



Traverse City Parking Services
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Parking Permits – AVI hangtags for handsfree access

Hands-free permits are here!

Auto-renewal permit holders are now able to pick-up their new AVI hangtags, and begin using them right away. All existing credit card profiles for auto-renewal charges have been linked to the new permit. There should be no further action needed for the end user.

Permit Exchange

To obtain your AVI tag:

1. You will need to bring your existing permit with you to the Parking Office.
2. Staff will take the existing permit and provide you with the AVI tag. Because they have already been setup, the wait time for the exchange should be minimal.
3. Staff will cancel the existing credit card profile on your existing permit so you are not charged for both permits during your next renewal period.
4. You may begin using your new AVI tag immediately.

Frequently Asked Questions

How close do I need to be to the reader for the AVI tag to read?

Be mindful of tailgating or the vehicle in front of you. Giving adequate space for the vehicle to complete their permit or payment transaction in front of you ensures a better read of your AVI tag when you approach the reader.

What do I do if my AVI tag does not read?

Technology is not always perfect, for this reason, the new AVI tag has a backup QR code that can be scanned at the entry and exit stations if there if the AVI tag is not reading.

My AVI tag seems to give intermittent access. Do you know what causes this?

Carwashes, Housing subdivisions, Schools and others may also be using similar AVI technologies for their gated or billable access. Multiple tag reads may be causing an interference. Attempt to give a few

No matter what I do, my AVI tag does not seem to read?

It is known that some newer vehicle makes and models are being manufactured with metal in the windshield. Unfortunately, this is preventing the reader from seeing the AVI tag. There is nothing that can be done about this. You can try to hold the tag out of your window pointed at the reader or you can scan the QR code.

I lost my AVI hangtag. How do I replace it?

AVI hangtags may be replaced at the cost of \$6.00 for each replacement permit. Your credit card profile will be transferred from the lost permit to the replacement permit. If the lost permit is found, it can be returned or discarded. There are no refunds for returned AVI hangtags.

How do I generate a temporary permit if I do not have my AVI hangtag?

You can download your permit QR code to your phone or print a QR code from your account in the online portal. <https://downtowntc.t2hosted.com/Account/Portal>

General AVI Tag Information

1. Your hangtag allows you 24-hour access. When you enter, the overhead gray reader will flash a green light to read the embedded RFID chip in the permit at any of the entry and exit lanes. For both entry and exit, give the vehicle in front of you space to allow the reader to acknowledge your vehicle when you pull forward.
2. If you pull a ticket to enter, you must exit with the ticket and pay the hourly rate.
3. Remember: Permits work on a sequence. This means you must use your permit to enter/exit, even if the gates are up. When the gates are up, your permit still needs to register to stay in sequence. If your permit fails to scan/read at one of the gated areas, your permit will be locked. If you have missed a permit scan/read 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. If for any reason the intercoms are not working, the direct phone line to the office for in-lane issues is (231) 883-7273.
4. If you entered with your permit, you must exit with your permit. If you do not have your permit when you exit, you should go to your online account and “reprint” your permit to print a papercopy of your QR code or download the QR to your phone. If you do not have the permit to exit, you will need to press the lost ticket button, and pay the lost ticket fee at one of the in-lane credit card exit stations.
5. If you do forget your permit and are locked out of the facility after-hours, 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 – 9 pm.