

VCU Parking and Transportation Guidelines

Statement and Purpose

VCU Parking and Transportation provides parking and transportation services for approximately 50,000 students, faculty, staff and guests daily. Operating as an auxiliary unit, managed by VCU Facilities Management, VCU Parking and Transportation employs more than 50 full-time, part-time, and student workers, divided into the following sub-units: administration, parking operations, special events, accounts management, accounting, and transportation and fleet. The purpose of this policy is to stipulate the parking requirements, allocation, regulations, enforcement protocol and safety guidelines for individuals who operate a motor vehicle on VCU's campuses and/or utilize VCU transportation services. Additionally, this policy serves to outline the full operational guidelines for the department.

The operation of motor vehicles on the campuses of VCU is a privilege granted by the university. This privilege is extended to faculty, staff, students and authorized visitors to the campus, conditioned, in part on compliance with this policy. Noncompliance with this policy as well as the laws of the Commonwealth of Virginia may result in disciplinary action, including but not limited to a warning or citation, the loss of parking or riding privileges and in serious cases, referral to the Dean of Students office, the Office of Public Safety, or the Human Resources department.

VCU supports an environment free from retaliation. Retaliation against any employee who brings forth a good-faith concern, asks a clarifying question, or participates in an investigation is prohibited.

The executive director for VCU Parking and Transportation and designated VCU Parking and Transportation employees are authorized to enforce these procedures and regulations in the interest of safety.

Who Should Know These Guidelines

All members of the university community, including faculty, staff, students, and visitors to the university are responsible for knowing this policy and familiarizing themselves with its contents and provisions.

Specifics and Procedures

Virginia Commonwealth University, the Commonwealth of Virginia, and agents of VCU or the Commonwealth do not assume responsibility for any vehicle or its contents when parked on University property. The University and the Commonwealth do not assume responsibility for damage to vehicles that are booted, immobilized, or towed due to violations incurred or as a result of other policy violations. Any vehicle damaged while parked in a VCU parking facility must file a report with VCU Police Department before leaving the premises.

I. Operations

Accounts management: The accounts management unit facilitates the purchasing, exchange, availability, payments, questions for parking permits, and is the primary point of contact for customers. Accounts management operates one location on the Monroe Park Campus and one location on the MCV Campus.

Physical address:
Monroe Park Campus:
1108 A West Broad Street
Richmond, Virginia
23284 – 3064

Mailing address:
box 843002
Richmond, Virginia
23284 – 3064

Physical address:
MCV Campus:
659 N. 8th St.
Richmond Virginia
23298 – 0235

Mailing address:
box 980235
Richmond, Virginia
23298 – 0235

Hours of operation:

Monroe Park Campus: Monday through Friday, 9 a.m. to 12:30 p.m. and 1:30 p.m. to 4:30 p.m.

MCV Campus: Monday through Friday, 8:30 a.m. to 12:30 p.m. and 1:30 p.m. to 4:30 p.m.

VCU Parking and Transportation operates from 5 a.m. to 11:30 p.m., Monday through Friday, and 7 a.m. to 3:30 p.m., Saturday and Sunday. An operations center, managed by the department, is staffed to provide assistance at all VCU parking deck gates. During holiday closures, deck gates are locked in the lifted position to allow traffic to ingress and egress. For assistance outside of VCU Parking and Transportation hours of operation, faculty, staff, students and guests should contact VCU Police Department at 828-1234.

II. General guidelines

- **Permit issuance authority:** Only parking permits or e-permits issued or authorized by VCU Parking and Transportation are valid and will be honored. Such substitutes as signs or permits issued by other entities, handwritten notes left inside or on the exterior of a vehicle, etc., will not be honored by VCU Parking and Transportation personnel.
- **Parking distribution:** Every parking subscriber will be issued one VCU parking permit or e-permit. Only one vehicle listed under an employee's profile may be parked inside of a VCU parking facility at any given time.
- **Permit placement:** Customers with a physical parking permit should place it on the rearview mirror mount so that it is clearly visible from the front of the vehicle. All expired university parking permits must be completely removed from a vehicle prior to displaying a new VCU parking permit.
- **License Plate:** Vehicles must be parked in such a way that the license plate is fully viewable from the drive lane. License plates must be attached to the vehicle in accordance with [Code of Virginia guidelines 46.2-715-16](#).
- **Purchase requirements:** All VCU parking permits must be purchased through VCU Parking and Transportation.
 - To purchase a parking permit from VCU Parking and Transportation, an applicant must be a faculty, staff, or student or have obtained permission from the executive director of Parking and Transportation or his/her designee.
 - If purchasing a permit in accounts management, an applicant must complete an application, present their VCU ID card, and either make a payment or arrange for payroll deductions (if a full-time employee).
- **Subscriber responsibilities:** VCU parking subscribers are responsible for performing the following actions when parking at a VCU parking facility.
 - Finding authorized space: Drivers are responsible for finding an authorized parking space. Perceived lack of available space, mechanical problems, or other factors do not justify parking violations.
 - Parking permits, e-permits, and access cards are not transferable to any other person. Transferring permits, virtual permits or access cards is a parking violation and may result in the revocation of one's parking subscription.
 - Payment of fines: All fines must be paid in full and in a timely manner. Vehicles for which tickets are outstanding are subject to immobilization/towing and collection action.
 - Access cards: Certain VCU parking facilities only use a specific ID card for entry. Subscribers must have a VCU ID card present in order to park in these facilities without being charged the daily parking fee.
- **Lost or Stolen Permits (if applicable):** If a VCU parking subscriber loses their physical permit, the subscriber must contact the accounts management office immediately.

