

**TOWN OF NORTH TOPSAIL BEACH**  
**PAID PARKING GUIDE 2023**

**Table of Contents**

***INFORMATION FOR ALL USERS..... 2***

    Basic Information.....2

    Enforcement.....2

    Customer support for “SurfCAST by Otto” is provided by Otto Connect, Inc. ....2

    Parking Zone Numbers and Locations .....3

***FREQUENTLY ASKED QUESTIONS ..... 4***

***INFORMATION FOR NTB RESIDENTS ..... 6***

    Validating Residency/Ownership .....6

    Frequently Asked Questions .....7

***INFORMATION FOR VISITORS ..... 7***

    Parking Rates .....8

    Hourly/Daily/Weekly Permits FAQs .....8

    Annual and 4X4 Drive-On Area Permits FAQs.....8

    Misc. FAQs ..... 10

**Note: references to the Mobile App and Website are specific to the V3 release of “SurfCAST by Otto”. The previous V2 version is still in operation and can be used as per previous instructions.**

## INFORMATION FOR ALL USERS

### Basic Information

- Paid Parking is enforced from 9:00 a.m. to 5:00 p.m. every day, year-round. Parking is free prior to 9:00 a.m. and after 5:00 p.m.
- 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.
- Residents and property owners can register two vehicles free of charge.
  1. Residents can use the mobile app or website to access their Profile (via Settings) and add their residency authorization information.
    - Home Owners should use their Onwasa water account number for residency setup.
    - Condo/Townhome owners and Rogers Bay owners should obtain their Unique Owner Code from their HOA or Management company and input that code instead of the Onwasa account number
    - Property owners or Residents who don’t have an Onwasa account number, or were rejected by the system should email Otto Connect, Inc. ([surfcast@ottoconnect.us](mailto:surfcast@ottoconnect.us)) and your ownership status will be confirmed with the Town.
- There are three free Onslow County controlled parking lots still available in NTB.

### Enforcement

- Enforcement personnel will scan license plates at each Town lot multiple times per day and issue a \$50 fine to those who do not have a permit. If not paid within 30 days, there is an extra \$25 penalty.
- On-street parking is no longer permitted. Those parked on the street or in the right-of-way will receive a citation and fine regardless of any paid permit

Customer support for “SurfCAST by Otto” is provided by Otto Connect, Inc.

Email: [Surfcast@ottoconnect.us](mailto:Surfcast@ottoconnect.us)

Phone: 910-200-1497 between 9:00am and 5:00pm any day

## Parking Zone Numbers and Locations

Parking Zone numbers are changing for 2023 to align with beach access identification. This is to support better location services in an emergency. Parking area signs will be updated with the new information.

### ZONE # (former) - LOCATION - SPACES

NTB08 (NTB01) - Reeves Street and 320 Seashore -10

NTB10 (NTB02) - Chestnut Street and 590 Ocean- 20

NTB13 (NTB03) - 21st Avenue and 124 Topsail Dr - 12

NTB17 (NTB04) - 13th Avenue and 296 Topsail Dr - 12

NTB29 (NTB05) - Rodney Knowles Park and 3623 Island Dr - 14

NTB30 (NTB06) - 1 Myrtle Drive - 15

NTB31 (NTB07) - Rogers Bay and 4021 Island Drive -150

- Note: the Pay by Mail option is no longer available in this parking area.

NTB33 (NTB08) - 215 New River inlet (Jeffries #1) - 80

NTB34 (NTB09) - 315 New River Inlet (Jeffries #2) - 217

NTB04 (NTB10) - Town Park S and 484 New River Inlet - 20

NTB04 (NTB11) - Town Park N and 484 New River Inlet - 23

NTB41 (NTB12) - Jenkins Way and 1294 New River Inlet - 20

NTB42 (NTB13) - Bay Court and 1574 New River Inlet - 12

NTB43 (NTB14) - Marina Way and 1600 New River Inlet - 12

NTB03 (NTB15) - Beach Access 3 – 4000 River Rd Ext - 35

NTB4x4 (NTB44) - Beach Access 3 - 4X4 Drive on the Beach Lot

---

## 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 use more than one mobile device?

Yes, you can login to multiple devices using the same email and password. You do not need a separate account for use on a second phone.

