

Parking & Transportation Forum Q&A

General/ Operations

- **Will it ever be possible to get a reduced rate for groups attending a workshop on campus for a week?**

We do have reduced rate parking for groups of a specific size. Please contact our special events team at prkgevent@vcu.edu for more details.

- **How to acquire a discount rate for parking? As a faculty, I have a couple of days teaching courses on campus, so I purchased daily parking permits. However, the cost directly involves job execution, and faculty and staff are usually not compensated. It feels like we come to work on campus to make a living, but the parking fee eats part of the earning. Therefore, is there a discount rate for faculty and staff who come to work on campus? This is not a question but a comment. The new scanning machine works perfectly! It makes entry like a breeze. Thank you for your work in updating the system!**

There is no discount for parking beyond the daily single-day pass at \$8 per day. You could take advantage of the daily rate of \$2 per hour, which would be cheaper if you were only on campus for 3 hours or less. All faculty, staff, and students who wish to park on campus must pay parking fees; there is no free parking at VCU.

- **Will a loading and unloading space be available in front or back of the new STEM bldg on Franklin for passenger wheelchair van loading and unloading?**

It is unclear at this time. We will follow up to this question.

- **Is there an official launch date for the new license plate-based parking permit system? Will we still need to display hangtags/something visible on our cars with the new system?**

The current projected date is August 1, 2023. In most locations, you will not need to display anything. Your plate is your permit. However, there are some locations, mainly our leased facilities, that will require some sort of permit to be displayed. We will follow up with those locations specifically. Please note even those locations will need to be sure that their license plate info. is correct as that is what will give them access to reciprocal parking.

- **Overview of motorcycle parking**

While not official policy as of this writing, motorcycles should not enter parking decks. This is due to the gate system. A motorcycle generally cannot trigger all three loops

needed to start the gate system, and motorcyclists run the risk of the gate arm crashing down on top of them. A motorcycle requires a permit just like any other vehicle, and the LPR system will be able to read license plate permits.

- **My employee number does not work when trying to log in to check my car information.**

Please contact our office at parking@vcu.edu or 828-PARK for assistance.

- **How will the new system- plate detection work? What if I have two vehicles and my wife sometimes use the second one? She has a separate parking permit.**

Excellent question. You'll add both vehicles to your account and your other person's and link the vehicles to your permits. What should happen is when you arrive each day and enter your deck, the system will recognize that said vehicle has access to that deck and let you enter. If your other vehicle comes to campus to park, the system should realize that you are on campus and only allow that second permit to work.

- **Will the new system be able to read license plates that sit a little higher, like on SUVs and trucks? Will I still be able to scan my ID card if the gate doesn't read my license plate?**

Yes, the license plate recognition system will appear to read your plate, even if it sits slightly higher. Your ID card would be the backup. You can scan in with this if necessary.

- **I use a temporary permit because I work on campus three days/a week. Will the license plate system work for that?**

Yes, it will work.

- **With the growth in EVs, are there any plans to expand the number of charging stations for EVs at other parking locations?**

Three dual-port ChargePoint stations will be added to the I Deck in the coming weeks. We plan to add two to three new chargers each year in a new location as funds allow.

- **What is being done to keep employees and their cars safe**

- We are working to expand security cameras, LED lighting and increase patrols as much as possible. We work closely with VCUPD to keep our facilities safe.

- **If your department is 24 hours and personnel is essential, can there be a reduced parking rate for these employees?**

That recommendation is not under consideration at this time.

- **I'm hybrid, so I pay as I go into the parking deck because it's the most cost-effective. The printable/virtual pass is challenging to keep up with. Can you provide a display permit that allows users to reload?**

Yes, your VCU ID card is tied to your parking account and can be used to access your facility with a single-day pass.

- **I've been printing my passes with bar code. Is there a way to use my ID card instead?**

Yes, your VCU ID card is tied to your parking account and can be used to access your facility with a single-day pass.

