

# P&T Forum Q&A

November 16, 2021

## Parking Facility Questions

1. When will you fix that pothole in the entrance of A Lot?  
**This will be addressed as soon as possible (per this writing on 10/21). A Lot is not owned by VCU and is designated to potentially become the site of a building in the next few years, so the lot will not be paved, but we will certainly keep taking care of the gravel.**
2. Can the vehicles that are parked overnight or in dorms be on the upper levels only, and also can that be enforced nightly?  
**This is a rule for housing permits and one that exists for a few different reasons. Housing permits are considered long-term parkers and their cars do not move every day; therefore, we want them to be on the upper levels to enhance accessibility for those who do come and go daily (faculty/staff & students). In addition, it is easier for the department to maintain a close eye on a group of cars instead of individual cars scattered throughout a facility.**
3. Can the ERTS location lights be non-strobing? This is in the Jefferson Street Deck near Stairwell 1 Level 0?  
**Due to the safety implications related to ERTS phones, this request cannot be accommodated.**
4. In the Jefferson Street Deck, especially in the lower level exit to the Downtown Express, can that be made into a single lane exit where the second lane is removed and it is made wider so it can accommodate larger vehicles to exit?  
**We can explore this option; however, due to the projected costs related to this change, it may not be feasible.**
5. In the Jefferson Street Deck, exiting to Jefferson Street in the far right exit lane, can some of the concrete posts be removed or leave a few against the wall so it can accommodate larger vehicles exiting by allowing them to take a wider angle when exiting?  
**We will evaluate the area to see if this change can be accommodated.**
6. Is it possible to install more cameras in the parking lot? My car was hit by someone in the D Deck.  
**Installing more cameras within our facilities is a goal of ours. Within our six-year plan, we have allocated a few hundred thousand dollars per year to install cameras throughout the 12 parking structures VCU owns.**
7. Do catalytic converter thefts continue to be an issue in the A Lot? If so, at what frequency and what's being done to combat it? **While this has been a nationwide problem, there have not been recent reports; however Parking and Transportation and VCU Police have increased patrols in the area.**
8. I won't be present, but I do have a suggestion. The lines in GG lot have faded. It may be helpful to repaint them or share an email blast with all subscribers that you can pull through on an angle to maximize parking. Thanks!  
**We will add the GG Lot to our striping plan and get this taken care of as soon as possible. At this time, there exists a national shortage on traffic striping paint, but we are working to acquire it as quickly as possible.**
9. My motorcycle is listed as a registered vehicle under my pass, but the gates will not open when I scan my ID (as there is no where to hang the permit on a motorcycle). How will this be fixed?  
**Due to the safety implications, we do not recommend motorcycles on the decks. Due to the motorcycle's size, it is likely that your motorcycle is not hitting two of the three loops when trying**

to get onto the deck. Our gates are controlled via passes and “loops” located underneath the concrete at gate entrances/exits. In addition, it is possible that the gates could come crashing down on you as your motorcycle would leave loop A before hitting loop C. We recommend hitting the “i” button to gain access to the decks if you wish to ride your motorcycle.

