

# VCU Parking and Transportation

Fall '23 Forum Q&A

## Monroe Park Campus Facilities

- **Why can we not enter the Broad and Belvedere student apartments? There are cameras and the option to scan identification.**

This deck is not under the authority of Parking & Transportation Services, as we do not control access to the Broad & Belvidere Residence. This question should be directed to Housing and Residential Life.

- **Why are residential hall students who do not move their cars allowed to park anywhere on the Jefferson Street deck?**

We eliminated the need for residential students to park on the top levels of parking decks on January 1, 2023. All parties pay to park in parking facilities at VCU, and it was unfair to require them to park on the upper levels of the deck, parking is first-come, first-served by facility at VCU.

- **As an employee, the Jefferson lot has been full this semester on lower levels; if the lot is full where to park?**

We've reviewed our occupancy counts for the fall, and Jefferson Street Deck has always had more than 100, normally more than 200 parking spaces available at 10 am and 2 pm. The lower levels may be full, but the upper levels have parking availability.

- **What lots have reciprocal parking for the Jefferson Lot; can the JL lot be utilized?**

The JL lot is a visitor pay-to-park lot therefore it is not available for reciprocal parking. You can find reciprocal parking information [here](#).

- **Can the hangtag reader for the right lane on Shafer St. be fixed?**

This has been fixed.

- **Can you stop roping off spaces for special event parking the morning of? Subscribers should have priority, not Altria Theater. Due to large numbers of special event parking, semester passes should be offered at discounted rates for the West Main St. Deck**

We understand the frustration this causes. In preparation for special events, we block some spaces off early in the morning to ensure afternoon and evening availability. This should not happen often though, just during Broadway season, of which there are six happening at Altria this year. We are legally obligated to reserve parking for the Altria Theatre. Part of the West Main St. Deck is built on an easement owned by the Altria Theatre, and part of the agreement is providing parking during their events. Generally speaking, this does not impact subscriber parking, as we rarely have to relocate subscribers. We only relocate when we have weekday matinee shows. The good news is it appears this year that there is only one-weekday matinee, and that has already occurred. While we can understand the frustration, we reserve the right to move subscribers as needed and we always provide alternatives, so while you may not be parking at your home facility, you are always offered an option to park.

- **Why is there not a discounted rate for Main Street Deck members with the Altria Theater shows' impact?**

While we can understand the frustration, we rarely have to move WMSD subscribers, and on the rare occasions you are moved, we always offer an alternative to park.

- **Can you explain why parking spaces are held on the 1st floor for Altria events, causing inconveniences for monthly subscribers? Why aren't parking spaces held/reserved on the top floors for Altria events to accommodate monthly subscribers? Does Altria Theater have any fiscal responsibilities to the West Main Street Parking Deck?**

We hold some spaces during Broadway shows; however, we have recently decided to reduce this number. Due to the West Main St. Deck being built over an easement owned by the Altria Theatre, we are contractually obligated to provide parking spaces for them during events.

- **Why has there been a reduction of exit lanes for W. Cary Deck? The primary exit was already at a poor location, this is just worse.**

When we were upgrading our gate equipment, we did an approximate two-week study to review if we should upgrade in-kind or make some changes. It appeared during the study that removing the middle reversible lane was acceptable. This means there are now two entrances off of W. Cary Street, one exit off of W. Cary St., and another exit into the alley onto Parkwood Ave. We will continue to monitor this and will look to bring back the reversible lane if needed.

- **What is the definition of a compact car? There have been several larger vehicles parked in compact spots, not ticketed.**

A compact vehicle has between 100 and 109 cubic feet of interior space and they are between 161 and 187 inches in length. We try to catch them as we can, however, we also consider the safety implications and if the vehicle is creating blind spots. If it is, we will issue a citation.

- **I don't see that cameras are present in the stairwell (Shafer side) of the West Broad Street Deck; can cameras be installed?**

We did not install cameras in the stairwells themselves as of right now, they are at the entrance/exit of every stairwell. This will be evaluated, though.

- **Are there any plans to repaint the lines in the W. Cary St. Deck? People still park between the white lines, not the new ones.**

This is on the list to be repainted.

- **Can the VCU vehicles in Laurel Deck NOT park in all the spots close to the elevators?**

We will ask our fleet vehicles to park further out.

- **When cameras are installed in Laurel Deck, can you please remove the card-only access to the doors?**

This is not likely as we've had a lot of problems with students smoking in those stairwells. They'll need to remain locked to prevent that.

