

P&T Fall 2025 Forum Questions & Answers

1. D Deck Parking Relocation & Impact

- I am being moved from D Deck to I Deck. What transportation options will be available from the I Deck to the Clinical Support Center on the 1st floor?

RamRide will run from 4am - 12am, Monday - Friday from the I Deck. Its nearest stop to CSC will be Sanger Hall on 11th Street.

- How will employees be prevented from parking in the visitor section of D Deck once the change takes effect? I see employees get on the elevators in the visitor deck from various floors almost every day at present.

We work with the VCU Health System on enforcement of the visitor/patient parking deck now and this will continue once visitors/patients move to the D Deck.

- Why were we not given a choice for which lot to be relocated to? What about seniority? I have worked here for 39+ years. Does that not count for something? Why are MDs & APPs given preference? Most in my area come to work after I do & leave before me.

The decision of who is being moved off of D Deck was made by the VCU Health System. VCU Parking & Transportation did not have any input in who was moved.

- When will we be informed of potential moves from the Deck? Is there a process to appeal a decision if advised to move? Are years of service taken into account in relation to Deck or moving to the N Deck? Thank you.

Those being moved off the D Deck should be informed by their VP soon, if not already. The decision of who is being moved off was made by the VCU Health System.

- How will the closing of D Deck affect subscribers in N deck?

Currently, there is no impact to N Deck subscribers with the changes being made at D Deck.

- When will the plan for moving subscribers to accommodate the visitor deck closure be made public?

We will discuss it at the fall forum (please view our recorded session) & emails will be sent out soon.

- For those moved from D-deck due to renovations, will their premiums be reduced? Will students be relocated from 8th Street to create more parking spaces for employees?

D Deck is the highest priced garage at \$118 per month, all other locations are currently \$95 except for A Lot Main St. Station, which is \$66. Your rate will be based on the new location, so yes it will go down. Students will not be relocated from Eighth St. Deck. Students have very little parking on the MCV campus so we can't impact them.

- I have concerns about the influx of parking subscribers 8th St. will receive due to the D Deck changes.

Only 50 of the D Deck subscribers who are moving will be assigned to Eighth St. Deck. Based on our occupancy counts, we should be able to do this without impacting any existing Eighth St. Deck subscribers.

- Are there plans to open a waitlist for N and 8th decks for those of us who are getting kicked out of D-deck? I have spent 13 years paying for D-Deck and am being sent to I Lot. We should be prioritized over others who have not been paying top dollar.

Not at this time. VCUHS decision was not to create a domino effect of moving people from N and Eighth St. Deck.

- Will the D Deckers displace the N Deckers? Will there be "fighting" for spots in the N deck?

No.

- I have parked in D-Deck for almost 20 years. I heard that some nurses currently parking in D-Deck are being relocated to a lot far from the hospital. Will there be closer parking options for those requiring handicap parking?

If you are part of the relocation from D Deck, you can submit a reasonable accommodation request with HR4U and they will work through your request and work with P&T.

- When will D Deck be unavailable for VCU Health employees working evening, overnight, and weekend shifts?

No, reciprocal parking will remain in place, as will anybody with a DDX or DDY permit (those start at 2pm and 3pm). Reciprocal parking will still last from 4pm - 7am.

- Will non-D Deck subscribers be moved to accommodate D-deck re-assignments?

No.

- I have a handicapped license plate and use daily passes to park in D Deck - that's the facility with the shortest walking distance to MMRB, where I work, other than the parking at Goodwin. What option might I have when patients take over the D Deck?

You can apply for a reasonable accommodation request from HR4U. You'll submit a ticket with them and they will review your case to determine the best parking option for you in consultation with Parking & Transportation.

- I am an L&D RN and conduct tours, as well as teach childbirth classes, for our OB patients. Will you establish any "Stork" parking in D Deck, as you have on Level 7 of the Visitor Deck? If so, where will it be? OUR PATIENTS HOPE SO!!

Stork parking will move to the D Deck, they are currently determining the best place for it.

- For benefitted VCU Health employees who are also full-time students on VCU MPC, how does the free parking for VCU Health impact them? Will they be able to take advantage of free VCU Health parking without losing MPC parking?

If you are a full-time employee who has employee parking now, you will retain that and should get the parking benefit. You would not be eligible for a student permit. If as a full-time student, you decided to get a student permit instead, you could, but we do not believe the Health System would pay for it.

