

April 2024 P&T Forum Q&A

Monroe Park Campus

- During high school graduations, etc., the relocation to W. Main from W. Broad is mandatory, correct? Also, our credentials will be automatically transferred there, is that correct?

Yes, it is a mandatory relocation, and you do have various relocation options available. Permissions for accessing these locations will be automatically configured in the system.

- Question about graduations—If I have D Deck access as a health system employee, may I park in West Cary St. Deck? Do we have to set up our license plate recognition beforehand?

Yes, you will have expanded reciprocal parking options on the Monroe Park Campus during high school graduations. We do recommend logging in to your account to verify your license plate information is up to date.

- This has been reported multiple times, but the issue cannot be fixed because facilities has communicated back, stating that due to the lack of parts, they cannot fix the issue. I think it is a security issue. The lights remain dim next to the elevator areas on level 0 in the Jefferson Street Deck. I know the lights work on motion; if there is no activity in the area, they go to a power saver mode.

We will send this to our operations team to confirm and will follow up via email with the resolution.

MCV Campus

- What is the plan for the A Lots when construction starts on the Shockoe Project?

The lease has a one-year termination notice clause, meaning either party has to give a year's notice. However, our lease ends on April 30, 2026. We do not intend to renew it. Our plan as of now is to utilize the I Deck and find another solution within the city to accommodate these subscribers.

- Is security still in A Lot @ Main St.? When I get to the lot from 5:50 to 6 a.m., there is no security.

Security is posted at A Lot patrolling between Main St. and Oliver Hill. RMC patrols this area from 4 a.m. to 8 a.m. with Parking & Transportation staff patrolling after 8 a.m.

- The poor condition of VCUHS parking lots (specifically A Lot) and VCU Parking's plans to address them to prevent vehicle damage.

We are in collaboration with Facilities and a contractor to address these areas for repair. The necessary work has been approved, and we are awaiting the contractor's availability to begin the repairs. While gravel has been a temporary solution in the past, we anticipate that this current repair effort will offer a more sustainable, long-term solution.

- When will the construction end on N. 10th Street near N Deck? What is being done to improve the current potholes there?

This is not a parking project, but as we understand it, the project should finish in May, and the entire 10th St. is being repaved.

- The increased presence of VCUPD in Lot A as my vehicle was stolen in broad daylight to be found a couple of miles away, abandoned.

We will work with VCUPD to see what options exist.

- When will A Lot be paved?

The A Lot will not undergo paving, as it is a leased facility, and state funds cannot be allocated for improvements. Considering the lot's earmarked redevelopment, investing in paving would not be practical, given its eventual removal.

- Will A Lot ever have a booth attendant?

There are no plans to have an attendant at this location.

- A Lot has a monthly parking fee that continues to rise with no upgrades.

As a leased facility, A Lot does not qualify for state funding to undergo upgrades, such as paving. Additionally, the city has designated A Lot for redevelopment, with VCU's anticipated departure no later than June 2026. The revenue generated from parking subscriptions in A Lot is allocated towards essential expenses, including gravel maintenance, shuttle operations, and lease payments for the lot.

- The dark parking lot at Main Street Station with lights that are not on reliably.

We will contact the city regarding the ongoing issues with the lights in A Lot Main Street Station. We apologize for the inconvenience this has caused, and we share your frustration.

- Parking deck designation- Why does the "new" D Deck designation of being a direct patient care employee only apply to some?

Parking and Transportation works with hospital leadership to determine positions that receive priority with D Deck parking, but this can change depending on deck availability. Capacity on D Deck has limited our ability to assign new subscribers to this location.

- Will there be any changes or updates for health system employees that park at 8th and Cary or 9th and Cary?

No changes are expected.

- What is the best way to change assigned parking locations? (I.e. I Deck to 8th Street Deck)

Feel free to contact us at parking@vcu.edu. If we have available space, we would be happy to accommodate your request.

- Visibility of security in A Lot Main Street Station

Security is stationed at A Lot, with patrols between Main St. and Oliver Hill. RMC patrols this area from 4 a.m. to 8 a.m. and 4 p.m. to 8 p.m. Additionally, Parking

and Transportation staff also patrol the area during most of these times and between them.

- I have a D Deck parking pass; where else can I park at the hospital and the university with this pass?