- Permits stolen while on the MCV Campus or Monroe Park Campus must be reported to the VCU Police. Permits stolen in other locations must be reported to the designated city or county police.
 - The accounts management office will reissue a physical parking permit for a replacement fee of \$10. The replacement fee may be waived if a police report number is provided.
- **Vehicle disposal:** In the event a subscriber's vehicle is sold or disposed of, the subscriber must notify the parking office to remove the vehicle from their parking account.
- **Loading zones/service vehicle parking:** Vehicles parked in designated service areas must display a permit authorizing the use of these areas.
 - Permits for service vehicles may be obtained at an accounts management office. These permits should be used only while the operator is engaged in performing service functions.
 - Blinkers or flashers must be activated when vehicles are parked in load/unload zones.
 - Any vehicle parked longer than the posted time limit for the loading zone is in violation and subject to enforcement action.
- **ADA parking:** All subscribers parking in ADA-accessible spaces in controlled lots/decks must display a valid university parking permit or e-permit for their assigned lot or deck as well as an ADA parking placard or license plate issued by the state Department of Motor Vehicles (DMV) or equivalent office for the state in which the car is registered, indicating the driver is permitted to park in an accessible space.
 - An individual with temporary disabilities may request permission to park in designated mobility-impaired spaces in their designated lot or deck from the parking office with a DMV-issued disabled parking placard.
 - VCU Parking and Transportation will assign subscribers with a DMV-issued disabled parking placard to the closest ADA parking location practicable, regardless of classification at the university.
 - Failure to follow documented procedures will result in a \$200.00 parking fine if a vehicle is found parked in or blocking an ADA parking space without displaying the proper permits.
- **Reserved parking spaces:** All reserved parking at VCU must be purchased through VCU Parking and Transportation.
 - Reserved parking spaces may be paid for by a department and used by that department for visitor/guest parking. If the reserved space is for an employee or student of the university, the user must maintain a parking permit, and the reserved parking space additional fee will be paid by the department or individual requesting the space.

- Reserved parking spaces are sold based on availability.
 - Individual subscribers may be sold reserved parking spaces if they hold a designated senior-level leadership position, such as dean, vice president, provost, etc. Additionally, VCU Parking and Transportation reserves the right to review individual reserved space assignments and the associated duties and need(s) relative to the respective position upon the subscriber's departure from the position for which the space was granted.
 - The cost of a reserved parking space for an on-campus location is twice that of a standard employee permit.
- **Temporary parking accommodations due to medical need:** Parking subscribers with a temporary medical need may request to move to a more proximate location for a designated period of time (not to exceed two months), pending space availability. In all cases, parking subscribers must pay the applicable subscriber fee (including additional price differences in advance, as applicable) to park at any VCU parking location. A signed doctor's note must be provided before an accommodation will be granted.
 - **Expectant mother parking:** Parking subscribers who become pregnant may request to move to a more proximate location in their third trimester or upon a doctor's recommendation.
 - All subscribers must present a doctor's note with a due date before consideration for a temporary parking reassignment will be granted.
 - In all cases, parking subscribers must pay the applicable subscriber fee (including additional price differences in advance, as applicable) to park at any VCU parking location. All reassignments are based on current availability.
 - Failure to follow documented procedures will result in a \$35.00 parking fine and possible tow if a vehicle is found parked in an expectant mother space without displaying the proper permits.
 - **Relocation:** While a parking permit guarantees subscribers a parking space in a VCU parking facility, VCU Parking and Transportation reserves the right to relocate vehicles and subscribers to alternate facilities as required for emergencies, construction, access, special event parking, and/or safety concerns.
 - **Permit registration:** A valid vehicle must be registered to a customer's permit.
 - Old VCU parking permits must be destroyed prior to displaying a new permit.
 - All VCU parking subscribers are required to hold a valid parking permit while parked in any VCU parking facility. Failure to hold a valid VCU permit may result in a parking citation.
 - When approaching the deck gate, the vehicle should not exceed five miles per hour, as this may result in the reader not registering the permit/license plate.
 - In the event a subscriber experiences difficulties while in the deck, they should press the "i" button, located on the entrance/exit lane verifiers, to be connected to VCU Parking and Transportation's operations center.
 - When using a virtual permit, ensure the vehicle is parked with the license plate facing the drive lane so that it can be read by mobile LPR units.