- **Any plans for universal faculty parking to improve their efficiency and collaboration potential across campuses?**

Not at this time. VCU sells parking at a facility level and would be unable to support complete movement between facilities. All faculty/staff have at least one reciprocal parking option-- if you have an MPC permit, you can access Eighth St. Deck on the MCV Campus from 7 am to 10 pm daily. If you have an MCV Campus permit, you can access West Broad St. Deck on the MPC campus daily from 7 am - 10 pm.

- **With new license plate readers in the decks, what will be the easiest way to register a new vehicle like a rental?**

You would need to log in to your parking account at <https://vcu.t2hosted.com/Account/Portal>, and go to "vehicles." You'll then be able to add the vehicle information. You'll click on "permits," click on your virtual permit, and ensure the new vehicle is on your permit account. If it isn't, you'll need to add it or remove an old vehicle and add the new one. You can find a video of this process at <https://parking.vcu.edu/parking/lpr/>.

- **Will my VCU Badge provide entrance and exit at my designated parking facility?**

It will. However, you'll still need to ensure you have up-to-date vehicle information on file.

- **I have activities and classes at different buildings on campus; why don't we have the option to use multiple decks that aren't crazy full?**

Your question hit on the answer! Due to decks being so full, we cannot allow full access to all decks. We only allow access to decks we can guarantee access. We sell parking at a facility level, and we want to be able to secure parking for those who pay for it and in their respective facility.

- **With the updated parking garage terminals, are there plans to allow day passes to be loaded to VCUCards so that users no longer have to scan a barcode to get in and out of the garages? Alternatively, since the new readers trigger Apple Wallet on iOS devices, are there upcoming options to have day passes stored in Apple/Google Wallet?**

Yes. You can currently access your parking facility using your VCU ID card, including with single-day passes. We are looking for opportunities to see if passes can be stored in Apple/Google wallets; however, the technology behind the permit makes this challenging.

- **Updates on adding additional EV charging to any and all VCU parking decks, street parking, or other paved lots?**

This spring, we are adding three dual-port chargers to the I Deck on the MCV campus. We aim to add two to three chargers annually in various facilities as the funds allow.

- **Can you update me on the current process for new employees? (appointments needed, what to bring, options)**

When new VCUHS employees are onboarded, they receive an email with a link to fill out a parking application. Staff must fill this out along with their start date. The Thursday or Friday before the start date, they'll receive an email from P&T with their parking location, a temporary pass, and a parking map.

For new VCU employees, HR should bring you to our office at 1108 W. Broad St. on their first day to sign up for parking.

If this doesn't happen, you can always reach out to us at parking@vcu.edu or call us at 828-PARK to get set up with parking.

- **I continue to receive emails regarding two parking passes being detected in my car. This has occurred since the new reading devices were installed in 8th Street Deck. I promise I only have one parking pass. Why does this continue to happen? And will our hanging car decals go away once this license plate recognition system goes into place?**

This should mean that somewhere in that vehicle is a second parking permit (perhaps an old one) that is being read. Please search the vehicle to see where that permit is. They can fall into all sorts of small places and hide. You can contact us if you need to confirm that you had a second permit and when it was deactivated to give you an idea of when it went missing.

- **I am still waiting for floor numbers in ALL parking deck stairways.**

We are working on this as time allows.

- **What parking garage can students use and purchase a permit close to 900 East Leigh Street building?**

The closest parking location would be the Eighth St. Deck at 659 N. 8th St. If that deck is full, you'd have to look at 900 N. 7th St.--the I Deck.

- **Can we use a QR code instead of a vanity plate?**

Monroe Park Campus

- **Is there still parking for students when the parking garage says “Lot Full?” Specifically for West Broad? Parking is available for permit holders, even when the lot full sign is on.**

If you are a permit holder for that facility, you still have access to the deck even when the lot full sign is on. However, reciprocal parking is not available when the sign is on.

- **Could we increase the number of chargers for EVs? Unfortunately, it is almost impossible to find them available at broad street parking, and some cars park there from early in the morning until the evening when they leave.**

It costs roughly \$20,000 - \$30,000 per charger (for the charger itself) and the make-ready costs. We are currently adding three dual-port stations to the I Deck, bringing our capacity to 20 ports on campus. We will add additional as funding allows, with a goal of two to three per year until each deck has a charger or two, and as demand warrants.

