



Traverse City Parking Services  
303 East State Street  
Traverse City, Michigan 49684  
Phone: (231) 922-0241  
[parking@downtowntc.com](mailto:parking@downtowntc.com)

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### **Old Town Parking Garage**

\*Garage Hours of Operation:

Sunday – Saturday 7am – Midnight

\*Garage is fully automated and available for use 24/7 This location is unmanned. The hours listed above represent normal garage hours when all pedestrian doors are unlocked and overhead doors are open.

### **Proximity Card Information**

Your proximity card allows you 24 hour access. You will enter from 8<sup>th</sup> street. When you enter, you must hold your card as close as possible to the card reader. The card reader is the gray box with the green or red light at each entry and exit. When you exit, you will swipe again at the card reader. There are three lanes available to permit holders for use at the Old Town Garage. There is a “regular” entry, a “regular” exit, and a reversible lane. The “regular” entry will be the lane farthest to your right when entering the facility. This is always an entry lane and may also be used by transients who need to pull a ticket. The “regular” exit lane is the lane farthest to your right when exiting and is always used as an exit. This lane is also used for transients who will utilize the pay-in-lane machine when exiting the facility. The center “reversible” lane is ONLY for permit holders with proximity cards. The working direction of this lane will be displayed by the overhead red or green arrow. RED means do not enter.

1. **If you pull a ticket to enter, you must exit with the ticket and pay the hourly rate.**
2. **Remember:** Proximity cards work on a sequence. This means you **must** swipe your card, even if the gates are up. When the gates are up, your card still needs to register each swipe of the sequence. If you fail to swipe at one of the gated areas, your card will be locked. If you have missed a swipe and are out of sequence, intercoms are available at each station to reach our office. Do not pull a ticket or you will be required to pay for the ticket pulled.
3. If you entered with your card, you must exit with your card. If you do not have your card when you exit, you will need to use the pay-in-lane machine, press the lost ticket button, and pay the lost ticket fee. This means if for any reason you pulled a ticket to enter the garage, you **MUST** use the “regular” exit lane and pay for the parking by depositing the ticket into the pay-in-lane machine and paying the hourly rate.
4. After normal garage hours, all entry and exit lanes are closed with metal grille gates (overhead doors). You can still enter and exit the garage by using the “regular” entry and “regular” exit lane by swiping your card as you would during regular operating hours. When swiped after hours, the card will raise both the gate and the grille.
5. After normal garage hours, all doors will be locked. However, your proximity card will allow you to gain access into the building. Card readers are located at the NE Tower Pedestrian Door on Lake St and the SW Tower Pedestrian Door off of the alley. If you need access to the garage after normal garage hours, please remember to keep your proximity card with you and not in your vehicle. If you do forget your card and are locked out of the facility, emergency phone numbers are posted at all pedestrian doors or you can call Central Dispatch (231) 922-2550.
6. All questions may be directed to the parking office Monday-Saturday 7 am – 10 pm and Sundays 8 am – 6 pm.