You can view reciprocal parking information here:

<https://parking.vcu.edu/parking/faculty-and-staff/reciprocal-parking/>

- Drivers often do not comply with the 5 mph limit in the 8th Street Parking Deck. Is anything being done to enforce this?

We collaborate with VCUPD on this issue. While we would like to install speed bumps in the decks, the ceiling clearance makes this challenging.

- I still don't see security on the D Deck. What is the procedure of driving the levels for security?

Typically, we assign at least one staff member to D Deck during the daytime. In the evening, we conduct periodic patrols, though there is not a fixed schedule.

Additionally, D Deck is monitored by over 80 cameras covering each level. We are also in the process of upgrading to LED lighting for enhanced visibility and security.

- When will there be a parking package for those of us utilizing the N Deck part-time (2 or 3 days per week)?

Unfortunately, offering a parking package for part-time use of N Deck is unlikely.

Our ability to provide daily parking is limited to certain locations based on demand and technological support. While we empathize with the frustration, individuals must weigh the importance of location versus price when deciding on parking options. Single-use permits may offer greater cost-effectiveness while maintaining a permit in a specific location will prioritize convenience.

- The ground floor (cove area) needs the parking lines to be re-painted at N Deck.

This should be completed in the summer of 2024.

- When is the best time to check for D Deck availability? Are there any restrictions on subscribing to D Deck?

Feel free to reach out to us at parking@vcu.edu for further assistance. Please note that D Deck has been consistently at or near capacity for over a year. Typically, eligibility for D Deck requires providing direct patient care in an in-patient unit. However, final discretion is at the discretion of VCU Health System.

- Access for employees to D, N, and 8th Street. Students have access to D, N, and 8th Street lots but employees are sent to A Lot.

It seems like you are inquiring about the distribution of employees and students across different parking decks. Eighth St. Deck and I Deck accommodate both employees and students. N Deck and D Deck are reserved for employees only.

- Out of curiosity, is there a difference between I-Lot surface parking and I-Lot deck parking (cost, difference in tag, etc.)?

Currently, there's no distinction between I Lot surface parking and I Deck parking. The same parking permit is valid for both areas. If the I Lot is full, you can utilize parking in the I Deck instead.

- I Lot and CSX trains are causing backup (on the 7th as well as the 95n exit ramp to 7th St). What are the solutions? (30 minutes on the exit ramp, etc.)
Unfortunately, despite our efforts, we have been unable to obtain copies of train schedules. As a result, there is little we can do to mitigate the impact of the trains on our parking operations.
- I Deck floor-level signage—I would like to see signage (a 9x12 placard, perhaps) indicating the floor level as you move to the stairwell. Currently, one needs to be in the stairwell to view the floor level. While not critical, it would be a nice courtesy. Just a thought.
We will take a look at this for potential options.
- I was behind a car with a temporary credential due to an employee service anniversary, and the line was long. They sat there for almost 20 minutes, and the line went all the way up to the 5th level. What can be done to resolve this? I used my pass to get them out of the front of me but received a harsh response, as it then would not let me out.
We are very sorry to hear about this experience. We rely on customer feedback to refine and improve our operations and customer service. Please feel free to email additional details to parking@vcu.edu so we can address it further and review the cameras from this day. Also, please refrain from using your permit to grant access to others, as the system will not let you out as a subscriber, recognizing that an exit has already been used.

LPR

- Is LPR active in the Jefferson Deck? If so, why is it not working?
Yes, Jefferson St. Deck has cameras active and installed; however, we are still in the testing phase.
- Why are the LPR cameras in a poor position to read license plates exiting the Downtown Expy?
Our vendor has recently realigned the camera at Jefferson St., and a few additional locations remain.
- Will LPR recognize daily parking pass holders who don't have monthly permits?
Not at this time. Value credential holders will still need to scan in/out of the deck with the barcode.
- What is the effective date of LPR for the West Broad Street Deck and will those with single-use daily parking permits have LPR?
May 15 is the full go-live date. Single-use permits (value credentials) will still need to be scanned in/out.
- Can I use my plate to enter/exit with a daily pass, or will I need to print permits to scan?
Continue scanning in and out with your permit. To avoid printing them, take a screenshot on your phone and scan the barcode from there.
- Adding my vehicles for the new parking system.
Please visit go.vcu.edu/lpr for video instructions.