- **Laurel St Deck - There are students/people gaining access to the deck (stairwell), smoking and roaming around. What is the plan to stop this? I've seen students enter the deck from the Grace St. side (no office attendant). I've walked up on a student just roaming around the deck (2nd fl); several times. I've walked through smoke-induced stairwells) not a good look.**

- The stairwell doors should be on lockdown 24/7, except during basketball season (this is due to public parking at Laurel St.). The only people who should have access to the stairwells are those with a Laurel St. Deck parking permit. We will work with VCUPD to increase patrols and instruct our team to increase patrols.

- **Laurel Street Deck - Why is there no longer an office attendant?**

- The individual in this office was part of the maintenance team but would assist customers if they needed assistance when they were there. This is true for any parking facility; staff are willing to help whenever needed. That individual has moved to another facility for office space due to needing a larger space to accommodate their entire team.

- **Why are students not restricted to parking on the upper levels of the Jefferson Street Deck anymore?**

We eliminated this rule on January 1. We would receive this same question, just reversed “Why were students restricted to the upper levels?” We could not, unfortunately, please everyone in this scenario. Ultimately, the decision was made to eliminate this rule, as housing students pay a significant amount of money to park, as do faculty/staff and commuter students. Limiting them to the top levels was no longer justified. Subscribers pay for access to a parking facility, not a specific place in that facility.

- **Why were the updates at the W. Broad St. deck handled so badly? Why were the gates down if you knew the new system was not functioning properly?**

We strive to communicate impacts to subscribers promptly; however, at times, the messaging may need to be relayed more efficiently to relay a message to subscribers. Once it was determined that the gates at West Broad St. Deck were fully inoperable, they were raised to mitigate customer impacts. Prior to doing this, we made every effort to work to diagnose the issue in partnership with our vendor.

- Will license plate recognition apply to subscribers in the TT lot?
Yes. LPR will impact all subscribers. While you may not display a physical permit, your license plate information will still need to be updated. If you utilize reciprocal parking, you'll experience the ingress and egress process in the decks.

MCV Campus

- **When will N 10th Street's northbound lane be open for accessing the N Deck without the Turpin detour? It's very frustrating that it's been closed for so long for what looks like parking for the child care center.**

There are currently no plans from VCU to reopen the northbound lane on 10th St. N Deck can continue to be accessed from Duval St. or 9th St. to Turpin.

- **In light of recent events of vandalism of Cars in the A Lot, will additional Security be added to this Area?**

We are working with VCU Police and RMC security to patrol the A lot.

- **Will A-Lot receive any video surveillance or appropriate/ regular repairs of the aisles? There are always so many holes and uneven terrain; just driving through can damage your car. Why do we pay for something that isn't being improved?**

We are currently looking at ending the lease at A Lot and opening I Deck entirely later this year. However, we have looked at adding cameras but have yet to find a solution that works with this location due to needing more power and networking for the cameras.

- **Each day, I see a parking attendant checking for proper permits/hangtags in the N deck. I rarely see security/police. There seems to be a push to penalize the employees for forgetting to place their hangtags and ticketing them when it is nearly impossible to enter the structures unless one has an active account. What is being done to improve the security in and around the parking structures and lots?**

We can ensure that parking personnel check hangtags in the deck and are patrolling the deck looking for security and safety concerns. VCU Police also patrol all decks.

- **Any updates for O lot?**

There are no updates regarding O Lot.

- **Is it possible to have more Accessible parking spots available? I have come in between 10:00 and 11:00 only to park on Level 7 several parking spots away. I have serious back issues and it is very difficult for me to walk any long distance. Any consideration would greatly be appreciated.**

We are currently evaluating ADA spaces in different locations. All of our locations meet or exceed the number of ADA spaces required by the Americans with Disabilities Act.

- **Concerns of security in A lot; what is being done; is there anything VCU can do about the conditions of the side road/potholes adjacent to the A lot?**

VCU has no control over the roads around the A lot and would be unable to complete any repairs on the city streets.