- **The stairwells in Laurel Deck are often really dirty (cigarette butts, a dried pool of vomit, etc). I've submitted LiveSafe tickets, but it's still a mess.**

This issue has been addressed with our cleaning vendor, and the stairwells have been thoroughly cleaned.

- **Level 3 of Laurel Deck has lots of spots for carpool that are never used. Are they really needed?**

We will explore this.

- **Why are adjunct faculty members not allowed to purchase parking permits online? Many of us are only on campus part-time.**

In order to purchase online, you have to be payroll deduction eligible, which adjuncts are generally not.

- **Turning into A Lot is difficult between 7 am- 9 am because of traffic. Have you all looked into getting someone to help direct traffic to make it easier for people to enter the lot?**

This is not something we have explored.

- **Laurel Street Deck- When cars are exiting, can the notification alert be extended giving the pedestrian enough time to be aware of exiting vehicles?**

We can look into this concept. That is not a bad idea.

## MCV Campus Facilities

- **When will D Deck be taking new applications?**

At the moment, D Deck has been filling to capacity once or twice a week. As a result, we are not adding additional people to D Deck. We anticipate this to be the case for about one month, but it'll depend on when vacancy rates return to the 100 - 200 range on a consistent basis.

- **What times to park at Cary Street Gym and MCV Campus Gym (specific hours for free side parking)?**

There is no free parking at VCU.

- **On every floor of D Deck, can you please post a phone number to call when one of the elevators is not working?**

We will look into this, as there should be one posted already, but if not, we will add it.

- **Why is D Deck restricted to clinical personnel?**

Due to the popularity of D Deck, a hierarchy list was developed between the VCUHS administration, VCUHS Colleges, and VCU Parking & Transportation in order to determine who is eligible for D Deck. Simply put, not everyone who wants to park on D Deck can be there, as demand is greater than supply.

- **Why do you continue to ticket in O Lot-1. No adhesive option. 2. No drop-down gate. 3. You have a license plate on file. If you have all of our license plates on file then why can't you take the extra step to verify the plate number prior to ticketing? Be consistent with the rules you enforce - no hanging sticker - ticket - bus driver still smokes in a non-smoking lot!**

Our current rules and regulations require the physical hang tag permit to be displayed from the rearview mirror. Not everyone has their license plates connected to their permit, so we will not always know if they have a permit.

We will connect with our bus company regarding the aforementioned activity.

- **When will the I lot construction end? I pay to park there but am afraid for safety reasons to walk across the bridge in traffic. When are we going to not need our window decals?**

We are hopeful the 7th St. bridge construction will be done by the holiday break, however, they also have to build a pedestrian bridge. As of right now, it all depends on when two-way traffic is allowed on the bridge. As soon as it is, the I Deck RamRide bus stop will actually be at the I Deck.

- **For parking decks, is there a split? I work at Cary and Marshall would I have to pay for two different decks if I were to get a pass.**

Please reach out to us at [parking@vcu.edu](mailto:parking@vcu.edu) or 828-PARK

- **What is the completion date for I Deck?**

It is actually the 7th St. Bridge that needs to be finished. We are hoping this will be done by the holiday break in December, but it is a VDOT project, not a VCU project.

- **The A Lot is riddled with potholes, nails, and broken glass. Can anything be done about that?**

We do our best to fill the potholes and ensure the lot is as clean as possible, however, it is a challenge. We will continue to do the best we can with the resources we have.

- **The "security" at A Lot is always in their car, asleep or staring at their phones. Can we get better security?**

We will discuss this with the RMA Security team.

- **Can we open up lots closer to Massey Cancer Center/North Hospital for parking?**

Parking in that area is for patients and visitors to VCUHS and are controlled by the Health System, not VCU Parking.

- **Recommendations for affordable parking options for contractors working on MCV Campus - Main Hospital?**

Please reach out to us at [parking@vcu.edu](mailto:parking@vcu.edu) or 828-PARK for options

- **I have worked in the Security care clinic for the last few years, and I've asked so many times for parking at D Deck—it never helps. I need D Deck parking. My coworker is going for surgery, can I get her spot for a few months?**

Your coworker would need to maintain her D Deck parking to ensure she keeps her spot. Please reach out to us at [parking@vcu.edu](mailto:parking@vcu.edu) or 828-PARK to discuss your specific situation.

