Metropolis FAQs

Faster, Ticketless Airport Parking: Metropolis at RFD

Say goodbye to pulling paper tickets, hunting for payment kiosks, and waiting in exit lines—with Metropolis, you can get right back to what matters: your journey.

FAQs

Q: What is Metropolis Technology?

A: Metropolis Technology is an innovative way to make parking easier. The technology recognizes vehicles automatically so travelers simply drive in and drive out.

Q: I pulled a ticket when I parked. Do I still need to keep my ticket?

A: Yes. If you parked prior to launch and pulled a paper ticket, hang onto it! You'll just need to exit through an attended lane, where staff will be on hand to assist you.

Q: Why am I not getting a ticket at the entrance gate?

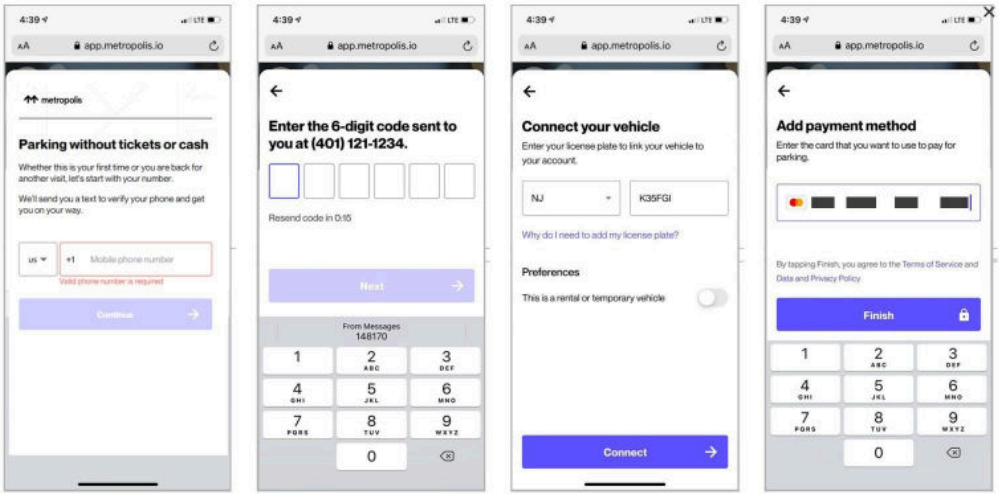
A: You never have to worry about keeping track of a physical ticket. Metropolis uses your license plate to open the gates automatically so you can get to your destination faster.

Q: How to park at RFD?

A: The process is designed to be completely seamless: you simply drive in, connect, and drive out when you're ready to leave.

Register Before You Arrive

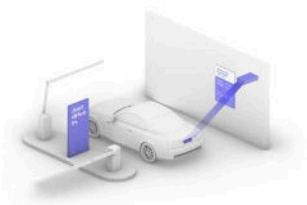
You can save time by becoming a member at app.metropolis.io/sign-in before you arrive. You will need your vehicle license plate number, phone number, and a payment method.



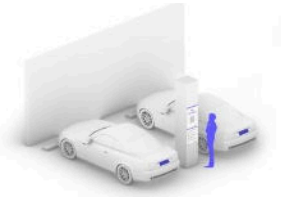
When You Arrive

Look for Signage: Once you've parked, keep an eye out for Metropolis signs located throughout the lot.

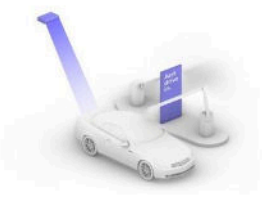
Scan the QR Code: This will take you to the Metropolis web app—there is no need to download a separate app to get started.



