

PARKING CHANGES FAQs

As of Nov. 1, YYC Crew and Team YYC employees are getting temporary access to parking closer to the terminal. This temporary change will result in some lots being closed and eliminate the need for employee parking shuttles. This temporary change will remain in place until further notice.

We're temporarily closing the Green (north and south), Orange and Red (north and south) lots which will eliminate snow clearing and seasonal maintenance on all five lots.

COVID-19 hit YYC hard so we're aspiring to be a low-cost airport. The Authority found an innovative way to temporarily reduce costs in snow clearing while providing employees with closer parking. This Temporary Employee Parking Plan will evolve again once passenger traffic and parking volume begins to resume.

Check teamyyc.com for the latest information and updates to the FAQs.

1. How long are these parking changes going to last for?

Until further notice. As business starts to rebound, more employees are called back, and increased guests require parking, we will begin moving employees back to their previous parking lots.

2. When we move back, will we go to the same lots as before?

Many Team YYC employees will go back to their original lots. Others may be reassigned to different lots dependant on the number of spaces needed.

3. When I'm moved to my new lot, will I be issued a new hangtag?

No. Hold onto your hangtag for now and we ask that you hang it in your windshield. It will help us identify the vehicle and its owner if we need to get a hold of you for any reason.

4. Do I need to go to the Pass Office to get my parking changed over for this move?

No, you don't. We are automatically switching everyone over. If there are any problems with your access after the switch, email parking@yyc.com so we can fix it for you.

5. What if I am parked in my old lot the day of the switchover?

If you are out on a trip on the night of Oct. 31 and Nov. 1, you will need to press the intercom button on the exit to allow our parking team to open the gate for you. Your pass will not work on the exit gate after Oct. 31. As of Nov. 1, at 3 a.m. your pass will only be valid in your new lot.

6. I had my car parked in a closed lot, will I be able to get it out when I return?

Cars will remain in the closed lots for a period of seven days. On November 8 the Airport will tow all remaining vehicles in closed lots to the Grey Lot at no charge to the employee. The Parking Office will inform you via email if your vehicle is

moved. If you return and your vehicle is not where you parked it, give the Parking Office a call, and they will direct you to your car. You will be asked for ID to claim your vehicle. Your address will need to match the address of the registration of the vehicle. We use a dolly system to tow vehicles, so your vehicle will be up off the ground through the towing process.

7. How will I know what lot I am being moved to?

We are closing the following lots November 1, 2020. The Green (north and south lots) Orange lot, and Red (north and south lots). You should receive information from your employer about the changes that will impact you. You may also be sent an email directly from the Authority's parking team of where your new lot is located. Your leader will also have more information on where you will move to.

8. If I don't like where I have been moved to, can I move lots?

Unfortunately, no. Due to the number of spaces available and where we are moving people to, there are limited spots available. We have built in a buffer to ensure some returning employees can be moved to the same locations as their employee groups.

9. I have been paying for an upgrade to P1. Do I still need to pay this?

If your employers' group is moved to P2 you can choose to move there, and you will no longer be charged the upgrade fee. If you choose to stay in P1, you will be required to pay the upgrade fee. If your employer group moved to the Grey Lot, you can move there, and no longer pay the upgrade, however if you want to stay in P1, you will be required to pay the upgrade fee.

10. Will my parking rate go up if I am moved to P2 or another lot?

No. As YYC is initiating this move, the parking rates remain the same that you pay in your previous lot, however there is a \$5 per month increase scheduled for January 2021 that was already shared with Team YYC in late 2019.

11. If I am moved to Grey Lot, can I upgrade to the P1 or another premium lot?

Yes. If you want to upgrade to P1, there is a \$150 monthly charge for this. You will need to make an appointment with the Pass Office to give them your credit card number so you can be automatically billed for this.

12. What if I park in accessible parking?

All accessible employee parkers will be moved into P2 with 10 new accessible stall signs being installed shortly. Contact parking@yyc.com if we haven't already been in touch with you.

13. What if I've been moved to P1 or P2 but own an over height vehicle?

If your vehicle is over height, contact parking@yyc.com for guidance.

The height clearances are:

- P1 Long-term (2 metres or 6.5 feet)
- P2 Long-term (2.3 metres or 7.5 feet)
- Grey lot (no height restrictions)

14. Is this a permanent move?

These moves are temporary, and we will return employee parkers to employee lots as business returns and our guests require more space. You will be given notice of the change back to your previous lot.

