

Parking and Transportation Q&A

Monroe Park Campus Forum | February 9, 2016

Q: What transportation services could P&T provide, as my organization hosts many programs in the community throughout Richmond, Henrico, etc. and a lot of people carpool.

a: Student was referred Lou Ann/ RamCharter.

Q: Attendee concerned with the fact that while he was downtown waiting for the Campus Connector and saw four buses pass him that were completely crowded; he had to wait for an hour for a bus to pick him up. He understands that VCU's freshman class was the largest and that VCU continues to grow, but he wants to know what P&T is doing about this growth to make sure he isn't stranded again.

a. The Time and Date of the incident was requested so that the occurrence could be investigated.

b. Transportation is currently looking for more consistent ridership data to avoid these issues.

c. Additional details were requested about the issue since no student should be stuck waiting for a bus.

d. Issues are being resolved around peak rider times and more buses may be scheduled at these peak times.

Q2: Attendee wondered if money is such a concern for our services what will it take to get more money as without money safety is now becoming a concern.

- a. P&T is looking into ways to increase routes, reduce costs and overall be smarter in how we do business.
- b. There needs to be more of a conversation on what the community needs, as the constant struggle is that we need more space.
- c. Changes and effort might not be seen individually, but P&T is always trying our best to achieve 100% on safety and 85% on customer service
- d. RamSafe: A major concern we have encountered is that we have not educated everyone on how to properly use the service, boundaries, how No-calls/No-shows and terminations affect wait times.

Q: Attendee thanked P&T for clearing the lots during the snowstorm; however, she noticed the entrance from the alley was not cleared, but assumed it was the City of Richmond's responsibility. She also noticed a P&T vehicle parked in the lot as well and assumed it was there in case a subscriber got stuck in the snow, again grateful.

With the new parking tags, can enforcement tell what lot a car is supposed to be parked in? Customer has an issue with non-regulars parking in the small RR lot.

a: Enforcement has to punch in license or scan tag to discover information; many people have issues with non-subscribers parking in the wrong lots for convenience. Parking will be going back to hang tags soon which will have the lot/deck information on them.

Q2: Issue with reciprocal parkers from Broad St. Deck filling up RR Lot, not allowing her to park in her lot.

a: Reciprocal parking from Broad St. will change to a different lot.

Q: Are Commuter and Van Pools from Fredericksburg/other cities going to be an option? Hear about a possibility of van pools through Enterprise.

a: There will be a discussion soon with Enterprise about this being a feasible option in the future.

Q: A concern about not enough funding in the Transportation and Parking budget with the lack of buses and parking spaces and safety is a concern if these issues are due to a lack of budget from the university.

- a. Parking was in a \$5 million deficit a few years ago and is funded without the help of VCU; increased parking rates and became more cost-effective. Parking is looking into additional spaces at MCV.
- b. Transportation requested for an increase in funding for RamSafe and RamRide and the Campus Connector was able to add more vehicles and hours to run.
- c. RamSafe will be adding additional drivers, vehicles to the fleet as well. Security is a 100% concern.

Q: Attendee was not a subscriber, but has 4 different methods of transportation: Bicycle, Scooter, Motorcycle and Open-Air Jeep. Couldn't use hang tag because of open-air jeep, was also a fan of fix-it stations on campus. She wanted to know if any motorcycle or scooter parking was in the works.

- a. Scooter and Motorcycle is a concern on the decks for safety purposes; additional support/possibly inventory is needed for a lot only for scooter/motorcycle parking but we will look into the vacant spaces on campus to evaluate options.

Q: Student purchased a 5-month parking pass for student housing and this semester was only able to purchase 6-month instead. Was located at Bowe Street Deck, but was moved to a deck much farther away. She was concerned that since it was a 10-minute walk and would have to use RamSafe now during early/late hours, why she was moved when she

sees vacant spaces there frequently. Student could also no longer purchase the 5-month they desired since the dorm was only open 5 months.

- a. A certain number of spaces was already allocated to the Bowe Street Deck and for housing, commuters, etc., and if a location sells out then customers will need to purchase a different location. BSD subscribers were able to renew by December 30, before the space was made available to the general public.
- b. Typically, we do not post our facility allocations for sales.
- c. Although you may see spaces available, some people choose to purchase a permit and not park in the deck; however, since we have sold all permits available, we cannot force someone to either park in the deck or re-sell their space. She can take advantage of the websales next parking sale date to try for a space in the facility she prefers.
- d. Students can receive a refund for the last month if they return the pass to the Parking Office before June. Moving forward for student sales, only 6 month permits will be offered.