10. Since there is no longer a parking waitlist, what is the best way to go about changing parking locations?  
At this time, the best option is to call the parking office at 828-PARK or email us at [parking@vcu.edu](mailto:parking@vcu.edu) on occasion to check availability. At this time, the decks on the MCV Campus do have some vacancies.
11. Is there any potential the Coliseum Deck will be closed, given the current state of the coliseum?  
We will notify subscribers of any potential changes to this facility.
12. Exiting the West Broad Street Deck during rush hour can be challenging, particularly on the Harrison Street side. Is there any possibility of doing something to help with this? In addition to traffic making it challenging to pull out, it can also be challenging when cars in both exit lanes are attempting to turn in the same direction.  
Due to the close proximity of the deck exit and Broad St., we cannot make additional alterations to mitigate congestion; however, using Shafer St. to exit may prove more efficient.
13. Entry and exit from the Harrison Street entrance of the Broad Street Deck is extremely difficult. Drivers in the northbound lane of Harrison Street rarely yield. Has consideration been given to signage, such as “Do not block entrance,” or street markings to promote yielding?  
We will explore this option with the city of Richmond.
14. More patrolling of A Lot?  
VCU Police and Parking and Transportation have increased patrols in this location, to include adding RMC Security.
15. In addition to parking subscribers having to deal with cars being tampered with or broken into the A Lot, subscribers deal with residents from the buildings nearby using it as a dog park, we are stepping in dog poop and/or having to watch our steps not to step in it. What can be done to help the situation?  
We have increased area patrols to help mitigate further incidents.
16. Will there be sections on A lot with those with handicap tags?  
A Lot would not be considered handicap accessible due to the fact that it is not flat ground and does not have access ramps. Therefore, we cannot legally place a handicap space in the lot. Those with handicap placards should contact us at 828-PARK to inquire about moving to a parking facility with ADA spaces.
17. What is the next parking plan for A Lot? Will it be going away soon?  
A Lot is under consideration for construction (not by VCU). Keep in mind, it is a leased lot and we have no control over what happens to the facility. From what we do know, this could happen in the next five years; however, we are considering options, as we would prefer to pull out of the lot at the time/date of our choosing versus being given a lease termination notice.
18. Will A Lot be properly paved to reduce flooding and unnecessary damage to cars?  
A Lot is a leased facility and is earmarked for development within the next five years. Due to this, we will not be paving the lot. We are actively looking to leave this location within the next few years.
19. With all of the issues surrounding the area and parking lot, will A Lot have more cameras for proper surveillance?  
There are no plans to incorporate cameras into the A Lot.
20. Update / plan to open I-lot/deck?

I Deck has been completed, in terms of the structure. The contractor is now performing the buildout of the facility, including lighting, elevators, stairwells, etc. The deck is projected to open sometime between spring and summer 2022.

21. Are there any plans for more accessible parking on MCV Campus, supporting service dog loading/unloading?  
This is not currently under consideration, but sounds like an awesome idea. We will have our alternative transportation team look into this recommendation.
22. Will there be more cameras installed in the future in N Deck?  
Yes. We have embarked on a multiyear plan to install additional cameras in all VCU-owned parking structures. These additional cameras will allow us to see drive lanes and vehicles on all levels of the facilities. This project is expected to take a number of years to complete.
23. Will the Valet Parking at North Hospital be affected when the new Outpatient Facility opens?  
Not that we are aware of; however, we do not control the valet system for VCUHS.
24. In the Laurel St. Deck, there are several parking spaces reserved for Low Emission Vehicles; however, most of the cars parked in those spaces do not appear to meet this criteria. Could your team check and remind owners about this? Thanks.  
These spaces should have been painted over a long time ago. This has now been resolved.
25. Might there be consideration for opening the Main & Cherry Parking Deck for faculty and staff passes, as this location is more convenient for those working on campus throughout the week than some of the other MPC options?  
The West Main St. Deck is predominantly a student parking facility and has been for several years. During the pandemic, when student parking was in low demand, we did allow faculty and staff to park there. However, at this time, students have once again sold out the facility.
26. What are the LEV spots for in the Laurel deck? There are no outlets for electric vehicles like in W. Broad.  
These spaces were for low emission vehicles. We have now painted over them, and they are regular parking spaces.
27. Why is there zero access from the parking garage directly to the building (Broad and Belvedere for example)? We have to walk through an alley and around the building and I find that extremely unsafe, especially late at night if you're just coming from work.  
This is a Housing & Residence Life decision, not Parking and Transportation. The department's stance is that they maintain a single main entrance into all of their residence halls. Allowing access to occur from the back deck of Broad and Belvedere would compromise this single entrance standard. Additionally, no other residence hall on campus has this access directly from a parking garage to their building.
28. Will the Coliseum parking deck be renovated or replaced? If so, will subscribers have priority preference for other parking assignments?  
The Coliseum Deck is a leased facility, so any renovations would be by the facility owner. We do not know of any at this time. Subscribers will also be notified directly of any impacts to the lease at this location.
29. Are new parking structures or parking options for MCV Campus being acquired?  
I Deck is scheduled to open in spring/summer 2022.
30. Will those employees parking in the Coliseum Deck be moved to the new deck near 95?  
Not at this time. Should the new I Deck not fill to capacity for a six to eight months once open and we have availability within the system and we could take everyone from Coliseum Deck and move them to I Deck or elsewhere, then that is something we would consider.
31. How can we enforce oversized vehicles parking in the N Deck that are impeding the flow of traffic? Too many large trucks park in compact car spaces and stick out into the travel lane. Perhaps we can require parking on the top level?