- What are people with multiple cars, and multiple license plates supposed to do when we get the license plate readers?

You can register up to 10 vehicles on your parking account, but only 3 (for faculty/staff) or 2 (for students) can be linked to your virtual permit. Add the 3 you use most (or 2), then log in to link the others when you bring them to campus.

- What is an EID? Not everyone gets one, or if they do we are unaware of it and have never used it.

An eiD is used to allow you access to VCU resources such as myVCU portal, VCU Mail, and other applications (such as T2 parking accounts). It is just the university's way of ensuring your information is safe. You would go to:

<https://ts.vcu.edu/askit/eid/eidaccountclaim/> to claim your eiD and set your password

- How will the new license plate technology work?

License plate recognition is a camera-based computer hardware system that captures images of vehicle license plates, translates them into digital characters, and matches this information against a database. The system reads your license plate and then links it back to a virtual permit in our system.

- Do we have to use LPR technology to park at VCU?

Soon, VCU will transition from physical RFID hang tag permits to LPR. You will need to use the LPR system to park on campus with a permit. Alternatively, you can pull a ticket and pay hourly, but it may not be cost-effective.

- What are alternatives to LPR to park at VCU?

The only other option would be to pay hourly, starting July 1 at \$3 - \$17 per day. However, this may not be cost-effective.

- I believe you already have my plate info. Do I need to submit it again?

We recommend still checking your parking account to ensure it is linked to your permit.

- Confirm that adding license plate information to the LPR system is solely for parking garage users.

No, surface lot users need to do this as well.

- Is there a more specific timeline for when the license plate recognition will be rolled out at each parking location?

Yes, we will update our website at go.vcu.edu/lpr and have communicated this during the forum and through email announcements.

- When does the new system take effect?

A phased approach will happen beginning on May 13.

- How do I receive my new decal?

Please contact us at parking@vcu.edu.

- If we have a last-minute car rental or borrow a car, how can the parking decks accommodate this?

To add the rental car, log in to your parking account and link it to your permit. Access is immediate. When you are finished with the rental, just email parking@vcu.edu, and we will remove it from your account.

- Will this new LPR system cause the parking fees to increase?

Unlikely. While transitioning to LPR may eventually result in less frequent rate increases, the primary drivers of parking rate adjustments are the maintenance needs of our facilities. The costs associated with maintaining our current RFID system and permits are relatively minor compared to the expenses related to maintaining and upgrading our parking structures, including addressing failing elevators. Therefore, any potential savings from the LPR transition would likely only marginally impact future rate increases.

- If we pay for a 30-day pass, are we included in the LPR?
We have found some potential issues with value credentials and LPR. We will keep the scan in/scan out for now but will review it as we move forward.
- Didn't see the JJ Lot on the LPR rollout -- is it scheduled for a date?
Yes, we will communicate with surface lot subscribers as well as announce go-live dates.
- Will this work for when you are using reciprocal parking lots with your permit (off-hours, etc?)
It will! No additional action is required on your part to leverage reciprocal parking. Your facility will grant you access as normal, and mobile LPR units will patrol the lots to ensure you're parking in the permitted facility.
- I've tried to add cars to my permit before and it always errors out.
Email us at parking@vcu.edu and we can assist you with adding or updating vehicles.
- Once you add your vehicle, is there a waiting period for the LPR to recognize it?
It typically takes just a few minutes for system tasks to run and update your permit record with the new vehicle information.
- We have a departmental hang tag that we use when staff need to come in emergently in the middle of the night. Since this can be used by different people, how will the new process work?
Department Shared Permits are a special case. The department administrator should have received an email a couple of weeks ago with details. In short, if there are 5 or fewer users, we can add license plates manually to the Shared Permit, if there are 6 or more, we will need to retain the Shared Permit hangtag to scan in and out.
- Will there be updates on what facilities do and do not have LPR set up? I know it works for my home facility (West Broad deck) but wasn't sure about facilities that I have reciprocal parking access to.
LPR impacts all VCU P&T locations. Your reciprocal parking privileges will remain the same when we transition to LPR. Essentially, the only thing changing is your credential is no longer a hangtag, it is your license plate.

Enforcement

- Do attendants carry jumper cables in their vehicles?

Enforcement officers do carry jumper cables. You can call 804-828-7091 for assistance.

