

## **Parking and Transportation Q&A**

### **MCV Campus Forum | February 18, 2016**

1. D Deck subscribers could not be present due to patient care, decisions made by parking also affect patient lives had a couple of comments:
  - a. **Blockoffs are understandable but can they take up less spaces?**
    - i. We will consult with our contractors once more to determine if there are any additional accommodations that can be made.
  - b. **Since D Deck is for sensitive/critical workers, can the work be completed during the off hours?**
    - i. The logistics of having cement cure for a certain number of hours and at certain temperatures dictates the necessity for work to be completed during the day.
  - c. **For future projects that involve the health system, can we also include doctors and nurses in the discussions?**
    - i. P&T is considering forming a committee to keep the dialogue open. We do meet with hospital administration monthly.
  - d. **When is D Deck construction going to be completed?**
    - i. August 2016
2. **We are being sent to N Deck, but it says “No Reciprocal Parking.”**
  - a. When we have to relocate you to an alternate facility, it’s not considered reciprocal parking. The current sign is primarily for subscribers from the academic campus who may be attempting to park there. It does NOT apply to D Deck.
3. **Handicap parking on D Deck is hard to find.**
  - a. We are doing daily counts to determine if we need to add more HP spaces.
  - b. We are also taking regular spaces and making them HP during construction.
4. **Can you identify on the VCU tag that one utilizes handicap parking so you can get a better idea of spaces?**
  - a. We are unable to denote/ask about disabilities/HP. Subscribers are, however, allowed to volunteer the information. We ask that you call us and we can address this on a case-by-case basis.
5. **Where can one park on the MCV campus without a monthly permit?**
  - a. 8th Street Deck. This facility has a \$10/day maximum.
6. Ideas to make online permit buying smoother:
  - a. **Why can’t there be a year long permit rather than purchasing every semester?**

- i. We've tried offering this permit type in the past, less than 10% of students took advantage.
    - 1. Maybe we could better communicate to departments & schools about this option?**
  - b. When we open up to purchase permits can you be more cognizant of students' needs and class times due to the inconvenience of long wait times?**
    - i. Yes, and we will. Part of financial plan does not mean we can't change our product. We are thinking what we can do out of the box to make this process better. Unfortunately, we are not at the state where we can reveal our plans, but we are working on changing this as we produce the same plan over and over again. We have been listening and rotating times. Also as a point, the vendor system crashed. We think is the number of students are logging on right at the beginning of registration opening and the system is crashing.
  - c. Can we allocate a certain number of passes to each school and stagger the sales that way?**
    - i. It is a possibility, and we will communicate our final plan.
  - d. Can we push the A Lot date back, as the semester has not ended yet.**
    - i. The new A Lot portion opens on 5/1, but the old A Lot does not go away until 5/31.
      - 1. When we announce, we need to make that clearer, as it wasn't as clear on the slide.
- 7. Our issues are with purchasing through the website. With permit sales, people can't wait for hours; could we open earlier, stay open later, have more staff, have a trial run, what about hangtags?**
  - a. Yes, we can and we will do all those things.
  - b. As far as a trial run goes, it might work great in the trial but we cannot simulate the load that will actually happen on the day of sales.
  - c. It's also hard to remove the student permits from my windshield.**
    - i. Hangtags may be a possibility for this summer. but we cannot confirm this date as of yet.
- 8. Can we pave A Lot?**
  - a. A Lot is a leased facility, so we are limited on what we can do. We will be graveling and resurfacing but not necessarily repaving. In regards to the points about ADA spaces, we will further look into it. We are also meeting with A Lot owners about cobbles, so we will address at this time.
    - i. Gravel would make it worse for handicapped parkers**
      - 1. If necessary, we can relocate these parkers.
  - b. Are the buses ever sanitized?**

- i. The inside of buses are cleaned on a daily basis, outside of buses are cleaned twice a week. We do our best to keep them as clean and sanitary as possible.
  - ii. **Could we have sanitizer on buses?**
    - 1. It may be a possibility, we will look into this further.
  - c. **Contractors are filling up buses and not moving.**
    - i. These workers are just like any other rider and we cannot make them move, as they hold a valid VCUCard.
    - ii. VCUPD will also be doing Ride-A-Longs on P&T buses to ensure safety.
  
- 9. In the afternoon/evening on N Deck there are a lot of empty carpool spaces and what about evening N Deck reciprocal parking for D Deck?**
  - a. We will monitor vacancies and adjust the number we have if they aren't being fully utilized.
  - b. N Deck has reciprocal parking on D Deck, Mon-Friday, 4pm-8am & 24hrs on the weekends.
  