- What is the plan for accommodating employees and visitors in D Deck after the visitor deck closes? D Deck is full now. It doesn't seem like there's enough space. And if the visitor deck is going to be torn down, what is being put in its place?

Levels 5 - 7 will be taken offline to employees and turned into visitor parking, up to 700 subscribers will be moved off the D Deck to accommodate this. The patient/visitor deck will eventually be torn down and an inpatient tower will be built on the site as of right now.

- Will you still have to be assigned to parking decks, even though we don't have to pay?

Yes, parking is still assigned. You'll be given a location to park in. Parking is still being paid for, just by the VCU Health System as whole for VCUHS employees effective 1/1/26.

- When is the estimated closure date of the visitor deck? Are the parking spots from D Deck going to be evenly dispersed among the other decks/garages? Will the Duval St. connector close from E Marshall St.?

The estimated closure date is March 2, 2026. The folks being moved off of D Deck will be distributed throughout the parking system, it won't be even but rather based on current availability. The Duval St. connector will not be closing.

- Can people who are willing to volunteer their D-Deck parking access in advance do so before February 2026, when notifications of those required to leave that deck were to occur?

Please contact your VP to discuss this. If you are on the move list and wish to volunteer, you can.

- Are there no changes to A Lot since everything is changing in D Deck and the Visitors deck?

VCU will vacate A Lot Oliver Hill on 12/1 with those subscribers moving to the 14th St. Deck. Our lease officially expires on 12/31/25. No changes are expected to A Lot Main St. Station.

- Where will physicians with direct patient care responsibilities park?

Please consult with your VP.

- Has the reallocation of spots from D Deck into other decks made any decks oversubscribed, and if so, where will people be forced to park if no spots are available in their deck?

No, we have based where the 700 will go based on current occupancy trends.

- Does having a handicapped/disabled placard allow VCU Health staff to stay in D Deck for whatever their medical reasoning is?

Please work with HR4U by submitting a case to request a reasonable accommodation.

- Does it make sense to start this project in the winter months? If inclement weather occurs, level 7 on D Deck is not accessible. Question: Can upper levels be made accessible, AT 2 PM, to staff who arrive for 3p-11p shifts, for safety/security?

The decision to move in February 2026 was made by VCUHS, but since it'll last multiple years if not permanently, the winter is something we will have to deal with. VCUHS's intention is to keep the top level open at all times. No, I do not believe staff can park in the visitor area at 2pm or overnight. As a reminder D Deck has LED lights and over 80 security cameras.

- I have the "free" O lot pass, which allows me to park in D Deck on weekends. My question is: after D Deck is converted to visitor parking, can I still park in D Deck on Saturdays and Sundays? I am a PRN employee and work many weekends.

Yes, reciprocal parking will not change.

- Will D-deck staff and visitors be in separate areas? Will security be increased in D-deck to protect staff? Will reciprocal parking be available for those in other decks on holidays and "off" shifts, or will bus service be provided during those times?

Yes, we will block off levels 5 - 7, so employees won't be able to access level 5 and above and visitors won't be able to come down into employee parking areas. Reciprocal parking will not change and bus service will be expanded during the holiday season.

- How do you determine which parking lot subscribers will be moved to?

We based it off of our occupancy counts that we do each day at 10am and 2pm.

- Will we still be able to park in D Deck for the night shift?

Yes.

- Do you have a time for A Lot to close? Will A Lot of subscribers be moved to allow for D Deck subscribers?

A Lot Oliver Hill will close on December 1, 2025. No A lot subscribers will be moved to accommodate D Deck subscribers.

- Would like to discuss relocating from D Deck to N Deck.

Movement between facilities is frozen until at least March 2, 2026 unless it is for a medical reason.

But you can contact us at parking@vcu.edu to discuss.

- How will staff be selected and then notified if they need to relocate from D Deck? Are years of service factored into the decision?

VCUHS has been making these decisions and will discuss at the forum.

- When will we find out which Lot we will be moved to from D Deck?

Reassignments will begin February 2026.

- When can VCU employees (not employed by VCUH) who park at D Deck expect to receive an email from VCU Parking and Transportation confirming their new assigned parking location?

University employees will not be impacted by this change.

- How will the parking affect VTCC employees who have to float to the main hospital or do classes at VCU. Where are we to park?

Only VCUHS employees will be impacted by this change.

- What is the appreciation bonus for employees who get relocated out of D Deck?

The amount is \$1000.00. People can also volunteer to be relocated to receive this bonus.