### 3. 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).

Any level of permit including season permit is available via phone support. Please leave a message if busy so they can get back to you.

### 4. Can I register my car on two accounts?

Yes, a car can be registered on multiple accounts for hour and day permits. It is not needed for resident or season permits.

### 5. What if I want to change the car my annual permit is linked to?

Changes to vehicles registered in the SurfCAST app for resident and season permits is restricted to once every 90 days.

If you have an exception such as purchase of a new car with temporary license plates followed by regular license plates – please contact the SurfCAST support team via email ([surfcast@ottoconnect.us](mailto:surfcast@ottoconnect.us)) and they will lift the restriction one time for you to make the additional change.

### 6. 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.

Reminder: If you forgot your password, but have a resident or annual permit, you do not need to login each time you park, and you can wait for the update to reset your password if needed.

**7. 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 SurfCAST support ([surfcast@ottoconnect.us](mailto:surfcast@ottoconnect.us)) from the email address used to register the account, explain the issue, and send a photo of the violation notice if possible (we will need the license plate number and citation number at a minimum). You can also contact us via the “Contact Us” on the [surfcast.us](http://surfcast.us) website. We 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 SurfCAST support ([surfcast@ottoconnect.us](mailto:surfcast@ottoconnect.us)). They will investigate and respond as quickly as possible.

You will receive a parking violation if you park in the right-of-way or other area not specifically designated for parking – regardless of your parking permit.

**8. Is handicap parking still 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.

NOTE: There are no provisions for handicap parking in NTB4x4 Drive on the beach area. That zone will require a permit for all vehicles without exception.

**9. What does “No On-street Parking” mean?**

Parking is allowed only in designated parking areas. Parking is prohibited on the street, partially on the street, and in the public “right of way.”

**10. Does my permit in North Topsail Beach work in Surf City?**

No, Surf City is a separate town and has their own system.

### 11. 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 NTB RESIDENTS

### Validating Residency/Ownership

Residents and property owners in North Topsail Beach can register two vehicles for paid parking free of charge. To qualify as a resident, you must own property within the Town of North Topsail Beach on the island.

Residency setup is done via the “SurfCAST by Otto” application (mobile or website). Once you have setup your account, please go to Resident Setup, then type in your Owner Authorization Code, the license plates and state of registration. Owner Authorization Codes will either be your Onwasa account number or a number given to you by your HOA or property management company.

There are 3 options to validate your residency/ownership:

1. If you have an ONWASA account, you can use your pre-validated ONWASA account number. This is via a list provided by NTB to the SurfCAST team and can only be used once. If you get an error, contact SurfCAST support to reset or follow the actions in #3 below.
2. If you live in a condo complex that has a master ONWASA account, you should contact your HOA or management company to obtain your unique owner code (to be used in the ONWASA field during setup). If you get an error, be reminded that your owner code can only be used once and is case-sensitive. Otherwise, contact SurfCAST support.
3. To appeal to SurfCAST & the Town for exceptions such as property ownership without an ONWASA or owner code, including newly purchased property, requests should be made via the SurfCAST support email ([surfcast@ottoconnect.us](mailto:surfcast@ottoconnect.us)). Please provide name and address. In some cases, the Town may reach out to the owners for additional information as needed. Upon approval, the SurfCAST team will provide an update with any further instructions.

## Frequently Asked Questions

### 1. Do I need to log into the app each time I park?

**Yes**, if you are a daily, hourly parking customer.

**No**, if you have a resident or season permit, you do not need to login each time you park in NTB. No action is required as long as you are using one of your registered vehicles. Lot utilization will be recorded via your scanned license plate information.

