

# Town of Oak Island Paid Parking Program

## Frequently Asked Questions (FAQs)

(Last updated: January 13, 2023 • 1:30 PM)

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.

When will parking passes be available to purchase?

- The Annual Paid Parking Passes are currently anticipated to be available for purchase in the early Spring of 2023; however, an exact date has not yet been determined.
- Once an exact date is determined, this FAQ will be updated and purchasing information will be listed on the PARKING INFORMATION page of the Town Website at [www.OakIslandNC.gov/PARKING](http://www.OakIslandNC.gov/PARKING).

Can I purchase annual or temporary Paid Parking Passes and let friends / family / renters / clients use them?

- No. Passes are assigned to individual vehicles, based on the license plate and registration of each. They are not a physical slip, decal, or sticker that can be transferred from one vehicle to another.

Are Town Parking Decals still valid? Will Town Parking Decals still be issued? If so, at what cost?

- Yes. The current (GREEN) Town Parking Decals are valid through December 31, 2023. Once the Paid Parking Program has been implemented, the list of all currently registered vehicles will be transferred to the contracted parking service provider (vendor).
  - **REMINDER: Town Parking Decals are based on the vehicle they are registered to. The "sharing" of decals is already prohibited, so simply displaying a decal will NOT prevent a ticket – it must be a registered vehicle.**
- Moving forward, a physical decal will no longer be issued, and Town Parking Passes will no longer be available from the Town Hall or Town Website. All Town Parking Passes will be obtained directly through the vendor, by registering each vehicle individually.
- Town Parking Passes will remain at cost of \$10 per vehicle, with a limit of 3 vehicles per property.

Will residents still have reserved spaces? If so, what if all the reserved spaces are all full?

- Currently, there are 182 marked Town Parking spaces available, which are closest to the public beach areas. At the Town Council's direction, an additional 182 Town Parking spaces are being identified, which will be spread out to provide direct access to other features such as parks and recreational facilities.
- Town Parking from registered vehicles will still be allowed in ANY other space provided as well and will NOT have to pay the Paid Parking rate.

Can non-residents park in Town Parking Spaces if they have paid to park?

- No. Non-residents parking in a marked Town Parking space will be ticketed the same as with any normal violation, regardless of whether they have a paid parking pass.

Will "short trip" visits for businesses, tradespeople, or concierge style services be allowed to park in the right of way outside of a home they are servicing?

- Vendor staff In Paid Parking areas, as well as Police Officers in areas monitored by the Police Department, will all use a "common sense" approach to ticketing right-of-way parking during the enforced paid parking times and take into consideration the purpose and duration of vehicle parking. Effort will be made to verify the legitimacy of the stop.

- **NOTE:** if parking in a right of way, regardless of whether it is during an enforced Paid Parking time or not, ALL tires must be completely off of the roadway.

When is the "Paid Parking Season" - when will paid and right-of-way parking be enforced?

- The "Paid Parking Season" and enforcement times will be in effect from April 1 – September 30, from 9:00 AM – 5:00 PM daily.

Has ALL right-of-way parking been eliminated, or just in the beachfront areas?

- During the "Paid Parking Season" and enforcement times of April 1 – September 30, from 9:00 AM – 5:00 PM daily, right-of-way parking in undesignated areas will be **PROHIBITED** throughout the entire Town.

If there are no paid parking spaces available, can I park on the side of the street in front of a rental, neighbor, or friend's home?

- No. While Paid Parking enforcement is in effect (April 1 – September 30, from 9:00 AM – 5:00 PM daily), parking on the street side or "right-of-way" is PROHIBITED throughout the entire Island portion of Town. Parking is only allowed in identified, marked spaces.

Will classes, personal instruction, or concierge type services that operate on the public beach areas be required to use Paid Parking spaces?

- There are currently no Paid Parking exemptions for businesses that operate on the public beach areas. Similar to a pushcart, or other on-beach business requiring a [Peddler Merchant Permit](#), the use of Paid Parking will be required by staff and patrons.
- **NOTE:** This is different than businesses in a building or other structure listed in a [Commercial Zone](#).