If you do not have a valid parking permit, please contact the parking office via email at parking@vcu.edu or by phone at 804.828.7275 to avoid receiving a citation.

- **Contractor parking:** Contractors perform important services for VCU and oftentimes require on-campus parking. To meet this demand, VCU Parking and Transportation offers limited parking spaces to accommodate contractors.
 - All contractors are required to purchase a VCU parking permit before utilizing a VCU permit-controlled parking facility.
 1. Requirements:
 - Provide a VCU ID card (if they have one)
 - Provide vehicle information (license plate number, make/model, year, color, and vehicle type)
 2. Monthly rates are available for contractors working at VCU for an extended contract period.
 3. All contractors are welcome to utilize VCU's visitor parking facilities.
- **Reciprocal parking:** Reciprocal parking is allowed when space is available. This privilege allows a subscriber to park in a certain campus location outside of their assigned area. These parking locations are situated on both the Monroe Park Campus and MCV Campus. Reciprocal parking privileges do not apply during special events.
 - Student Reciprocal parking locations are available at <https://parking.vcu.edu/parking/students/student-reciprocal-parking>.
 - Faculty/Staff Reciprocal parking locations are available at <https://parking.vcu.edu/parking/faculty-and-staff/reciprocal-parking/>.
- **Special permits:** Special permits may be approved by the executive director of Parking and Transportation to meet unanticipated needs. Any special permit must be limited in scope and valid for one year until a formal review by the AVP overseeing VCU Parking and Transportation either approves the permit to be available for sale or denies the permit, in which case the permit will be eliminated.
 - **Exception process**
 1. Business need is identified and communicated to accounts management or parking operations
 2. Meeting between parking operations and accounts management transpires to develop a solution
 3. A decision brief is presented to the executive director of Parking and Transportation
 4. A review of the proposed resolution by the executive director of Parking and Transportation (or designee) occurs

5. The executive director of Parking and Transportation (or designee) signs off on the permit – or approval occurs by verifiable electronic means (email must clearly state approval and contain the proposal)

Requirements:

1. Clearly identified business or customer service need
 2. Cost aligned with Board of Visitor pricing for similar permits – by either, or both, hours of parking or by location
 3. Shall not displace or cause lack of availability to any group the beneficiaries are not currently a member
- **Visitor/pay-as-you-go parking:** Visitor/pay-as-you-go parking is designed to facilitate parking for those who do not hold an active VCU permit. There is no requirement for any user affiliated with the university to utilize visitor/pay-as-you-go parking.
 - Visitor/pay-as-you-go parking is permitted in designated parking locations.
 - Open surface lots require prepayment (to be made at the pay stations) for parking.
 - Deck parking requires the user to pull a ticket and pay for the ticket prior to exiting the facility. The time from payment to exiting the facility cannot exceed more than 15 minutes.
 - Rates for visitor/pay-as-you-go parking are approved by VCU’s Board of Visitors on an annual basis.

Current Rates (effective July 1, 2024)	
0 - 1 Hour	\$3.00
1 - 2 Hours	\$5.00
2 - 3 Hours	\$7.00
3 - 4 Hours	\$9.00
4 - 5 Hours	\$11.00
5 - 6 Hours	\$13.00
6 - 7 Hours	\$15.00
7+ Hours	\$17.00

Maximum Daily Rate is \$17.00

- **Special event parking:** Special event parking is designed to accommodate groups or individuals sponsoring events related to or through the university and includes coupon codes, and space/lot rentals.
 - Special event parking can be arranged through the VCU Parking and Transportation special events manager.
 - Special event parking is provided upon availability and charged at a rate approved by the university on an annual basis.
 - Special event requests made outside of five business days may not be honored.
 - Special event parking can be requested through the VCU Parking and Transportation website or by contacting the special events manager by email at PRKGEVENT@VCU.edu.
 - A refund for pre-paid parking will not be given unless the event itself is canceled.