- **Has there been an increase in D Deck parking permits allotted? It feels like the D deck gets full or is oversubscribed.**

It seems that due to a change in the VCUHS telework policy, more employees have returned in person, which has increased the occupancy counts on D Deck. We are actively monitoring the occupancy counts at this facility daily; but we are not accepting new subscribers for this location at this time.

- **Is there any issue when the lots have to use reciprocal parking in D deck since there are many issues with the occupancy?**  
We will continue to monitor the occupancy at this location.
- **What is the process for requesting to move from N Deck to a different lot? The additional traffic delays has impacted my daycare situation and the employee lot next to my office is constantly empty.**  
You can email [parking@vcu.edu](mailto:parking@vcu.edu) to determine what vacancies are currently available.
- **Can an official VCU sign be put next to the 8th street stop instead of just the arrow across the street?**  
We understand that temporary signage is currently erected. We can replace this with more appealing and distinctive VCU signage.
- **A remote worker needs a daily parking option when downtown for an onsite meeting.**  
We encourage those with daily needs to look at our single-use daily permits. More information on them can be found [here](#).
- **Will A Lot Main Street section increase parking security during peak times of the day? What happens if A Lot Main Street is full when you arrive? What is the alternate parking lot?**  
We currently assign a Parking and Transportation employee to the A Lot from 7 a.m. - 3:30 p.m. and have RMC Security in the lot from 4 a.m. - 8 p.m. and 4 p.m. - 8 p.m. Monday - Friday. Should the Main St. Lot be full, you can drive to A Lot Oliver Hill; however, as neither lot has been full this semester.
- **WILL WE HAVE THE OPTION TO SELECT THE REASSIGNED PARKING LOT ONCE A LOT CLOSES? IS THERE AN ETA?**  
Our official end date for A Lot Oliver Hill's lease is summer 2026, however, we are considering ending it sooner. The default relocation will be to the I Deck, however, subscribers will have the option to subscribe to other locations, such as O Lot or A Lot Main St. Station. We will release as much information as we can as the date draws closer.
- **Has a date been established as to when the leasing of A Lot will end?**  
Not as of right now, as our lease officially ends in summer 2026, and we have a year-long termination clause in the contract. We cannot make any moves until we are confident about the 7th St. bridge construction timeline.
- **Is there any possibility of being reassigned parking? I work at Gateway but am assigned I Deck.**  
You can certainly reach out to Customer Service and see what is available. Please email [parking@vcu.edu](mailto:parking@vcu.edu).
- **I travel to all VCU outpatient clinics. What would be the best parking available for me?**  
Please reach out to Customer Service at 828-PARK or [parking@vcu.edu](mailto:parking@vcu.edu) with details, and they can help you make a decision based on parking availability.
- **How will the 8th and Cary Deck be impacted by the move of various departments from One Cap Square to Parham Road?**

We will work with VCUHS to determine if we need to reduce the number of leased spaces at One Cap Square.

- **When will your team address pedestrian traffic to D Deck from the medical center visitor parking area?**

We have had conversations with VCUPD and VCUHS but there isn't much P&T can do to prevent people from crossing the street.

- **Why does A Lot not have some sort of security camera?**

We've explored this in the past with VCU PD and due to power and network abilities, our options are very limited if not non-existent. We continue to explore options.

- **If VCU puts an attendant in A Lot, will it be only for a few weeks? Why is there no consistency for A Lot subscribers?**

We have a VCU P&T employee stationed to patrol A Lot and A Lot Main St. from 7 a.m. - 3:30 p.m. daily, and we have RMC security in the lot from 4 a.m. - 8 a.m. and 4 p.m. - 8 p.m. daily. We also have VCU PD patrol the lot as often as they can.

- **Is there any way the gates can raise up a little faster in the mornings or leave it open during busy times in the mornings?**

Switching to the LPR system should make the gates respond a little quicker. We cannot leave the gates up during busy times because it would cause us to lose control of the deck. Those who do not pay to be in D Deck could sneak in (and often do) along with it causing issues when people leave the deck. We'd rather see subscribers learn to use more than one entrance, as D Deck has five, and if everyone utilizes other entrances, entry into the deck would be much smoother in the morning.

- **What is being done to address the issue of adjunct faculty without decals not being able to park in the 8th St. Deck if it's full?**

Those without a parking permit are considered visitors to VCU and would need to abide by those rules. We are looking at options to ensure those with single-use daily permits can access the deck when full.

