



## Parking Management Frequently Asked Questions

### How do I get there?

- *From US 75 (Central Expressway) Heading South:* Take Exit 27 Renner Rd. Turn left on Renner Rd. Turn left on Routh Creek.
- *From US 75 (Central Expressway) Heading North:* Take Exit 27 Renner Rd. Turn right on Renner Rd. Turn left on Routh Creek.
- *From President George Bush Turnpike (TX 190) Heading West:* Take the exit toward Ave K/Plano Rd. Turn left onto Ave K/N. Plano Rd.
- *From President George Bush Turnpike (TX190) Heading East:* Take the exit toward Alma Rd. Turn right on Alma Rd. Turn left on Renner Rd. Turn left on Routh Creek.

**Which entry do I take?** All entrances to the parking garage will provide access to the upper level ramps. State Farm preferred entry locations for Three CityLine are located north of the garage via N. Plano Rd or President George Bush Turnpike service road. The Two CityLine State Farm preferred entry locations are accessed from Routh Creek or President George Bush Turnpike service road. The One CityLine State Farm preferred garage entrance is located off Routh Creek. The Four CityLine preferred entry locations are accessed from Plano Road and Wilshire Way.

**Do I need a parking pass to access the garage?** Yes, State Farm employees will be able to access the upper floors of the garage using their State Farm badge or by registering their toll tag information during the initial onboarding or re-boarding process. Any revisions to registration information can be updated at the visitor center located in Two CityLine or Four CityLine. Should an employee drive a loaner vehicle, they can access the garage using their State Farm badge.

**Where do I park?** All State Farm employees are to park on levels 2 - 7 of Two, Three and Four CityLine and levels 2 - 6 of One CityLine.

**What is the clearance for the garages?** The maximum height of floors 2 - 7 of the garages is 7'6".

**What if my vehicle does not fit in the garage?** If a State Farm employee cannot access the parking garage, the employee must contact their supervisor immediately to make other arrangements.

**Is there any surface parking available?** No, all surface parking is for retail patrons only.



**What if I lose or forget their badge or my badge fails to work?** Employees are requested to temporarily park in the first-floor State Farm visitor parking area, of Two CityLine, and then immediately proceed to the State Farm Onboarding office, "Visitor Center", for assistance. Upon leaving the Visitor Center, the employee must immediately move their vehicles to the upper level State Farm parking areas. All employees electing to stay parked on the first floor will be subject to supervisor notification.

**Is there a fine if I elect to park on the first floor of the garage?** Yes, fines will be assessed based upon the number of infractions for repeat offenders. Ample warning violations will be issued, but if the surface level parking continues, the warnings will escalate to include a fine. If three citations with fines are issued, and the fines go unpaid, the vehicle will be towed. CityLine Security will also notify the appropriate supervisors when employees incur multiple parking violations.

**Where is handicap parking?** Handicap spaces are located directly across from the elevator lobbies on each floor of the garage except the top levels of the garages. Any State Farm employee wishing to utilize the handicap parking on site, should utilize only the handicap spaces on the upper decks of the parking garage. The handicap spaces within the surface parking are for retail patrons only.

**There are spaces in the garage marked "Fuel Efficient Vehicles". What does this mean?** These parking spaces are reserved for high efficiency vehicles that have achieved a minimum green score of 40 according to the annual vehicle-rating guide of the American Council for an Energy Efficient Economy.