



Paid Parking

South End Parking Lot – Between Shoreline Dr and Inlet Dr
Effective April 8, 2022 from 9:00 AM to 5:00 PM

The Board of Commissioners voted unanimously to implement paid parking ONLY for the South End parking lot (between Shore Line Dr and Inlet Dr) during the March 9th Regular Meeting.

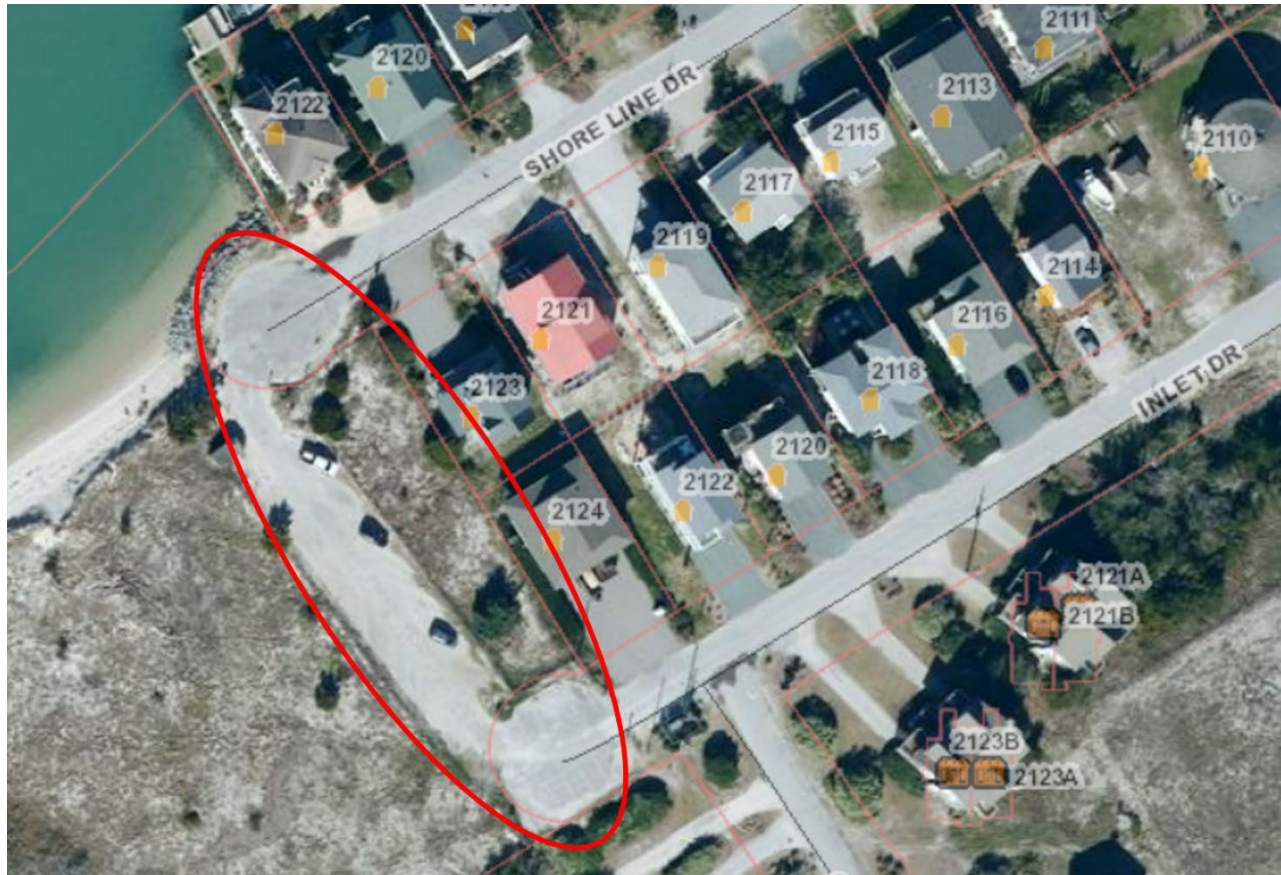
- **LOCATION:** South End Parking Lot (between Shore Line Dr & Inlet Dr).
 - The South End Parking Lot is the **ONLY** Town-maintained lot that paid parking will be in effect
- **EFFECTIVE DATES:** March 1 - October 31, beginning Friday, April 8, 2022
- **TIMES:** 9:00 AM to 5:00 PM Daily
 - Free Parking before and after these times
- **COST:** \$5.00/hour (up to 4 hrs) or \$25.00/day
- **HOW TO PAY:** There are 3 ways to pay for parking on the SurfCAST system:
 - Download the “SurfCAST by Otto” app, setup your account, register your vehicle, and pay for parking
 - Scan the QRcode on the Parking signs to link to a Secure website and follow the prompts to pay for parking
 - Call the Otto Connect team at 910-200-1497. You will need to provide your email, phone number, License plate/tag number, state of registration, and a Credit or Debit card

All parking permits will use license plates for verification and enforcement personnel will scan them multiple times a day to confirm a valid parking permit, and issue parking citations to those who have not paid for their parking.

FAQs: Visit the Town Website at [topsailbeachnc.gov](https://www.topsailbeachnc.gov) to view a list of Frequently Asked Questions regarding the “SurfCAST by Otto Connect” mobile app for Topsail Beach parking.

