



## BEAUFORT COUNTY News Release

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Contact:  
Jon Rembold  
Airports Director  
843-255-2952



### **New Customer Parking Enhancements at Hilton Head Island Airport**

Travelers who park at Hilton Head Island Airport this weekend will see a new feature designed to improve their experience. Beaufort County, in conjunction with Republic Parking System, just completed installation of automated parking machine kiosks which will allow travelers to pre-pay for their parking inside the terminal.

“In keeping with higher expectations from the public regarding how and when to pay, we have spent significant time on introducing self-service parking systems to our clients,” said Jennifer Carroll, Regional Operations Manager for Republic Parking System. “We manage several parking programs in South Carolina and appreciate that Beaufort County allowed us to offer this great new service at the Hilton Head Island Airport.”

The airport previously used a traditional gate ticketing system. The new system is based around the license tag of users which is entered at the kiosk, eliminating the need to present a ticket for payment. In addition to travelers being able to move more quickly through the parking facility, as vehicle traffic is minimized, airport officials say the new self-service parking system also affords travelers an opportunity to utilize the system via their smartphones.

“We feel strongly about customer service, which is one of our top priorities,” said Jon Rembold, Beaufort County Airports Director. “We do our best to keep up with trends and attempt to leverage technology to improve customer service when possible. The other great news is that now, the first two hours of parking in our short-term lot are free.”

The Hilton Head Island Airport, whose airport identifier code is “HXD”, has a full-service terminal building centrally located mid-island. The airport is serviced by U.S. Airways Express, which currently offers flights to and from Charlotte, North Carolina and Washington, D.C.