

Parking and Transportation Q&A Monroe Park Campus Forum | March 15, 2017

Q: I've noticed a trend of an increased number of commuter students who come late to class or leave early because of parking. I am wondering if there's any expansion of parking in the works that would be helpful for these students or any suggestions that can be passed on?

Answer: Bernie - We have 3 hourly parking decks available for the students to use at \$2 per hour, up to \$10 a day. As far as I'm aware, these locations have yet to fill completely. There should be more than enough space to park.

Clayton - It's hard to answer this question due to specifics including times, schedules, etc.

Audience member - Tuesday and Thursday afternoons.

Bernie - These are our most popular parking days; however, a deck has yet to fill. During the snow, we may close down the top level which reduces the hourly parking, but on your average day there should be plenty of spaces available. We will monitor the counts.

Audience member - I think it could be an issue of cost for these students if they are only coming twice a week.

Clayton - Our semester permit and hourly rates are fairly low compared to other parking rates in the area and are less expensive than employee permits. Currently, we do not have any plans to lower these rates.

Q: I had a meeting at MCV, so I parked in the Eighth Street Deck, but when I came back to the West Broad Street Deck, I wasn't able to get back in. I had to push the button.

Answer: It could be an issue with your decal. (Customer was advised to consult a CSR upstairs for further detail)

Q: I've noticed an issue with inappropriate activities happening in the Bowe Street Parking Deck stairwell that faces the Kroger parking lot. The proxy on the door is there, but it is not used. Why isn't it secured? Anyone who would need to get into the staircase should already have access anyway. Can this door be secured moving forward?

Answer: We will pursue looking into this issue further, and explore what additional options we have with VCUPD. (Customer consulted with Chief Venuti in audience)

Q: I park in the Laurel Street Deck. During the winter's snowstorm, there were sheets of ice on every level. There was packed snow at the exit. This lasted several days and there was no sand.

Answer: Our operations team typically performs hourly checks at each facility during the snow events; however, in the event you encounter this situation again, please call us at 828-1234, and we'll be right out to take care of the issue.

Q: Have you thought about expanding the Connector route to include a stop at the student health center?

Answer: We have been approached regarding this suggestion; however, we'd need to look further into the actual demand for this stop location as well as costs. We can definitely revisit; however, it is important to note that expanding service would also increase overall Connector headway times.