VCU Parking and Transportation

*Spring 2022 forum questions*

# Parking

## Facilities

1. **What is being done to improve safety from car part theft in the decks?**
   1. Since the last forum, an uptick in car part thefts was experienced in March of 2022. VCU Police officers increased their patrol and visibility to deter the activity. 1,400 parking lot and deck patrols have been completed since March 1st to date (4/14/22). Additionally, we will be investing in a camera system within each parking facility, to be installed on all levels and replace all existing lighting with LED lighting.
2. **Are you planning to extend the current parking options for the foreseeable future?**
   1. With the exception of I Deck, there is no plan to extend the current parking options.
3. **Will some of the closed lots be opening back up that are on the MCV Campus side of town?**
   1. The only VCU parking lot currently closed is F Lot. There are no plans to re-open any previously leased facilities.
4. **Why haven't there been any cameras installed in the Broad Street Deck? I was told the structure is too old to install cameras but that doesn't make sense. Other advanced technology has been installed there such as the electronic pay for parking, tesla chargers, etc.**
   1. In the very near future, cameras will be installed on every level of each parking deck. This is a multi-year project, with a certain amount of funds allotted for each facility over a period of time. Should the budget permit, this project will be accelerated to include multiple facilities in a shorter period of time.
5. **When there was a rash of car break-ins in various parking decks on March 7th, VCU Police indicated that they were tracking the suspect on camera. They were watching him go from one deck to another and he was on his way to another deck when a Richmond officer detained him and called VCU Police to arrest him. Why didn't VCU Police stop him instead of tracking him?**
   1. The car break-in incidents resulted in victims filing reports with the VCU Police Department. As part of the investigation into the incident (s), detectives reviewed University camera footage. It was during those post incident investigations, they discovered the suspect going from one deck to the other. That suspect description was shared with local law enforcement partners, including Richmond PD. RPD's stop of the suspect resulted from that information. VCUPD did not track the individual in real time as the incidents were occurring.
   2. As a result of the investigation, the offender was arrested for 12 theft cases that were linked to him.
6. **How is safety being addressed in the parking decks?**
   1. The parking decks are patrolled by P&T enforcement staff and also by VCUPD. Police officers conduct visibility assignment and property checks of the deck(s) interior. Cameras are installed on the exterior of the decks and Parking and Transportation are currently working on camera installations inside the decks. Additionally each deck /lot has Emergency Reporting Telephone Systems (ERTS). These phones allow for direct contact with VCUPD Emergency Communication Center.
7. **With the increase of crime in the city, will more VCU Police be present at A lot throughout the DAY AND NIGHT?**
   1. VCUPD maintains a 24 -hour safety operation that includes daily patrols of the A Lot. RMC Event Services supports those efforts by providing mobile patrols in the A Lot: 4 p.m. to 8 p.m. (Mon-Fri) and 4 a.m. to 8 a.m. (daily) on the Health System campus, which also includes A Lot.
8. **Is the plan for O Lot to remain free of charge?**
   1. This would be a VCUHS decision. As of now, we know there are plans to subsidize this lot through at least June 30, 2023.
9. **Are there plans to install additional electric car charging stations in N Deck?**
   1. There are currently no plans to install additional EV stations in N Deck in the coming year.
10. **In the last forum, there was discussion re: A Lot only being leased for a few more years. Will A Lot subscribers receive the option of going to O Lot? If yes- Will O Lot still remain free?**
    1. O Lot is a VCU Health System facility, subsidized by VCUHS; VCUHS employees may secure parking in O Lot, pending space availability. I Deck will open this year, which will also accommodate A Lot subscribers, in addition to the other facilities we manage on the MCV Campus.
11. **Will the number of eligible decks expand anytime in the future?**
    1. Apart from the I Deck, there are currently no plans to procure additional parking decks.
12. **What changes can we expect in the near future?**
    1. In the coming year, subscribers can expect additional facility maintenance, LED lighting (Bowe St. Deck), cameras (West Main St. Deck, Eighth St. Deck). In the long-term future, we look forward to implementing license plate recognition (LPR) and camera installations in additional facilities.
13. **For the West Broad Street deck, is there any way you can make it easier to get in/out of the facility during peak times?** 