- **Parking validations:** VCU departments or outside agencies looking to validate parking for visitor parking locations can submit requests for parking validations (also known as QR codes or coupon validation codes).
 - As a guest exits a VCU parking deck, the hourly rate is applied, and the total parking fee is calculated. By scanning a QR code, guests can reduce or eliminate their parking fee, allowing them to exit the deck without payment.
 - If a guest is parked in a surface lot, they must enter the coupon code upon arrival in the lot and select the hourly rate at the pay station.
 - QR codes and coupon codes are charged based upon usage and hourly rates are applied per vehicle.
 - Users can submit a parking validation request at <https://apps.parking.vcu.edu/forms/specialevent.aspx> or email prkgevent@vcu.edu, including "validation ticket request" in the subject line.

- **EV charging:** VCU Parking and Transportation provides access to electric vehicle charging stations for subscribers and visitors. Visitors and non-permit holders can access the charging stations at West Broad St. Deck by paying the standard hourly parking rate. VCU parking subscribers can gain access to the charging stations outside of their facility by pressing the "i" button upon entering the parking facility. The usage fees for utilizing EV charging stations on campus are as follows:
 - From 6 a.m. to 6 p.m., Monday through Friday: \$1 per hour + \$0.10 per kWh.
 - From 6 p.m. to 6 a.m., Monday through Friday: \$0.50 per hour + \$0.10 per kWh.
 - From 6 p.m. on Friday to 6 a.m. on Monday: \$0.50 per hour + \$0.10 per kWh.

Parking subscribers found to be in violation of parking in designated EV charging spaces without actively charging their vehicle may be subject to enforcement action.

Employees

1. **Eligibility for university parking privileges**
 - Must be a current employee
 - Must have no outstanding parking citations
2. **Parking assignments:** Parking assignments on the Monroe Park Campus are made on a first-come, first-served basis. Parking assignments on the MCV Campus are made using the MCV Parking Assignment Criteria.
<https://parking.vcu.edu/parking/faculty-and-staff/vcuhs-parking/>
 - **No individual, office, or department other than VCU Parking and Transportation may grant campus parking privileges or sell parking permits.**
3. **Permit Qualification:** Individuals who wish to obtain parking at VCU will qualify for certain permit types based on their classification at VCU.
 - **Employee:** Employees who work at least 30 hours per week are considered full-time employees by the university and will only qualify for an employee permit. Full-time employees who are also full-time students at VCU will only qualify for an employee parking permit.
 - **Student:** Students who take 12 or more credit hours per semester are considered full-time students and will only qualify for a student permit regardless of employee status. Students residing in on-campus housing will be considered housing students and will only be eligible for a housing permit. Full-time graduate students (9 or more credit hours) will only qualify for a student permit regardless of part-time employee status.
 - **Part-time:** Employees who make \$19.57 or less hourly and work less than 29 hours per week, but are not full-time students, will qualify for the part-time rate (other regulations apply). Rates are adjusted in line with State of Virginia salary increases. *NOTE: Students working hourly roles at VCU are not eligible for faculty/staff parking permits.* Those who hold a dual status as a part-time student and part-time employee are handled on a case-by-case basis.
4. **Purchasing employee parking:** Parking can be purchased in the accounts management office or online.
 - Upon purchasing parking, new subscribers need to register their license plate(s) to their virtual permit online. A VCU ID card can also be used as a secondary credential to operate the gate system in VCU parking decks.
 - Virtual permits should be purchased online and will be active within 15 minutes of purchase.

- Subscribers assigned parking at a leased facility may be required to display a VCU hangtag permit (if directed upon purchase) and use the facility's access card to enter and exit the deck.

5. Online purchase process:

- VCU employees, either new or current, who are interested in securing parking must complete and submit a parking application online. Parking locations are assigned based on current availability at the time of the request. Applicants must bring a completed application to an accounts management office, located at 1108-A West Broad Street or 659 N. 8th Street (Eighth Street Deck) to complete the purchasing process.
- New VCU Health employees are assigned parking prior to orientation, if requested. Employees receive an online parking application to complete as part of the HR onboarding process.
- Existing VCU Health System employees may bring a VCU ID card to an accounts management office, along with a completed parking application, to receive available options.

6. Daily value credentials: VCU Parking and Transportation offers a discounted daily value credential and weekly permit for VCU and VCU Health System employees who do not currently hold a parking subscription. Value credentials and permits are valid in designated parking facilities on the Monroe Park and MCV campuses and begin and end at midnight.

- Permits/value credentials are only available to VCU and VCU Health System employees and are **non-refundable**. Students or visitors found in possession of a value credential or weekly permit may be subject to a \$300 penalty.
- In/out privileges apply to daily value credentials and weekly permits.
- Permits/value credentials are only valid on the campus for which they are purchased.
- Daily value credential locations:
 - **MPC:** West Broad St. Deck, West Main St. Deck, West Cary St. Deck, Jefferson St. Deck, Henry St. Decks
 - **MCV Campus:** I Deck
- Weekly permit locations:
 - **MPC:** West Broad St. Deck, West Main St. Deck, West Cary St. Deck, Jefferson St. Deck
 - **MCV Campus:** Eighth St. Deck, I Deck

7. Paying for parking

- **Full-time employees** of VCU and VCU Health System are required to pay for parking semi-monthly through payroll deduction. Contingent/part-time/hourly employees (with the exception of benefitted) are not eligible for payroll deduction and must prepay for parking.

