

TOWN OF NORTH TOPSAIL BEACH

PAID PARKING GUIDE 2021

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INFORMATION FOR ALL USERS

Basic Information

- Enforced 9 a.m. to 5 p.m. every day, year-round.
- Visitors MUST download the SurfCAST by Otto app to pay for their parking permit, available now on [Apple](#) and [Android](#) devices.
- One "Pay By Mail" lot will be available for those without a smartphone.
- Residents and property owners can register two vehicles free of charge.
- There are two free Onslow County-controlled parking lots still available.

Enforcement

- Enforcement personnel will scan license plates at each lot multiple times per day and issue a \$50 fine to those who do not have a permit. If not paid within 15 days, there is an extra \$25 penalty.
- On-street parking is no longer permitted. Those parked in the right-of-way will receive a citation and fine.

SurfCAST by Otto App Support

Email us at: Customerservice@ottoconnect.us

Call us at: 910-202-6001 between 9:00am and 5:00pm any day

Zone Numbers and Locations

ZONE # - LOCATION - SPACES

NTB01 - Reeves Street -10
NTB02 - Chestnut Street - 20
NTB03 - 21st Avenue - 12
NTB04 - 13th Avenue - 12
NTB05 - Rodney Knowles Park - 14
NTB06 - Myrtle Drive - 15
NTB07 - 4030 Island Drive -150
NTB08 - Jeffries #1 - 80
NTB09 - Jeffries #2 - 217
NTB10 - Town Park S - 20
NTB11 - Town Park N - 23
NTB12 - Jenkins - 20
NTB13 - Bay Court Parallel - 12
NTB14 - Marina Way Parallel - 12
NTB15 - North End Lot - 35
NTB44 - 4X4 Drive On Area

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?

If you wish to setup an annual permit, please call the SurfCAST support team with your preferred credentials, car details (make, color, license plate, and state of registration), and payment information (Credit or Debit card), and we will gladly setup your account remotely. We can be reached at 910-202-6001 any day from 9 a.m. to 5 p.m.

If you wish to park for the day, please use NTB07 (across from Rogers Bay Campground on route NC 210 / Island Drive). This lot has a Pay by Mail option, and the enforcement team will leave an invoice on your windshield.

Note: Pay by Mail is \$30 for the day and has no hourly option.

4. Can I register my car on two accounts?

No, a car can only be registered on one account. If you have multiple users of your car, the other people should use the same login credentials.

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

Changes to vehicles registered in the SurfCAST app 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 (customerservice@ottoconnect.us) and they will lift the restriction one time for you to make the 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.

To reset your password, please click the “forgot password” link on the login page and follow directions from there.

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 (customerservice@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). We will investigate, void the violation as appropriate, and confirm back. Then, at your earliest convenience, you should go on the app and correct the license plate information via "Settings," then "Vehicles," and then "Edit."

If you believe there were other extenuating circumstances, please send a request and explanation to SurfCAST support (customerservice@ottoconnect.us). We will investigate and respond as quickly as possible.

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 NTB44/4X4 Drive On 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, so 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 will work (does not work on iPhone 6 or earlier and equivalent iPads). Yes, an Android based tablet or smart phone will work. We've recently removed the Android OS limitation and now support 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. 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 (customerservice@ottoconnect.us) and we will validate with the Town. 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?

No, if you have a resident 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 renters speak with their landlords directly to coordinate vehicle registration to receive their passes.

3. How do NTB owners in places where they do not directly pay the water bill (ex: an HOA pays) register for their parking passes?

In those cases, we would check the Onslow County tax records to verify ownership. One exception is Rogers Bay Campground, which is coordinating directly with the town to get its residents their passes

INFORMATION FOR VISITORS

Visitors – or anyone that does not pay property taxes in North Topsail Beach – must also download the SurfCAST by Otto app to register their basic information, including their license plate number, and pay for their selected period of time in designated locations.

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

1. Download and sign into the SurfCAST by Otto app
2. Register account information as prompted
3. Enter the Parking Zone Number (as shown on the sign)
4. Set up their payment method (Credit, Debit, PayPal, etc.)
5. 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.

Rates

Standard Lots

Hourly - \$ 5.00

Daily - \$25.00

Weekly - \$100.00

Annual - \$250.00

Park By Mail Lot – (NTB07 at 4030 Island Drive)

Daily - \$30.00

4X4 Drive On Lot

Daily - \$25.00

Weekly - \$100.00

Annual - \$250.00

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 as a Visitor (email and password are your credentials) and proceed to "PARK".

On the "PARK" page, enter any valid NTB parking Zone (such as NTB01), confirm, and select year. Then proceed to pay for your annual pass.

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. At the start of paid parking, only one vehicle was allowed per visitor annual permit. Since March 15th, the Town has amended the policy to allow two vehicles per visitor annual permit. The second vehicle can be added in the app via "Settings" (the 3 bars at the top left corner of the Home page), "Vehicles," then "Add."

NOTE: Both vehicles are required to be registered to the same address.

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

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.

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

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

6. Will annual 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, car details (make, color, license plate, and state of registration), and a check for \$250 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.

8. When I purchased the annual permit, 2 permits show up on the app — one for NTB General and one for NTB44. Why?

This is a holdover from when we had NTB44 as a separate zone type and different pricing structure. Either permit is now good for all parking zones in NTB, and this is not an issue. The NTB General permit, if the only one shown on the app, has equal value to park in any NTB zone, including NTB44.

9. If I purchase an annual 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 for this year 2021.

2. Can I purchase a parking permit in advance?

Yes, with limitations. 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.