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Palladium Plaza/Convention Center Deck Parking

The Palladium Plaza reserved parking areas P2 and E are adjacent to the City of Raleigh City Center deck and are accessible only through the City Center deck. If you have been assigned a parking space in these areas, please take a moment to review the following guidelines concerning access to your space:

- Entry and exit lanes for the deck are available on Blount, Cabarrus, and Wilmington Streets.
- You will be issued a “proximity” passcard for your use. At all entry/exit lanes, there are passcard readers approximately 4” x 4”, black in color. Placing your passcard within a couple inches of the reader will activate the gate.
- At the entry/exit lanes for the condominium parking areas, there are another set of gates and readers for access to and from these areas.

We have a computerized access control system which tracks the usage of all passcards and assists with the revenue control of the city’s parking operation. As such, strict adherence to the following will be needed to ensure you have no problems accessing your parking area:

- Your passcard must be swiped at the readers when entering and exiting the main deck **EVEN WHEN THE GATES ARE RAISED**. Our system only allows a passcard to be used for one vehicle in the deck at any time. For example, if you use your passcard to allow a visitor who has parked in the deck to exit and then you try to use the same passcard to exit, the system will not allow it and a “passback” alarm will be registered. The gate will not raise in this case. Walking up to a reader and swiping your passcard will not resync your passcard.
- The system has been programmed with what is called a “nesting” feature. After entering the City Center deck, you have ten minutes to enter the condo parking areas. When leaving the condo areas, you also have ten minutes to exit the City Center deck. If you overstay the ten minute period in the City Center deck, you will not be able to swipe into the condo areas or out of the City Center deck. Our cashiers have strict instructions, as part of the revenue control procedures dictated by the City, to charge the daily parking rate to all cardholders whose cards will not activate the exit gates. Should your passcard not activate the exit gates, you will be required to pay, no matter the circumstances. Should you feel

you have been charged in error, call our office and we will issue a refund, if appropriate. Even if you do not wish to discuss a refund, you will still need to contact our office so we can reset your passcard in the system. Please remember that these cashiers are only doing their job, and are not in a position to negotiate with you. All queries to the status of your card should be directed to our office.

- During special events, we may man the location and charge patrons on entry. Should you attempt to enter during a manned special event, simply explain that you are a resident and ask the cashier on duty to check the special "exempt" listing for your card number (all Palladium Plaza cards are in a "6700 or 6800" series). All Palladium Plaza passcards are on this list and you will be allowed to use your passcard for entry without charge during the special event. If at any time you are told you are not on the list, please pay the amount due, ask for a receipt, and contact our office for a refund.
- Our access control system and related equipment are extremely reliable, with most problems being user related. Should you experience problems accessing your parking, please call our office at 833-7522. If there is a problem that requires an after-hours or weekend response, please try managers at 749-0399 or 601-9957 (note, there may be no response to calls made late at night).