



New Monthly Parking Discounted Voucher Program and Rate Increases

Effective July 1, 2022

Increasing parking rates is never a decision we take lightly. We realize that increasing rates can have a negative impact on some of our downtown employees. We must also balance that concern with the need to cover increased operational costs as well as the costs for new and improved services for our customers.

Since our 2017-2018 Downtown Parking Study provided us with recommendations as well as the feedback we received from our downtown stakeholders and Downtown Durham, Inc., we structured our anticipated rate increases to be annual and incremental. Then, the global COVID-19 pandemic hit, and we did not increase rates for two years. Unfortunately, the cost to operate our parking system did not decrease during this time, and now we're faced with a two-year delayed financial need.

Beginning July 1, the **parking rate increases** shown in the chart below will go into effect. For current monthly customers, the rate increase will be reflected on your August 2022 invoice that will be mailed on July 5.

We know that this rate increase may be a cost-burden for some of our customers. Therefore, we've proposed a new **Monthly Parking Discounted Voucher Program** to help eligible, low-income workers disproportionately burdened by the increase in monthly parking fees. If approved by the City Council on June 21, the program will provide approved individuals with a 50% discount off the monthly parking rate in any of our parking garages. To be eligible, you must work downtown and have an income at or below 60% of the area median family income (AMI). Discounted parking will be available on a first-come, first-serve basis until our funding is exhausted or replenished. Once approved, we are also partnering with Downtown Durham, Inc. to promote the program to as many downtown employees as possible who may qualify for assistance.

Household Size	Annual Income Limit
1 Person	\$40,140
2 Persons	\$45,840
3 Persons	\$51,600
4 Persons	\$57,300
5 Persons	\$61,920
6 Persons	\$66,480
7 Persons	\$71,100
8 Persons	\$75,660

Hourly Rates	Current	July 1	Discounted Voucher
On-Street Metered	\$1.50/hr.	\$2.50/hr.	n/a
Off-Street Lots & Garages	\$1.25/hr.	\$2.25/hr.	n/a
Special Events	Current	July 1	Discounted Voucher
All Garages	\$5/vehicle	\$7/vehicle	n/a
Off-Street Lots	Current	July 1	Discounted Voucher
Monthly	\$90	\$125	n/a
Parking Garages	Current	July 1	Discounted Voucher
Monthly	\$100	\$140	\$70
Reserved Parking	\$120	\$160	\$80
24-Hour Reserved	\$140	\$195	\$97.50

If approved on June 21 and you meet our program requirement, please visit www.ParkDurham.org beginning on June 22 to submit your online application and upload your proof of eligibility (e.g., driver's license, proof of income, proof of receipt of public assistance benefits).

Applications are also available in our Park Durham Customer Service Center, located at 105 W. Morgan St., Suite 104. Our staff will be happy to assist you Monday through Thursday from 8 a.m. to 5 p.m., and on Friday from 10 a.m. to 5 p.m.

The above parking rate increases will help us cover the costs of providing an improved and safer parking experience for you, including, but not limited to:

- Uniformed, unarmed security guard services during evening and weekend hours
- Upgraded security and surveillance systems inside the Chapel Hill Street, Church Street, Corcoran Street, Durham Centre, and the Morgan/Rigsbee Parking Garages
- Upgraded parking access equipment and additional pay stations inside the Chapel Hill Street, Church Street, Corcoran Street, Durham Centre, and Morgan/Rigsbee Parking Garages
- New parking software that provides enhanced online features including e-invoicing, a customer portal, recurring payments, online parking reservations, and more.

If you have any questions about our new Monthly Parking Discounted Voucher Program or the parking rate increases that go into effect on July 1, please contact us by phone at (919) 560-4157 or by email at ParkDurham@DurhamNC.gov.

Thank you for being our valued customer and for your continued support as we strive to provide and maintain excellent parking options for downtown Durham.