### 2. How does a long-term renter in NTB get a pass if the owner wants one too?

Generally, the person whose name appears on the water bill should register each license plate. We suggest long term renters speak with their landlords directly to coordinate vehicle registration to receive their passes.

## 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

Those who choose to purchase an annual pass for either the standard lots or the 4X4 driving area will only have to do this once. Also, those that purchase a weekly or annual permit for either the standard lots or the 4X4 area will be able to utilize any designated lot in North Topsail Beach at no additional charge within the period of their permit.

## Parking Rates

### **Standard Lots**

Hourly: \$ 5.00

Daily: \$25.00

Weekly: \$100.00

Annual: \$150.00 – per vehicle if purchased one at a time (New for 2023)

Annual: \$250 for two vehicles purchased at the same time.

### **4X4 Drive On Lot Parking Rates**

Daily: \$25.00

Weekly: \$100.00

Annual: \$150.00 – per vehicle if purchased one at a time (New for 2023).

Annual: \$250 for two vehicles purchased at the same time.

## Hourly/Daily/Weekly Permits FAQs

- 1. 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.

## Annual and 4X4 Drive-On Area Permits FAQs

- 1. How do I purchase an annual permit?**

After downloading the app to your mobile device, you should setup your account by clicking the “New User: Create Account” button. Once your Account is created, you can hit the “Seasonal Permit Purchase”, then select the town where you would like to purchase the season pass. Then type in the vehicle(s) and state of registration you would like associated with the pass.

If you enter one vehicle at a time, you will be charged \$150 for each vehicle.

If you enter two vehicles at the time of purchase, you will be charged \$250 total for the two vehicles (a discount of \$50).



Finally, you will process your payment information – and you will be done for the season.

NOTE: With an annual pass, you can park in any NTB Town Lot without restrictions.

**2. How many vehicles can I register per annual permit?**

Two. Both vehicles must be entered into the Season Permit Pass at the time of purchase.

**3. Do I need to log into the app each time I park?**

**Yes**, if you are an hourly, daily permit holder

**No**, if you are a holder of an annual permit for parking, you no longer need to login each time you park in NTB. No action is required as long as you are using one of your registered vehicles. Lot utilization will be recorded via your scanned license plate information.

**4. Does one annual pass cover both parking and a permit for the 4X4 drive on area?**

Yes, the holder of an annual pass will be permitted to use any designated parking space as well as the 4X4 drive on area (with an appropriate vehicle).

**5. Does the season pass only go through the calendar year, or is it for a full year from the purchase date?**

The season pass is valid through the end of the calendar year. Therefore, all passes expire on December 31st regardless of purchase date.

**6. Will season pass holders be prorated for their purchase if a natural disaster temporarily closes the beach?**

No, we have no plans to prorate passes in such an event.

**7. Will you accept a check to setup an account and purchase an annual permit?**

Yes, please send your account information: email, phone, car details (license plate, and state of registration), and a check for \$150 or \$250 (one or two vehicles) made out to Otto Connect, Inc. at:

Otto Connect, Inc.  
- Attention: Parking Services  
P.O. Box 2448  
Surf City, NC 28445

We will setup your account and send you confirmation once your account has been

activated.

If you prefer to meet in person, please email Otto Connect at [surfcast@ottoconnect.us](mailto:surfcast@ottoconnect.us) to setup an appointment at the NTB Town Hall.

**8. If I purchase a season pass, am I guaranteed a parking space when I go to the beach?**

No, unfortunately we cannot guarantee a space. As always, we recommend getting to the beach early in the day or going in off hours during the summer season to increase chances of easily finding a parking space.

### Misc. FAQs

**1. Are there any discounts for Veterans or Seniors?**

No, not at this time.

**2. Can I purchase a parking permit in advance?**

No. All permits go active 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. Do people who rent a gazebo or picnic shelter at town parks still have to pay for parking?**

Yes, they will still have to pay and register their vehicle with the SurfCAST by Otto app to park in town parking areas.