

Parking and Transportation Q&A Monroe Park Campus Forum | March 16, 2017

Q: (In regards to PWT program) Do P&T employees wear uniforms? I ask so people are aware and know what to expect, mainly for safety reasons?

A: All of our employees should always be in uniform, if they are not, please let us know

Our team, along with police, and security work hard to make our areas as safe as possible, but know there are people out here to take advantage, and you should see on our employees shirts the VCU logo, with Parking and Transportation on the front.

Q: I know you can get a carpool permit if you're carpooling with other hospital employees, but will you honor those for VCU employees as well, in the event we have a mix of hospital and university employees carpooling together?

A: The answer should be yes, but we are working to make that possible.

Q: We have heard the Allied Health building construction could impact permit holders. What will the effect be to transportation?

A: We are working through many of the issues with our administrative team to find out what will happen, as the meeting is pending soon, and once we do know, we will be able to update and send out communications via email Facebook, Twitter, and our website.

Q: Are there any plans to improve A Lot? I know I have had several issues of drainage problems, nails and potholes damaging tires. I wanted to know who is responsible for the payment and damages to the tires and vehicles?

A: As this lot is leased, please report such issues so we can review and each situation on a case by case basis.

We can only do some much as far as maintenance is concerned due to the restraints with the owner of the lot, and all repairs require owner permission.

Q: Have you thought about setting a schedule for RamSafe, or using the Gateway location as a primary pickup, as I use this service for transportation from the Hospital to the I lot.

A: Audience member was referring to 828-WALK, which does pick up at Gateway after 8pm.

Also, Groome Trans drivers take off prior to everyone being seated and passengers lose footing or are startled; some have fallen.

A: Every week, we meet with Groome to discuss any customer issues that arise. Please send these occurrences to ramride@vcu.edu, and, when possible, include information like date, time and bus number so that we can also pull footage, if necessary.

Q: Does reciprocal parking not work during special events? I used to have access to Jefferson Street Deck on the Monroe Park campus, and now I don't.

A: The West Broad Street Deck is typically used for special events, and when this occurs, subscribers are encouraged to utilize alternate lots. We do have an event calendar online which lists our special events and impacted facilities.

In regards to the Jefferson Street Deck, you should not have access, as your cross-campus reciprocal parking deck is the West Broad Street Deck. Last year, there was a system issue which allowed all permits the ability to park in any deck location. This issue has since been corrected by our vendor, and all subscribers were sent an email reminding them to park in their designated locations once this issue was corrected.

Q: What is the timeline of D Deck coming down?

A: We have no further information available at this time, and we are working with members from the hospital as well as the university regarding this project. All information will be shared once finalized.

Q: I know you mentioned about RamRide passes for non-VCU affiliates, is there a limit on how many passes you can request? We operate programs with non-VCU researchers, and it would be helpful and more cost effective for transporting them around both campuses.

A: Yes, there is a limit of 3 guest passes per month. In the event you need additional passes, please call the customer service office at 828-PARK, or email us at parking@vcu.edu so that we can provide a solution.

Q: Are there any future plans to have the Jehovah's Witness conference member park at I Lot, and how it will affect the deck permit holders?

A: We have moved away from providing parking for the Jehovah's Witness during the Monday – Friday period in the I Lot, and, instead, we provide them parking in Eighth Street Deck during the week and in the I Lot on the weekends.

Q: Could you please give additional information about reciprocal parking during the Monument 10K?

A: If your primary facility is on the MCV Campus, your reciprocal parking at MPC is West Broad Street Deck, but during the 10K, it will not be available, so we will provide parking in the West Cary Street Deck.

We will have more information once we are closer to the event date.

Q: Attendee reported Bernie Adams and Mia Williams did an excellent job from the forum 1 year ago, addressing issues and needs, stating and finding helpful solutions to benefit a large group of permit holders at MCV, and she truly appreciates the great job done, so she knows these forums do help.