Transportation

- Will the free GRTC bus program be extended beyond June?
Zero fare will be maintained through June 2025.
- Will there be any changes to the process of riding GRTC between campuses for VCU-affiliated riders?
No, zero fare remains in effect.
- Bus Stop at N Deck
The A and O lot bus routes will resume once the construction on 10th Street is completed, which we anticipate to be in May 2024.
- Buses that drop you off at AOP instead of 8th St Deck when coming from I Lot
We suggest taking the I Deck route to the VCU Health Annex stop on 11th Street, as it will drop you off near the A and O parking lots.
- How long are buses waiting at the stop?
Buses typically do not typically wait at stops unless there is bus bunching. However, each route has one location away from city streets where they can wait briefly: A Lot at Sanger or Turpin, O Lot at O Lot or Turpin, and I Deck at the I Deck.
- Why isn't the RidePingo app consistently correct with the number of buses on each route?
As with any app, there may be brief interruptions, but if you encounter recurring issues with the app, please report them to ramride@vcu.edu. We work to minimize disruptions, but your feedback helps us improve.
- On the app, it frequently appears that O Lot runs fewer buses than I and A Lot. Are you hiring more drivers?
Our vendor frequently hires, so bus availability may vary throughout the day. Factors like call-outs or peak hours can also affect bus frequency on different routes.
- No bus stop directly outside of CHoR
Correct, buses stop at Sanger Hall on 11th Street.

Other

- Handicap accessibility closer to an employee's workplace
Please reach out to parking@vcu.edu, and we will do our best to assist you.
- When will the MCV Parking Lottery be held for Fall 2024?
We anticipate the lottery occurring in mid- to late July, consistent with the permits' effective start date of August 1. The absence of physical permits being mailed allows us to extend the distribution timeline further.

- **Can an Adjunct Instructor renew their parking online?**
Adjunct instructors can purchase parking online as long as their information is updated in Banner.
Adjunct instructors cannot purchase parking online at this time.
- Can those of us who park at I Deck and who are also students on the main campus pay for dual parking permits?
No, we do not allow multiple permits. However, you can utilize reciprocal parking as an alternative option.
- Parking for individuals with an infrequent need to be on-campus at VCUHealth.
We recommend purchasing value credentials for I Deck.
- Roundabout rules.
A video on how to safely use a roundabout can be found [here](#).
- Update on any changes to reciprocal parking
No changes are planned at this time.
- Stoplight at 7th & Duval: Coming from I-Deck and turning onto 95S, the light only lets 2-3 cars through at a time.
We will forward this to the city as they manage that traffic light.
- Are there any "nice to have" vs. "need to have" projects that could be reviewed and possibly canceled to help control the cost?
Our options are somewhat limited in this regard. While the implementation of the LPR system, LED lights, and security cameras was made possible primarily through COVID funds, our main financial focus remains on maintaining the integrity and safety of our current parking facilities. On average, we allocate approximately \$2 million annually for deck and lot maintenance, with an additional \$500,000 to \$1 million reserved for various smaller projects throughout the year. Given the need for elevator replacements and other essential upgrades, we must prioritize these initiatives to ensure the continued functionality and security of our parking infrastructure. Although we aspire to make further enhancements, our foremost concern is the safety and well-being of our customers and facilities.
- Use of different lots on both campuses.
Please view the reciprocal parking guidelines at parking.vcu.edu/parking.
- Making a waiting list for parking in each deck so we do not have to call multiple times a week to check for availability.
In the past, we have implemented waiting lists, particularly on the MCV Campus, but unfortunately, they did not prove effective. Despite our efforts, new hires consistently filled available spots, preventing us from accommodating those on the waitlist.
- Can we establish wait lists for other parking garages?
We can explore that option. Previous attempts at waitlists on the MCV Campus weren't successful, as individuals remained on the lists indefinitely without progress.
- Being able to register for a parking pass over the phone instead of having to come in and get one

Once we transition to LPR, your need to visit our office will likely be limited to when you initially start as a new employee.