- **Can the AOP Parking Lot accept a QR Code as a backup for the 8th Street Deck?**

The AOP Deck is not controlled by VCU Parking.

- **I have a D Deck parking pass; where else am I allowed to park with this parking pass?**

Please see a list of reciprocal parking options [here](#).

- **Really need to repaint the parking place lines at the top (uncovered) level of N Deck.**

This is on the list to be completed.

- **Will there be limits on D Deck parking? Seems to be over-sold. Difficult and timely to find space.**

We sell parking based on occupancy counts and it seems like a recent change to the VCUHS hybrid parking policy has caused more people to be at work than there have been in the past few years. Thus parking has been fuller. At this time we have stopped assigning employees to the D Deck and through attrition we expect this issue to be solved soon. Once we get the vacancy count back to around 150 - 200 on a consistent basis, we will reopen D Deck to new subscribers.

- **Is there a plan to re-open Northbound 10th Street at Leigh Street next to the N Deck? I think it will improve traffic flow. There is a traffic barrel at the curb on westbound Leigh Street at 12th Street. Is a repair needed there?**  
Tenth St. is about to begin a several-month-long reconstruction project, however, it will remain one-way going southbound.
- **Is D deck going to close?**  
No, D Deck is likely to remain for another 10 - 15 years.
- **When is the city expected to finish the 7th Street bridge in order to make crossing safer for VCU staff at I Deck?**  
We hope this occurs by the holiday break in December.
- **There are frequent outages of lights in the stairwells of D Deck. No question, just a comment**  
Thank you for letting us know. We will address this.
- **When will other spaces open up, particularly D Deck?**  
This is all based on occupancy counts. We are watching daily to see through attrition when we can open additional spaces.
- **Once construction is done by I Deck, will the shuttle pick up at the parking lot or will we still have to walk next to traffic?**  
No, once 7th St. reopens to two-way traffic, the I Deck bus stop will move to the actual I Deck.
- **Is there any way to get the potholes filled in A lot?**  
We place work orders to Facilities Management to get these filled. We try to monitor this as closely as possible and address them.
- **What is the process by which staff members can alert the Parking office when one of the elevators in D deck is not working? This is a significant issue for staff who have to clock-in on-time for their jobs (nurses, PCTs, RTs, etc.).**  
You can contact 804-828-7275 or [parking@vcu.edu](mailto:parking@vcu.edu)
- **In the A lot Main Street station, can you park anywhere in that lot ie.. closer to the Plus side?**  
You cannot park in the smaller lot closer to the front of Main St. Station or the Pulse Station.

## Student parking

- **If we have bought passes in the previous years, why can't we just renew them instead of collecting passes?**  
This is not something VCU has done in the past. This is something we may consider on the MPC campus in the future, especially once LPR is active. However, we cannot see this as an option on the MCV Campus as parking demand, especially on Eighth St. Deck, is far greater.
- **Why was the policy removed that residential students needed to park on the upper levels of the parking deck?**

We received complaints every semester about this policy. The idea at the time was that residential students move their cars less than commuters and faculty/staff. However, every customer pays to park at VCU in a facility, and having a specific space or zone creates reserved parking, which is double the cost. Both students and faculty/staff have also highlighted safety concerns, so it became an untenable policy. Parking at VCU is on a first-come, first-served basis in your facility.

- **I'm a dual degree student who needs to park on both campuses before 4 p.m. Can you make a pass available to accommodate this need? If this need is not accommodated I will simply stop buying a VCU pass and pay for street parking. I contacted the parking office and they were extremely unhelpful in resolving this issue.**

At this time, reciprocal parking does not begin until 4 p.m. daily. While we would love to make it available earlier, it is based on demand, and parking decks tend to stay full until at least 3 p.m. several days per week, making us unable to alter the reciprocal parking time. We encourage students and faculty/staff who need to move between the campuses to utilize GRTC's Pulse bus, which can deliver you from the MPC to MCV Campus within 10 minutes and runs seven days per week.

- **Why do resident students get preference over faculty for parking in the Jefferson Street Deck? Why was this policy changed?**

Neither group receives preference, as parking is on a first-come, first-served basis.

## LPR

- **Please update on the changes in parking decks concerning license plate recognition instead of hang tag.**

We continue to work to launch the license plate recognition system. The tentative date is still January 8, 2024; however, we will update you on if that date remains the same as we get closer.