Oversized vehicles parked in a compact space should be ticketed. We will relay this issue to our enforcement team to mitigate in the future. Owners of oversize vehicles should be mindful of their vehicle when selecting a parking space, being considerate to ensure they are not parking at the end of rows to create blind spots for other drivers. In the meantime, we will explore the possibility of incorporating additional regulations for the 2022- 2023 academic year.

32. Will there be any changes to O Lot?

Not at this time.

## Parking Permit Questions

1. How is money from special event parking used? Could it subsidize parking costs for those with lower salaries?  
Special event revenue is used to pay the salaries of our attendants along with upkeep of the facilities. The expected yearly revenue from special event parking is factored into the overall budget and contributes towards keeping our parking rates for faculty, staff, and students as low as possible. In short, the special event revenue is already doing what this question asks.
2. Can there payment plans for parking passes?  
We do not have payment plans for parking spaces, however full-time, benefitted faculty/staff are enrolled in payroll deduction for parking.
3. Will you please explain the different parking options available to employees who predominantly telework and only come to campus a few days a month? I'd like to understand this better before cancelling my parking subscription. Thank you!  
We have single-use, daily permits on sale for \$6 per pass. Your campus determines your specific process for obtaining one. On the MCV Campus, they are only valid in the A Lots, and on the Monroe Park Campus, they are valid at West Broad St. Deck, West Cary St. Deck, and West Main St. Deck.
4. Why does the fee to park keep increasing?  
Each year we evaluate our previous year in terms of revenue versus. expenses and then project forward for the next year. We take into account our six-year plan and projected expenses from that in addition to evaluating the cost of inflation for things such as construction. We then determine if we need to request a parking fee increase from the Board of Visitors and the amount of said increase. Rates are only raised for legitimate financial need.
5. Can N Deck parking passes be used/access other VCU parking decks (e.g. 8th street or D-deck)?  
During reciprocal parking hours, yes it can. Please refer to [our website](#) for more details, including the specific times and locations.
6. I have been paying for parking but have not used any parking lots since COVID. I am afraid of losing my spot. What can be done?  
Ultimately, this is a personal decision. Due to availability, spaces cannot be reserved without payment. Should you forfeit your permit, your space in that facility would be available to someone else should they want it. Feel free to contact us at 828-PARK to discuss specifics about your location. We can help provide additional insight regarding projected availability at your specific location.
7. This is not a question but a request - please allow daily parking purchases online so that we do not have to wait in line. Please also allow as many as 10 or 20 to be purchased at a time. I was previously limited to 6 which is very frustrating and time consuming - I have to miss work to go to the parking office and purchase more.

We are currently working on a more efficient solution for the daily permits for both campuses and will announce it soon. This solution would not require you to come into the office.

8. Is it possible to have a decal/tag that is connected to daily passes? Ex. instead of printing a ticket at entry and printing a daily parking pass at exit, can we just have a decal/tag that monthly people have that is connected to our account that we can add more daily passes to? This will save paper (and might be faster!).

Please refer to the above answer.

9. I work on campus five days a week. A parking pass would relieve a lot of stress, but the cost is prohibitive. Why are they so expensive?

Parking fees account for the cost of providing our services, maintenance needs, and the cost of inflation. Additionally, VCU Parking and Transportation is an auxiliary unit, relying on the fees it generates to support operations.

10. What makes you eligible for D Deck?

Please contact [parking@vcu.edu](mailto:parking@vcu.edu) or 828-PARK to determine your D Deck eligibility.

11. Can you all please display a price scale for each of the parking lots during the meeting. Pricing options can be found at

Pricing can be found at <https://parking.vcu.edu/parking/faculty-and-staff/options-and-rates/>.

12. Will we have to rebuy our passes for the same price next semester?

Assuming this question is related to student permits, yes, passes for the spring 2022 semester must be purchased. The prices remain the same.

13. If we have to change decks, do we have to purchase a new pass for that deck, or is the renewal pass okay to use?

If you are moving parking locations on a permanent basis, you will be re-permitted. This helps track current occupancy of each facility. Should the relocation be temporary or a unique situation, we may choose to not to re-permit. But, in general, if you are moving locations, you will receive a new permit.

14. If we have an existing employee permit for a particular parking deck, can we request to switch to a different deck?

Certainly. You may call 828-PARK or email [parking@vcu.edu](mailto:parking@vcu.edu) to inquire about availability in other locations.

