Parking and Transportation Q&A
Monroe Campus Forum | April 28, 2016

1. **You mentioned you were moving to hangtags. Will the hangtags also come with the RFID technology?**
   a. Yes they will and you will be able to use your VCUCard as a secondary credential

2. **The campus connector is almost always running late.**
   a. We encourage passengers to use the RamRide tracker, TransLoc, available on the website and the VCU Mobile App to pinpoint bus' location.
   b. There is no set schedule for the buses, we try to have them running on a 10 minute headway time.
   c. We do monitor the buses carefully, but if you notice this becomes a trending issue, please reach out to ramride@vcu.edu.

3. **The Transloc app works most of the time except that sometimes it is way off, and also non-subscribers receive no communication in regards to updates, new programs, etc.**
   a. The app should be a live tracker with an approximate 5 second delay. We will speak with our provider regarding these issues.
   b. Non-subscribers can receive related information from our website, blog, Facebook, and Twitter, as we have no way to mass communicate with everyone who is not a subscriber aside from TelegRam.

4. **There is a safety concern with drivers on the streets near Harris Hall; pedestrians are being hit with vehicles or coming very close to.**
   a. We will be moving from reporting to Facilities Management to VCUPD and we can discuss this issue with them, but unfortunately we have no jurisdiction on the streets outside of our parking facilities. (Algappan, Chief Venuti met with member following forum to discuss).

5. **In regards to motorcycle parking, could the gates be recalibrated for motorcycles because drivers don't want to park them in uncovered surface lots due to the weather and possible tampering.**
   a. The way our equipment works is that there are A, B, and C loops in the lanes which inform the equipment where the vehicle is. Loops A and B must be "active" for a transaction to be completed and passing through Loop C tells the gate that it is safe to come back down. Unfortunately, some motorcycles are too short in length so in driving up to Loop B, their back tire is no longer on Loop A.
   b. Additionally, the command center cannot vend the gate if Loop A and B aren't active.

    c. We will reach out to our vendor to see if there is anything that can be done in regards to recognizing motorcycles on our decks; however, we di discourage motorcycles, bicycles, and scooters on our decks because it can be a safety issue.

6. **In the Jefferson Street Deck, there is still some construction debris laying around.**
   a. The Operations team has put a work order in to address and will follow up.

7. **Career Services wanted to thank P&T for providing guest bus passes for some of their recruiters, but they also wanted to address the issue that when they pre-purchase department parking and will have major events with recruiters coming in and an unforeseeable circumstance (in this case the snowstorm), forces P&T to relocate parkers (during which time they end up circling the streets), what can be done to avoid this?**
   a. Member was instructed to reach out to the Special Events Team at prkgevent@vcu.edu or 827-3400 so that the team could check their calendars and determine the best options.
   b. We could also have your guests park in a satellite facility and then use RamCharter to bus your guests onto campus.