1. Drive In
Your visit starts when you drive in, and your parking session will begin.



2. Connect
Scan QR code posted in the parking garage and enter the required information. (License plate number required)

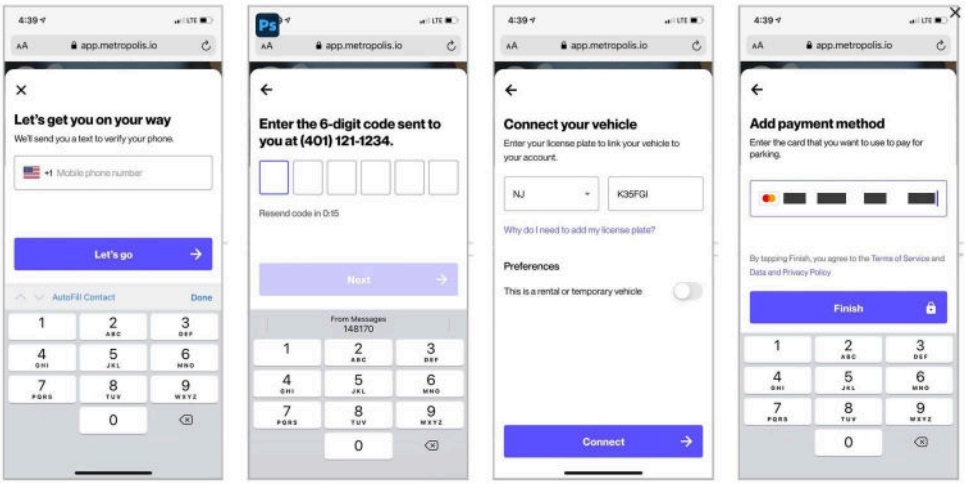


3. Drive Out
When you exit the parking garage, your parking session is automatically charged to your credit card on file. Just drive out.

Follow the instructions on the signs to register your vehicle and start your session.

Enter Your Details: If it's your first time, you'll be prompted to enter:

- **Mobile Phone Number:** To receive your receipt and session updates.
- **Vehicle License Plate Number:** This is crucial so our system can match your registration to your vehicle as you drive out.
- **Payment Method:** Securely add a credit or debit card.



Drive Out: When you're ready to leave, just head for the exit. The gate will recognize your plate, open automatically, and charge the payment method on file. A digital receipt will then be sent directly to your phone.

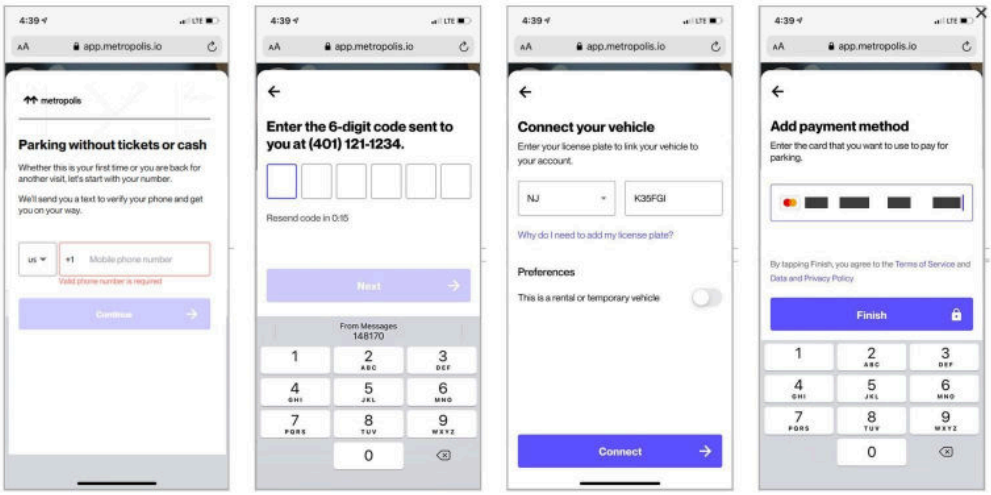
Metropolis Member Benefits

Once you're a member, our technology will recognize your vehicle license plate every time you visit—allowing you to truly just drive in and drive out of any Metropolis-powered facility nationwide.

Q: How do I register?

A: Option 1: Sign up in advance

To save time, you can register at app.metropolis.io/sign-in before you arrive. You will need your vehicle license plate number, phone number, and a payment method. Once you're a member, you can truly just drive in and drive out of any Metropolis-powered facility nationwide.



Option 2: Register when you arrive

If you haven't signed up yet, just follow these steps once you've parked:

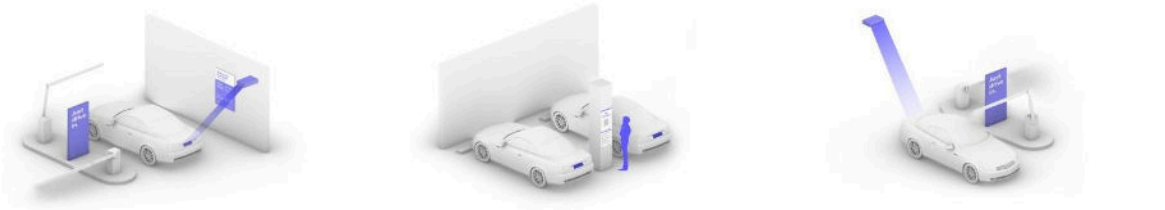
Look for Signage: Keep an eye out for Metropolis signs located throughout the lot or garage.

Scan the QR Code: Use your phone's camera to scan the code on the sign. This takes you directly to our secure web app—no need to download anything.