Q: What are the plans for the expansion of parking closer to the MCV campus?

A: This is the reason we are in the process of conducting the two studies with consultants to determine any short term and long term solutions as it relates to available parking.

I am wondering about the difference between student pass versus the faculty pass? Is there a certain number of student passes you have? I was kicked out of my deck as a student once I graduated but was hired as an employee and was assigned to a less preferential deck.

We would need to review your situation, as we need additional information as to why and what occurred. (Bernard) I am going to have Peter give you my business card to discuss it further. However, a certain amount of permits are allocated for each segment--students and employees.

Q: I have been an employee for over 25 years, and wanted to know for those of us that have paid for permits for 20 or 25 years, could we receive a discount on our parking permit price?

A: Our rates are set and approved by the Board of Visitors. Our rates are also set around, if not lower, than the surrounding prices the city sets, but again, we are conducting a study to determine if there are any programs or sources from other institutions with similar issues and the types of resolutions they came up with. It's something that can be explored.

Q: The Lee Biotech parking location has had several issues with the crosswalk, and pedestrians who park in that area have been almost hit by drivers. Is there anything we can do to add additional time to the crosswalk sign to avoid injuries?

A: That sidewalk is under the City of Richmond's control, but we will speak with our contact and see what we can come up with. Again if you have any of these types of issues, please reach out to us. (Chief Venuti: VCU's, to include VCU Health's, concerns regarding these pedestrian issues have been brought forth to Mayor Stoney's administration who are open to working with us to evaluate possible solutions.)

Q: Students have asked us faculty and staff about early morning pick-ups and which service to use during early class/lab times in the event they need a ride--RamRide or RamSafe?

A: If it is before the transition time of 8am, use RamSafe.

We know sometimes it has longer wait times which go over the 8am cut off, as we have students coming in at 6 am.

A: We know Cabell is the most popular pickup, and the times are pending driver availability, weather conditions, pending traffic, but for that early of a time, it would be best for the students to use RamSafe.

Q: We have noticed a lot of new employees that are being moved to R Lot. Is this the standard, as it is further away and people with certain mobility issues may find it harder to get on and off the bus. Are there any other closer locations available--even A or I Lot?

A: Right now, on the MCV Campus, our decks do not have the capacity to handle additional occupancy, and R Lot has the most ample and available parking at this time, as A Lot has a 96% occupancy rate currently. If you would like to send an email, we can review on a case by case basis, pending availability, to see if an employee meets the criteria to move to a closer location.

Q: Are there any plans to add another bus to the R Lot route? We know M Lot has more buses and shorter wait times.

A: We are reviewing what we can do, but M Lot has double the amount of subscribers which is why they have more buses, and we are also working within a smaller budget. However, we are working to come up with additional options to enhance this service for subscribers.

Q: Is M Lot free? R Lot subscribers pay individually for each permit, but we have heard M Lot is free. If

we pay individually, why don't we have better or similar service as M Lot users?

A: Carlos Brown: M Lot is paid by the Health System, so individuals do not pay a subscription directly, but there are full costs associated for the hospital.

The M Lot buses do support the R Lot route during non peak times. But, we are confident that we can come up with a creative solution to improve service at this location given the current budget.

Q: I have heard rumors of VCU's transportation moving from Groome to GRTC. Can you comment on this?

A: Currently, we do not have any plans to do so; however, we do not know how the BRT will impact our transportation system just yet, but in the event any major changes occur, we will communicate accordingly.

Q: Is there a Wait-list for the N Deck or D Deck?

A: No, we do not have any waitlists for any of our facilities.

Closure: Please let us know anytime you have a question or concern, there is no need to wait until our forum to bring up any of these issues, so we can already be working on solutions- parking@vcu.edu.

We have physical locations at MCV (659 N. 8th Street) and MPC (1108 W. Broad Street). You can also communicate needs or concerns via social media (facebook.com/vcuparking, @VCUParking). We want to help build a better relationship with our subscribers