    1. We are at the mercy of the traffic lights in this location, with very little control over the movement of traffic. We would strongly suggest using the Shafer Street exit as often as possible, as Harrison Street is much busier.
14. **Does VCU plan to obtain or build more parking for the MCV Campus?**
    1. Apart from I Deck, there are no short-term plans to procure additional parking on the MCV Campus.
15. **Why aren't there cameras in the Monroe W. Broad St. Parking deck?**
    1. West Broad St. Deck is projected to have cameras installed on every level as part of our multi-year camera installation project.
16. **What are you doing to keep students from skateboarding on decks?** 
    1. Signs are posted in the decks and verify that stating that skateboarding is not allowed. Whenever we encounter skateboarders, they are asked to leave the facility immediately and are reminded that the activity is not allowed. If they do not leave following our warning, we notify VCUPD.
17. **What are you doing about panhandlers outside decks?**
    1. VCU Police Department takes panhandling and any other forms of harassment seriously. Supplemental staffing has been added to aid in identifying and address/deter the concerns across MPC to include the decks. These assignments are in addition to regular patrols and are done in conjunction with routine visibility assignments conducted by staff. If a panhandler is harassing community members, they can call VCUPD at (804) 828-1196 or report 'street harassment' in the LiveSafe app. An officer will be dispatched to check the area."
18. **Where can we not park in the O Lot?**
    1. If you have an O lot permit, you can park in any space throughout the lot. Should it be a compact space, we ask that you use your judgment and ensure your vehicle fits in the space width wise and if it sticks out, it does not block traffic.
19. **Will the 10th Street by the N deck /bookstore be opened back up soon now that the construction is done?**
    1. 10th Street is planned to remain one-way going southbound indefinitely.
20. **When will Broad and Belvidere parking deck be open again?**
    1. The deck is projected to open in July 2022.
21. **Will there be enhancements to provide better (less expensive) parking options in preferred deck, Laurel - not West Broad, for people with a Flexible Work Arrangement (such as two days a week in the office)?**
    1. There are currently no plans to add facilities for single-day permits on the Monroe Park Campus. The current options were carefully selected based on availability and daily parking occupancy counts.
22. **Traffic has been bad getting into D Deck in the morning (7am), the gates used to be opened during "rush hours." Can we do that again?** 
    1. For the most part, subscribers are adjusting well to the gates being lowered on D Deck. While we understand the process hasn’t been painless every single day, we are confident that the benefits will outweigh–improved enforcement, less issues at gates with permits not reading correctly due to gates being in upright position. We will continue to monitor traffic daily, and our team has capability to raise gates at any time should a back-up exist. Additionally, traffic control will be placed on 13th St. in the coming weeks, which isl also expected to help ease potential congestion.
23. **When will the VCU parking services find a way to lock doors where students access, so these create safe spaces from the public? Parking should find a simple way for Adjuncts to have temporary access** 
    1. The stair towers on our parking decks are locked at various times throughout the week, and they are generally open during the daytime and locked down during the overnight hours. We will keep a close eye on this.
24. **Easier way to scan access to enter the garage. I have had multiple defective passes, and have held the entrance line up to 8-10 mins, due to the slow, dated process to enter the garage. Sometimes the VCU ID card does not scan either. Need newer, updated technology options that are much easier and simpler. When will parking look into this?**
    1. We continue to examine our technology options. License plate recognition is likely the next step but requires a significant investment on our part and some policy changes. We will look to implement this over the course of the next several years.
25. **I am pretty happy with parking (A Lot Main) except for one thing. Every day I see at least one vehicle parked on or across the lines of the space. Some are so extreme that the car next to them literally can't open their door far enough to get in their own car (I have experienced this multiple times over several years). I have even had to crawl through the passenger side to get to the driver's seat one time. My question is - Why are these people not being ticketed, and preferably harshly? There is no excuse for their actions.**
    1. We will look into this. We lease this facility from city and will work with them to try and ensure people park correctly.