15. Please go over the daily permit option and how to switch from a parking subscription to daily permit.

Daily permits cost \$6 each, and they may be purchased online for the Monroe Park Campus and at the MCV Campus customer service office for the MCV Campus. Email [parking@vcu.edu](mailto:parking@vcu.edu) or visit one of our customer service offices and turn in your current parking pass to be eligible for the daily permit.

16. If I give up a parking subscription for a daily permit, is it easy to switch back?

Yes, as long as there is space availability.

17. Will A Lot subscribers now have to park in I Lot?

Not at this time. A Lot subscribers will have the option to relocate if preferable. In the future, as we evaluate the need for A Lot at Oliver Hill, relocation may be required should we cancel the lease.

18. Why can't we use our parking pass in other lots? We literally pay \$840 a year for one deck on the top two levels?

All parking subscribers have reciprocal privileges. The guidelines may be viewed at <https://parking.vcu.edu/parking/students/student-reciprocal-parking/>.

19. Why is parking SO expensive and we're only allowed to use one parking lot as well as only use the top two levels of the deck?

Parking and Transportation is considered an auxiliary and self supporting unit. Parking fees are used to maintain the parking lots and decks.

20. What is the cost of a parking pass in I Lot?  
I Deck will cost the standard faculty/staff rate, which is \$86 per month for faculty/staff, and \$243 per semester for students.
21. Why is parking \$350 here and at other schools it is no more than \$100, plus we're paying per semester. Will it go down any time soon?  
VCU is a downtown, urban campus, and we maintain several facilities, unlike other institutions. Additionally, VCU Parking and Transportation is a self-supporting entity. Parking costs are not likely to decrease.
22. Does parking go down depending on grade level?  
It does not. Parking costs the same, regardless of grade level.
23. Is there any way we can reduce parking?  
Parking costs are based on budgetary needs for maintenance and operations. We only charge what is required to function, and increases are requested only when absolutely necessary.
24. Info on hourly options for people who telecommute, but may need to attend a meeting.  
On the MCV Campus, pay-by-hour parking is available on the Eighth St. Deck, and on the MPC, hourly parking is available at the HH Lot, BB Lot, HB Lot, West Broad St. Deck, West Cary Street Deck and West Main St Deck.
25. Is there anything being done to lower the monthly rates for full time employees?  
Parking costs are not likely to decrease for subscribers, given the auxiliary status of the department and ongoing maintenance needs.
26. It becomes increasingly difficult to be able to afford parking at the deck. For reference, ODU's monthly fee is \$60. Thank you.  
We only charge what is needed to maintain facilities and operations. While we understand our costs are higher than some universities in the state, our parking system is larger than ODU's. Additionally, we have significantly more parking inventory to maintain.
27. Why does the parking pass have to be this expensive for students ? Many of us are paying for college on our own working etc to pay \$800 for a year is a lot  
Parking fees cover operational costs, maintenance, and technology used to support the parking system. Additionally, as an auxiliary unit, our operations are supported by the revenue generated.
28. I greatly appreciate the new (short-term) parking permits (daily, weekly, monthly) available in response to the pandemic. Please keep these in the future. It would be helpful to have a more efficient way of purchasing a short-term parking permit online and receiving the parking permit online, in the same instant (as of September, I had to wait a few days between purchase and receipt of permit). Thank you.  
There are no plans to eliminate the daily passes, and are working on a plan to make the process more efficient for purchasing them in the near future.
29. When can we request parking decals for Spring 2022?  
The MCV lottery took place from Nov. 9 - 11. The actual sale took place on Nov. 15th. The MPC sale takes place at 9 am on Dec. 1st.
30. What are the off campus parking options available near the MCV campus if we don't get a pass in the parking lottery?  
In the event you are not awarded an MCV Campus permit, you are welcome to participate in the Monroe Park Campus parking sale. The West Broad St. Deck is close to the Pulse bus line and is just a short 15-minute ride to the Medical Center stop on the MCV Campus. As a VCU student, you can ride the GRTC bus system at no cost. Please note, permits are sold on a first-come, first-served basis on the Monroe Park Campus.

