

Q&A Document for VCU P&T Spring Forum 2026

- **Are there plans to build a new visitor parking deck underneath the new inpatient tower being built in the visitor deck space? At that point will visitors be moved out of the D deck?**

At this time that is still being discussed.

- **Are they going to do something closer than the O Lot?**

At this time, it is hard to know. There is unlikely to be any space we can build in the downtown area, but we are constantly on the lookout for options to buy or lease to add parking to the system.

- **Why am I assigned to O Lot?**

We assign employees based on parking availability. O lot was likely what was available at the time you needed parking. You can contact us at parking@vcu.edu to inquire more.

- **Need D Deck parking explained.**

We are in the process of moving subscribers off the D Deck so we can turn upper level 5 and all of level 6 & 7 into patient/visitor parking for the VCU Health System. To do this, we need to move an estimated 800 subscribers off the D Deck. We are working closely with VCU Health leadership to make decisions, who is moving and where they are moving is being decided by VCU Health. Levels 1-5 will remain employee parking. Employees began moving on Monday, April 6, and patients/visitors will begin parking on the D Deck on Monday, May 4.

- **Can something be done about the timeliness of the buses at peak transport hours (i.e. 7a and 7p), particularly O lot. Rumor has it that D deck is going to be a "physician lot." Is it true, and if so, how is that fair?**

The buses run on a constant loop. But we are greatly impacted by traffic and traffic lights. We are looking to add more buses in the evening. See our above answer regarding D Deck.

- **Same question I asked last time or maybe I need to see if I need to get a petition going to add more stops to the RamsXpress. Or at least have one of those buses be the old campus connector. Make a stop at 8th & Main**

This is being discussed right now and we plan to implement more stops soon, including one around 8th & Main.

- **Is there a shorter route the shuttle can take from Sanger Hall to the 14th St. Cary St. garage? At the end of the work day (4-6 pm) takes longer because the shuttle goes through busy downtown traffic.**

We have looked pretty extensively at this route. There does not seem to be anything we can do due to the one-way streets in the area. We are looking at the elimination of the Larrick St. stop which would cut some time off the route.

- **I wanted to ask about the service on the A lot route. I have noticed the buses seem to run infrequently, and at times appear to remain stationary for extended periods of time. Can you provide info on the current service patterns I should expect?**

There are two buses on route at all times. We are working with our vendor to ensure driver breaks are covered by buses from other routes to reduce disruptions to service.

- **O lot route is already long why make it longer and stop at the Larrick. Why doesn't O lot stop at the 2nd stop on 11street directly across from AOP? I have been trying to change my parking for over a year. When will the parking freeze be lifted?**

We are looking at the elimination of the Larrick St. stop which would cut some time off the route.

- **When was the last time anyone making decisions about parking routes actually rode a bus on any of the bus routes, especially the current 14th Street parking deck/ Cary street route?**

We have looked pretty extensively at this route, including riding it with our vendor at different times of the day. There does not seem to be anything we can do due to the one-way streets in the area. We are looking at the elimination of the Larrick St. stop which would cut some time off the route.

- **Is there a plan to ensure there is more than 1 Shuttle bus rotating for the 14th Street parking deck? Wednesday Evening, April 8th, 3 I Lot Shuttle buses arrived, before a 14th St Shuttle arrived to pick up passengers at Sanger. Delays in the morning also**

Between 4 and 7pm there are up to four shuttle buses on the 14th St Route. Buses can often be delayed by traffic conditions throughout the city during these hours.

- **Please bring back the parking deck waitlist...or at least post it online. Folks shouldn't have to call the parking office EVERYDAY to see if anything is open.**

We are looking into if we can bring back waitlists. We will announce more information in due course.

- **I'd like information on the status of the parking freeze.**

We are still in the process of moving employees off the D Deck so the freeze remains in place at this time. We hope to unfreeze the system by June.

- **I've worked for VCU for over 10 years and still do not have parking in D Deck. I still have to hike it in the rain, cold, and snow to get to work everyday. Is there any way to obtain D Deck parking at this time?**

At this time we are moving people off the D Deck, not adding them so unfortunately, there is no way to obtain D Deck parking at this time.

- **When will the freeze on the MCV parking system be lifted? I would like to switch my parking assignment.**

We hope to lift the freeze by sometime in June.

“Other” category until theme develops:

- **Parking at one cap**

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

- **What is the status of the blocked off spots in the 8th Street Deck? They have been unavailable since the fire over a year ago. Thank you!**

We apologize that this fix has taken so long. Bids were due back on 4/7 so we expect to issue a contract soon. Once the repairs get underway, we expect them to last about a week. We hope to open these spaces up by early summer.

- **Route drivers to have more consistency regarding wait times. Some drivers sit and wait for people when there is another bus behind ours.**

We will discuss this with our vendor.

- **Can an employee that parks in D Deck & works in the CHOR Tower on permanent night shifts, park in the visitor deck of CHOR without penalty?**

We do not believe so. The only way you can park at CHoR is to have a CHoR parking permit.

- **how do you decide where someone park at,i currntly park D deck and you move me to I . I am a 65 year old woman have to be here at 4:30 am and have license plates handicapp my knees and legs are not that good i leave at 1:30 pm can i why i stay in D please**

The first thing we look at is what parking we have available. We can't place someone somewhere that doesn't have availability. If the individual has an ADA placard, they should reach out to our office as we may be able to place them closer than if they didn't have one. They can also reach out to HR (VCU) or HR4U (VCUHS) to discuss a reasonable accommodation regarding parking. We work closely with those offices on these.

- **What is the plan to deal with traffic throughout on Duvall street once visitors begin using D deck? Many delays currently between pedestrian crossings, the inmate security van arrivals and departures as well as delivery and service truck usage.**

We are working closely with our partners at VCUHS regarding the inmate security vans and we are still waiting on the final notice on what will happen with the elevators at the current patient/visitor deck. If they are shutdown when the patient/visitor deck closes, we would expect there to be less traffic crossing the street. If not, we will see what can be done to alleviate the issue.

- **A Supervisor who works in North Building and has to go off site at VCU Sports Medicine days/weekly to see her team over there has to take things from her car to VCU Sports . How do she supposed to do this parking at I Deck.**

We would suggest she either start her day off-site or end her day off-site. That way she doesn't come to the medical campus, then have to ride the bus back to I Deck, go to Sports Med, then come back to I Deck, ride the bus back, then complete her day. That would be our suggestion, but we know sometimes that can't be helped.

- **None at this time.... Comment is that all should have been considered such as handicapped staff, staff with seniority and seniors. Have a nice day!!!**

VCUHS decided who should move off the D Deck and where. They did take ADA into consideration along with positions.

- **Why are more spaces leased for use than there are spaces available? Why are department vehicles allowed to be housed in spaces that hospital employees need in order to be available for work? Obviously there are already issues thus first question.**

Do you mean why are there more parking permits issued than spaces? Parking operations operate this way nationwide. Not all parking subscribers park at the same time, parking operations sell parking based on historical occupancy data by doing lot counts throughout the day. We sell parking until we reasonably have around 5% - 10% of spaces left.

Department vehicles are allowed to park as well, if they do not have a reserved space, they are treated just like a subscriber and can park in any available space within their home facility.

- **Why are SUVs parking in compact car spaces??**

They shouldn't be. When we catch them, we do cite them.

- **When will the Coliseum Deck stop be added to the Ride Pingo app?**

Yes, we added a whole new route for the Coliseum Deck, Navy Hill Deck, and Eighth St. Deck to the Ride Pingo app on April 6.

- **Will any more handicap parking spots be added to the employee levels? There are not enough now and employees will be losing access to the handicap parking on upper levels. Also can the door to the lobby be opened by sensor to make it handicap friendly?**

The answer to all of these questions is YES! We are adding 6 more ADA spaces, 2 on each level 1, 2, & 3 in April 2026 and we are also working to add a door opening button on level 7.

- **Thank you for the walking bridge at I Deck!**

That was all VCU Health but it does look great doesn't it!

- **Can I switch from O Lot to another parking area?**

Once the parking freeze is lifted, hopefully in early June, you can request to move.

- **Is there a reason that some of the LPR in the decks still do not read the license plates correctly? Some of us have low sitting vehicles and these LPR are not useful. For me, I still have to roll my windows down, for all types of weather, to get out.**

You can submit a case to us to look at. Go to parking.vcu.edu and in the upper right corner, click on "LPR Assistance" and fill out the form. We will take a look and get back to you with any suggestions we have or if we need your assistance to investigate further.

- **Would like to discuss ticketing**

Happy to discuss. Please contact us at parking@vcu.edu with specific questions or feel free to stop by either of our customer service offices.

- **Future price increases**

We have requested a 3% increase in parking permit prices for FY27. It'll go in front of the BOV later this month and if approved will be announced prior to implementation on July 1.

- **How can you prevent riders from getting on the bus ahead of other riders who have been waiting to get on the next bus before they were there? I suggest a portable stanchion or roped off area where people will get in line as they arrived to the bus stop.**

That is something we can look into. We'd hope people would be courteous and wait their turn.

- **Availability for other lots closer to the hospital.**

At this time, there is nothing available closer to the hospital.

- **How can I get a special parking space for myself. I am a disable veteran with a handicap placard. It gets difficult to walk from upper decks when its better for me in my old age to walk from a lower deck**

We can't get you a reserved space but if you contact us at parking@vcu.edu we can look at moving your parking location if anything closer is available with your ADA placard.

- **Q lot houses employee parking, Starbucks parking, and serves as a drop off point for the various VCU buses. Several times a week the buses idle in the few available parking spots outside the Larrick Center. Can this be avoided?**

We will continue to have conversations with our vendor about appropriate places for drivers to take breaks and where they leave the buses when they do so.

- **Are we able to switch our parking assignments now?**

Not yet, we hope to lift the parking freeze by mid-June, however there will be very little if anything available in the interior of campus.

- **How are volunteers going to be impacted by any changes to parking (demolition, construction, updates)?**

Volunteers? Please reach out to us at parking@vcu.edu with more information.

- **When will voluntary deck transfers open back up?**

We hope to open them back up by mid-June.

- **I just want to receive an update regarding all the parking relocations with respect to visitor/patient parking, as well as the movement of some staff/others from the D-deck parking facility.**

We hope we were able to answer your questions at today's forum. If you have any questions we didn't answer, please reach out to us at parking@vcu.edu.

- **When will they unfreeze parking so request to move assignments can be made?**

We hope to lift the freeze by mid-June.

- **A comment -LPR still only works randomly for me. It is always a surprise if it opens,I have resorted to only relying on my ID to get in a out. For 8th street, if you go too far past the kiosk thinking it will open, you are forced to back up and swipe**

Go to parking.vcu.edu and fill out our "LPR Assistance" page in the upper right corner if you haven't already. We can take a look.

- **Can direct care nurses, that work the 3pm-11:30 pm shifts and must park around 2:40 have access to the upper levels (5-7) of D deck please for security and peace of mind reasons? Taking the elevators and/or stairway late in the evening is less secure**

We do not believe that is possible, VCU Health has asked us to keep employees off of patient/visitor parking areas from 8am - 5pm at a minimum.

- **Interested in new parking developments on the Medical Campus.**

We hope we were able to answer your questions at the forum!

- **What is the planned repair timeline for the fire damage in Eighth St Deck?**

Bids were due back on April 7, we hope repairs begin in the next week or two. We only expect them to take a week or two to complete them.

- **I am an Academic Advisor with CHP, just needing all the information to share/answer questions for new and current students.**

We hope we were able to answer your questions. If you need more information, please contact us at parking@vcu.edu.

- **Updates on D deck and employee reciprocal parking**

Reciprocal parking is staying the same at the moment, mainly from 4pm - 8am, Monday - Friday and all day Saturday and Sunday. You can find more information at our website.

- **Can a RamRide stop be added at 8th & Jackson Sts from the I Deck. There are VCU/VCUH staff / students who need to get the College of Health Professions or Larrick who are assigned to I Deck and have to walk in the cold/heat weather conditions.**

At this time, no. I Deck is a direct shuttle to Sanger Hall. However, please reach out to us, we have a new lease on a facility off Navy Hill Drive that will have a shuttle that stops at Eighth St. Deck and may eventually move over to Larrick Center which would better serve you.

- **What is the plan for supporting high traffic areas around MCV campus with the relocation of subscribers to I, N, 8th street and Coliseum Decks? Seeing very large delays and traffic backups with the influx of cars to these areas**

We will work with VCUPD and the City of Richmond on this to alleviate what we can, but the fact is, there are thousands of folks trying to get to the same 2 - 4 blocks at the same time of day. There is likely to be very little we can do.

- **How will the demo of vcu parking deck affect getting to I-Deck from Duval connector? How will parking be affected at the I-Deck?**

We are still unsure at this time. When VCU Health demolishes their patient/visitor deck we certainly expect some impact, but are not clear as to what it is yet.

- **there are gates at the entrance of the parking and cameras that can identify license plates or badges. What is the purpose of having people roaming through the parking looking at cars? What is the infraction/non-compliance rate and is it worth hiring people?**

The gates are not down 24/7 and with reciprocal parking, we find several people per day taking spaces from those who pay for them during the daytime. Parking enforcement is a very small piece of what we do, it isn't a primary task of our staff. But if they see you parking in the wrong location, they are going to issue a citation.

- **When will the elevators in 14th & Cary deck be working?**

We hope by late this summer. We need a new fire suppression system to be installed, which we are in the process of, and then the elevators will be turned on. We legally can't operate them without a fire suppression system.

- **I just wanted to see how upgrades are going in the 14th and Cary parking deck. Just curious.**

We hope we were able to answer your questions. If you have any others we didn't get to, please contact us at parking@vcu.edu.

- **When will parking be unfrozen so we can explore other options if we were moved from D-Deck to a less-than-ideal location?**

We hope to unfreeze the system by mid-June, however we do not expect there to be much, if anything available in D Deck, N Deck, or Eighth St. Deck.

- **Are the visitor elevators going to remain open for employees to continue to use to get into the building?**

We are still waiting for final word from VCUHS on this.

- **When the extra spots in 8th Street Deck be completed?**

We hope by the end of April/beginning of May.

- **All the changes and creations of new routes, why is it that 14th and Cary, the furthest away from VCU has the longest route? When the city of Richmond is**

super busy, it can take anywhere from 40-50 minutes to get to 14th and Cary. Tour of the city route

We have looked at this route a couple of different ways, there is just no better option that we can come up with to avoid traffic/make the route any shorter.

- **Will I Deck be made available for student permits again in the future? Students on MCV are concerned about so many options being farther away from the core of the MCV campus.**

At this point we do not think so. I Deck has been filled with VCU Health staff and VCU Health is who actually owns the I Deck. Students did not lose any permits though, they were shifted to the 14th St. Deck on the other side of campus.

- **buses do not stop to pick me up when they see me and they are just driving away from the curb, also I see some buses at the curb but have only been there for a few seconds and then they leave. can this be fixed**

Typically, the buses are bump and go. They stop, let folks off, let folks on, then they leave. If it is mid-day, they may wait for a minute or two, but otherwise they are supposed to be in constant motion. Drivers should be focused on the road, don't assume they always see you. The best advice we can give is use the Ride Pingo app to track the buses and be waiting at a stop when you see a bus is arriving.

- **Parking for handicap patients**

Patients with an ADA placard will be able to park on level 7 of D Deck once patient/visitor parking moves to upper level 5 - level 7 of that deck on May 4. There will also be some ADA spaces on the 2 lower levels as well.

- **How many employees are being redirected to other, far removed parking? How much of D Deck will be allotted to pts/visitors. As a former employee who parked on D Deck for 34 years, I can only say I retired just in time. As a pt/visitor no bueno!**

We believe we will end up relocating around 800 - 900, but it just depends on parking occupancy.

- **Can you please confirm RamRide is a VCU service and does not run when the university is closed? Is reciprocal parking in effect on VCU holidays and closures? Having parked in D-deck and only working weekdays, I've never had to use reciprocal parking.**

RamRide runs Monday-Friday from 4am-12am. We reduce routes and hours on Thanksgiving Day, Christmas Day, and New Year's Day. We will also reduce routes and hours over VCU's

Winter Break. During these periods of reduced hours, O Lot and ALM subscribers will be allowed to park in interior lots if they need to come into work. VCU Parking will send email notifications regarding parking movements due to university closures. Reciprocal parking at D Deck is available from 4 pm to 8 am (Monday through Friday) and all day Saturday and Sunday. Reciprocal parking is only available in the employee parking area on levels 1-4. Levels 5-7 are designated for patient & visitor parking.

- **Since parking is free now, will employees and visitors be allowed access to D-deck, will the gate to leave D-deck be open indefinitely? I work nights and would like to attend some in-person meetings in the morning without the pressure to leave in time.**

To be clear, parking isn't free, VCU Health is paying for all employee parking, it is just that the employee isn't covering the cost. Employees with a D Deck permit will have access to level 1 - lower level 5. Patients/visitors will use upper level 5 - level 7, accessing the D Deck from the express entrance and exiting using the express exit. Reciprocal parking will remain the same from 4pm - 8am, Monday - Friday and all day Saturday and Sunday.

- **1. Will we have a way, once the construction is completed, to get onto I-95N from the Parking Deck without going across the bridge and around the rotary, and then coming back across the bridge?**

Yes.

- **Where do outside rotators park now that the Main hospital patient and visitor parking deck no longer available?**

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

- **With the changes to the layout of the lanes near I-Deck, has there been any consideration of making the south-facing entrance into an exit instead during the afternoon? This would make accessing the new stoplight easier & reduce blind turns onto 7th.**

Yes, we actually implemented this last week.

- **Can I choose where I park as we are being moved from D deck**

Not at this time. Once we lift the parking freeze, you can attempt to move to a new location.

- **The repairs for the damage done on the 8th street deck due to the car fire last year still seems to be in the works. What are the plans for repair and safety especially now that more team members from D deck have been moved to 8th street deck as well?**

These repairs should finally be done later this month and those spaces will reopen. We apologize it has taken so long.

- **I want to know more about why the new free parking benefit recently granted to VCU Health employees CAN'T be extended to VCU employees who work on the MCV campus.**

VCU Health has different benefits than VCU. VCU is not considering a parking benefit at this time.

- **What are the dates where changes to visitor self parking is to be scheduled? What are the instructions to provide to patients/visitors to get back to their self parking?**

Patients/visitors will start parking on upper level 5 - 7 of D Deck on May 4. Instructions are being handled by VCU Health.

- **How is the VCU parking office, deciding what individuals are moved from the deck? I was told that inpatient bedside nurses are not being moved. Is this correct? Im extremely increasingly concerned with being moved from the deck however I wrote a letter**

VCU Parking is not deciding who is moving off D Deck, that is being decided by the Vice Presidents for VCU Health.

- **Will the new building have parking? It does not seem to make sense to remove a parking garage without replacing it with more parking options, since the hospital is continually expanding its services and volumes.**

We couldn't agree more. Whether the new tower has parking or not is still under discussion.

- **Summer parking sale - dates Fall parking sale - dates**

We provided that in the forum recording.

- **What are the dates when changes to visitor self-parking are to be scheduled? What instructions should be provided to patients/visitors to return to their self-parking spaces?**

We provided that in the forum recording.

- **I believe that 11th and Leigh St pick up needs to have its own bus for I-deck. Sanger Hall repeatedly fills the bus before stopping at 11th and Clay. It is ridiculous that staff have to wait for 3 full buses to pass us before being picked up. In all weather.**

We are always working with our vendor to improve service to every route. We will take this recommendation into consideration and study the feasibility of this change to service.

- **Is there a plan to ensure there is more than 1 Shuttle bus rotating for the 14th Street parking deck? Wednesday Evening, April 8th, 3 I Lot Shuttle buses arrived, before a 14th St Shuttle arrived to pick up passengers at Sanger. Delays in the morning also**

We are in regular communication with our vendor to ensure the planned number of buses is on route at all times. We have challenged them to improve their dispatch oversight to ensure spacing between buses is maintained to maintain appropriate headways.

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