- **When will license plate reader technology come to VCU parking?**

Stay tuned for more information.

- **Are we proceeding with the RFID system vs hanging decals?**

The current system is RFID hang tags. We will be switching to license plate recognition in the coming months, more information will be released once we reach the testing phase.

- **When you take away the parking tags from our vehicles, what happens if we drive a different vehicle? Can we still get in & park?**

You will need to add that vehicle to your parking account and then link it to your ePermit. That will enable you to use that vehicle. If you have multiple vehicles in your family (such as a spouse), you can add that vehicle to your account and link it to your ePermit so no matter which vehicle you drive, you'll be able to access your parking facility.

- **What will happen if I drive a rental car?**



You will need to add that vehicle to your parking account and then link it to your ePermit in your parking account. Once you do this, you can drive the rental car. Once you're done with that rental car, please email [parking@vcu.edu](mailto:parking@vcu.edu) to remove it from your account

- **Will the "LPR" system also include subscribers of the "single-use daily" permits?**

We believe so. The single-use daily permits are truly permits in the T2 system, so we believe it'll read like any other permit.

- **Why is license plate recognition better than the tags?**

Excellent question. We believe this will improve the customer service component of our operations, mainly. You no longer have to have a physical permit to park at VCU. You can add vehicles as you need in order to come to campus. You won't need to visit the customer service office or wait for a physical permit in the mail. There will no longer be fees to replace lost permits or transfer parking facilities, and it is ultimately better for the environment.

- **How does LPR work if your spouse is not an employee, but has a commuter student pass? We switch vehicles often.**

We are currently testing this process of including the same vehicle on two accounts. In theory, both subscribers should be able to enter their respective facilities. The student/employee classification should not have any impact.

- **Can vehicle adds/changes be done on day of, meaning on the morning I need to enter the deck?**

Yes, vehicle updates can occur the same day, within 15 minutes prior to entering the facility.

- **How does the LPR registration work for Fleet vehicles?**

Instead of a permit, the system would read the vehicle's license plate.

- **What about lots without gate access? Will those still require hang tags?**

Certain off-campus/leased lots would still need to present a hangtag to identify subscribers as valid VCU parkers.

- **With regards to emailing to remove rental cars from your account, is that something that will be necessary once the LPR system goes into effect, or should we do that when removing rental cars from our accounts now?**

You should contact us at [parking@vcu.edu](mailto:parking@vcu.edu) if you'd like to remove any vehicles from your account now.

- **What should an employee do if they have a partner who is a student and they both commute to campus? Can an employee connect one car to two different VCU passes and how can confusion be avoided when LPR takes place and we are our non-primary vehicle?**

Currently, one car can be connected to two passes. We are testing this capability with LPR now.

## Finance

- **Has VCU considered charging based on salary instead of fixed rates?**

This has been mentioned on occasion, however, it is not under serious consideration at this time.

- **What plans are in place to make parking more affordable for VCU employees?**  
As costs to maintain parking services increase yearly, it is unlikely that parking prices will decrease.
- **What plans are in place to make pricing equitable for employees based on their pay scale?**  
Salary-based parking prices are not under consideration. We encourage customers to reach out to our Alternative Transportation Coordinator to see what options exist, such as carpooling or taking a GRTC bus (or park-and-ride lot) to work to alleviate parking costs.
- **What plans are in place to reimburse parking costs to employees on days when their garages are open to the public for free?**  
There is no free parking at VCU. Any time a deck opens for an event, an organization/department has paid for deck access for their event attendees.
- **Will the "One Week Temporary Permit", which is currently \$25, price increase? If so, by when and how much? Will the "Value Credential - 1 Day", which is currently \$8, price increase? If so, by when and how much?**  
These permits will not increase this year, and any increase to these permits would occur around July 1, 2024.
- **How do I as a VCU employee with MCVP credentials receive a parking discount or reimbursement?**  
Please reach out to us at [parking@vcu.edu](mailto:parking@vcu.edu) and we can let you know how you appear in our system. You can then work with HR to see if you can change your status.
- **Rate increases hit lower-paid staff and faculty the hardest. Why no fee waiver or sliding scale? VCU needs these people too. Parking for employees should not have a cost. If VCU needs these positions filled, why don't they support the infrastructure?**  
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 with maintenance, LED lighting, camera installations, and expanding EV charging stations.
- **Is there an available discount for parking for customers driving hybrid or electric vehicles?**  
Not at this time. While we appreciate our customers who drive these vehicles and the resulting environmental impact, they still utilize a parking space, just as any other vehicle.
- **Are all Parking decks now actively using license plates to enter the facility?**  
No, license plate recognition is not currently active.
- **Cost of parking increasing?**  
Per our June 2, 2023 email, we requested and received approval for a 1% price increase for the 2023 - 2024 academic year; however, due to the close proximity to the new year, we delayed that increase until January 1, 2024. The price of parking will increase by \$1

beginning in January 2024. An increase for the 2024 - 2025 academic year will be considered in early spring with an announcement made in May 2024.