31. Is VCU working on acquiring more parking spaces for full time students/employees near MCV?  
We all have very time sensitive jobs and cannot afford to take the Pulse from Monroe Park  
The I Deck will hold about 1,315 spaces. Upon counting our reduced spaces due to elimination of the M and R Lot, we maintained a net gain of +670 spaces on the MCV Campus. These I Deck spaces will hold a mix of students, faculty, and staff.
32. For students, why is the parking rates for on-campus housing so high? Also, why aren't the rates for the full school year?  
On-campus housing permits are more costly than standard commuter permits because they provide 24-hour access. Our parking fees cover operational costs, maintenance, and technology used to support the parking system. Additionally, as an auxiliary unity, our operations are supported by the revenue we generate.
33. Will N deck subscribers be affected when the New Outpatient Facility opens? - the new one being built mostly for Massey Cancer Center's clinical patients. (10th and Leigh)  
No. N Deck subscribers will not be relocated once the new facility opens.
34. How much will parking cost?  
Current parking rates can be found at <https://parking.vcu.edu/parking/faculty-and-staff/options-and-rates/>. Rates increases typically average between 2% and 3% yearly.
35. Is there a way to get it ahead of time for a discounted price?  
There are no financial incentives for purchasing parking within a designated time frame.
36. When do we get one for next semester?  
Parking sale dates for students can be found at <https://parking.vcu.edu/parking/students/>.
37. For those with direct report team members at VCU Health - what is the process for requesting a parking lot change and is there a wait list for when a preferred lot space opens? Do you prefer the team member or manager/director to make these requests?  
Anyone can request a parking space change on the MCV Campus as long as they meet the qualifications and space is available in the requested location.
38. Can you address options available for staff on Monroe Park Campus that are only coming to campus two days a week that are more affordable? If this has not been created, can you address when options for this will be available?  
Short term parking options for employees can be found at <https://parking.vcu.edu/parking/faculty-and-staff/options-and-rates/>. The single use daily permit would likely be the most beneficial for your commute.
39. How can we make parking easier for offsite VCU Health team members that have to periodically visit (i.e., once a month) the MCV Campus? The daily parking pass is very problematic from a logistics perspective: (1) go to the parking office in the morning, (2) park in A-Lot, (3) take a shuttle. Then, I don't want to buy these and have them expire. Can't we just have a parking pass that is reduced cost for reduced frequency of use? I did have M Lot, which worked perfectly for this, but now that has been pulled. Is there a way to reduce the many steps, or even not have an expiration date on the temporary passes?  
We are currently working on a more efficient process for daily permits and hope to announce it soon. However, VCUHS is fully subsidizing the O Lot for VCUHS employees, and you could secure a permit for that lot at no charge and utilize it as needed for now.
40. I have a parking pass for the West Main Deck. Sometimes, when I enter or leave, my tag that hangs in my car isn't recognized, so I scan my VCU ID card, but that also doesn't work. The screen will usually say "no access" or "out of tickets" even though the lane was open with a green arrow above it. I have to back out and use a different entrance lane where it will work just fine there. Is there a reason for this, or are there other forms of identification to enter/exit when the tag and ID are not working in a lane? Thank you.

Please call us at 828-PARK (7275) or email us at [parking@vcu.edu](mailto:parking@vcu.edu) so that we can review your account and resolve this issue.