## Financial

1. **Please describe what the increased parking fees are covering.**
   1. When calculating parking fees, we consider the cost to provide our services, maintenance needs, and cost of inflation. This upcoming fiscal year, we plan to tackle extended maintenance work from our deck assessments, install cameras in West Main St. Deck and Eighth St. Deck, and install LED lighting in Bowe St. Deck.
2. **How is adding charging stations to Parking Facilities being paid for? Who is subsidizing the cost of electricity that is benefitting a largely elite group of car owners? The cost to fully charge a Tesla is reportedly ~$12.00, so why would any of these owners charge at home if VCU (or presumably the other parking subscribers) will pay for it? The long-term picture is very clear that this is unsustainable! Before free charging becomes an irreversible entitlement for electric car owners, P&T needs to stop giving electricity away and start charging market prices, with the goal of this paying for charging station expansion.**
   1. VCU Parking and Transportation has partnered with Dominion Energy's new [Smart Charging Infrastructure Pilot Program](https://orange.hosting.lsoft.com/trk/click?ref=znwrbbrs9_6-29303x327df3x0901&). This initiative provides a partial rebate for the installation of additional electric vehicle (EV) charging stations in our parking decks.
3. **Why are faculty/staff required to pay to park at their place of work? Some of us are paying nearly $1000/year for parking. It's exploitative.**
   1. Parking fees cover the costs to maintain, secure and operate the parking facilities. VCU students and employees can take advantage of other alternatives, like GRTC or carpool. For additional information on these options, visit commute.vcu.edu.
4. **Why is there not a sliding scale for faculty parking passes based on salary?**
   1. A tiered payment structure for parking is not under consideration at this time. To ensure a system like this would work, a higher administrative overhead would be required to accommodate the creation of zones as well as the salary retrieval process. This system would also pose challenges monthly considering the university’s decentralization. In addition, the current costs to sustain our operations has been calculated precisely, taking into account the average number of subscribers, maintenance costs, etc., and, considering our current figures, those holding salaries on the higher end of the spectrum would pay substantially more than they are now monthly. Those on the lower end would actually not experience a significant reduction at all. Overall, we have come to the conclusion that this system would not be the most equitable solution for our subscribers at VCU.
5. **A sliding scale based on family income and number in household should be implemented to take into account the cost of parking for VCU/VCU Health.**
   1. Please refer to question 29.
6. **What can be done about drivers exceeding the speed limit in parking decks (8th St. in particular) and tailgating those that are maintaining the posted speed?**
   1. VCU Police encourage anyone experiencing this to report the activity. A first step would be educating the community about the concerns around speeding on parking decks and the consequences of doing so. In partnership with Parking and Transportation, both entities can seek to inform the community and then seek to enforce the infractions when applicable.
7. **Why are the compact spaces not enforced in the O Lot? Full size and large vehicles park there daily.**
   1. P&T will speak with staff to monitor these spaces and issue warning when necessary. If we fully enforced these spaces, it would dramatically reduce the number of usable space in the lot. Therefore we use our judgment, should a vehicle fit in width wise, so long as it does not block traffic in the drive lane, we generally will let it go.
8. **What are some plans to reduce monthly costs?**
   1. There are currently no plans for a rate reduction. When calculating parking fees, we consider the cost to provide our services, maintenance needs, and cost of inflation. It is improbable that parking rates would decrease, as vendors regularly increase rates for service and the department incurs this increase. Students and employees can also take advantage of our alternative transportation options, like carpool and GRTC. You can learn more about them at commute.vcu.edu.
9. **Accessible, affordable parking should be included in employee benefits for all staff, faculty, and clinicians within VCU and VCU Health. We work for the community. We accept a lower pay grade than competitors in healthcare in this community because we believe in the aim to treat all people, regardless of their ability to pay.** 
   1. VCU Parking and Transportation is an auxiliary unit, and parking is not supported by university funding. Rates charged to subscribers cover costs to operate, maintain, and secure these facilities.
10. **Please consider the financial impact of paying for parking on VCU/VCU Health team members.**
    1. We request the minimum needed to continue providing our services and maintaining our parking facilities within the next fiscal year. Parking fees are analyzed annually, and any rate increase accounts for the cost of providing our services, maintenance needs, and cost of inflation.
11. **Why does parking go up each year the same percentage of our merit raise? It defeats the cost of living and inflation.** 
    1. When calculating parking fees, we consider the cost to provide our services, maintenance needs, and cost of inflation. The absolute minimum is requested to cover these expenses. This amount will typically vary based on inflation to these costs. It is unrelated to the merit increase provided by VCU.

