

CITY EMPLOYEE LOT 37 AND LOT 38 REGISTRATION REQUIRED THROUGH ONLINE PORTAL DUE DEC 10

The Transportation Department's Office of Parking Management (dba PARK Durham) recently upgraded to a new parking management software system. As a result of the migration and to ensure that we have your correct vehicle information, we are asking City employees who park in the free City employee parking available in Lots 37 and 38 to register their vehicles through PARK Durham's new online customer portal.

By using the online portal, you will be able to manage your account online, request parking permits, update vehicle information, and update address/personal information. To ensure that PARK Durham can identify City employee vehicles, ALL City employees that park in either Lot 37 or 38 must register their vehicles. Employees are being asked to provide this information so that we can adequately identify City employee vehicles in an effort to enhance parking enforcement in the free employee lots (Lots 37 and 38). City employees who are not currently using Lots 37 or 38 but who would like to apply should do so through the online portal.

If you are a City employee with a disability and a valid ADA placard issued in your name who desires to learn more about alternative parking options, please contact the PARK Durham Customer Service Center at (919) 560-4157. If a City employee with disability decides to continue parking in one of the designated on-street handicap parking spaces, they may do so with no time limits if they have been issued a valid ADA placard or license plate. However, employees will need to use one of the parking meters to pay for the time they park in these spaces.

For more information, including how-to instructions, videos, parking guide, and downtown parking map, visit the PARK Durham website at PARKDurham.org.

HOW TO ACCESS ONLINE PORTAL

Open the Internet browser of your choice.

Internet Explorer



Microsoft Edge



Google Chrome



Mozilla Firefox



Safari



ONLINE PORTAL WEBSITE ADDRESS

Navigate to the following page in your web browser.

<https://parkdurhamnc.aimsparking.com/>

FOR INSTRUCTIONS ON HOW TO CREATE YOUR ONLINE ACCOUNT

1. Navigate to the PARKDurham website at www.parkdurham.org
2. Click on “AIMS – New Comprehensive Parking Management and Online Payment System” icon.
3. Click the link for “How to Create a Customer Account” to view the instructions.

TO APPLY FOR PARKING

1. Select “Apply for Surface Lot Monthly Parking”
2. Create an account log in
3. Select “Surface Lots (City Employees Only)”
4. Enter all required information

If you have questions or need assistance, contact the PARKDurham Customer Service Center at parkdurham@durhamnc.gov or at (919) 560-4157. Also, please visit our website at www.parkdurham.org