41. Why isn't parking valid for the whole school year? We have to pay so much just for one semester  
Parking is sold to students on a semester basis, as not everyone returns each semester. This enables us to make any needed changes to the parking system as the semesters end and allows students, whose needs may change, to make different decisions regarding their parking needs each semester.
42. Are there alternative parking lots? I feel like you're overcharging students, especially for the housing parking permit.  
We only have the parking lots listed within our inventory.
43. Will the varied faculty/staff parking permit options (daily, weekly, etc) continue?  
There are no plans to eliminate the daily and weekly options that are currently in place.
44. What are the parking price increases contributing towards, if the parking lots themselves aren't being improved?  
There are ongoing costs associated with every parking lot, such as cleaning, patrolling, snow removal, electricity, etc.
45. I understand that Parking and Transportation is an auxiliary unit relying on revenue to operate, however I find it discouraging that a monthly parking subscriber must pay to relocate to another parking facility when they have been relocated to another building on campus farther away from their current parking facility. If that cost covers a new hang tag it seems that you could electronically reassign the existing tag as you do during the high school commencements until there is a need for a new tag to be issued. This would reduce cost to Parking and Transportation as well as the parking subscriber.  
Monthly subscribers are not charged an additional fee to relocate if their department moves to a different location.
46. Is there a plan to lower parking fees?  
No, parking fees are not expected to decrease. 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.
47. How long will O Lot remain subsidized by the hospital?  
This is a VCUHS decision. As of now, we know there are plans to subsidize this lot through at least June 30, 2023.
48. What is the process to transfer to a different lot?  
Subscribers must return their current parking permit to our office following inquiry about availability in the preferred locations.
49. Why can't the Grace/Henry lot be used for day passes?  
Daily passes are only available at public parking facilities, as a QR code is required.
50. This isn't a question but maybe a suggestion: put the names of the long-term subscribers (maybe those who have subscribed for 10 years or more without a break in subscription) into a pool and choose one at random to receive a year's free parking (or another prize if that's not acceptable). It might be a cool way of setting a positive tone for the meeting and it would give recognition to a division who, in my opinion, doesn't get enough credit for providing faculty and staff with a safe place to park.  
We appreciate this recommendation; however, we are unable to accommodate this request.
51. How come employee parking rates aren't more affordable?  
When calculating parking fees, we consider the cost to provide our services, maintenance needs, and cost of inflation. We request the minimum needed to continue providing our services and maintaining our parking facilities within the next fiscal year.

52. Why aren't there better parking options offered to part-time employees/students?  
Hourly non-benefited employees, defined as employees limited to 29 hours or less on average per week over a 12-month period and earn \$13 per hour or less, are eligible for a part-time permit. Students have the option for an evening permit. Hourly parking is also available; however, depending on how often you come to campus, the standard permit may be more cost effective.
53. Will there ever be an option for parking subscribers before 4 pm on weekdays?  
If this is in reference to reciprocal parking, entry times cannot occur before 4 p.m. due to capacity concerns.
54. Will employees always have to pay for parking?  
Yes, as a self-supporting auxiliary, there will always be a cost for parking within our system.
55. I have been working hybrid since March of 2020. Will there be any pricing discounts for the hybrid workers?  
A list of short-term parking options can be found at <https://parking.vcu.edu/parking/faculty-and-staff/options-and-rates/>. Daily employee passes are discounted at \$8/ day.
56. I work WIP-weekend nights 99% of the time. However, I pay for regular D deck parking even though I am not here during the day and during the week. How can I change that and still be allowed to use the D Deck when coming in for my night shifts?  
You may be eligible for an O Lot permit which would offer reciprocal parking in D Deck, from 4 p.m. to 8 a.m. (Monday through Friday) and all day Saturday and Sunday.
57. Is it possible to create generic parking passes for the 8th Street Deck for new employees to use until they receive their permanent pass?  
Employees who purchase parking receive temporary passes that can be used in their designated facility the day they purchase parking.

## Transportation

1. Why are there so many fewer O lot buses since the change in stop location at the hospital. I'm now having to wait 8 to 15 minutes for a bus when leaving work.  
We are constantly evaluating ridership at each stop, and buses are moved accordingly. We appreciate your patience as we work to make your ride as efficient as possible.
2. Could VCU talk to GRTC about having the buses (express routes) running on holidays that other companies may take but VCU does not (for example Columbus Day or Veterans Day)?  
It may be helpful to purchase a single-day parking pass on these occasions.
3. I know with the construction on the MCV campus that a lot of bus stops have been closed or moved and more stops still may close due to further construction. Currently, the main bus stops are so crowded that it is nearly impossible to social distance and many people do not wear masks at the bus stop. Will VCU discuss this situation with GRTC? Can GRTC have a rule to wear masks at the bus stop when social distancing isn't possible?  
We can have the conversation with GRTC to suggest improving signage at the stops and updating their website to reflect this for the safety of all guests.
4. Can you all please require the drivers to post their names when driving. This has been done by some now but not most.  
We are working to have our provider implement a solid process for having each driver's name and photo on display regardless of any situation that has prevented it for certain staff member assignments.
5. Can you all please create schedules for the bus stops so that we can plan when to be there accordingly?

Schedules have been a strong consideration; however, they are not possible at this time, given construction and traffic delays during peak hours. Please refer to our RideSystems app for a reference as to approaching buses.