## I Deck

1. **l subscribers that were moved to O lot from the coliseum deck be given the opportunity to move to I lot deck when it's open?**
   1. Yes. Subscribers who were relocated from I Lot will be given first preference to relocate to the new I Deck upon opening.
2. **Will Lot A subscribers have the opportunity to move to the I Deck when it is finished -- given that Lot A will be reclaimed by the City within four or five years? If so, what will be the process.**
   1. Pending space availability, all subscribers will have the option to relocate to I Deck. Student permits will be sold via the lottery.
3. **When will I Deck be completed?**
   1. I Deck will be completed this spring 2022.
4. **Who will be able to park in the I Lot/Deck and how much will it cost?**
   1. Students and VCU and VCU Health System employees will be able to park in I Deck. Our standard deck rate of $86/month will be charged.
5. **Will there be shuttles from the I Lot?**
   1. Yes. Shuttles will be available for I Deck.
6. **Will anyone be able to subscribe to I Lot when it opens?** 
   1. Students and VCU and VCU Health System employees will be able to park in I Deck. During VDOT bridge construction, the deck cannot be filled to capacity; however, following the former I Lot subscribers’ acceptance of the facility, we will open the facility for those interested. If you are interested in subscribing to this facility, The projected opening date of I Deck is May 2nd. An email communication will be distributed soon.
7. **Access to I-lot from someone driving 95 North?**
   1. Subscribers would exit at 3rd Street/Coliseum/Convention Ctr exit, left onto Jackson St., left onto N. 7th St.
8. **When can we start signing up to move to I-lot from O-lot?**
   1. We will notify former I Lot subscribers who were relocated to O Lot in the coming weeks via email to indicate their interest in relocating to I Deck.

