



# VCU

## Parking and Transportation

### Motorist Assistance Policy

VCU Parking and Transportation offers the following services as part of the subscriber motorist assistance program:

#### Fuel Assists \*

Officers will transport subscribers from a VCU parking facility to the nearest gas station upon a subscriber's request. A one-gallon gas can will be supplied for the subscriber's use. Officers do not pump or pay for the gas; however, an officer will load the tank into the enforcement vehicle after use. Transportation back to the subscriber's designated parking facility will also be provided.

#### Tire Assists \*

Tire assistance is limited to the following:

- 1) Providing a safe location for the subscriber to perform the tire change, re-directing traffic when necessary
- 2) Monitoring the subscriber while the tire change takes place
- 3) Providing contact information for area motorist assistance resources/services

#### Jumpstarts \*

Jumpstarts are provided to subscriber vehicles parked in VCU parking facilities. Officers may use a jumper box or jumper cables, depending on product availability. An officer will make every attempt to re-start the vehicle. In the event the vehicle does not restart after multiple attempts, other assistance may be necessary.

Jumpstarts can be provided to motorcycles provided the battery is in plain view and accessible to the officer.

Jumpstarts will not be performed in the following conditions (unless in a deck or covered area): Rain, Snow, Sleet, Hail.

#### Directions

Officers will provide directions, limited to VCU buildings/facilities/bus stop locations only.

#### Deck Transports

In the event a subscriber needs assistance traveling within a VCU parking deck and all elevators are inoperable, an officer may provide transportation assistance to/from the vehicle to the designated entrance/exit, provided the subscriber is already located within the parking deck and are unable to safely travel the staircase.

#### Walking Escorts

Walking escorts are provided within VCU parking facilities upon request. Officers will accompany subscribers from their vehicle to the facility entrance/exit and/or from the facility entrance/exit to their vehicle.

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Approved by: Clayton Harrington III  
*Director, VCU Parking and Transportation*

Date: 1/26/18

\* Indicates a motorist assistance program form must be signed by the subscriber before service can be performed