- 10. The reciprocal/evening permit schedule (after 4pm) doesn't work with hospital shifts that start at 3pm.**
  - i. We can look into increasing rates for evening parkers, allowing them to park earlier. However, this is all based on space availability, as we need that gap in time to alleviate spaces. What we ultimately have is not enough supply and too much demand.
  
- 11. Ever since we switched from hangtags to stickers, there are days when I go to park (F Lot) and there are too many people who are not supposed to be there, and I can't find a spot.**
  - a. We do plan to go back to the hangtag and increase our Enforcement. Hangtags will also reduce violations.
  - b. In the event you notice anything/anyone blocking spaces or the entrance to a lot, call us at 828-PARK.
  - c. **Hangtag and handicap placards- how do we make sure they don't block each other?**
    - i. The two tags are at different heights.
  
- 12. As VCU increases its satellite clinics, when we need to come to VCUHS for meetings, it's hard to find parking.**
  - a. When your department schedules these meetings, they could call Nick Coward (Special Events Manager) and make arrangements to have your department pay for the parking and we'll be able to reserve spaces for you. Otherwise, you are free to self-pay on 8th Street Deck, as street parking limits are only two hours.
  
- 13. N Deck Suggestions:**
  - a. Create a bank of spaces in D Deck for ER/Critical Care Workers

- i. Will evaluate this suggestion.
- b. Old hang tags would easily come off/fly off**
  - i. We are using the solid/heavier tags.
- c. The loading spaces out front that were used to unload people in wheelchairs were taken away and used for ZipCars, could we relocate?**
  - i. We will take a look at these spaces and make a decision.
- d. Signage in the stairwell telling you which floor you're on was removed.**
  - i. We will repost this signage after construction is completed on N Deck.
- e. Could you add text alerts?**
  - i. We have looked into providing this service; however, due to certain implications, this request was not approved.
- f. Can enforcement make their rounds after peak hours, as they drive slowly backing people up on decks.**
  - i. We will see if we can readjust these times to increase movability on decks.

**14. When will the gates go down on D Deck?**

- a. Within 4-6 weeks.

**15. Will the R Lot be free like the M Lot?**

- a. M Lot/Mayo Lot is subsidized (completely) by the hospital and R Lot will not be subsidized by the hospital. R Lot will be paid for by P&T funds, so we have to charge for this facility.

**16. When D Deck is full, subscribers relocate to N Deck and subscribers to N Deck are then late because of lack of spaces.**

- a. N Deck has yet to be full, as we monitor space counts daily. Subscribers should travel all the way to the top of the deck. We always have plenty of spaces up there.

**17. When clearing snow, the clearer should know the flow of traffic in that location to avoid disrupting traffic flow.**

- a. We will note for the next inclement weather incident.

**18. I park in A Lot and prior to A Lot, I paid in those hour lots that VCU is now taking. I know that with the proposed A Lot extension there are a lot of people, health system employees, students, and construction workers, that currently park there. I don't know if we knew about extending into that. They didn't know about not being able to park in A4 and I hope you plan to communicate widespread, and not at the last minute. Also, that Marshall Street side is horribly cobbled and people from the condos across the street park in the A Lot and/or block it by parking illegally. It seems poorly enforced, I don't know whose jurisdiction it is.**

- a. We will let subscribers and the University know with good timing when this lot will go live.
- b. We will address the illegal parkers.
- c. Alley/Marshall Street belongs to the City. When we get to that point, we will have to inquire.

**19. Parking in A Lot the (lot that was plowed) was great. But no one plowed the three exit lanes onto Broad. There was only one way into it on Oliver. Multiple employees called and no one picked up or did anything.**

- a. As a reminder, you can always call the Enforcement Supervisor at 804-971-0450, as someone is always on duty. During snowstorms, many administrative staff are also present, so we will likely be the ones to respond to these requests.

**20. VCUHS feels like more attention is placed on student needs especially when the university closed. (Transportation during breaks/holidays, means of contact-24/7 to match the hospital's hours)**

- a. We make every effort to cater to the needs of our students, faculty, and staff.
- b. Our buses run on a regular schedule during breaks, except for Christmas Day & New Year's Day. During these times, we ask subscribers to relocate to alternate facilities that are much closer to their work locations.
- c. In the event the university is closed, you can always call the Enforcement Supervisor on duty at 804-971-0450 for parking related emergencies.