

# Raleigh Convention Center Parking Customer Service Information:

## [Directions & Parking](#)

We trust you will find the office to be a pleasant environment to conduct your business or request assistance. The following services can be completed while at the Raleigh Parking Office:

- [Purchase Residential Parking Permits or Guest Passes](#)
- [Pay citations](#)
- [Appeal citations](#)
- Purchase Contractor Permits (For both residential and commercial uses)
- Help locating a lost vehicle
- Pay for applied Immobilization devices

### **About Our Customer Service Staff**

Customer Service staff is also available to answer any parking-related questions or concerns, assist citizens with parking problems, issue permits, process payments, review account histories and provide information about appealing a ticket.

[View our Common Questions](#) for answers to other questions about parking issues or ordinances.

If you can not find what you are looking for in the FAQs please contact a Customer Service Representative at 919-996-3996 for further assistance.

## **About Our Parking Ambassadors**

Parking Ambassadors enforce all City of Raleigh parking ordinances to maintain order and convenience for the benefit of all users. Ambassadors strive to provide a high level of customer service by assisting customers in operating the pay stations and answering questions about parking or way finding.

## **Contact Information and Hours**

8:30 a.m. to 5 p.m. Monday to Friday except for City-observed holidays.

[Dillon building at 310 W. Martin Street](#)

919-996-3996

[raleighparking@raleighnc.gov](mailto:raleighparking@raleighnc.gov)