**NEW** - If I am already parked before 9:00 AM, would I be able to remain parked for free?

- No. While parking is NOT charged prior to 9:00 AM (or after 5:00 PM), any vehicle currently parked once the enforcement time begins would need to then purchase a Parking Pass.

**NEW** - Does the new parking program impact Low Speed Vehicle (LSV) parking? Will LSV's Mobility devices, and other street legal carts need a parking pass?

- Yes. LSVs will be treated as any other licensed and tagged vehicle and will need a Paid Parking Pass or Town Parking Pass for any publicly provided spaces. This includes all LSV-only parking spaces / lots, such as the one provided at S Middleton Ave.

**NEW** - I provide a Low Speed Vehicle (LSV) as an "add-on" option for short term rentals? Can I get an annual pass for it?

- LSVs will be treated as any other licensed and tagged vehicle and will need a Paid Parking Pass or Town Parking Pass for any publicly provided spaces.
- A limit of three (3) Town Parking Passes are available for any resident / property owner, regardless of the vehicle type.
- There are no exceptions or additional Town Parking Passes available for only LSVs, they must count as part of the three (3) vehicle limit.

**NEW** - I participate in a local civic club / organization that sometimes meets in members' homes, where we need to park in the right-of-way during restricted times. Will we be ticketed?

- Similar to "short visit" businesses and tradespeople, or private family gatherings, vendor staff in the Paid Parking areas, as well as Police Officers in areas monitored by the Police Department, will use a "common sense" approach to ticketing right-of-way parking during the enforced paid parking times.
- They will take into consideration the purpose and duration of vehicle parking. Every effort will be made to verify the legitimacy of the stop and determine if unnecessary parking is taking place before citations are given.

- If in doubt you can call the vendor or the Police Department directly (depending on which enforcement zone you are in) to determine if you are able to park in that specific area.
- **NOTE:** If parking in a right of way, regardless of whether it is during an enforced Paid Parking time or not, ALL tires must be completely off of the roadway.

**NEW -** Will employees of restaurants or established businesses (in a building) along the beachfront have to pay for parking?

- The Town is currently working with the contracted parking services vendor, along with local business owners and managers to determine what accommodations may be needed for these specific areas. Once available, full details will be provided to employers and posted on the Paid Parking page of the Town Website at [www.OakIslandNC.gov/PaidParking](http://www.OakIslandNC.gov/PaidParking).

**NEW -** Will the Oak Island Pier (and restaurant) parking lot be paid or free to use by anyone with a fishing pass?

- The Town is currently working with the contracted parking services vendor, along with local business owners, managers, and tenants of the Pair Complex, to determine what accommodations may be needed for this specific area. Once available, full details will be provided to employers and posted on the Paid Parking page of the Town Website at [www.OakIslandNC.gov/PaidParking](http://www.OakIslandNC.gov/PaidParking).

**NEW -** I have a golf cart equipped and registered as a "Mobility Device" – which does not have a state license plate to scan. What are my options to pay for parking?

- The Town is currently working with the contracted parking services vendor, to determine what accommodations may be needed specifically for unlicensed golf carts registered as a "Mobility Device."
- Once available, full details will be provided on the Paid Parking Information page of the Town Website at [www.OakIslandNC.gov/PaidParking](http://www.OakIslandNC.gov/PaidParking)
- **NOTE:** this information will also be copied on the LSV & Mobility Devices Information page at [www.OakIslandNC.gov/LSV](http://www.OakIslandNC.gov/LSV).

**NEW –** If a user spends more than \$175 in parking, would they be "automatically upgraded" to an Annual Paid Pass, as mentioned in the service agreement? If so, does this automatic upgrade count towards the 1,000-unit limit of Annual Passes to be sold?

- Following the Town Council's direction to add a 1,000-unit limit to the number of Annual Paid Passes per year, the "automatic upgrade" language was removed from the service agreement.
- Moving forward, the only charge users will be automatically upgraded to is the \$20 daily rate (from the \$5 hourly rate).