- **Part-time/hourly employees**, defined as non-benefited employees limited to 29 hours or less on average per week over a 12-month period and earn \$19.57 per hour or less, are eligible for the part-time permit rate. Those eligible for the part-time/hourly rate will be assigned to one of the following locations: A Lot at Main St. Station (MCV Campus), Jefferson Street Deck (Monroe Park Campus), Bowe Street Deck (Monroe Park Campus), or Henry Street Deck (Monroe Park Campus).

The following VCU employee classifications are required to pay in advance for parking permits:

- Adjunct faculty
- Student workers
- Work-study students
- Hourly/part-time employees
- Affiliates (non-employees)

The following VCU Health employee classifications are required to pay in advance for parking permits:

- Contingent/part-time/hourly employees
- Affiliates/contracted Employees (non-employees)

8. Refunds and cancellations: Subscribers canceling their parking subscriptions, voluntarily or through separation from the university, must submit a permit cancellation form online and return any physical permit or access card (if applicable) to the accounts management office upon cancellation.

- **Employee/prepaid permits:** Prepaid/quarterly parking permits are purchased one to 12 months in advance. Should a subscriber decide to cancel the subscription, the subscriber must complete the permit cancellation form. Subscribers will receive refunds for any unused portion of their subscription, with reimbursements only issued in two-week increments.
- **Payroll deduction:** Employee subscribers who do not prepay must submit a cancellation form online. Cancellations are processed in accordance with the VCU and VCU Health System payroll schedule (i.e. If a permit is returned any time during an active pay period, the cancellation will not be processed until the end of the active pay period; thus, resulting in no applicable refund.)

9. Lapse in subscription: In the event an employee subscriber incurs a lapse in parking due to non-payment, placement in the formerly assigned parking location may not be guaranteed. Subscribers can only retain access to an assigned facility by ensuring that payments are made prior to the end of their current subscription.

10. Reissuance/switching locations: An employee subscriber can request to relocate to an alternate parking facility. Relocations will be granted based on space availability.

11. Changes in employment status: If an employee wishes to discontinue/cancel a parking subscription on a voluntary basis due to short-term or long-term disability, the employee should contact the accounts management office before departure.

- If subscription payments are not being received during the employee's absence, their previous parking location cannot be guaranteed upon reinstatement.
- If an employee wishes to maintain their parking location during leave, scheduled monthly payments must continue.

12. Change of address: When an employee subscriber's home address changes, the subscriber must make the associated change in Banner eServices, and VCU Health employees should contact the Human Resources department to complete this change.

- Subscribers must change their vehicle account information in their parking account at <https://vcu.t2hosted.com/Account/Portal>.

13. Prepaid permit renewals: Prepaid permits will expire on the date listed on the parking portal at <https://vcu.t2hosted.com/Account/Portal>.

- Renewal of the permit must take place at least one day prior to the expiration date of the permit to ensure the continuation of parking privileges.
- Subscribers who prepay should renew online or in-office during regular business hours.

14. Leave of absence

VCU Parking and Transportation may reserve or hold a subscriber's parking assignment during absence from the university for military leave or sabbatical leave only.

- **Study-research or educational leave:** This is a leave of absence granted to faculty or staff for business travel or research as approved by VCU. The faculty/staff member must provide documentation stating that the leave has been approved, in addition to the time period for the approved sabbatical. Without this documentation, parking will not be reserved. Additionally, the employee's current parking permit (if not a virtual permit) must be returned to the accounts management office. Upon return, a new permit or virtual permit will be issued for the reserved location. *Note: A leave of absence for illness, dependent care, an extended vacation or other personal reasons does not qualify for study-research or educational leave status.*
- **Military leave:** If a VCU faculty/staff member is called to Active Military Duty in a branch of the United States Armed Services for a certain period of time, parking may be reserved. The faculty/staff member must provide official documentation of the leave before parking will be reserved. Additionally, the employee's current parking permit (if not a virtual permit) must be returned to

the accounts management office. Upon return, a new permit or virtual permit will be issued for the reserved location.

15. Retirees: Retired and emeritus faculty parking is a benefit bestowed by the VCU Office of Faculty Affairs in partnership with VCU Parking and Transportation. This benefit allows qualified retired and emeritus faculty members to receive a VCU parking permit at no cost.