- **What is being done to improve safety in off-campus lots? There have been a few incidents lately in the A lot area with car break-ins. This is very concerning.**

VCU Parking will continue to patrol the A Lot and partner with RMC Security and VCU Police to allow for additional patrolling in the lot and area.

- **Why isn't there more security driving around the A-lot Station parking specifically? They are not seen often enough despite parking cost increases. Is the new tag reading system being put into place going cause another parking increase?**

RMC Security is active in the A lot from 4 am - 8 am and 4 pm - 8 pm. We have increased patrols (stationing someone in that facility nearly all day) and asked VCUPD to increase patrols as well.

- **I have one use left on a 10-use pass I purchased for I-deck. After purchasing 10 more uses, which I printed and put in my car, my older printed pass didn't work. If I take the new pass out of the car, will the old one work again? (I didn't realize I couldn't have both in the car at the same time.) Thanks!**

Please contact our office regarding this issue so we can look further into it.

- **I am concerned with the way people drive in A-Lot...too fast, no regard for cross traffic or signs, what can be done about this? Safety in A-Lot has become an issue...I never see patrols there and have, at times been afraid to get out of my car. What is being done to address this?**

VCU Parking will continue to patrol the A Lot and partner with RMC Security and VCU Police to allow for additional patrolling in the lot and area. If you see any suspicious or unsafe activity, please report this to VCU Police.

- **Will VCU ever install emergency call boxes in A lot or be monitored more consistently by security in a car or parking booth? I know this is a privately owned lot but lighting is also poor. What is VCU doing to ensure safety of employees and their cars?**

Due to the A Lot needing networking and having limited power, we cannot install call boxes. VCU Parking will continue to patrol the A Lot and partner with RMC Security and VCU Police to allow for additional patrolling in the lot and area.

- **I park on D deck and rarely see security. What is the policy/procedure of how security patrols the D deck?**

Parking personnel check hangtags in the decks and are also patrolling the deck looking for security and safety concerns. VCU Police also patrol all decks.

- **Will the D deck be turned into a medical/hospital facility?**

There are no plans for D Deck to be turned into a medical/hospital facility.

- **I've worked here for 11 years in school administration. How do I get into N deck from 8th street?**

Please contact customer service at 804-828-PARK. Customer service will be able to reassign you if space is available.

- **For the 8th deck exits, can there be signs or pavement markings for left and right lanes turns (divider lines and/or turn arrow)? I am especially speaking about the exits on the Duval St. side. This will eliminate drivers from straddling both lanes, especially when making a left turn and prohibiting others from making a right turn.**

We appreciate the suggestion and will look at possibly having this added.

- **When selecting which spaces should be designated for accessible parking for people with disabilities, does anybody consider factors such as which spaces are near entrances closest to elevators? For example, at the College of Health Professions building, the designated spaces are at the very farthest entrance from the elevators. People without disabilities fill the parking spaces at the entrance near the elevators, and people with disabilities using designated spaces have to park across the street, navigate a significant distance to the entrance, and then go down the long hallway to reach the elevators, which are needed to access most of the rooms in the building.**

When designating ADA spaces, distance, location, and accessibility of the building are considered along with, but not limited to, the path of travel, size of space, type of space (parallel vs. pull-through), and area for an access aisle.

- **When will you add more handicap parking spots? The ones in N deck are too short because it can only fit a mini car due to the pipe near them. It seems like everyday, I see more handicap parking customers but not enough spots and not more than two near the elevators or steps.**

We are evaluating the ADA spaces in N Deck and will make adjustments during the summer.

