

# JOHNSTON YMCA

## MEMBER PARKING FAQ

### WHY ARE WE MAKING THIS CHANGE, AND WHY METROPOLIS?

In 2017, The Johnston Y began to monitor the parking lot after years of abuse and incidents. Our current vendor has been a great provider, but now there is a need for more tech investment to ease validation and campus usage. Metropolis offers a flexible, tech-forward solution that protects our space while remaining friendly to staff, members and the community with a 24/7 call center.

### IT'S MY FIRST TIME, WHAT DO I DO?

To register, simply scan the QR code located in the parking lot, or visit <https://app.metropolis.io>. If you're an Apple user, you can also download the Metropolis app for added convenience (though it's not required). Good news - if you've parked at Optimist Hall or the Dowd Y before, you're likely already set up with Metropolis! And remember, you only need to register your vehicle once - not every time you visit.

### WHAT HAPPENS ON FUTURE VISITS AFTER REGISTRATION?

When parking in the surface lot, simply scan the QR code posted on-site each time you park, then validate inside the building by scanning the QR code at the service desk.

### HOW DO I VALIDATE MY PARKING?

Once you're registered on the Metropolis platform, all you need to do is stop by service desk when checking in during your visit and scan the QR code. You can validate at any point during your time at the Y. No smartphone? No problem! Just connect with one of our teammates for individual support.

### WHAT IS THE PARKING FEE?

Our standard parking rate is **\$4.00 per hour**. Rates may adjust during special events or periods of high demand. You can always view live, up-to-date rates directly on the Metropolis platform.

- **YMCA of Greater Charlotte Members:** *Enjoy 3 hours of free validated parking while you're inside the facility.*

### WHY THE 3 HOURS?

This is consistent with our other managed parking lots.

### I'M A MEMBER, BUT I WANT TO PARK AND LEAVE FOR WORK, DINNER, CAN I DO THAT?

Parking benefits apply only while you're actively visiting the Johnston YMCA. Anyone parked on-site without visiting and actively using the facility will be subject to standard parking fees.

### WHY IS IT ASKING FOR MY CREDIT CARD?

Metropolis is a tech-forward, premier parking provider with several locations across Charlotte. While a credit or debit card is required to register on their platform, you won't be charged any fees or penalties when your visit to the Y is properly validated.

### I VISITED AT 10PM, YOU CLOSE AT 11PM, DO I STILL GET THE 3 FULL HOURS OF VALIDATION?

No, all validated visits end at the end of business hours; standard parking fees apply to all when The Y is closed.

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