6. Is there an app to track the new busses? This was very helpful for the old buses.  
Buses can be tracked via the RideSystems mobile app.
7. Concern/Question: It was promised that the O Lot shuttle would pick up overflow to the hospital during peak morning but that is not happening consistently and the bus is not full, the driver passes right by after an A lot bus has left the stop. Are all the drivers aware of the change?  
All drivers are aware of the change. We will continually monitor the success of this pickup; however, bear in mind that O Lot drivers have been informed to allow an A Lot bus to pick up when nearby instead of duplicating services and creating more congestion and risk.
8. Question: Will there be consideration to have the O Lot shuttle still pick up peak morning overflow on the way to the hospital when it returns to its normal stop?  
No. Unfortunately, this is a benefit that we have only as the two stops are shared.
9. We were advised that the O Lot busses would begin picking up from the A Lot when they have vacant seats. This has not been the case. Does this continue to be a consideration?  
This is currently in place.
10. Will the shuttle for N Deck ever be returned? It was stopped for the Allied Health building construction but has never been restarted.  
We did not maintain a shuttle stop for N Deck, and have no plans to add a stop for this facility.
11. Delay in O lot pick-up/drop off - Consideration will be given to adding another bus to O Lot in the afternoon.  
We should have a solution for this toward the later part of this month.
12. I park in A Lot (Oliver Hill) and I arrive between 5:15-5:20 M-F. There is a sign stating that the O lot shuttles can pick us up between 5am-9am if space allows. No O lot shuttle has ever stopped while I was out waiting for an A lot shuttle, so is this a true statement? There is plenty of space on the O lot shuttles as they drive by.  
Please refer to the answer to question 7.
13. What can be done better about the spacing of the A lot shuttles? Lately all 3 or at least 2 are right on top of each other and if we miss those, there is a long wait for the next shuttle.  
We work diligently to keep shuttles spaced as much as possible. Bear in mind, this is a consistent work in progress, and there are some hurdles (traffic complications) that will not be overcome each time.
14. Is the O Lot bus supposed to pass by the A lot people at 5:30am although there were only 2 people on the bus and 2 people waiting on the A lot bus?  
Please refer to the answer to question 7.

## Alternative Transportation

1. When will the new L2 charging stations be up and running in the N Deck? I am told that 8th Street will also be getting some charging stations, when will that happen?  
The EV stations are now operational in the West Broad St. Deck and N Deck. No plans for Eighth Street Deck have been issued at this time.
2. If you have an electric car, currently the only place you can charge on the MCV campus is 8th Street Deck. Is there any way you can make it easier for an electric car to enter the gate to charge? Without having to wait for someone to answer the intercom? There has to be an easier way to do this.  
Chargers are available in N Deck. In addition to pressing the "i" button to enter, you can contact accounts management at 828-PARK to inquire about relocation

3. EV charging stations: Is VCU planning to install additional EV charging stations in university parking decks? On the Monroe Park Campus, what about installing some charging stations in locations other than the Broad St. deck? How would installing additional EV charging stations advance VCU's sustainability plan? What is the approximate cost of installing an EV charging station (including any rebates)? -

Future locations for charging stations are under consideration, as we remain committed to advancing the university's sustainability initiatives.

4. With the proposed changes to the Pulse buses coming in December, what is being considered for transportation for workers/employees on the academic campus to get downtown to catch their express bus to go out to Henrico and Chesterfield on time?

The university will notify students and employees regarding recent GRTC service updates.

## Customer service

1. It would be great if you could make the parking office more accessible for VCU Health team members. The office location and it's hours are not convenient to those in patient care. I still have not been able to get a refund from a mistake made in my account a year ago. It is silly to not have someone in the hospital at least one day a week.

In efforts to increase exposure opportunities for our customers, members of the department host several pop-up events at the Main 1 kiosk quarterly. During these evening events, members of leadership will be present to answer questions, resolve concerns and process team member parking transactions.

## Citations

1. Are they truly looking at these cars before they put a ticket on them I have a ticket for improper display of my parking pass and it is displayed the correct way, also if the lot is quicker to get to and from the lot why are we not coming that way anyway first thing in the morning to avoid cars getting off and on the highway and cars turning from the middle lane (straight across broad st) onto broad street this is an accident waiting to happen

Officers are instructed to thoroughly examine the vehicle prior to issuing a citation, in addition to taking a photo of the violation and license plate. In the event you believe a ticket was issued in error, it is recommended to appeal the ticket online, and we will determine the issuing officer to inform them of the error.