- **Why are the facility vans and pharmacy vehicles given special parking spots? These could be used more for handicap parking. They need to park next to the Gym beside Larrick Center.**

These spaces are placed due to different department needs. ADA spaces are not grouped and are placed on different levels to limit the distance to the elevators.
- **Will 10th Street in front of the daycare and N Deck ever be paved to cover the potholes?**

A project is currently underway with FMD for 10th Street to be repaved. We have yet to determine an exact date on when this project will be completed.
- **Will the 10th and Leigh Street intersection ever be opened again?**

There are currently no plans by VCU to reopen this to two-way traffic.
- **Update on I Lot EV charging, are chargers going to be installed? I am willing to pay to charge.**

We currently have new chargers for I Deck on order and should have them installed shortly.
- **When will construction on the back entrance of the 8th Street Deck be completed?**

The entrance on the back of 8th Street deck (Duval side) has been removed due to safety concerns and will only be an exit. Vehicles will need to enter 8th Street Deck from 8th Street.
- **Are there any updates to when A Lot will be closed? Where will these subscribers park instead?**

We currently do not have a date when A Lot will be closed. Once construction is completed on the 7th Street Bridge towards the end of the year, we will have a better idea since we will have full usage of I Deck. When A Lot is closed, subscribers will be relocated to I Deck or other locations where space may be available.
- **How does so much crime occur in the A-LOT when it is supposedly monitored by security? Security needs to be increased and be TRUE security, not someone VCU hires to wear a uniform that says security.**

Many vehicle break-ins occur due to drivers leaving valuables in their vehicles in plain sight. Everyone is encouraged not to leave valuables in their vehicle and to lock their vehicle when it is unattended. VCU Parking will continue to patrol the A Lot and partner with RMC Security and VCU Police to allow for additional patrolling in the lot and area.
- **How will the new license plate system work in A-LOT?**

A mobile LPR vehicle will drive through the lot. The vehicle is equipped with cameras that will read the license plate of each vehicle in the lot to ensure that they have a valid permit.
- **Is the 8th Street deck still a public parking deck for visitors?**

Yes, limited public parking is available at the 8th Street Deck; however, priority is given to subscribers. Public parking may not be available if the deck starts to become full to allow the spaces to be used by subscribers.

- **Where are the charging stations located in D Deck?**

We currently do not have vehicle charging stations in D Deck. Vehicle charging stations on the MCV campus are currently located in N Deck. We are now in the process of installing additional chargers in I Deck.

- **With the increase in safety events in VCU parking decks, specifically N-deck and D-deck downtown, I was hoping to see an increase in security presence making rounds, but I haven't been seeing it as much lately. What I am most concerned with would be walking to N-deck after 8pm during the week. This is when there are very few people are walking to the Deck and it would be nice to know there is extra security around. Are there set timeframes that security is to be driving through each deck?**

VCU P&T patrols all the decks and lots from 5am to midnight. Additional patrols are also provided by VCU Police and VCU Police Safety Ambassadors. Patrols are conducted throughout the day and do not have specific times of the day for each location.

- **Whenever I am driving in either D or N deck in the mornings, I think people coming in behind me forget that this is a parking deck and that people do need to stop driving in circles at some point and park. I think having more speed bumps throughout the deck would help those who drive so close to me when I am getting ready to park. Since I like to back into my parking space, I do use my blinker to signal that I'm about to back in, but people are still so close. It would be helpful if reminders were sent out for parking subscribers to also drive slower in the parking decks because even trying to cross from one side to the next to exit the stairs, you risk getting hit because people will not stop for those of us walking through the deck. Could signs be placed and/or reminders sent to slow down and stop following so closely?**

Adding speed bumps in D Deck is problematic due to the already low clearance. D Deck currently has the lowest clearance of all the decks of 6'6". Adding speed bumps throughout the deck would require for that clearance to be reduced and would restrict many of the vehicles that currently park on the Deck.

- **Can we have text notifications when D deck levels are full if enrolled?**

We will consider this option, as the short notice may impact the ability to coordinate a timely next, but will certainly see if this method can be effective.

- **There are many incidents in D Deck. Why is this not prioritized?**

We are waiting on equipment that is needed for D Deck that is on back ordered. Due to the size of D Deck different equipment is needed for the cameras.

- **Is anyone addressing the safety concerns for people parking in I deck and walking over the bridge?**

As concerns are brought to our attention, we address the issues as best we can, since the bridge is not VCU property and the project is not managed by VCU, we have limited control, but do our best to address issues with VDOT.

Enforcement

- **How do you deal with subscribers who take up two parking spaces?**

Vehicles parked taking two spaces are subject to a \$25 fine.