Enter Your Details:

- **Mobile Phone Number:** To receive your digital receipts and session updates.

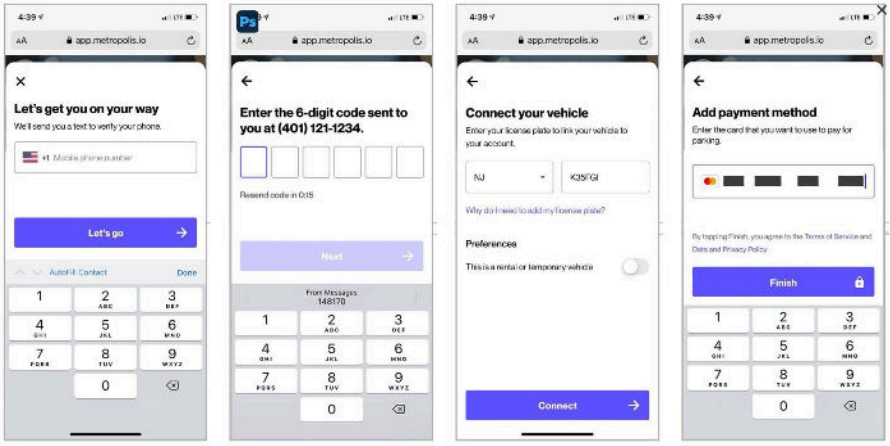
- **Vehicle License Plate Number:** This allows our system to recognize your vehicle and open the gate automatically when you leave.
- **Payment Method:** Securely add a credit or debit card to complete your setup.



1. Drive In
Your visit starts when you drive in, and your parking session will begin.

2. Connect
Scan QR code posted in the parking garage and enter the required information. (License plate number required)

3. Drive Out
When you exit the parking garage, your parking session is automatically charged to your credit card on file. Just drive out.



Q: Do I have to register with Metropolis to park at the airport?

A: No, registration is not mandatory for all travelers. Travelers who prefer not to register can utilize Text-to-Pay at the exits for one-time payments.

If you choose to pay at exit, your receipt will be sent to your phone number. For Metropolis registered members, receipts are sent via text message and stored in your Metropolis account for easy access.

Why we recommend registering with Metropolis

While you have other payment options, registering your vehicle once per license plate unlocks a completely seamless experience for future trips:

Drive In, Drive Out: Once registered, our Metropolis technology recognizes your plate at the gates, allowing you to enter and exit effortlessly without stopping to pay or pulling a ticket.

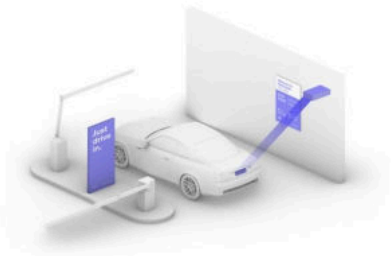
One-Time Setup: You only have to register once. Your payment method is securely linked to your plate for all future visits.

Digital Receipts: Get automated receipts sent straight to your phone the moment you exit. Once you're a member, our technology will recognize your plate every time you visit—allowing you to truly just drive in and drive out of any Metropolis-powered facility nationwide.

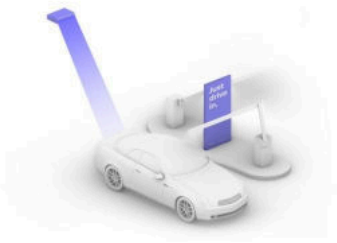
Q: How do I use my reservation to enter the parking lot?

A: Your license plate will be recognized. Simply drive up to enter and exit the parking facility.

Prepaid Reservations do not require you to sign up for a Metropolis account.



1. **Drive In**
   Your visit starts when you drive in, and your parking session will begin. (The Metropolis Technology recognizes your license plate and retrieves your prepaid reservation.) **Do not scan posted QR codes. You're all set.**



2. **Drive Out**
   When you exit the parking facility, your prepaid reservation is recognized. Just drive out. (If you stayed beyond your allotted reservation, your credit card will be charged the difference using the drive-up rates.)

Q: How will I get a receipt?

A: Getting your receipt is quick and automatic, depending on how you choose to pay:

For Metropolis Members: You will receive an automatic text message with a link to your digital receipt the moment you drive out. You can also access your full parking history and download past receipts anytime via the Metropolis iOS app or our web app at app.metropolis.io/sign-in.

If you choose to **pay at exit**, your receipt will be sent to your phone number.

Q: What do I do next time I come back?

A: Just drive in. Metropolis will automatically recognize your plate, send you a text message when you enter, and handle the rest seamlessly. The moment you drive out, you'll receive an automatic text message with your digital receipt.