- **Is there somewhere we can access a breakdown of how parking fees are being used in the budget? Do all staff/faculty/employees pay the same fees for the same parking lots?**

As of right now, we do not publicly release our budget. All faculty/staff pay the same rates as the lot charges. For example, if you park in the West Broad St. Deck, you pay \$88 per month, and every faculty/staff member in that facility pays this rate.

## EV

- **Since charging staff to charge their vehicles in the N deck, those spaces are now usually empty. Are you seeing this in other areas with fees to charge? If so, is this not a waste of money? Staff cannot typically leave during their shift to move their car.**

We've certainly seen a decrease, but this was to be expected. We've seen roughly a 45% decrease in usage. This isn't alarming to us as we went from offering this service for free to charging. What we found is that customers are left to now make the decision to either charge at VCU or at home. Many were topping off at VCU each day, versus only charging when necessary. We've officially eliminated the idle fee and dropped the rate and are pleased with the results.

- **First, thank you for decreasing the charges for after-hours and idle charging at the EV charging stations. EV charging: most chargers are not being used. Can we reduce the cost to equal at-home charging or cheaper?**

At this time, reducing this cost is not under consideration. Ideally, VCU should not be the main location where EV users charge their vehicles. We encourage users to charge at home and use our chargers as needed. We encourage users to charge their EVs at home and utilize our charging stations as necessary. It's important to recognize that electricity is the equivalent of gasoline for EV users, and it is not anticipated to be provided free of charge. The installation of these chargers incurred expenses at VCU, and the electricity they consume is likewise not supplied without cost.

- **The new policy of using EV chargers in the N Deck is a failure. Any plans to change it to actually help users??**

We do not view this as a failure. The chargers are intended to provide convenience for users with charging requirements. It is important to note that these services are not provided free of charge, and it is not our intention for the cost of the chargers to be entirely covered by individuals who do not own EVs. We believe that our rates are highly competitive and comparable to those offered by other providers in both the city and the state.

- **Will EV charging be installed in the 8th St. Deck? Or are there future plans for installing EV charging at this location?**

This is possible. At this time, it is likely that we will move chargers around the campus. For example, N Deck seems to need three chargers in total, so that leaves two additional

that we could relocate to other locations. Eighth St. Deck would certainly be in the running to receive one or two of those chargers.

## Other

- **Are any new parking lots or decks coming to VCU parking?**

Not at this time.

- **When will you create motorcycle-designated parking close to facilities on campus? Can you put motorcycle-designated parking in D deck, Leigh St. deck, or 8th St. deck? Other VA institutions have created designated parking for motorcycles, not just bike racks for scooters. Will VCU do this too?**

This is something under consideration. We would like to create this parking, we just have to find the ideal locations and explore what options exist and how we can create them effectively.

- **I am struggling to reach VCU parking authority for an unresolved ticket. Who should I reach out to?**

If you struggle to reach us by phone, please email us at [parking@vcu.edu](mailto:parking@vcu.edu) or message us on Twitter or Facebook using @VCUParking.

- **Where to park downtown Richmond w/o getting towed, ticketed, or booted by Richmond Police and/or VCU Police.**

Given this is out of our area of jurisdiction and we do not want to risk providing the wrong information, we encourage you to reach out to the Richmond Parking Authority on this question.

- **Why are the VCU parking garages open on some weekends; is that free parking for people of the public?**

I assume you are referring to events such as "Open House" or other VCU events. Generally, these events are not free. While the public may not pay, a department pays for the parking on their behalf.

- **Can subscribers purchase a 7-day/24-hour permit? Especially during finals week may need to be on campus to finish up projects.**

Please reach out to [parking@vcu.edu](mailto:parking@vcu.edu), and we would be happy to provide your options.