## Permits

1. **I've worked here over 10 years, and have asked a couple of times about moving to N-deck from 8th Street. The last time I was told I was #240 on the list. How do I move up?**
   1. We do not currently maintain a waitlist for N Deck. Please email or call us at your earliest convenience to determine if there is space availability.
2. **What is VCU going to do about the reimbursement of the Broad and Belvidere parking passes? Since we are forced to pay all that money just to not be able to park there.**
   1. During the B&B Deck closure, all impacted subscribers have the option to relocate to West Broad St. Deck or the Henry St. Decks-East & West. If you would prefer to cancel your parking permit, you can return it in person to our customer service office at 1008 W. Broad St. If returned in April, you would be refunded for the months of May and June.
3. **Why doesn't the commuter pass include weekends?**
   1. Students with commuter passes can now utilize their home facility on weekends; however, permit holders cannot exceed the 19-hour daily parking limit. Violators will be at risk of enforcement action/citation.
4. **Why are visitors to the Altria given priority over students?**
   1. Students with permits are not required to relocate for events and can simply enter the deck during their allotted permit times. There is a long-standing agreement between VCU and the Altria based on part of the West Main St. Deck being built on their land that we are required to provide parking to them for events.
5. **What could be done to give commuters weekend access to their decks since not all events are M-F?**
   1. A recent change was to give commuters access to their decks on weekends. However, if there is an event, you may be redirected based on the needs of the event but you’ll always be able to park at VCU on weekends should you need.
6. **With the norm seemingly being 2-3 days a week work and parking will rates decrease, increase or stay the same?**
   1. Parking rates are expected to increase by 2% for the upcoming fiscal year. The option to purchase daily and weekly parking will remain in place.
7. **Why can't MCV Campus daily passes be purchased online like MPC?**
   1. Because daily permits on the Monroe Park Campus are all situated in decks versus lots like on the MCV Campus, we can integrate this functionality into our existing online parking management system software. Due to the lack of a gate system in the lots, this process must be enforced manually.
8. **On what occasions are we allowed to park in the Cary Street Deck?**
   1. A full time schedule for reciprocal parking can be found at <https://parking.vcu.edu/parking/faculty-and-staff/reciprocal-parking/> and <https://parking.vcu.edu/parking/students/student-reciprocal-parking/>.
9. **I park in the West Main Street Deck and have a real problem during special events - evening performances at the Altria Theater. Whoever is in charge of the "special event" ropes off the egress forcing all who are exiting at 5 pm to use the northbound Cherry Street exit only. Traffic from the light at W. Main often causes a delay in exiting and causes all of the southbound subscribers to drive blocks out of their way to finally get to Belvidere. Why can't subscribers exit on the Laurel Street side during these events?** 
   1. The Laurel St. Deck entrance has the most incoming traffic during an event, not to mention increased pedestrian traffic, so this measure is taken to prevent accidents and for the safety of the pedestrians.
10. **Are there plans to give TAs priority parking (similarly given to faculty and teachers)?**
    1. At this time, there are no plans for this.
11. **Will graduate students be prioritized for obtaining parking, similar to the treatment many professional students (SoM) are given?**
    1. No one student group is prioritized in the parking lottery. Numbers are assigned to each submission, and a random number generator pulls these numbers to determine assignments.
12. **When can we purchase $6/day parking permits that have an expiration later than 6/30/22? Can P&T consider changing the expiration of permits to 6 months after purchase so there's a rolling expiration rather than having to time our purchases so we don't lose days we've already paid for?**
    1. We will extend the expiration date for several more years. We do encourage folks to only purchase what they need, as these daily permits are non-refundable.
13. **If we have purchased a number of single-day passes, can the deadline to use them (6/30) be extended? If not, why not?**
    1. Please refer to question 56.
14. **How is VCU encouraging its partners in leased lots (8th and Cary, 9th and Cary+, etc.) to provide economical options for new hybrid work schedules?**
    1. Due to the operational setup, functionality and overall nature of these leased facilities and the cost to secure parking in these locations, it is not feasible for these vendors to offer hybrid permits .
15. **What is the criteria for being assigned to various parking lots/decks?**
    1. Parking on the MCV Campus is assigned based on availability, schedule, and job function. Contact us at 828-7275 for additional information regarding this process.
16. **When will A Lot close and will the cost be the same in another parking location?**
    1. According to city plans, A Lot is projected for development within the next 4 - 5 years. Our lease for that facility maintains a lengthy clause to end the lease so we should have plenty of time to make other arrangements should we receive that notice.
17. **Can we open D Deck to anyone who is willing to pay for it? I work in Microbiology and have been trying to park in D Deck since starting last year, and will gladly pay for it, but I have been told that there is "no space" only after someone asks my name and title. I just want to save time on my commute, and you would be getting more money since you wouldn't have spots sitting empty. People besides Doctors and Nurses have families too, it doesn't make sense to not give out parking based on title if someone is willing to pay the costs.**
    1. Generally speaking in order to qualify for D Deck you must be providing direct care in inpatient facilities. This criteria is agreed to by VCU P&T, the Deans Council, and VCUHS leadership. At this time we are not expanding that criteria however review requests on a case-by-case basis. You can always email [parking@vcu.edu](mailto:parking@vcu.edu) with your name, job title, unit, and employee number to see if your position would qualify.
18. **When will D deck be available for spot purchases to other than doctors and nurses?**
    1. Please refer to question 61.
19. **D Deck is only available for workers who provide direct patient care, but excludes Respiratory Therapists. Why are we not considered to provide direct patient care, when we provide as much bedside care as nurses?**
    1. Other care providers are considered on a case–by-case basis. Because there is not enough spaces to accommodate all direct care providers on D Deck, priority is given to physicians and registered nurses who work in the inpatient setting.
20. **Are there any updates on parking availability on the MCV campus, such as a new contract following the terminated contract with Coliseum Deck?**
    1. There are no immediate plans to procure additional parking facilities at this time.
21. **My purchased daily use permit(s) does not work to scan from my phone (the barcode is too small to be read by the reader at the Main St. Deck) - is there a way to fix this issue? The QR codes worked just fine last fall/before they were changed to barcode.**
    1. When you pull up the PDF, you should be able to “pinch” your screen and zoom in on the barcode, and it should work then.
22. **Can VCU employees/student employees have access to free street parking on campus?**
    1. Street parking is not managed by VCU Parking and Transportation. Employees/students can utilize at their convenience.
23. **Currently, there are only EV charging stations in the N Deck. Each morning that I charge my car I have to be granted entry because we are not allowed an N deck pass as graduate students. Sometimes this causes delay in verifying my parking pass and cars can back up behind me during rush hour in the morning. Is there any upcoming change to the process to make it easier for graduate students who own electric vehicles?**
    1. Not at this time; however, we will keep an eye on this. You should not be charging daily at VCU, as these EV stations are meant as a courtesy and are not meant to serve as one’s primary charging station.
24. **Where can subscribers park for VCU events (basketball, shows) without paying $10 fee?**
    1. Subscribers can utilize unrestricted lots as well as the reciprocal parking facilities not in use during that specific event. You can view them at <https://parking.vcu.edu/parking/faculty-and-staff/reciprocal-parking/>.
25. **What parking options are available for someone maybe 1x or 2x month coming into office?**
    1. For this specific situation, the most cost effective permit would be our single-use daily permit, which can be purchased online. You can view more information at https://parking.vcu.edu/parking/faculty-and-staff/options-and-rates/.
26. **We have day shift traveling RN's working for the hospital. Where can they park?**
    1. We typically receive a roster from our VCUHS liaison. The employees considered inpatient care are assigned to D Deck, N Deck, Eighth St. Deck. Other employees are assigned to O Lot, or other locations based on the situation. These employees must prepay for parking.
27. **Is it possible to move to the A lot?**
    1. Please contact us at [parking@vcu.edu](mailto:parking@vcu.edu) for the most up to date availability.