2. VCUHS Parking Permit Compensation // Free Parking for VCUHS

- Free parking for HS employees - when will it be available at VCU?
- Does OCS qualify for free parking?

Yes, all VCUHS parking subscribers who are subscribed through VCU Parking included OCS parking.

- Regarding VCU Health's comped parking: I work at the One Capital Square building and use the city parking deck located near 8th & Main Street. Will the employees at One Capital Square benefit from the free parking starting in January 2026? If not, can we receive a deep discount as employees?

Yes, parking arranged through our office for 8th & Cary and 9th & Cary would still eligible for the parking subsidy provided by the hospital.

- For benefitted VCU Health employees who are also full-time students on VCU MPC, how does the free parking for VCU Health impact them? Will they be able to take advantage of free VCU Health parking without losing MPC parking?

If you are a VCUHS employee, you qualify for free parking. However, any MPC parking will still need to be paid for.

- I am an employee, but I don't regularly park at VCUHS; I just purchase 10-day passes at a time to use on occasion to park in the I Lot. How will this option be impacted? Will that parking also be no-cost?

Value Credentials will not be impacted with the changes made by the health system and is not included in the changes to parking. VCUHS will only be subsidising parking for monthly parking subscriptions.

- When will the VCU Parking decks at 8th and Cary Street and 9th and Cary Street become free for VCUHS employees?

Parking will become free for VCUHS employees in January 2026.

3. License Plate Recognition (LPR) Issues

- Why is there still an issue with the LPR readers in the Eighth Street Parking Deck? The middle LPR is almost always not reading properly in the morning upon entry.

If you run into any issues with LPR, please use the “LPR Assistance Form” on our website so we can address your inquiry.

- Some of the LPRs do not read the plates all the time. Is there a way to ensure that they are angled so that even low, medium, and high vehicles can be read without having to pull out our badges or old parking passes to scan?

We do daily checks on our LPR systems, with our read rates being in the mid-80% to low 90% range, with a couple in the high 90% range.

- In the past, there were issues with the license plate readers having trouble reading specialized license plates that featured designs. Is this still a problem, and do you have suggestions for customers considering getting one?

We anticipate these new vanity plates sold in-office will be effective with readability.

- Can you explain the purpose of these vanity plates?

Most of our LPR camera lanes are front-read, so this is a solution for folks who have their vehicle registered in a state that only requires a rear plate.

4. Parking Deck/ Lot Operations

- Why do the cameras in the Cary St deck work about 75% of the time? Can we allow it to see a larger area so it can scan the plate in more than one exact spot?

The cameras look at a fairly wide area, they are not looking at a specific spot exactly. The bigger issue is the angle of the camera. If we can lessen the severity of the angle, then the camera sees the “whole license plate” for a longer period of time. We continue to look at improvements we can make.

- I'd like to know the ETA on the I Deck walking bridge. I'm also curious if there are plans to de-spider/bug the I DECK parking garage.

The I Deck walking bridge should open in January 2026. We do our best to maintain the parking garages but they are open air environments so we will never be able to get all the bugs/spiders out.

- Increasingly, more people are using motorcycles. Is anything being done to modify the existing gates to accommodate motorcycles? Currently, I have to call for help to remotely open the gate.

A motorcycle does not weigh enough to activate the gate arms, so you will always have to call for help to have the gate remotely raised.

- Why does the Laurel Exit of the Main Street parking deck close on special events days? There used to be one lane exit open, which allowed drivers to move away from, rather than toward, the Altria/campus traffic. What time does this exit close?

There should be a lane open. We will look into this.

- With A lot not being an option for parking, what other options will be available for contractor parking?

This is something we will need to look into. Contractors can receive parking passes for various facilities. The issue will be oversized vehicles.

- When will the construction near the I Deck be completed? Will closing D Deck maximize the capacity of I Deck?

Construction near I Deck is scheduled to be completed December 31, 2025. The changes with D Deck will either maximize capacity of I Deck, or bring it close to capacity.

- With the sale of the A Lot at Oliver Hill, I would like confirmation that the A lot at Main Street Station will remain property of VCU and will not be sold.

A Lot Oliver Hill was not owned by VCU and the lease is simply ending, which requires us to relocate subscribers. A Lot Main Street Station is owned by the city which we currently lease spaces from and plan to keep this lease with the city.

- Will the O Lot be an option for tenants moving out of the A Lot?

