

News Release



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Charleston County Set to Begin Upgrades at Downtown Parking Garages

The upgraded system will better serve the employees, customers, and citizens of Charleston County.

During the next few months, Charleston County Parking Garages will be undergoing an automation software and hardware upgrade. As part of this process, customers may experience intermittent delays entering and exiting the garage. Parking staff will be on hand during these periods in order to make any delays as short as possible. The process is underway and it is expected to be completed by March 5.

Here is the breakdown of the upgrades:

- New ticket dispensers at the entrance and new ticket acceptors at the exits
- New signage
- Removal of cashier booths
- Customers will pay prior to returning to their cars at centrally located Pay on Foot stations in each garage

Benefits of the Automation Upgrade:

- **Faster Exit Times** - As the process to pay for parking will no longer take place in the exit lanes. Customers will now pay for their parking fees at the **new** Pay on Foot stations (before returning to their car), retrieve the paid ticket from the station, and insert the paid ticket in the ticket acceptor at the exit. Customers will have 15 minutes to exit the garages before additional fees accrue.
- **Personnel Expenditure Savings** - Allows the County to streamline the Parking Operations Division.
- **Available Space Count** – Customers will be able to see the total spaces available in the King and Queen Garage for each level of the garage.

If customers have any questions, please contact the Cumberland Parking office 843-724-6786 during normal business hours 8:30 a.m. – 5 p.m. Mon-Fri.

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