

Parking and Transportation Q&A

Monroe Park Campus Forum | November 1, 2016

- 1. Do you need to reserve a space on the shuttle to go vote?**
 - a. No, but it is encouraged so we can schedule the number of buses accordingly. The only item required to ride will be your VCU ID.

- 2. What options are available for getting guests between campuses?**
 - a. We have RamRide guest passes available at our customer service offices. There is no need to call ahead and reserve, just come by whenever you need them.

- 3. There is a concern with the new hangtag permits that they could blow away when riding with the top down on a convertible; are you looking into other options for our permits?**
 - a. We can always look into other options.
 - b. Customers can also reach out to us and we can look into what works best in your specific situation.
 - c. You can also purchase a lockable holder for your hangtag here:
<http://www.loginparking.com/holders.html>.

- 4. Are there cameras at all the parking decks?**
 - a. Cameras are located at the entrances and exits of all of our parking decks.

- 5. What is in the works in terms of additional parking?**
 - a. We currently have a committee established whose responsibility will be to take a full assessment of our inventory, and from this assessment, make recommendations, but beyond that we do not have anything else in the works. We are, however, always keeping an eye on available inventory.

- 6. Has anything been worked out in terms of parking for the ICA?**
 - a. Yes, plans have been finalized.

- 7. What options are available for reciprocal parking during events?**
 - a. Most subscribers have a number of options in terms of reciprocal parking, which can viewed on our website:
<http://www.parking.vcu.edu/parking/faculty-and-staff/reciprocal-parking/>. We also have an events calendar on the site as well, which lists the special event dates.
 - b. We are looking into adding additional reciprocal locations during men's basketball games.
 - c. If there is a significant issue in terms of reciprocal parking, customers are always welcome to reach out to us and we can discuss options.

8. What is the enforcement policy on enforcing smaller lots

- a. Enforcement breaks down the campuses into zones, which are comprised of a number of parking facilities, and an enforcement officer patrols each zone a few times a day.
- b. As we hire additional staff, we will be able to patrol the zones on a more frequent rate.
- c. If you notice a particular facility is not being patrolled, feel free to let us know at parking@vcu.edu.

9. Is the carpool program continuing?

- a. It is. We are currently in the process of re-evaluating this program to make it more efficient for subscribers as well as expand the program to reach more people.
- b. Specifics such as changes to requirements, price, etc. are still in the works.

10. Is alternate transportation and non-car usage encouraged?

- a. Yes, definitely!
- b. We are pro-alternative transportation, and we will help where we can. We currently operate ZimRide, ZipCar, RamBikes on campus.

11. Are there charging stations available?

- a. Yes, we have them on the West Broad Street Deck and on the N Deck.

12. Would you consider putting solar panels on the tops of our parking decks?

- a. We currently have solar panels on the top of West Broad Street Deck and the top of N Deck.

13. Will rates continue to increase?

- a. We want and try to keep rates as low as possible; however, Clayton has not had the opportunity to delve into rates just yet.
- b. The challenge when considering rates is that we are an auxiliary department independent of university funding.

14. Why was the Campus Connector route designed the way it is now?

- a. There are a number of areas that we must serve, including the new police headquarters at 3rd and Broad, One Cap Square, etc., that account for why the path of the Campus Connector was designed the way that it is. This new route proved to be the most efficient way to service all of these areas. Though route times may have been impacted, we do hold a responsibility to serve the entire VCU community.

15. There is a limited number of handicap parking options on the street and some of the decks are too far away from main academic buildings. Can anything be done?

- a. Street parking is not within Parking & Transportation's jurisdiction.
- b. We do have options for people with disabled placards issued by the DMV; any of our customer service representatives would be happy to assist in finding the best solution.

16. Is there a possibility of assigning commuters to the lower levels of decks and housing students to the upper levels of decks?

- a. Currently, we do advise housing students to park on the upper levels of the decks; however, the challenge of implementing a policy of this nature is enforcement.
- b. Separation of parking also makes parking more complex, as you have too many specific spaces and areas, and our goal is to make parking as simple as possible.

17. What vehicle services do you provide and what should we do if we need some type of service done on a vehicle?

- a. We provide vehicle assistance to subscribers, such as battery charging, tire changing, and transportation to the gas station if your car is on "empty."
- b. If you have an outside agency coming to do those services, please have them hit the button for the command center on the way into the deck and the officer will walk the agency through the procedure to grant them access into and out of our parking deck.

18. If I come in early (before 8am) and having a hard time making it to my building from my parking facility, would I call RamSafe?

- a. RamSafe operates during the hours of 5pm and 7:55am and during that time frame, yes, it will pick you up from your location and drop you off where you need to go.
- b. RamSafe only goes cross-campus when the Campus Connector is not in service. The service will drop you off at the nearest Connector stop, though, when in operation.

19. Are there any plans to make it safer for pedestrian traffic to cross Belvidere Street from the Henry Street Decks; especially since there is no sidewalk around the ICA construction and people are walking in the street?

- a. There is a functional crosswalk in this area for pedestrian use.
- b. Regarding the sidewalks being removed due to construction, we can definitely bring up these concerns with VCUPD who will be better able to handle such requests.

20. Are there any issues with parking a scooter in a lot, but not in a space?

- a. If you are a subscriber, you are able to register that vehicle on your online profile.
- b. There is scooter parking at the following locations:
 - i. Southwest corner of Hibbs Hall near Park and Grove avenues

- ii. 12th Street side of the Lyons Dental Building
 - iii. The parking lot behind Grant House
- c. You can also call 828-PARK and inform us of the alternate vehicle and where it is parked so we can let our enforcement team know to not ticket that vehicle.