- To qualify for a retired/emeritus faculty parking permit, the faculty member must present a valid *Retired or Emeritus Faculty VCU ID card** to a VCU Parking and Transportation accounts management office during normal business hours. Upon meeting these qualifications, a virtual retired/emeritus faculty parking permit will be issued.
- In the interim, the faculty member may use a valid VCU ID card to gain access to the gated parking facilities.
- Once qualified for the retired and emeritus faculty parking permit, permit holders will receive an automatic permit renewal every year if the permit is used within a 12-month period (July 1- June 30).
- Each year, VCU Parking and Transportation will review the usage of all retired and emeritus faculty permits. If a permit has not been used within the year, VCU Parking and Transportation will deactivate it.

16. Non-affiliate parking: Non-affiliated community members may be sold parking with the explicit written permission of the executive director of VCU Parking and Transportation or his/her designee. Each case will be reviewed and approved by the executive director of VCU Parking and Transportation to determine the need and benefit to the university.

Students

- 1. Student parking:** Parking permits are sold for the fall, spring, and summer semesters. Parking restrictions may change throughout the year due to space availability, construction or access; however, subscribers will be notified in the event of such changes.
- 2. Permit Qualification:** Individuals who wish to obtain parking at VCU will qualify for certain permit types based on their classification at VCU.
 - **Employee:** Employees who work at least 30 hours per week are considered full-time employees by the university and will only qualify for an employee permit. Full-time employees who are also full-time students at VCU will only qualify for an employee parking permit.
 - **Student:** Students who take 12 or more credit hours per semester are considered full-time students and will only qualify for a student permit regardless of employee status. Students residing in on-campus housing will be

considered housing students and will only be eligible for a housing permit. Full-time graduate students (9 or more credit hours) will only qualify for a student permit regardless of part-time student status.

- Part-time: Employees who make \$19.57 or less hourly and work up to 29 hours per week, but are not full-time students, will qualify for the part-time rate (other regulations apply). *NOTE: Students working hourly roles at VCU are not eligible for faculty/staff parking permits.* Those who hold a dual status as a part-time student and part-time employee are handled on a case-by-case basis.
3. **Purchasing a permit:** Student parking subscriptions are available for purchase online at www.parking.vcu.edu or from the accounts management office for a limited time each semester.
 4. **Permit eligibility:** In order to be eligible for university student parking privileges, a student must:
 - Have no outstanding university parking penalties or unpaid violations;
 - Be a current student with a valid VCU ID card;
 - Be registered for classes
 5. **Freshman resident no-car policy:** VCU employs a “No Car Protocol” for first-year residential students.
 - Parking permits cannot be purchased by other students for first-year residential students. Violations of the protocol are pursued through the Student Code of Conduct and/or revocation of future parking privileges.
 - Students who meet the criteria for exceptions set forth by Student Affairs, as defined at <https://students.vcu.edu/freshman-parking/>, may submit a waiver request online. VCU Parking and Transportation will make every effort to accommodate students approved for exceptions.
 6. **Reissuance/switching locations**
 - In the event a student subscriber wishes to relocate to an alternate parking facility and space is available, VCU Parking and Transportation may grant the request.
 7. **Parking assignments**
 - **Monroe Park Campus:** Parking assignments are made on a first-come, first-served basis, depending upon availability. No individual, office, or department apart from VCU Parking and Transportation may grant campus parking privileges, sell, transfer, or alter parking permits.
 - **MCV Campus:** MCV Campus parking assignments operate via a lottery-style system. The number of parking permits awarded each semester is based on availability.

- Students who wish to purchase parking on the MCV Campus must “rank” their top four parking location preferences online during the designated timeframe.
 - VCU Parking and Transportation will utilize a random number generator to award participants parking assignments based on their selected preferences.
- 8. Commuter permits:** Commuter permits are intended for students who drive to and from campus each day.
- Standard commuter permits are valid for 19 hours daily, Monday through Friday, in one’s designated parking location and 19 hours on Saturday and Sunday, in any unrestricted lot.
 - 24-hour commuter permits are valid in one's designated parking location 24 hours a day, 7 days per week.
 - Reciprocal parking information and a list of unrestricted lots can be found at <http://www.parking.vcu.edu/parking/students/student-reciprocal-parking/>.
- 9. Housing permits:** Housing permits are valid for 24 hours in an assigned facility.
- 10. Evening permits:** The Evening permit is a student commuter permit valid for one semester term. Evening permits are intended for students with evening classes that begin after 3 p.m.
- This permit allows subscribers to park in designated parking facilities, Monday through Friday, from 3 p.m. to 2 a.m. and in any unrestricted lot on Saturday and Sunday.
- 11. Permit cancellation:** Students wishing to cancel their parking subscription must complete a permit cancellation form online. Students who purchased a permit in office must complete the cancellation form in person to receive a refund. A refund will not be granted if the cancellation form is not submitted.
- 12. Refunds:** Refunds are calculated/applied beginning the first of each month (i.e. If a permit is returned during the middle of the month, the refund will be applied/calculated beginning the first of the following month.)
- No refund will be provided for Evening permits.