Will Paid Parking be required during concerts, festivals, or other public activities?

- Information on paid parking enforcement during specific events or Town-permitted activities can be provided when applying for a festival or event permit. For more information on this contact the Administrative Support Specialist at 910-201-8015.

What system is being used for Paid Parking?

- The mobile app "[SurfCAST by Otto Connect](#)" for [Apple](#) and [Android](#) devices.

What will the money made from Paid Parking be used for?

- Currently, state statutes dictate what revenues can be used for, which differ between [on-street \(right-of-way\) and off-street \(designated lot\) parking](#). During the November 8, 2022 regular meeting, the Oak Island Town Council approved a request to the State Legislature for a "Local Act to allow the Town of Oak Island to use proceeds from on-street parking, in the same manner in which proceeds from off-street parking are used.

- Local Act Request: <https://legistarweb-production.s3.amazonaws.com/uploads/attachment/pdf/1629213/ResolutionLocalAct.pdf>
- 160A-301 Parking Definitions: <https://legistarweb-production.s3.amazonaws.com/uploads/attachment/pdf/1629212/160A-Parking.pdf>
- November 8, 2022 Meeting Item Video: [https://oakislandnc.granicus.com/player/clip/287?meta\\_id=16398](https://oakislandnc.granicus.com/player/clip/287?meta_id=16398)

#### Where will Paid Parking be required?

- Throughout all public parking spaces within the on-Island portions of Town, and those not currently listed in the "POLICE" or "COMMERCIAL" zones. Unless marked otherwise, all other areas are considered "No Parking" and subject to a parking citation.

#### 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 QR code on the Parking signs to link to a Secure website ... follow the prompts to pay for parking or use the Secure website: <https://surfcast.ottoconnect.us/pay> (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, 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?

- Once available, Annual Paid Parking Permits can be purchased anytime and are valid for the calendar year parking season from April 1 – September 30, from 9:00 AM – 5:00 PM daily.
- Hourly, Daily, and Weekly Parking Permits go active immediately at the time of purchase and cannot be purchased in advance.

#### How much will Paid Parking cost (Parking Rates)?

- \$5 per hour
- \$20 per day
- \$80 per week
- \$175 per year (annual passes limited to 1,000 total)
- Town Parking Pass: \$10 per vehicle (limit 3 vehicle)

#### How much is a parking citation?

- Parking violations are \$50.
- After 30 days, a \$25 late fee will be applied
- If not paid within 60 days, your citation will be referred to a collection agency

#### What if I don't have a smart phone, or strong enough data signal to download the app, or downloads takes too long?

- Simply call Otto Connect directly at 910-200-1497 to be connected with a representative who can assist you.

#### How is Paid Parking enforced? Will I get a sticker / decal?

- Paid Parking is enforced through scanning license plates for valid permits on the SurfCAST system.  
**There are no paper slips, stickers, or decals provided or required.**

#### 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

How can I contact someone to get help?

- Email Otto Connect at: [customerservice@ottoconnect.us](mailto:customerservice@ottoconnect.us)
- Call Otto Connect at 910-200-1497 between 9:00 AM - 5:00 PM daily

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 if I don't have a smart phone?

- Call Otto Connect at: 910-200-1497
- The following information will be needed:
  1. Email and phone number
  2. License Plate / Tag number and State of Registration
  3. Credit or Debit Card

Can I change my password?

- To change your password on the app: 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?

- Via the app: Go to Settings > Vehicles > Edit
- Next Use: Correct it on the Park notice page

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:
  1. Send a request to Otto Connect ([customerservice@ottoconnect.us](mailto:customerservice@ottoconnect.us)) from the email used to register the account (for permit validation), explain the issue, send a photo of the violation notice (the license plate number and citation number at a minimum is required). Staff will investigate, void the violation as appropriate, and confirm back.
  2. 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](mailto:customerservice@ottoconnect.us)). They will investigate and respond as quickly as possible.

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.