

- **What system is being used for Paid Parking in Ocean Isle Beach?**
  - The mobile app “SurfCAST by Otto Connect” for Apple and Android devices
  - Via website: <https://park.surfcast.ottoconnect.us>
  - Via Phone: 910-200-1497
  
- **What if I don't have a smart phone?**
  - Call Otto Connect at: **910-200-1497**
  - You will need the following information:
    - Your email or phone number
    - License Plate / Tag number and State of Registration
    - Credit or Debit Card
  
- **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.
  
- **How do I set up a Resident Parking Permit?**
  - Resident (General Definition): A Property Owner on the island or within the Saltwater Palms Neighborhood
    - NOTE: Resident Season Parking Permits are \$175.00 to comply with the Army Corps of Engineers contract requirement. Collecting Resident permit information separately will provide the Board of Commissioners with the usage data for 2025.
  - Via the app or website, select the “Resident Setup”, enter your Authorization Code (Parcel ID), and then proceed to enter your vehicle details and payment.
  - How to find your Parcel ID#: <https://tax.brunasco.net/itsnet/BasicSearch.aspx>
  
- **How do I set up a Visitor Parking Permit:**
  - Via the app or website, select “Park” and follow the prompts for zone, duration, license plate details (number and state of registration), and payment information (credit/debit card).
  
- **Where in Ocean Isle Beach is Paid Parking required?**
  - Throughout the island in designated parking spaces only.
  - All other areas are considered No Parking and will be subject to a parking violation.
  
- **When is Paid Parking in effect for Ocean Isle Beach?**
  - Paid Parking will start on April 1<sup>st</sup>, 2025 and will run through October 31<sup>st</sup>.
  - Seasonal parking will be April 1<sup>st</sup> through October 31<sup>st</sup> yearly.
  - Seasonal parking permits are only good in the year they are purchased.

- **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 (Fast Path option – if you don’t want to setup an account).
    2. Scan the QRcode on the Parking signs to link to a Secure website ... follow the prompts to pay for parking or use the Secure website:  
<https://park.surfcast.ottoconnect.us>
      - Note: Permits go active immediately, there is no advance purchase
    3. Call the Otto Connect team at 910-200-1497... you will need to provide your email or phone number, License plate/tag number, state of registration, and a Credit or Debit card
  - The easiest way to pay for parking is via the mobile app. Once registered, you only need to select your parking zone, duration, verify the vehicle you are using, and pay.
- **Can I buy a parking permit in advance?**
  - Season Permits can be purchased anytime (as noted on the app) and are valid for the calendar year parking season from April 1<sup>st</sup> through October 31<sup>st</sup>.
  - Hourly, Daily, and Weekly Parking Permits go active immediately at the time of purchase and cannot be purchased in advance.
- **What zone do I pick for a Season permit – do I have to always use that zone?**
  - When purchasing a Season permit – you can pick any valid zone for the permit setup.
  - A Season permit is good for any valid zone and parking space in Ocean Isle Beach.
  - If you use your registered vehicle associated with a Season permit – you do not need to login or select a zone each time you park – you are all set. Otto Connect will log your zone when they scan your license plate.
- **Can I park with a different car each time I park?**
  - A permit is only good for the vehicle entered at the time of permit purchase.
  - Season/Resident permits can only be changed once every 90 days.
  - Hour/Day permits can be setup for different vehicles each time they are parked.
- **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?**
  - 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 or phone number and password).
- **Can I register my car on two or more accounts?**
  - Yes – but only one account can have an active permit for a given vehicle
- **What are the Parking Rates for Ocean Isle Beach?**
  - \$5 per hour for up to 4 hours
  - \$20 per day
  - \$80 per week
  - \$175 per vehicle for the Season permit
- **How much is a parking citation?**
  - Parking violations in a valid space is:
    - \$25 if paid the day of the violation
    - \$50 if paid the next day (\$75 if not paid within 30 days)
  - General Parking violations are \$50. Examples: Parking in the right-of-way, parking on a sidewalk, parking opposing traffic, etc.
  - After 30 days, a \$25 late fee will be applied
  - If not paid within 30 days, your citation will be referred to a collection agency
- **Can I change my password?**
  - To change your password on the app: go to Customer Support, Profile – and proceed to change.
- **What if I forget my password?**
  - On the app – select “Forgot Password”, enter your email or phone number (which ever used to setup your account), and a notice will be sent to allow you via email or text to create a new password.
- **How do I change/correct my license plate / tag number or state?**
  - Via the app: Go to Customer Support > Long Term Passes > Edit
  - You can only change the tag number once every 90 days.

- **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 tag number or the state of registration. To get the violation voided:
    - Send a request to Otto Connect from the website (<https://surfcast.us>), explain the issue, send a photo of the violation notice (we will need the license plate number and citation number at a minimum). 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 Otto Connect support (<https://surfcast.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. Parking in any other parking space will require a parking permit via the app.
  
- **Is EV Charging Station Parking free?**
  - Yes – with limitations. Parking is authorized without a permit in any space designated for Electric Vehicle (EV) charging while the vehicle is actively charging. Parking in EV spaces at any time without charging is subject to a parking violation of \$50 regardless of parking permits.