- **Are we allowed to park at all VCU parking facilities with the parking pass?**

Your parking permit is limited to the parking facility to which you are assigned.

Reciprocal parking is available at different locations. You can find information regarding reciprocal parking on our website.

- **I recently received a citation for failure to display a permit. I access the W. Main Deck through the use of single-use daily permits that can be used with a smartphone. I do not have any sort of permit to display when I am parked in the deck. After explaining this, my appeal of this citation was granted. I would like to know what steps both you and I can take to prevent failure to display permit citations of single-use daily permit users in the future.**

This was a mistake on Parking & Transportation's part. The single-use daily permit does pop up on the Enforcement Officer's handheld and should have been caught. There is nothing more that you as a parker need to do. You've done everything correctly.

- **I pay for parking space. What other parking decks am I allowed to park in using my pass? thank you.**

You can find reciprocal parking information for staff at:

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

Reciprocal parking information for students can be found at:

<https://parking.vcu.edu/parking/students/student-reciprocal-parking/>.

- **Can parking passes be used on both campuses? i.e. my A Lot pass can be used at the Cary Street parking deck?**

Reciprocal parking information for staff can be found at:

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

Reciprocal parking information for students can be found at:

<https://parking.vcu.edu/parking/students/student-reciprocal-parking/>

- **Will more security cameras and safety measures be installed to protect us? I feel as though money was spent on the plate recognizing software when it should have been allocated towards our safety.**

We are currently in the process of installing cameras throughout all of our parking decks on both campuses. We are also upgrading the lighting in the decks to LED lighting to help create better visibility in the decks.

- **Can you implement restrictions for extended-length vehicles in parking decks, or at least ticket vehicles that extend beyond the parking spot?**

Spaces that are marked as compact spaces are enforced with larger vehicles using them. In other spaces, vehicles would need to fit between the lines and pull all the way forward to avoid citations.

- **Some vehicles do not have a place to affix pass on the mirror, it falls off or slides and the parking number is not visible : getting a 20 dollar ticket after coming in for an emergency is very frustrating: can the officer be a little bit understanding and see if the pass is there that perhaps the paid member has a paid entry irrespective of number not being visible please thanks**

We have had incidents of people using the parking decks with expired permits and entering when we have the gates raised to reduce traffic impacts. Because of this we do need to be able to verify all permits by checking the permit number. This will be going away with LPR since your license plate will become your permit.

- **I have rarely seen vehicles being ticketed for not parking correctly in D Deck. Is there priority given for this type of enforcement?**

Citations are given throughout the day with improper parking. When enforcing improper parking they would need to be outside of the lines of the parking space and impacting another person from using the space next to them.

Transportation

- **During peak times, there are not enough buses for the number of people that need to ride. The O Lot bus will be packed with people and then stop at the A Lot and pick up more riders. We are packed on the bus with several people standing, and the driver will stop again at the A lot. Also, sometimes the driver will actually get off the bus at the Larrik Center and buy snacks or use the bathroom (during PEAK HOURS!!!!) and not even tell us anything. Just get off the bus, take his sweet time and never say a word!!!! We need more buses running during peak times and the O Lot should only service O Lot passengers and A Lot should only serve A Lot passengers.**

There are times when buses will be more crowded than others, and we work to monitor how best to get the right amount of drivers and buses in the right places. Stopping at A Lot Oliver Hill's stop does assist the strain on that particular route. While it may not be ideal for some, standing room is a way that we account for all our guests with these city-style buses. As one might on a city subway or bus service, please work to make a seat available to someone who may need it.

Last but perhaps more importantly, please email RamRide@vcu.edu to share more details about this driver who has gone into the Larrick Center with guests aboard and has no communication with the guests. This is unacceptable and will be swiftly remedied, but your assistance in describing the driver would be most appreciated.