III. Enforcement

- 1. Citation issuance:** VCU Parking and Transportation enforcement and safety officers issue citations for vehicles parked in university parking facilities that are in violation of VCU's parking guidelines.

VCU Parking and Transportation issues citations for the vehicle violations described in Enforcement III.2.

2. Citation fees

- \$10.00 Parking without License Plate Visible
- \$20.00 Improper Display
- \$25.00 More Than One Space
- \$35.00 After Hours/Expired Pay Station
- \$35.00 Expired/No Permit
- \$35.00 Exceed Posted Time Limit
- \$35.00 Parked in Prohibited Zone/Space/Lot
- \$35.00 Blocking Drive Lane/Space
- \$50.00 Unauthorized Parking in D Deck
- \$50.00 Illegal Employee Parking on VCUHS Visitor Deck
- \$50.00 Tailgating
- \$200.00 Parked/Blocking ADA Space
- \$300.00 Forged/Altered Permit
- \$300.00 Unauthorized Use of a Permit

3. **Citation responsibility:** The owner-of-record or individual registering a vehicle with VCU or the individual assigned to the vehicle by VCU Parking and Transportation's internal process is responsible for all VCU parking citations issued against that vehicle no matter the identity of the driver at the time of the violation.

- VCU Parking and Transportation partners with the Department of Motor Vehicles (DMV) and a third-party entity for out-of state plates and will link any non-registered vehicles with outstanding citations to individuals based on information secured from a third-party vendor.

4. **Rules of evidence:** Evidence that a motor vehicle was found parked or unattended in violation of VCU Parking and Transportation citation regulations is accepted as correct until proven otherwise that the vehicle was parked by:

1. The person holding a university parking permit for the vehicle;
2. If no university parking permit has been issued for the vehicle and the vehicle is not registered with the university, the person whose name it is registered with at the Virginia Department of Motor Vehicles or the corresponding agency of another state or nation;
3. A son, daughter, spouse, or ward of the registered owner is such a person who is employed or enrolled in the university at the time of the violation.

5. **Payment for a citation:** Citations can be paid online, via mail or in person at a VCU Parking and Transportation accounts management office.

- Fines can be paid online at <https://vcu.t2hosted.com/Account/Portal>
- Fines can be paid in person to the VCU Parking and Transportation office.
- Fines can be mailed to the VCU Parking and Transportation Office at Box 980235, Richmond, VA. 23298. If payment is mailed, payees must include the citation number on the memo line of the check.

- Payment may be made with cash, check, Visa, MasterCard, Discover, AMEX, money order or certified check. Checks and money orders should be made payable to VCU Parking and Transportation.
6. **Late payment:** Parking citations not paid within thirty calendar days of the issuance date become past due, and a late fee will be assessed. Parking citations not paid within thirty days (30) may be turned over to a collection agency.
 7. **Unpaid parking citations:** Individuals with three or more unpaid parking fines on their parking account may have their vehicle immobilized (booted), regardless if that specific vehicle has three or more citations attached to it.

Once a citation reaches 31 days past the due date, a \$10 late fee will be issued.

8. **Collections:** Individuals with unpaid citations on day 31 will have 30 days to pay their parking citation(s) to avoid collections action.
 - Letters will be mailed to the owner of record on days 31, 40, and 50 outlining how to pay off the citation(s) and explaining that if the citation(s) is more than 60 days old, the citation(s) will be transferred to a collection agency.
 - At day 61, unpaid citation(s) will be transferred to a third-party collection agency, and an additional \$20 fee will be added to the citation. The collection agency will collect the debt on behalf of VCU through letters and phone calls.
 - Each November, any uncollected debt linked to a Virginia address that has been sent the three letters and is older than 60 days will be sent to the Virginia Set-Off Debt Collection Program. The amount sent to debt setoff will include the citation amount, the \$10 late fee, and the \$20 collections fee.
9. Owners will then have 30 days to settle their account before it is sent to a collection agency on day 61.
 - Vehicles identified while on university property will be booted, and the owner will be required to pay all outstanding parking penalties and fines before the boot will be removed. Additionally, a boot removal fee will be assessed.
 - During office hours, all fines may be paid with cash, money order, credit card, or certified check. If a vehicle remains booted after VCU Parking and Transportation closes, owners may pay all of the associated penalties [online](#). Following successful payment, VCU Parking and Transportation will remove the boot. If non-payment occurs, the vehicle is eligible to be towed at the owner's expense.
10. **Appealing citations:** Any person who has been issued a parking ticket may file an appeal [online](#) provided that no more than five (5) calendar days have elapsed since the issuance of the ticket.
 - VCU Parking and Transportation's appeals officer will investigate to determine whether or not a violation has occurred and if there were significant mitigating circumstances surrounding the alleged violation to warrant excusing the fine.