- **Will there be more parking available closer to the Library? Currently, I park at West Main and it's a long walk at night!**

Unfortunately, there is very little parking near the Cabell Library and there is no space to build additional parking lots/decks at this time. We would love the idea of more parking on the central campus as well.

- **Are employees who are retiring able to pass their parking permit to another member of their dept with chair approval? What is the process for the question above?**

No, parking is controlled by VCU Parking & Transportation only. Parking is awarded on a first-come, first-served basis. However, if there is no one interested in the parking, we would encourage the person retiring and the person wishing to get it to visit the VCU Parking office at the same time, and we may be able to work out options. If the retiring

individual is located in an oversold location, we may, at our discretion, not sell the space at that time.

- **Are there instructions or videos on how to use the QR code parking?**

Please email [parking@vcu.edu](mailto:parking@vcu.edu) and we'd be happy to send a tutorial.

- **How do we get on the waitlist for parking closer to where we work?**

As of this writing, we do not currently have waitlists.

- **I am interested in Parking & Transportation's security/safety measures and how we all endeavor to keep our students & staff safe.**

VCU Parking and Transportation has invested in LED lighting, camera installation across all parking decks and maintains a vast enforcement and safety unit that monitors facilities on rotation. Additionally, we provide the RamSafe students for students and employees looking to travel cross-campus during the evening and late night hours.

- **If I'm having a group of visitors coming, what is the procedure?**

Please reach out to our Special Events team at [prkgevent@vcu.edu](mailto:prkgevent@vcu.edu).

- **Is there any parking benefit available for retired staff? Emeritus faculty get free parking -staff of long term get nothing.**

Retired staff members currently do not have access to parking benefits similar to emeritus faculty. The Office of Faculty Affairs covers the annual cost of retired/emergitus faculty permits, but no such arrangement is in place for retired staff.

- **Is there any way to improve lighting in some of the smaller lots? Very bad in the winter months.**

Please reach out to us at [parking@vcu.edu](mailto:parking@vcu.edu) to let us know which lots you believe need better lighting and we will explore this idea further.

- **When will you have more ADA parking? I keep seeing more parking for pregnant women. I thought ADA took precedence. I see sometimes someone park in an ADA space without a permit. How do you enforce it and keep them from taking the few spots we have?**

We follow the latest Americans with Disability Act laws regarding how many handicap spaces are required in a parking facility. We do occasionally add additional spaces in certain locations based on need. In terms of how we manage this parking, only those with a valid ADA placard or license plate are allowed to park here, and users must display their placard as well as ensure it is on file with our office. The pregnancy parking space program is slightly different. Users must be current subscribers and they their space; however, it cannot be an ADA space. Even if they have an ADA placard, we could not "reserve" them an ADA space, as law requires those to be first-come, first-served.

- **What is the current status of security cameras in parking decks? How much coverage is there?**

We are almost completed with the upgrade. All decks except for Laurel St., D Deck, and Broad & Belvedere Deck have been upgraded. We currently have 604 cameras in our facilities (this does not include surface lots). We can view all drive lanes, elevator bays, entrances/exit lanes, and stairwell entrance/exits.

- **Are there any plans to address speeding in parking decks?**

We are aware of the concerns regarding speeding within our parking decks. The designated speed limit in our facilities is 5 mph, and we have explored the possibility of installing speed bumps in certain areas. However, implementing speed bumps can be challenging due to the need to consider vehicle height clearance, among other factors. We are continuously examining options to address this issue and enhance safety within our parking decks.

- **Would you give parking permission to employees that come into the office once or twice a month to all parking areas, just being able to park close to the facility that may need to be working at that particular time? If possible.**

Due to parking demand, this is not possible. Employees only coming in once or twice a month (really less than 50% of the time) should look at our single-use daily permit, which is the cheapest option we have available.

- **When will the LED upgrades be finished, having the spots blocked off is inconvenient.**

All decks are completed, with the exception of N Deck (installing now), D Deck, and Broad & Belvidere Deck. We hope these last few decks are completed by the new year.

- **Can pregnant women park in the parking spots designated for individuals with disabilities?**

No, they cannot.

- **Can the "single-use daily" permits have hang tags or a more convenient option other than printing the permit?**

Unfortunately, not at this time. You can scan your VCU ID card to enter/exit the deck or present the QR code on your smartphone.

