

TOWN OF TOPSAIL BEACH

PAID PARKING GUIDE

INFORMATION FOR ALL USERS

Basic Information

- Paid Parking is enforced from 9:00 a.m. to 5:00 p.m. every day, March 1st through October 31st, annually. Parking is free prior to 9:00 a.m. and after 5:00 p.m.
- Parking Rates:
 - Hour \$6/hour – for up to 4 hours
 - Day \$30
- There are three ways to pay for your parking permits:
 1. Download the “SurfCAST by Otto” mobile app to pay for your parking permit, available for Apple (App Store) and Android (Google Play) devices,
 2. Scan the QRcode on the signs in the parking areas for a secure link to the SurfCAST web application (<https://surfcast.ottoconnect.us/pay>), or
 3. Call Otto Connect at 910-200-1497.

Enforcement

Enforcement personnel will scan license plates at each Town lot multiple times per day and issue a fine to those who do not have a permit.

- Same Day Violation Payment - \$30.00
- Standard Violation Payment (Day 2 to Day 30) - \$50.00
- After 30 days, violations will be forwarded to the Topsail Beach Police Department for collection action

Enforcement Period

- March 1st through October 31st, annually
- 9:00 AM to 5:00 PM

Resident/Property Owner Parking Passes

For the 2025 season, residents and property owners are permitted one parking pass free of charge with verification (water or tax bill). Passes must be picked up at Town Hall. A \$50.00 charge will be incurred for replacement passes.

Customer support for “SurfCAST by Otto” is provided by Otto Connect, Inc. Email: Surfcast@ottoconnect.us Phone: 910-200-1497 between 9:00am and 5:00pm any day.

Paid Parking Lots

Beach Access Lots:

- #5 Barwick Ave
- #6 Rocky Mount
- #7 Empie Ave
- #8 Haywood Ave
- #9 Davis Ave
- #10 Crews Ave
- #11 Hines Ave
- #12 Scott Ave
- #13 Crocker Ave
- #14 Darden Ave
- #15 Smith Ave

Sound Access Lots:

- #1 South End Parking Lot (between Shoreline Dr and Inlet Dr)

FREQUENTLY ASKED QUESTIONS

1. 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.

2. Can I buy a parking permit in advance?

No, Parking Permits go active immediately at the time of purchase. There is no delayed start feature. For hour or day purchases, you can download the app and setup your account in advance, but you should purchase your parking permit when you arrive at the parking lot.

3. Can I reserve a parking space?

No, Parking is on a first-come, first-serve basis

4. 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.

5. Can I buy a parking permit for the day in one lot/zone, go to lunch, and return to another lot/zone in the afternoon?

Yes, when you pay for any permit, you can come and go in any lot/zone for the duration of your parking permit.

6. What if I don't have a smart phone?

Call the Otto Connect line at 910-200-1497 to purchase a parking permit over the phone. Be ready with your preferred credentials (email or phone number), license plate and state of registration for your vehicle(s), and payment information (credit or debit card).

7. 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)

- Scan the QRcode for link to a secure website for registration and payment, or
- Call Otto Connect at 910-200-1497

8. I don't have a cellular signal to download the app – it takes too long

Call Otto Connect at 910-200-1497

9. 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

10. Can I use more than one mobile device?

Yes, you can login to multiple devices using the same credentials (email and password).

11. Can I register my car on two or more accounts?

Yes

12. What are the Parking Rates for Topsail Beach?

- \$6 per hour for up to 4 hours
- \$30 per day

13. Does my permit work in North Topsail Beach or Surf City?

No, each Town has their own parking rules, system, and permits.

14. How much is a parking citation?

- Parking violations are \$50.
- If paid the same day as the violation – the fee is reduced to \$30 (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.

15. How do I change my password? What if I forgot my password?

To change your password, go to "Settings," then "Profile," and proceed to change your password. For this option, you need to have your current password available.

To reset your password, please click the “forgot password” link on the login page and follow directions from there. Check your spam folder if you do not see the email. If you did not use an email address to setup your account, contact customer support via the SurfCAST phone line or the “Contact Us” form on the webpage.

16. 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

17. I paid for parking but still received a parking violation notice. How do I get that violation voided?

- 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, please 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.

- 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.

18. 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.

19. 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 or later 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.

INFORMATION FOR VISITORS

Visitors – or anyone that does not pay property taxes in North Topsail Beach – must use the “SurfCAST by Otto” application via mobile app, QRcode link to our website, direct to the website (<https://surfcast.ottoconnect.us/pay>) or call Otto Connect at 910-200-1497 to register their basic information, including their license plate number/state, and pay for their selected period of time in designated locations.

Visitors must follow the steps below to successfully register and pay:

1. Register account information as prompted
2. Enter the Parking Zone Number (as shown on the signs in the parking lot)
3. Enter the license plate and state of registration for the vehicle being parked
4. Enter the Parking Zone Number (as shown on the signs in the parking lot)
5. Set up their payment method (Credit, Debit, PayPal, etc.)
6. Pay for their permit and enjoy the beach