiquette when dealing with the elderly and handicapped.

Pick up/drop off of kids at school and distance from the college are important factors that influence my commuting behaviour

the 99 b-line is always way too full. this is hard for me as i struggle with mild claustrophobia.

Get showers for cyclists.

I want to say is so bad for the parking system, for example, I usually parked all day in school. from 8am to 9:30pm. of course i paid all day fee (there was \$5, now is \$6). Price rising that i have no idea. but before if i paid all day parking. I can use my ticket anytime at school. but now, we need to use the parking no. to buy a ticket, i don't say that is a bad idea, but how come if i leave school to do something, when i back to school, i should pay again if my parking no. be parked by other people. before, if the parking no. were parked by others, we just show the ticket on the front window. i hope school can fit this out, cause that is not make sense and fair to us. thank you.

i always have 2hrs class, and now i have 2 classes which a total of 4hrs, but i'm very unhappy with the billing system for parking, which i don't know i should buy for a 4hrs parking or full day, which also waste of my money if i buy a full day ticket and i only got 4 hrs of classes. However, yesterday i received a ticket because i was late for 5 mins, i paid for 4hrs but when all my classes finished it will be about few mins delay for me to walk to my car. I strongly recommend that langara change the 4hrs parking for 4 and a half hours. Thank you!

Safety for cycling is an issue (new cycle lanes in Dunbar area seem to indicate a safe place to ride, but the traffic is in fact still dangerous); hills also an issue for me. I will be trying an electric bike, because the congestion is terrible, and because the hills will be do-able. We'll see how long I last...

You need to improve how students get their UPASS at the beginning of the school year. Very inefficient. Maybe buy more machines, hire more staff. AND NOT END THE LINEUPS 1.5 HOUR EARLIER after sending a mass email saying what time the UPASS schedule is for. I have to work and to get off work early to make sure I get a UPASS cost me money from work and your line ups ended early really pissed me off.

I come from surrey close to 64th avenue... If it wouldn't take me like hour n a half to 2 hours each way...(ie. direct skytrain/bus) I would be happy to use transit but transportation in BC sucks compared to places like montreal or australia where everyone uses it!

Concerned about unfair benefit for some staff like myself who benefit from subsidized parking spaces for cars. The benefit should be allocated fairly to every employee no matter their mode of transport.

Cost of parking is affordable for me because I am faculty. I don't know about students.

U-Pass is still too expensive for students

I live in new west so taking transit would take me at least 45 min to an hour or more compared to 20 to 30 min by car depending on traffic. I want to do my part for the planet, but taking a car is more comfortable and quicker than transit. I've tried taking transit and during peak hours buses get so full that you are squished in there like sardines trying to hold on to a pole and a heavy backpack or the buses pass by you because they are too full. I also think the parking rates at the school are awful because you can't pay for less than 4 hours. This is extremely inconvenient and expensive when I have a 2hr class or I'm there for 6 hrs.

I find that the buses come in clusters and are not timed properly. Every 49th bus should be a double bus if possible. I have been late for my job as well as many classes in the past month. I'm paying a lot of money to be in college.

I'm an employee, so have free parking

The parking costs are far too expensive, and I simply cannot afford to pay \$6 a day, especially when I have classes 5 days a week. Therefore, I have to park elsewhere and walk to class. This is what many of my classmates do as well.