- **Bus safety- Black Shuttle buses are not easy to step up on because the steps are so high and does not appear to be safe if someone has a disability getting on.**

In the coming years, we will be working diligently to acquire low-floor ADA-accessible buses. In the meantime, we have several buses that are more coach-style with the knowledge that they might be more difficult to board and disembark for some guests. In many cases, these buses are only used to supplement or replace a vehicle when one goes out of service, so the alternative is a decrease in service. Please inform your driver if you require assistance, would like to check the status of the next (likely low-floor) bus on the route, or know that all our drivers will allow each guest the time necessary to come in and out of the vehicle.

- **Any plans to bring the connector back to makes the corners of campus more accessible and deter driving.**

We rely on our partnership with GRTC. To reduce the duplication of services, we encourage all to utilize the Pulse.

- **The Ride Pingo app is not accurate. Oftentimes, the bus routes are not tracked. How can you improve the experience for the riders to ensure the app is functioning correctly?**

We are awaiting an upgrade from Ride Pingo's team to provide a much cleaner and more accurate reflection of the routes. We know that buses do not track periodically and are working to resolve this issue.

- **When is the shuttle service expected to commence for the I Deck parking garage?**

We have to wait until the 7th St. bridge renovation is completed. VDOT's schedule called for this to be done by October 2023, but our best guess is they are two months behind schedule. Once we learn more, you will learn more.

- **You stated that the O Lot shuttle was returning to original stops, but you have it turning on Marshall St going to 10th street (no stops). the original stop was turning on 11th, Sanger Hall keeping straight down to 11th and Clay st. then turning on the bridge going back. Why is it not stopping down 11th and clay? There are little to NONE getting off at the Larrick. Everyone has to still walk back to AOP when the buses turn right in front of the AOP bldg to turn to go back over the bridge. Why is there no shuttle leaving the Main hospital going to the Monroe Park campus anymore?**

We strongly desire to have two stops (North & South) on MCV's campus for each route possible. 11th and Clay is currently designated for I Deck/ESD's Route. With much less

room at 11th/Clay to position additional buses, Larrick has become an area where that is possible as the northern bus stop for A & O Lot Routes. Additionally, while we have returned to Sanger, 11th Street does not support excessive bus use throughout the day; therefore, we work to limit use as much as possible, utilizing 10th on the way to Larrick. Please note that we always evaluate the routes to serve the bulk of our guests as effectively and efficiently as possible.

Regarding the shuttle to the MPC, we rely on our partnership with GRTC. To reduce the duplication of services, we encourage all to utilize the Pulse.

- **What happened to the platform shuttles? How long will the shuttles with the VERY high steps be in circulation?**

Our bus fleet is comprised mainly of low floor ADA vehicles that closely resemble GRTC's transit buses. We do have a number of coach style buses that are still in circulation at periodic intervals to supplement supply during peak times along with replacing our accessible fleet when they are down for service. Our goal in the future is to acquire all accessible vehicles; however, we appreciate your patience as we work to get those in place with the resources currently available to us.

- **How long are the drivers supposed to wait at a stop? Or is it a rolling stop? Where they pick up one employee and drive off.**

Stop time is contingent upon a number of factors including the number of buses on the route at that time. We are working on a number of tools to ensure drivers are aware of their team members' locations to make informed decisions to enable the best service to our guests at each stop. We strongly encourage each driver to check their surroundings prior to departing a stop first for your safety and the safety of others and second for your convenience.

- **A Lot Station needs better stop locations, I've had to walk instead of going to the current stop location. Security at A lot Station is not very common unless there was a current break in.**

Short of stopping inside the lot, which we are not permitted to do at this time, A Lot Main Street station's stop is in the best possible location. I'm not sure what the second half of this question is referring to, but please reach out at RamRide@vcu.edu if you are able to share further for us to assist. In terms of security, VCU P&T staff and VCUPD patrol each area at various intervals throughout the day.

- **Some of the drivers are rough and slam on breaks. Can you all please ask them to be more careful and considerate of our riding experience?**

We most certainly will, as all drivers are trained to a degree on smooth execution of all braking and acceleration. It sounds like a few staff need a follow up. If you wish to report specifically which drivers (bus number and time is acceptable) you experience this, never hesitate to reach out to us at RamRide@vcu.edu for us to directly follow up with them.