

PARK DURHAM UPDATES – MARCH 23, 2021

Our Park Durham Customer Service Center has been closed to walk-in customers due to COVID-19 and our customer service, parking operations, and services have continued remotely since last year. After further assessing the safety and demand for in-person services in light of alternative telephone, email, and web-based services available, we will extend our closure through Monday, April 5, 2021.

We also have some news to share regarding the extended delay for parking rate increases and more details regarding our Customer Service Center's limited reopening on Tuesday, April 6.

Parking Rate Increases Delayed Until January 2022

On October 5, 2020, we initiated several approved and planned parking rate increases. However, on October 23, 2020, we made the decision to delay this planned rate increase until April 2021.

We recognize that we are still in the midst of a pandemic that continues to cause financial challenges for many residents and businesses, and we heard from many of you who shared concerns around the impact of the delayed April rate increase. We have listened to your feedback, considered the options, and agree that this is not the right time to make this change. For this reason, we are again delaying hourly and monthly parking rate increases until January 2022.

We will also continue to offer the Downtown Durham Employee Parking Permit, a lower-cost option for evening employees who use the downtown garages. You can find full details regarding this permit option at www.ParkDurham.org.

Like many of you, our local government has been financially impacted by the pandemic, and has to consider how we can continue to fund the transportation services and projects our community relies on. This includes payment for pre-pandemic initiatives like the new Morgan-Rigsbee Parking Garage, security upgrades at our garages, and improved payment stations—all efforts to improve the parking experience. In light of the delayed rate increases to January 2022, we will continue to look for cost savings and strategies to help offset the financial impact of COVID-19 on our organization and community.

Park Durham Customer Service Center Limited Reopening

Beginning Tuesday, April 6, 2021 at 9 a.m., our Park Durham Customer Service Center, located at 105 W. Morgan St., Suite 104, will reopen to the public for in-person services. Our Center will operate on a limited schedule at first, and will only be open to the public every Tuesday, Wednesday, and Thursday from 9 a.m. to 3 p.m.

If possible, please continue to pay monthly parking permits or citations using the following methods, even once the Center reopens:

- Pay monthly parking permits at <https://ipn2.paymentus.com/cp/dhnm> or via our Interactive Voice Response System (IVR) at 1-844-592-4920
- Pay parking citations at www.payvats.com
- Submit parking citation appeals at www.appealvats.com
- Pay by U.S. Mail to P.O. Box 1370, Durham, N.C. 27702

Safety Protocols for Doing Business at Our Customer Service Center

As we begin the process of gradually and carefully reopening early next month, when interacting with our staff or visiting any City facility, please remember to follow the required safety measures outlined below.

Enhanced Cleaning Protocols

With the limited reopening of our Customer Service Center, additional steps are being taken to protect you and our employees from the spread of COVID-19.

- Enhanced cleaning protocols with additional attention to all shared spaces and publicly-accessible areas. Routine cleaning and sanitizing will occur on an ongoing basis throughout the day using CDC-approved COVID-19 cleaning products with extra focus on high-touch areas such as doorknobs, water fountains, handrails, dispensers, and faucets in all restrooms.
- Plexiglas shields in our customer service areas and staff work areas to provide an extra safety barrier during customer service interactions.
- Hand sanitizer and disinfectant wipes will also be available.

Required Safety Measures

Alongside our enhanced cleaning and safety measures mentioned above, our customers and our employees are required to wear a face covering upon entering our Center and to remain six feet apart.

- If our customers do not have a face covering, a disposable one will be provided and must be worn in order to enter our Center.
- Completion of a short wellness screening, provided in English and Spanish, will also be required before entering our Center.

If we have to make any modifications to our reopening timeline, we'll be sure to announce it prior to April 5. If you have any questions about the delayed parking rate increase or our center's limited reopening schedule, contact our Customer Service Center at (919) 560-4157 or by email at parkdurham@durhamnc.gov. You may also learn more about our parking system at www.ParkDurham.org, and be sure to follow our department on Twitter [@movesafedurham](https://twitter.com/movesafedurham).

During this challenging time, we thank you for your continued patience and understanding as we work to balance customer needs with our ability to provide quality parking and transportation services.