- The appeal will be entered into the computer system, and the billing process will be halted until a decision is made.
- The appeals process is an administrative process; therefore a hearing will not be conducted.
- Appellants will be notified via email of the judgment within five to seven business days.
- The decision by the appeals officer is final and binding with VCU Parking and Transportation.
- If an appeal request is denied, appellants have five (5) calendar days from the issuance of the denial email to pay the fine and will become boot-eligible.
- Parking citations not paid within thirty (30) calendar days will become past due and a late fee of \$10 will be assessed.

11. Vehicle immobilization: Individuals with unpaid parking fines may have their vehicle immobilized.

- Accounts with three or more unpaid parking citations or citations totaling more than \$100 will be subject to immobilization (boot/tow).
- Vehicles identified while on university property will be booted and the owner will be required to pay all outstanding parking penalties and fines before the boot will be removed. Additionally, a boot/tow removal fee will be assessed. During office hours, all fines may be paid with cash, money order, credit card, or certified check. Vehicles that remain booted after VCU Parking and Transportation closes will be towed at the owner's expense, and all fines must be paid prior to the vehicle being released from immobilization or impoundment.
- The university reserves the right to tow vehicles at the owner's expense from areas designated as tow zones, reserved spaces not designated for the vehicle, situations that present a hazard or impede the normal and/or emergency operations of the university, or are parked in unassigned areas without notice to the owner. After towing a vehicle, VCU Parking and Transportation will notify VCU Police of the vehicle's location.

12. Speed limits in parking facilities: The speed limit on all VCU parking decks, unless otherwise posted, is five miles per hour. Speeding in VCU parking decks is a safety issue and could lead to the revocation of parking privileges.

13. Motorist assistance program: VCU Parking and Transportation offers motorist assistance to subscribers. The assistance is limited to jumpstarts, assistance securing the area during tire changes, transportation for gasoline and calling a towing service. Due to liability issues, parking staff will not attempt to open locked vehicles or change a subscriber's tire.

IV. Transportation

1. **RamRide:** RamRide is a shuttle service that travels to VCU's remote parking facilities. Buses operate Monday through Friday, and service is free for all VCU students, faculty and staff with a valid VCU ID card.
 - A VCU ID card or should be visible when boarding.
 - The RamRide driver may ask for verification if the identification is not visible.
 - No smoking is allowed, including electronic cigarette use and/or vaping devices.
 - Pets are not allowed on RamRide buses; registered service animals are welcome.
 - No alcohol (in open or closed containers) is permitted.
 - Food or drinks must be in a closed container.
 - Items that are transported on the bus should fit on passengers' laps or between their legs to enable safe ingress and egress. No hazardous items are permitted onboard.
 - Passengers should not chase after the bus under any circumstance.
 - VCU Parking and Transportation reserves the right to deny transportation to any passenger if, based upon the judgment of the driver, the passenger's behavior presents a danger to the vehicle, the driver, and/or other passengers.

2. **RamSafe:** RamSafe provides safe and free transportation to on-campus locations and nearby residences and buildings within defined boundaries on the Monroe Park and MCV campuses between the hours of 5 p.m. to 8 a.m. daily.
 - RamSafe serves the MCV Campus from 5 p.m. to 8 a.m. daily with the following restrictions lifted as of November 9, 2020. Should restrictions be reinstated to normal operating hours (midnight to 8 a.m. during the academic year, and 7 p.m. to 8 a.m. anytime school is not in session), this information will be posted at ramsafe.vcu.edu.
 - A VCU ID card must be presented when boarding. A maximum of four guests can ride with a valid VCU ID card.
 - The driver may ask for verification of the last four digits of the requestor's phone number to verify the request.
 - No smoking is allowed on buses, including electronic cigarette use and/or vaping devices.
 - Pets are not allowed. Registered service animals are welcome.
 - No alcohol (in open or closed containers) is permitted.
 - Food and drink must be in a closed container.
 - Items that are transported on the bus should fit on passengers' laps or between their legs to enable safe ingress and egress.
 - Passengers should not chase after the bus under any circumstance.

VCU Parking and Transportation reserves the right to deny transportation to any passenger if, based upon the judgment of the driver, the passenger's behavior presents a danger to the vehicle, the driver, and/or other passengers.