# Transportation

1. **Is there a timeline for buses going back to full capacity?**
   1. As of April 18, 2022 RamRide is at 100% capacity.
2. **Is it possible to have a permanent stop for all lots outside CHoR Pavilion, especially in light of the new hospital being built?**
   1. When construction is completed on 11th, yes. We will report back to Sanger Hall stop. Until then, only A & O stop outside CHoRP as a temporary arrangement. I Lot/8th Route will not be possible until 11th opens back up (can’t do a 180 with a bus)
3. **Is it possible for the bus drivers to go through some sort of training that allows them to feel empowered to deny entry onto the bus for patrons that either 1. do not have a mask/take their mask off on the bus and 2. cut in front of others in line to gain earlier entry onto the buses?**
   1. RMA is focused on providing great customer service and training for all our guests. Part of that includes addressing guests as certain issues arise. Drivers won’t catch every wrong done to another guest; however, we will work to catch what we can.
   2. Please be reminded that we are part of that same community, and we encourage fellow guests to hold your fellow staff member accountable. Sometimes, all it takes is a gentle reminder to make someone more aware of their community and surroundings. That said, we will work on ways we can train riders.
4. **Will we or do we have a projected date to switch O Lot bus stop back to 11th right of Clay St.** 
   1. This has to wait until after the water line project that starts in June, but this won’t be before August; however, we continually keep tabs on the projects in this area, and will notify subscribersl the first chance we hear news.
5. **Do we have a solution for "line jumpers". Many will agree we have an imaginary line in front of CHOR but people continue to walk right up and ignore those waiting in line. This results in many missing buses due to limited space.**
   1. Rider etiquette training/promoting as mentioned in question 3.
6. **After the construction is completed on the Children's Hospital will the A lot shuttle begin going past Clay again or is the current route permanent?**
   1. We will return to 11th with the intent to end up at Sanger and still utilize Clay and 11th’s stop.
7. **O Lot needs more buses, is this possible (in the afternoon at least?) In the afternoon, while waiting at the Children's Hospital Stop (around 4:30 specifically) two and sometimes three A lot busses will pass by before an O lot bus comes around. It seems unbalanced, and since there are back to back A lot buses hardly anyone gets on the second bus.** 
   1. Four buses at O Lot are coming soon. Stay tuned for an update.
8. **How often do the shuttles pass from and to lot A after 6:30pm? Do I need to get someone to escort me?** 
   1. Every 15 minutes there’s a bus until 7 p.m., there’s one every 20. After 7:30 p.m., there’s one every half hour.
9. **Why does it seem like we have to wait longer for the O lot buses to come than the A lot?**
   1. There are three buses that run each afternoon to O Lot and four to A Lot. Four buses at O Lot are coming soon. Stay tuned for an update.
10. **VCU ended RamRide (campus connector) and has partnered with GRTC. The Pulse bus is crowded and can be up to a mile walk for some students. With the inconsistencies with the 5 bus, does VCU have any other alternative options for students traveling between the two campuses or plans to decrease wait times for those who take the 5 bus?**
    1. Labor market conditions have presented challenges for businesses and services across the country. Due to bus driver staffing shortages locally, Richmond’s GRTC Transit system announced service adjustments starting December 19. These adjustments are expected to be temporary, ending during the spring semester. As additional operators come on board this winter, buses will be added to increase frequency.
11. **How long will VCU’s partnership with GRTC last to provide free rides for the VCU community, even after GRTC requires a fare for the public to ride?**
    1. GRTC has remained zero fare through part of 2025. As a result, all community members can ride at no cost. VCU will continue to evaluate the needs of the VCU and VCU Health System communities, budget, and overall efficiency and make decisions regarding continued transit opportunies using this information.