LOCATION

The South End Parking Lot is located between Shore Line Dr and Inlet Drive (pictured below).
The South End Parking Lot is the **ONLY** Town-maintained parking lot that will have Paid Parking this year.



The Parking Lot is located next to TB Sound Access #1 at the end of Shore Line Dr.
Visitors will see a newly posted sign on the left-hand side of the entrance to the parking lot.





SIGNAGE

Visitors of the South End Parking Lot will notice signage posted around the lot indicating that paid parking is in effect. Each individual spot will also be numbered by a sign.



HOW TO PAY

MOBILE APP

Visitors can pay by downloading the SurfCAST by otto app, a mobile app downloadable for Apple ("App Store") and Android ("Google Play") mobile devices. Users will setup their account, enter their license plate details, and pay for parking directly on the app.



SurfCAST by otto
Otto Connect, Inc.

Or Scan for Secure Web-
Link for Payment

<https://surfcast.ottoconnect.us/pay>

Or Call us for immediate
support:
910-200-1497



QR CODE/Website

Alternatively, visitors can scan the QR code on the signs to access a secure Web-Link for payment and follow the prompts to pay for parking.

Call the Otto Connect Team

For visitors without a smartphone, call the Otto Connect team at 910-200-1497. You will need to provide your email, phone number, License plate/tag number, state of registration, and a Credit or Debit card.



FAQs for the “SurfCAST by Otto Connect” mobile app for Topsail Beach parking

- Where in Topsail Beach is Paid Parking required?
 - Only in the south-end parking lot on the sound side (next to the Serenity Point Townhomes – at the end of Shore Line Dr and Inlet Dr).
- How do I pay for my parking?
 - There are 3 ways to pay for parking on the SurfCAST system:
 1. Download the “SurfCAST by Otto” app, setup your account, register your vehicle, and pay for parking
 2. Scan the QRcode on the Parking signs to link to a Secure website ... follow the prompts to pay for parking
 3. Call the Otto Connect team at 910-200-1497... you will need to provide your email, phone number, License plate/tag number, state of registration, and a Credit or Debit card
- Can I buy a parking permit in advance?
 - No, Parking Permits go active immediately at the time of purchase
- Can I reserve a parking space?
 - No, Parking is on a first-come, first-serve basis
- Can I park with a different car each time I park?
 - Yes, just enter the license plate / tag number and state of registration on the PARK page
 - The system will remember previous vehicles entered
- My phone won’t allow me to download the app.
 - If you have an older phone (iPhone using IOS versions prior to V14.0 or Android 6 or earlier)
 1. Scan the QRcode for link to a secure website for registration and payment, or
 2. Call Otto Connect at 910-200-1497
- I don’t have a cellular signal to download the app – it takes too long
 - Call Otto Connect at 910-200-1497
- How can I contact someone to get help?
 - Email Otto Connect at: customerservice@ottoconnect.us
 - Call Otto Connect at 910-200-1497 between 9:00am and 5:00pm any day
- How is parking enforcement done – will I get a sticker?
 - Parking enforcement is done via scanning license plates for valid permits on the SurfCAST system.
 - There are no stickers required.
- Can I use more than one mobile device?
 - Yes, you can login to multiple devices using the same credentials (email and password).

- Can I register my car on two or more accounts?
 - Yes
- What are the Parking Rates for Topsail Beach?
 - \$5 per hour for up to 4 hours
 - \$25 per day
- How much is a parking citation?
 - Parking violations are \$50.
 - If paid the same day as the violation – the fee is reduced to \$25 (but use of this feature is limited to 3 times)
 - If not paid within 30 days, your citation will be referred to the Police Dept. for collection.
- What if I don't have a smart phone?
 - Call Otto Connect at: 910-200-1497
 - You will need the following information:
 - Your email and phone number
 - License Plate / Tag number and State of Registration
 - Credit or Debit Card
- Can I change my password?
 - To change your password, go to Settings, Profile – and proceed to change.
- What if I forget my password?
 - On the app – select “Forgot Password”, enter your email, and a notice will be sent to allow you to create a new password.
- How do I change/correct my license plate / tag number or state?
 - If it is entered on the Park page – just correct it the next time you park
 - If it is a Saved Vehicle on the app: Go to Settings > Vehicles > Edit
- I paid for parking – but still received a parking violation notice
 - This is usually caused by an incorrect License Plate entry in the app – either the number or the state of registration. To get the violation voided:
 - Send a request to Otto Connect (customerservice@ottoconnect.us) from the email used to register the account (for permit validation), explain the issue, send a photo of the violation notice (at a minimum, they will need the license plate number and citation number to investigate and confirm your permit). They will investigate, void the violation as appropriate, and confirm back.
 - At your earliest convenience, you should go on the app and correct the license plate information via Settings > Vehicles > Edit.
 - If you believe there were other extenuating circumstances – please send a request and explanation to Otto Connect support (customerservice@ottoconnect.us). They will investigate and respond as quickly as possible.
- Is Handicap Parking free?
 - Yes – with limitations. A vehicle displaying a handicap license plate and/or hangtag parked in a designated handicap space is free. Any other parking space will require a parking permit via the app.
- Can I use an iPad or Android Tablet – or does it need to be a smart phone?
 - Yes, an iPad or iPhone with iOS v14.x will work (does not work on iPhone 6 or earlier and equivalent iPads)
 - Yes, an Android based tablet or smart phone will work back to Version 6.