Options to move are limited so we currently are not moving people to other locations. If there is an issue with being able to park at 14th St. Deck please reach out to our office so we can look at the issue and see what options are available.

- Are there any changes for the I parking deck?

Additional subscribers will be added to the deck after construction is completed with the pedestrian bridge and traffic changes on 7th St. Additional shuttles will be added to service I Deck with these changes.

- Please remind those in I Deck when leaving if they are in the LEFT lane turn LEFT and those in RIGHT lane should turn RIGHT out of the parking deck.

We can make this effort.

- Will A Lot Main Street Station be affected by the museum to be built? We only have security in our lot some mornings, and they're usually parked right beside the bus stop. Can we get them to circle the lot to cover the side for walkers?

We do not know of any impact the museum being built will have at this time. We will talk to Sentry Security and ensure they are circling the lot.

- Could you please clarify the rules regarding overnight parking in the West Broad St. Deck? The deck is often already full by 8:30 am, up to floor 4. Would it be possible to designate floors 2 & 3 as daily parking only?

The West Broad St Parking Deck does have some overnight subscribers and with public parking. Parking is on a first-come, first-served basis, and restricting parking would be difficult to manage.

- Would A Lot have a registered bar added to it to prevent unauthorized vehicles from parking on the lot?

We will not be adding a gate to A Lot Oliver Hill since it will be closing on December 1, 2025.

Subscribers will be moved to 14th St. Deck which does have gates to restrict access.

- In the Jefferson Street deck can there be the possibility of making the lower 2 floors be 24-hour parking only, and anything beyond 24 hours they park on the upper floors?

Parking is on a first-come, first-served basis, and restricting parking would be difficult to manage.

- I want to hear about the move from A-Lot to the 14th Street Deck. The deck that displays VCU is at 14th & Main streets, but the address in emails led me further down to a Deck near Buffalo Wild Wings.

14th St. Deck is located at the Corner of S. 14th St. and E. Cary St. There is a VCU sign at 14th & Main however this sign is not for a parking deck.

- As we are considering adding more cars to the "I" lot, is there a plan to open up parking by removing abandoned vehicles? The car is on the first level and has not moved in over six months. It is easy to identify as people put a smiley face in the dust on it.

Yes, parking will be reviewing and identifying cars that may be stored or parked on the deck for longer periods of time.

- When are the repairs on 8th Street Deck going to be completed? From last year's fire?

This is expected to be done in early 2026. Repairs are being finalized now and will go out to bid soon.

- D Deck needs more handicapped accessible spaces with the yellow grid paint. These and the other are being used before 8am leaving none available. What is the solution?

Changes are currently in process with the ADA spaces on D Deck to ensure that the number of spaces required by ADA are available. These changes will be starting before the end of the year in preparations for the top levels being used for patient parking.

5. Parking Permits and Policies

- Is there a way to create a VCU pass that allows those with remote schedules (that are not monthly permits) a pass (10-day?) that provides unlimited entries and exits within the 24-hour period at that specific location?

Employees are able to purchase Daily Value Credentials that allow them to park for just the day as needed and they are able to enter/exit the deck throughout the day. These passes can be purchased in increments of 1, 5, or 10 days. Additional information about Daily Value Credentials and how to purchase them can be found at <https://parking.vcu.edu/parking/faculty-and-staff/options-and-rates/>

- What options are available for weekly or daily parking access instead of monthly? Can I switch from monthly to daily options for the part of the year when I won't need parking as much? Can I make that switch online or do I have to visit the office?

Employees are able to purchase Daily Value Credentials that allow them to park for just the day as needed. These passes can be purchased in increments of 1, 5, or 10 days. Additional information about Daily Value Credentials and how to purchase them can be found at <https://parking.vcu.edu/parking/faculty-and-staff/options-and-rates/>

- When will we be able to change parking lot assignments? When will A lot close? Where are people assigned to A Lot being moved?

It is unknown when capacity will allow for subscribers to change parking lot assignments. A Lot will be closing December 1, 2025 and subscribers will be relocated to 14th Street Deck.

- If I have already been assigned to a parking deck, will I remain in the same deck?

At this time only subscribers on D Deck are being impacted with relocations.

- Can I get on the waiting list to move out of "O" Lot to N deck or 8th St Parking Garage?

We currently do not have a waitlist for N Deck or 8th St. Due to limited availability creating a waitlist would be just putting your name on a list with no movement.