- Potential parking solution for employees who work on both campuses.
Please review the reciprocal parking information at:
<https://parking.vcu.edu/parking/faculty-and-staff/reciprocal-parking/>
- How is the parking assignment decided?
Parking assignments on the MCV Campus are decided based on position, work location, and most importantly, which parking locations currently have availability.
- Parking options for employees who do not come to campus every day/week?
Please review possible options at <https://parking.vcu.edu/parking/faculty-and-staff/options-and-rates/>.
- Is there a plan to eliminate all surface lots and have all parking be in garages?
No, this is not in the plans.
- Reason for frequent restrictions to assigned parking lots for faculty/staff/students.
Parking is assigned to manage inventory on campus, as thousands of customers park on campus daily. Without assigning parking locations, many would have to wait an extended time to land a space.
- Reason for lack of easily accessible parking staff when problems encountered
Please email parking@vcu.edu with your experience(s). When pressing the “i” button, you should receive a response within a minute, approximately.
- Frequent non-VCU events are a source of funding for you but highly inconvenient for us.
Apart from contributing a portion of our funding to sustain operations, certain facilities like the West Main St. Deck are contractually obligated to provide parking for these events, given land agreements. However, subscribers are generally still allowed to park in their designated location for the majority of the time.
- For daily permit subscribers, do we still have to swipe our ID to get into the deck or will LPR detect our license plate?
Daily value credential users will need to swipe their ID card or scan their barcode at the gate.
- Is there a plan to modernize the daily permit subscriber experience? (For example, a card on file, a reminder email to renew, etc.)
Due to university/state regulations, having a card on file is not feasible. However, we can consider implementing a reminder system for renewal, such as notifying you when you are down to your last use.
- Why is it so difficult to reach a live agent when we encounter problems entering and leaving the premises? Do you think your staff should be more accommodating and courteous to the subscribers and other users?
Feel free to email the specifics of your backgrounds to callowayjn@vcu.edu. For instance, are you experiencing poor customer service (is it taking a while for an agent to respond, not helpful, etc.) There are also some times when there may be backups in the facility, but our goal is to resolve the customers' concern(s) in the most efficient and professional way possible. In the future, if you encounter such experiences, feel free to email us when this occurs and we can pinpoint the agent(s) who respond and recall the conversation.

- When I logged in this past weekend to purchase a single-day use permit, I noticed the 30-day option was missing. Was this a system error? I ended up purchasing a 10-day permit instead.
We apologize for the lack of notice on this change, but due to a lack of demand, we have eliminated the 30-day and 20-day Value Credential options. We now offer 1-day, 5-day, and 10-day VCs.
- Where can I find the costs for the 1-day, 5-day, and 10-day value credentials?
The cost is currently \$8 per day, so a 5-day VC would be \$40, and a 10-day VC would be \$80. Pending Board of Visitors approval, the cost may increase to \$9 per day.
- I have had a parking decal for over 40 years. My daughter has carpooled with me over 25 of those years... why can I not transfer my permit to her if I retire?
To maintain fairness among all subscribers, we do not permit permit transfers. Once you return your permit, your daughter can reach out to us to determine if she meets the qualifications for a new location. Permits are allocated on a first-come, first-served basis.

Finance

- The rationale behind increases in parking fees in the context of VCU's inability to increase wages to match inflation
Parking rate adjustments are not contingent on university actions or inflation rates. As a self-sustaining auxiliary service mandated by the BOV and state, we set fees to cover operational costs and maintenance requirements. Our aim is to maintain services while ensuring essential upkeep.
- Why do you charge \$1/hr to park when charging an electric vehicle on top of the cost of electricity?
The availability of EV charging stations at VCU is a service we offer, not a requirement. Users have the option to charge their EVs at home or elsewhere. However, we provide this convenience for those who find it valuable. The associated charges cover the high costs of purchasing and installing EV stations, ensuring that non-EV users are not subsidizing EV users. We are investing an average of \$20,000 per station to purchase and install EV charging infrastructure.
- The cost of parking.
VCU Parking and Transportation is a self-sustaining auxiliary unit, responsible for funding its own operations without the use of state ENG funding. Prices for services increase yearly. Beyond maintaining existing operations, such as shuttle services, security, and administration, the percentage increases contribute to enhancing our parking facilities and services offered.

Fleet

- Will VCU fleet vehicles ever belong to Parking and Transportation again rather than individual units?

It is unlikely. Departments typically procure or lease vehicles independently with their own funds. Fleet Management oversees the administrative aspects of fleet management and offers guidance to optimize resource utilization across VCU.