

DEAR WRIGHTSVILLE BEACH PATRON:

For your convenience, listed below are some of the anticipated frequently asked questions and answers:

HOW DO I KNOW THE HOURS OF OPERATION FOR THE PARKING METERS AND PAYSTATIONS?

All meters and paystations are enforced seven days a week from 9:00 a.m. to 6:00 p.m. between March 1st and October 31st.

ARE THERE ANY RESTRICTIONS THAT I MUST BE AWARE OF?

Yes, different restrictions apply to different areas. Restrictions should be clearly marked at the beginning of the restricted areas. Also, if a space is not outlined by a white line, then it is not considered a valid parking space. Other common restrictions are as follows:

- ⊘ No Parking Anytime
- ⊘ No Parking Fire Lane
- ⊘ No Parking Loading Zone

WHAT ARE THE RATES AND TIME LIMITATIONS OF THE PARKING METERS AND PAYSTATIONS?

The rates for the parking meters and paystations are \$1.50/hr. Metered spaces in the "downtown" area are limited to one hour of parking only. This helps generate short term parking for patrons and businesses in specific areas. The rate and time limitation is clearly displayed on each meter.

WHAT METHODS MAY I USE TO PAY THE PARKING METERS?

The parking meters accept quarters, nickels and dimes. A convenient alternative to paying with coins is Park-By-Phone. Park-By-Phone allows you use your cell phone to pay for parking. Here's how it works:

1. Sign up at www.Park-By-Phone.com for an annual membership costing \$5.95.
2. Print a temporary ID card from your computer and place on your car dash. A permanent hanger for your rear-view mirror will be mailed to you.
3. Pay for parking each time by calling 888-310-PARK and entering the lot or meter number, which are visibly marked on bright yellow signs.

You may also remotely add more time to a parking meter that is about to expire by calling 888-310-PARK or going online to www.Park-By-Phone.com. When paying by cell phone, members are instantly recognized by callerID, eliminating the need to enter a membership number -- customers need only enter a PIN and lot number. The lot number is located on each meter and paystation. No more leaving the beach to feed the meter!

A convenience fee of ten percent is added to the parking charge. In return, each annual subscriber receives a monthly bill via e-mail or regular mail, offering the advantages of paying once for a month of parking and receiving a detailed expense record.

HOW DO I USE A PAYSTATION?

Paystations are located in the parking lots and on a number of side streets. One paystation serves all of the parking spaces in that area. Paid receipts can be used in any valid parking space. The following steps show how to use a paystation:

1. Press START button.
2. Add hours by pressing START or EXTEND time
3. Make payment
4. Place receipt on your dash

Paystations can accept

- Coins (all U.S. coins except 50¢)
- Bills \$1, \$5, \$10
- Visa or Mastercard.

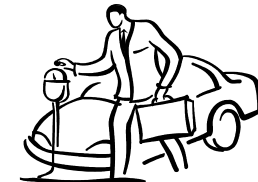
All machines give change unless stated otherwise on the machine. It is your responsibility to place the receipt in an area visible to parking enforcement.

Each pay station is serviced hourly, however if you come across a malfunctioning paystation call the parking office at 910-256-5453 and they will advise you what to do or you may park somewhere else where the meter is working.

WHAT DO I DO IF THE METER IS BROKEN?

If a meter is malfunctioning, then that space is out of use and the vehicle is subject to being fined. Contacting the parking office will get the meter fixed and back into service quickly. However, this will not eliminate any fines received for parking on a broken meter.

Park-By-Phone
888-310-PARK (7275)
WWW.PARK-BY-PHONE.COM



HOW DO I PAY A PARKING CITATION?

There are several ways to pay a parking citation.

1. Stop in our office at 5 Live Oak Drive on Wrightsville Beach where we accept cash, check or credit card payments.
2. Mail a check or money order.
3. Go to www.towb.org/parking and pay online with a credit card or bank account.
4. We also accept credit card payments over the phone.



HOW MUCH DO I NEED TO PAY?

Parking citations start at either \$20 or \$30 depending on the infraction. If no payment is received or appeal filed after 72 hours the price goes up to \$40 for all citations. After ten days the citation fee goes up to \$50.

ALTERNATIVE PARKING OPTIONS

DAILY PASS - \$8.00

The parking office offers a daily pass for \$8.00. This can be purchased at any paystation by pressing the yellow button or at our parking office. This pass offers a significant discount to the hourly rate for all day parking.

WEEKLY PASS - \$50.00

For \$50.00, the parking office offers a pass that will cover parking for an entire seven day period. This is also a heavily discounted price to the hourly rate.

HOW DO I APPEAL MY PARKING CITATION?

Citations may be contested by appeal within 72 hours of issuance. A parking citation appeal form may be obtained at the parking office or downloaded from the internet at www.towb.org/parking. The following list shows a few common reasons why an appeal would be denied.

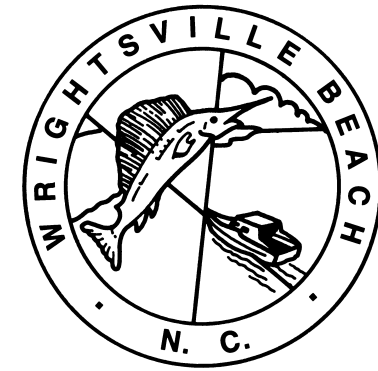
- ▶ Lack of knowledge of the Town's parking regulations
- ▶ Appointment conflicts or tardiness going or returning from appointments
- ▶ Inability to find a legal parking space or signage
- ▶ Failure to have appropriate or sufficient amount of coins

NEED CHANGE?

Stop by the parking office to exchange up to ten dollars into quarters. All parking ambassadors also have quarters and can change up to two dollars on the spot.



If you still need assistance give us a call and we will do our best to answer all your questions and make your visit to Wrightsville Beach as enjoyable and stress free as possible!



Town of Wrightsville Beach
Parking Office

5 Live Oak Drive
Wrightsville Beach, NC 28480

Telephone: (910) 256-5453

Fax: (910) 256-5319

Online: www.towb.org/parking

Operated By:

