MCV Campus Parking and Transportation Open Forum

November 2, 2017
Agenda

- Welcome
- Departmental updates
- Operations
- Transportation
  - RamRide
  - RamSafe
- Customer Service
- Questions
Departmental Updates
Departmental - New construction

- Several changes will be coming to the MCV Campus in the coming years:
  - Adult Outpatient Facility (2019-2020)
    - Current option being discussed is for D Deck to remain and the building to be constructed at the visitor’s deck location
    - Additional information/impacts forthcoming
  - Allied Health Building (2019)
    - Parking may be impacted; relocations will be evaluated as construction nears completion
Parking & Transportation has partnered with Kimley Horn (consultant) to provide in-depth analyses of the department as well as provide recommendations to improve services/operations.

- Study concludes Spring ‘18
  - Reviewed/compared similar operations at peer universities
  - Conducted on campus sessions with VCU community & RamRide intercepts
  - Currently reviewing operations, financials, structure, parking space availability, transit operations
Departmental Updates - Kimley Horn

- Preliminary recommendations:
  - Investment in technology, alternative transportation
  - New funding sources
  - Fee/rate alignment

- Upon receiving final recommendations, Parking and Transportation Advisory Committee (PTAC) will review prior to implementation
Departmental

- A Lot
  - On August 1, a portion of the A Lot (212 N. 18) was removed from the inventory, due to lease cancellation
    - Additional facilities are being scouted; facing challenges due to scarcity of land/demand
- Call monitoring/recording will enhance customer service
- Carpool program
Operations - Facilities

● M Lot
  ○ In process of purchasing additional temporary lighting for subscribers

● Eighth Street Deck
  ○ Stairwell repair project in progress through Nov. 17

● D Deck
  ○ All stairwells have been surveyed and repair issues currently being addressed
Operations - Facilities

● Expired adhesive permits
  ○ Roughly 350 scans daily; causing reader delays
  ○ Customers should remove old permits from vehicles

● Lane testing in progress to improve RFID ingress/egress
  ○ Currently taking place on MPC; if successful, will transition to MCV Campus facilities
Operations

● Waitlist pilot
  ○ Currently piloting a waitlist program for MCV Campus faculty/staff subscribers
    ■ Name can be submitted for only one facility
  ○ Subscribers can email parking@vcu.edu to have name placed on list
  ○ If selected, subscribers must respond by deadline; otherwise, can email to reinsert name
Operations - Special Events

● VCU basketball season takes place November 3 through February 28
  ○ No reciprocal parking on WBSD, effective three hours prior to game start time
● Subscribers encouraged to utilize unrestricted lots during this time
  ○ List of options available at parking.vcu.edu
Transportation
Transportation - RamRide

- Guest passes - 1,263 processed since Jan. 1, 2017
- Success with summer changes to I Lot, A Lot, & Campus Connector
- Successful week with Sanger reroutes (Oct. 23 - Oct. 27)
- Express route discontinued Oct. 31
  - Averaged 3% of ridership during its history
  - Bus to be placed back into Campus Connector
Transportation - RamRide

- Service Disruptions (possible alternate routes)
  - J. Sargeant/8SD bus stops (Oct. 30 - Nov. 3)
  - I Lot (Nov. 3 - 9)
  - Richmond Marathon (Nov. 11)
    - No Campus Connector service until 5 pm
  - Cabell Library stop (Nov. 13)
    - No service from 9 am - 3 pm
  - Sanger Hall (Dec. 20- 21)
  - BRT construction (ongoing - Broad St. & 14th St.)
Transportation - RamSafe

● Posted RFP to change dispatch systems
  ○ Goal to implement by 2018
  ○ Improve customer experience
  ○ Will be able to collect/analyze more versatile data

● Converting four additional buses to LP/Gas
  ○ All RamSafe buses powered by alternate fuel by 2018
Transportation - RamSafe

- Service disruptions
  - Richmond Marathon, Nov. 11
    - Service will shut down at 3 am
Transportation - Thanksgiving Break

- **Campus Connector**
  - Normal service through Nov. 21
  - Reduced service Nov. 22 (7 am - 7 pm)
  - No service Nov. 23 - 25
  - Normal service returns Nov. 26
- **A, I, M, & R**
  - Normal service through Nov. 22
  - No service Nov. 23 - 24
  - Normal service returns Nov. 27
- **RamSafe** will operate as normal (5 pm - 8 am)
Transportation - Winter Break

- Campus Connector
  - Normal service through Dec. 19
  - Reduced service (7 am - 7 pm):
    - Dec. 21 - 22; Dec. 26 - 29
    - Jan. 2 - 5; Jan 8 - 12, 2018
  - No service
    - Dec. 23 - 25; Dec. 30 - Jan. 1, 2018
    - Jan. 6 - 7, 2018
  - Normal service returns Jan. 13, 2018
Transportation - Winter Break

- A, I, M, & R Lots
  - Normal service except:
    - December 25, 2017
    - January 1, 2018

- RamSafe
  - Will operate as normal, with the exception of December 23rd - 25th
    - (5 pm - 1 am)
Customer Service
Customer Service

- MCV Campus office is now open from 7 am to 4:30 pm
  - Call center opens at 8:30 am
- Spring ‘18 parking sales
  - MCV Campus/ Housing: Nov. 29, 7 am
  - Monroe Park Campus: Dec. 6, 7 am
Questions?