- Are faculty & staff prioritized for parking over students? For example, the 8th street deck seems to have students who park there, vs the I Deck, where I have been assigned. Thanks.

There is no prioritization of parking for faculty/staff vs. students per se. Historically, Eighth St. Deck has always allowed 500 student permits to be sold each semester. There is no plan to change this.

- When does Spring 2026 parking go on sale?
MPC Campus - December 3, 2025 @ 9:00 am
MCV Lottery sign up - Tues, Dec. 2, 9:00 AM - Thur, Dec. 4, 4:00 PM
MCV Lottery assignments - Fri, Dec. 5
MCV Lottery award letters - Mon, Dec. 8, 9:00 AM
MCV Lottery permit sales - Tues, Dec. 9, 9:00 AM - Fri, Dec. 12, 4:00 PM
MCV Leftover sales - Mon, Dec 15, 9:00 AM
- When will University employees be granted free parking?

At this time, the university is not considering subsidizing the cost of parking.

- Can I be reassigned to somewhere else, such as 8th Street parking? When will parking assignments be unlocked to make other requests?

Due to capacity limitations and demand we would not be able to accommodate a request to move to another location. Availability will be reviewed in February/March when the changes with D Deck are complete, however we do not anticipate availability at that time.

- When will the parking pass for the Spring 2026 semester become available?

MPC Campus - December 3, 2025 @ 9:00 am

MCV Lottery sign up - Tues, Dec. 2, 9:00 AM - Thur, Dec. 4, 4:00 PM

MCV Lottery assignments - Fri, Dec. 5

MCV Lottery award letters - Mon, Dec. 8, 9:00 AM

MCV Lottery permit sales - Tues, Dec. 9, 9:00 AM - Fri, Dec. 12, 4:00 PM

MCV Leftover sales - Mon, Dec 15, 9:00 AM

- What are the chances of moving to the N deck?

Due to capacity limitations and demand we would not be able to accommodate a request to move to N Deck.

- Where can PRN employees park (I had been buying single days in A lot?)? I work every single Monday----so regularly, but once a week.
- What is the process for requesting closer parking? I currently park in I Deck and it takes me an extra 20+ min to get to work due to taking the bus.

Unfortunately, we have limited close parking and are not able to accommodate requests for closer parking. Employees with a medical need would need to HR4U and request a work place accommodation.

- My question is as far as parking goes, how does it work for those with handicapped placards? I have a rod in my leg and it is very difficult for me to walk long distances. How will this change impact how far I'll have to walk to get to my department?

It depends on where you park, typically, an ADA placard gives you some preference based on which locations have ADA parking, but the best thing to do is work with either VCU Human Resources (if you're a VCU employee) or HR4U (if you are a VCUHS employee) and work towards a reasonable accommodation request. Once that process is complete, they will work with us to achieve a satisfactory parking experience.

- The restriction of 2 cars per account is so unfair; we need it to be removed. As long as the permit is used by one car at a time, it makes no sense to have this restriction. At least 3 or 4 vehicles should be allowed, especially for graduate students.

This is something we can consider for students. What we found when we initially didn't limit it is that students tried to share a permit.

- When the parking permit expires in December, will it continue, or will it need to be renewed for the new semester?

Students will need to purchase a new permit for each semester. Employees with payroll deduction will have permits automatically renewed until cancelled; pre-paid employee permits will need to be renewed before they expire.

- ***Can P & T conduct a study to quantify # of faculty/staff holding multiple assignments (& providing 2 days/sections of in-person instruction a week) who are prohibited from having >1 parking assignment?

Please contact the parking office at parking@vcu.edu to discuss this further.

6. Safety and Security

- I know that everyone will be moved to the new Cary Street location which is perfectly fine as long as there is a shuttle that runs past 8pm. I consistently work off shifts specifically 11a-11p and the A lot shuttle stops at 8p. Since A Lot is down the hill it is not unreasonable to move my car but not a guarantee. I am concerned that with the new deck being all the way on Cary Street I will not have a safe way to get to my car at 1130pm. Are there going to be more buses running to and from the deck and later times with all the people moving there? Is there going to be reciprocal parking on weekends in D deck or another location and/or shuttles running on the weekend when the move happens? How often will the shuttles be running? I should not have to get to work 30-45 mins before my shift or stay that late after just to get to my car. Inpatient workers of Main Hospital and CHoR that work mid shifts, which is mainly the ED and Peds ED, should be given priority parking of lots that are on campus to ensure safety and reliable means of transportation. If there is any chance that there will not be later shuttles then I am going to need to work with you all to move to N Deck or I Deck to ensure my safe transportation to and from my car at 11:30 p.m.

RamRide will standardize its routes on February 2, 2026 to all run from 4am - 12am, Monday - Friday. You can also use RamSafe by utilizing the Ride Pingo app to get a ride from the MCV campus to the 14th St. Deck. Shuttles run constantly on a loop, generally a route should take no more than 20 min. Use the Ride Pingo app to track the buses.

- The RamSafe consistently doesn't come, so I don't think that is the best option and/or reliable option for those of us who work mid shifts.

Please reach out to ramsafe@vcu.edu with more information on this.

- What are we going to do about having a police presence or active deterrent in parking lots/decks, given the increase in attacks?

We have Sentry Security in several parking locations, security cameras in all of our parking decks (and most lots), along with emergency response phones, and patrols by VCUPD, and Parking & Transportation folks.

- I am unable to take stairs. Steps on buses/vans from a parking garage are not possible with higher steps. Are there minivan services with low or no steps, or parking facilities with ramps instead of steps, available?

Please reach out to us at parking@vcu.edu so we can discuss.

- Who is responsible for keeping the parking lots NOT decks clean and free of metal debris which can cause tire damage? Ex. F lot which is used as pickup, delivery, parking, garbage/recycling and maintenance truck area.

Our cleaning contractor is responsible for maintaining the parking lots (and decks) and keeping them free of debris.

- James Boggs was struck and killed by a car in a crosswalk on core campus and, from what I have seen, there has been no effort to improve the safety of pedestrians and cyclists in that area and campus at large.

VCU is increasing the amount of traffic calming measures on campus through the implementation of bump outs and left-turn hardening infrastructure. Measures are beginning in a pilot program with the city at Franklin Street at Laurel Street, Franklin Street at Belvidere Street, Marshall Street at 13th Street, and Marshall Street at 11th Street. You can read more about the projects here:

<https://news.vcu.edu/article/vcu-pedestrian-safety-measure> or here:

<https://news.vcu.edu/article/2025/08/check-out-this-top-10-on-a-top-vcu-issue-pedestrian-safety>

- Can there be security placed at the parking garages especially at night it is not safe.

This is something we can look at. We have security cameras in every parking garage and LED lighting in them as well, but we can request increased patrols by VCUPD.

- What security measures are being put in place by VCU at the Public Parking Coliseum lot?

This is a leased facility so we will have to work with the City of Richmond on what can be done here.

- I've seen emails about the Parking Office on the MPC campus unexpectedly being closed. If so, what happens if you're parked in a VCU deck and the exit machines malfunction? Who would you contact for help? Would your car be stuck?

When our office on the MPC campus closes, our office on the MCV campus is still open to provide customer service and would not have an impact on us taking calls. If you are having issues at the deck and push the help button on the access column this will go to our operations team, which is separate from our Customer Service office.

- There are homeless people on the 8th and Cary St deck and around the 9th and Cary St deck. Can we have a VCU police presence during the day?

We can talk to VCUPD about this and the City of Richmond.

- When you exit the Broad Street deck (Shafer Street exit), there is heavy pedestrian foot traffic from 4:00 to 5:00 pm, and vehicles are coming from both directions. Can you install more blind spot traffic mirrors (at the exit & across the street) for drivers exiting?

Currently as you exit, there is a mirror on the building by the alley to aid with exiting, but we will investigate if there is another location where a mirror can be installed.

- Speed is my biggest concern in the I-deck parking - I have been almost hit several times

The speed limit within parking decks is set at 5 mph. We can reiterate this to subscribers.

- What measures are being taken to ensure the safety and security of those who remain parked at D Deck? Are levels 1-5 of D-deck parking going to be barricaded/separated and require a badge or license plate recognition?

Yes, the deck will be sectioned off and in order to enter levels 1-4, it will require a VCU ID or the LPR system must recognize your license plate.

7. Buses // RamRide // RamsXpress

- Will extra shuttles be added to the I Deck route for the evening? Multiple occasions where only one bus is running after the 1930 shift ends, can be frustrating waiting 10~ min for the bus & when staff are waiting for the bus but not enough space on bus

Yes, this is something we are currently working on and looking at. We expect to add 1 shuttle at peak times in the next few days and will look at add more as needed. While we currently have enough seats to serve everyone per hour, sometimes when too many people arrive at once, or buses get stuck in traffic/at traffic lights, it causes this issue.

- What is the strategy to support team members who get off work at 11 pm and there is no shuttle to transport them to their vehicle? Will there be additional Ram Ride vehicles or specialized Ram Ride vehicles for transporting VCUHS team members?

As of February 2, 2026, all RamRide routes will operate the same hours, 4am - 12am, Monday - Friday. But VCUHS and VCU team members can utilize our RamSafe buses or VCUHS can utilize 828-WALK. You would do this by downloading the 'Ride Pingo' app from the Apple or Google store. You'll be able to request a pick-up from your location on campus and have it deliver you to your parking location (so long as it is within the boundaries).

- What time will the bus stop running for the new A Lot parking deck? Some of us get off at 8:30 p.m. and 9:00 p.m. Can we get an extension like O Lot?

As of February 2, 2026, all RamRide routes will operate from 4am - 12am, Monday - Friday, in the interim, I would suggest utilizing RamSafe or 828-WALK via the Ride Pingo app.

- The shuttles are already full and the wait time, particularly for O lot, is expensive. When we move employees out of D and to surround lots what will the shuttle enhancements be?

We are looking to enhance the RamRide system with additional shuttles. Effective February 2, 2026, RamRide routes will all standardize to operate from 4am - 12am, Monday - Friday.

- Now that VCU is no longer supporting free GRTC rides, including the PULSE--a resource that students and faculty found very helpful--how will VCU integrate with GRTC?

GRTC is still zero-fare. You can still ride any bus GRTC offers. We continue to look for mutually beneficial ways for VCU and GRTC to work together.

- We need the campus connector back with stops along the way. Or at least on 8th & Main and Monroe Park. Other VCU staff and students and I watch empty buses pass us in the mornings.

For the first year of RamsXpress, the decision has been made to treat it as a point-to-point connector between the two campuses. A decision on adding more stops will be made in summer 2026. As a reminder, we still have access to the GRTC system.

- Shuttles/buses are overcrowded now, with team members not seeing additional buses being added to the route. What is being done? Some buses/shuttles do not have enough seats or hand holders to support the number of people on the bus. Why?

Not all of the buses on our contract support standing room. Drivers should not be allowing folks on if all the seats are taken and it is a bus that doesn't have that capacity. We are analyzing the RamRide system at the moment and will be adding more buses soon. There is a balance here, we always have enough seats per hour, but when everyone shows up at once or buses get stuck at traffic lights/in traffic, it causes issues. We need to add seats or improve efficiencies in the best way possible.

- Why do the buses wait for the GRTC bus to pull out from the port instead of pulling up to the light, even though we are attempting to get to work on time?

Please contact parking@vcu.edu with more details.

- Why is there not a waiting list when trying to change lots? Are there any plans to add more shuttles? The wait in the afternoon can be over 20 minutes for the O Lot shuttle.

Wait lists haven't worked on the MCV campus in the past. Due to the restrictions of having to keep a certain number of spaces available for new employees, we were not able to move people off the wait list. It is something we may look at doing again in the future.

- Will buses be making more rounds? Can we continue to email to ask if there are spots available in other decks?

We are analyzing the RamRide system as we speak and will add more buses as needed. We estimate a bus can do about 3 round trips an hour.

- Will the buses still run on holidays and inclement weather when I am assigned to Coliseum parking?

Yes, there will be very few days when RamRide does not run from here on out.

- Suggestion: VCU vehicles for various departments - Occupational Health and Safety for example, taking up paid subscribers' parking spots close to building entrances for multiple consecutive weeks. These are paid for by subscribers who should be able to use the spots.

VCU departmental vehicles pay to park as well, departments pay the faculty/staff rate. If they have a reserved spot, they actually pay double. Rest assured, those cars are not parking for free.

- Will more *full-size* buses be purchased and more drivers hired? It is already extremely difficult to get on a bus at I Deck due to the high number of people waiting and insufficient buses being sent.

We are waiting on the delivery of 4 “new” buses to VCU. These buses should arrive in the coming days. As well as 3 “new” buses for the RamsXpress route which will return 3 full-size buses to the RamRide system on the MCV campus.

- Are the number of buses being increased, as well as the hours and dates, to include holidays such as Juneteenth? What is the plan for inclement weather transportation? How are people with handicap tags and ADA needs accommodated on the current buses?

RamRide is being analyzed now with more buses being added as needed. Yes, we will limit the number of “limited shuttle” days. Those with an ADA placard, should request a reasonable accommodation request.

- Are the buses running during bad weather and when VCU is closed?

Yes.

- Will more stops be added to the RamsXpress?

Not at this time, in year 1 we just want it to be a point-to-point service between the MPC and MCV campuses. We will consider additional stops in summer 2026.

- Inquiry: Shuttles for clinical staff who work mid-shifts.

Please contact us at parking@vcu.edu for more information regarding this question.

- Exact address of Coliseum Parking? Is Coliseum Parking an enclosed deck or a lot? Travel from Coliseum to Gateway Bldg; Shuttle &/or Pulse Bus options? Where are the shuttle &/or Pulse Bus stops at Coliseum & Gateway? How often do they pick up/drop off?

The Coliseum Deck is located at 501 N. 7th St. RamRide will add a stop at this location. Buses will be on for 5 - 7 min. Pick up schedule during peak times and roughly 15 min. Headway schedule during non-peak times.

- Why are there not more buses running back and forth from the I Lot and the 8th St deck? Early in the morning and in the afternoon, the wait is long, and when a bus does show up it is a small bus that cannot hold many team members.

We are working to resolve this issue as soon as possible.

- Will we have O-Lot buses running back-to-back during peak hours, as they should be now? We are crowded with people standing both in the morning and afternoon. Why do you send small buses during peak times? The bus fills up & we wait another 20 min.

We are currently evaluating RamRide as a whole and will add more buses as needed. While we have enough seats per hour, depending on traffic, traffic lights, etc. buses can get bunched up or spread out too far. It is difficult to correct at the moment. We only use the smaller buses when we have to and they should be spread out throughout the fleet so a good mix of the larger buses are on each route.

- What will be the evening bus route times for the new deck at 14th and Cary? Until A Lot subscribers are moved to the new deck, what is the alternate option for those that do not make the last A Lot bus in 1950? The app to schedule a ride does not work.

The bus will run from 4:30am to 8:00pm daily until February 2nd when it will extend to 4:30am to 12am. RamSafe would be your alternative after 8:00pm.

- Is there going to be a shuttle from the N deck to the main campus for those of us with limited mobility?

There is currently a shuttle stop at the Larrick Center that is designed to service N Deck, and 8th Street Deck. We may institute a mini-connector route that shuttles between Larrick, Sanger, and 11th and Clay, but those plans have not been finalized.

8. Cleanliness and Maintenance

- Is there a maintenance-related reason why the lights in the Laurel St. Deck stairwells need to be replaced so often? Also, could the stairwells be cleaned more often, perhaps a power wash every semester? They're filthy.

The lights in the stairwells are fluorescent and have a shorter life cycle than LED. We will speak with the cleaning contractor about cleaning the stairwells and work with the cleaning contractor on the best manner to keep them clean.

9. Traffic Flow and External Access

- Leaving Cary Street Deck onto Harrison Street is extremely difficult in the late afternoon/early evening, with both the north and south-bound lanes of Harrison Street blocked. Could signage be added to not block the deck entrance?

We can take a look at this and see where signage can be added. If signage were to be added on the street this would need to be approved by the city.

- Current i-deck subscriber with concerns about already overcrowded buses, significant traffic departing the garage, and on-going bridge construction. Interested in hearing measures that will be taken to address already existing issues ahead of the influx.

The ongoing construction is working with changing the traffic pattern providing easier freeway access to help with traffic by the deck. Additional buses will be added as subscribers increase to bring the deck to full capacity after construction.

- Has anyone spoken to the city about the timing of the stop lights at N. 7th and Duval? Only about 5 cars headed SW at 4 pm get through the light.

We have spoken to the city and they have made adjustments as much as they are willing to make. Once the I Deck pedestrian bridge project is completed the traffic lane is scheduled to have a designated left turn lane to enter the freeway and a separate lane for traffic turning left onto Duval. This additional lane should help with traffic flow.

- Is there a way to adjust the timing of the light at 7th Street & Duval? The southbound traffic gets very backed up & you can't get out of the deck because of it. It takes several light cycles just to get over the bridge.

We have spoken to the city and they have made adjustments as much as they are willing to make. Once the I Deck pedestrian bridge project is completed the traffic lane is scheduled to have a designated left turn lane to enter the freeway and a separate lane for traffic turning left onto Duval. This additional lane should help with traffic flow.

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