- **Can part-time faculty who only come once a week or a month on different days share a parking permit? Is there a special permit for that and what is the difference in cost?**

Parking permits are non-transferable; however, we do maintain a carpool program that may be of interest. You can learn more about this program at [commute.vcu.edu](https://commute.vcu.edu).

- **When working remotely can you advise a list of surface lots or decks that provide pay-for parking on the day needed?**

A list of hourly parking facilities can be found at <https://parking.vcu.edu/parking/visitors/>.

## Transportation

- **When VCU closes, are there any options for RamRide other than deck parking? The decks are very full and not always easy to access.**

There are no additional parking options during holidays; however, please contact [parking@vcu.edu](mailto:parking@vcu.edu) so that we can explore all available options for parking.

- **Can the A Lot bus stop @ 12th and Broad in front of the West Hospital between the hours of 4 a.m. & 6 a.m.? Safer that early**

Stopping in the Pulse lane is not an option on Broad Street for RamRide.

- **Ride Pingo is always inaccurate. Is there a real-time digital display we can have at the bus stops to see current wait times?**

RidePingo is improving over time; however, we are not yet in a place where we'll be installing digital displays at our bus stops. The amount of work for such a small win with limited infrastructure is not an investment we're looking to make at this time. Instead, we are working to improve the infrastructure we have in place, RidePingo.

- **I work at two different locations daily does VCU offer any transportation other than the GRTC?**

Beyond GRTC and RamRide/RamSafe, there are no additional VCU services that provide transportation across campus

- **How long will the A lot buses be moved for the 10th St. construction?**

The construction project on 10th St. is a multi-phase project. We have been informed that the current phase will at least last until January 2024.

- **What are they building on Grace Street between E 17th and E18th Street and how will that affect traffic? Why is reciprocal parking not allowed during special events? Considering we come to work but have to pay for parking.**

Reciprocal parking is a privilege. It is an added benefit for subscribers to utilize other parking locations across campus outside of their designated location. Special event parking facilities are reserved for the current subscribers of that facility and the guests of the sponsoring organization, as they have paid to reserve these parking spaces.

Subscribers can utilize many other reciprocal parking locations during events, just not the impacted facility.

- **Why do bus drivers take breaks during peak hours 7a-9a and 3p-5p for most VCU employees. What are you doing to address the problem with transportation to and from parking lots taking up to 30 minutes?**

If drivers do take breaks during peak hours, which they generally should not, our vendor is required to replace that driver with another. We require a certain number of buses and that must be met. You may see drivers pull off the routes, as they begin peeling off around 8 am and then ramp back up between 3 pm - 4 pm. As for the headways, we work to try and keep our headways at around 5 - 7 minutes during peak times, but we are at the mercy of traffic and the stop lights. We constantly evaluate need and add or remove buses as necessary.

- **Why are the new buses not being kept clean on the inside and outside?**

Our vendor has a daily cleaning plan, and the buses should be cleaned inside daily and outside at least every few days. We will follow up with them.

- **How is VCU considering the recent popularity of shared rental scooters and bikes? How does the city of Richmond and VCU encourage the use of safety equipment for users of the bike-sharing program?**

This has not been a major issue on our radar at this time. The scooters, such as Lime and Bird, were a problem a few years ago but we worked with them to create dead zones, such as the Compass and parking garages, to keep them out for safety reasons.

- **Why doesn't VCU offer cycling incentives to faculty and staff? Many other universities do this, and I would love to see something.**

We've considered this in the past but it got derailed with COVID. We will explore this in the future.

- **Related to the commencing 10th Street project, We have team members who are having trouble getting back to O Lot at the end of the night (8 pm). The app is lagging, and when it IS working properly, the bus sometimes doesn't even turn onto the street they are on. They tried calling 828-WALK and got no answer. Is parking and transportation aware of the issues that are happening with the buses, or is there a different way we can route team members to get to O Lot at night?**

828-WALK is not controlled by VCU Parking & Transportation; questions related to this service should be directed to VCU Health System or VCU Police. In regards to O Lot, the buses run until midnight with stops at Sanger Hall and at the Eighth St. Deck currently. The app is constantly being updated and should be working to track those buses.
- **Will the Pingo app be updated to have the new O and A lot stops on it?**

The app has all the stops included and has been updated to show the O and A Lot buses stopping on Eighth St.
- **Will the new buses have Virginia license plates? I have always wondered why VCU vehicles have Maryland license plates.**

Our transportation vendor is based out of Maryland, which is why they have out of state plates.