

NEW: Mobile Parking Payment at Select DCR Facilities – Download the YODEL App!

FAQ's

What is happening with parking at DCR facilities?

DCR is introducing a new payment system, the YODEL app, for parking at DCR facilities. DCR is phasing in this new payment system during the summer and fall of 2021. The YODEL app is available for parking payment at ten DCR facilities as of Thursday, July 1, 2021:

- Borderland State Park
- Cochituate State Park
- Douglas State Forest
- Hopkinton State Park
- Horseneck Beach State Reservation
- Nahant Beach Reservation
- Nantasket Beach Reservation
- Salisbury Beach State Reservation
- Scusset Beach State Reservation
- Walden Pond State Park

Additionally, the YODEL app will be available at the following facilities on Saturday, July 10:

- Chicopee Memorial State Park
- Hampton Ponds State Park

YODEL will be available at more DCR facilities soon.

What is the Yodel app?

The YODEL app provides a fast, safe, contactless payment option. In the future YODEL will also provide features such as advance reservation, capacity information, real-time notification, contactless entry validation, and digital sales of Day Use Passes and Parking Passes. **NOTE: Pre-purchased passes do *not* guarantee entry upon arrival. We strongly recommend purchasing your pass upon arrival at the park to ensure admission. All sales are final.**

Why is DCR introducing the Yodel app?

Improving visitor experience, reducing traffic and wait time, and managing capacity are some of the key reasons DCR is introducing the new YODEL app. The YODEL app saves time! Allowing you to purchase your daily parking pass conveniently on your mobile device. Going digital also reduces traffic and helps the environment by reducing waste. You never have to worry about displaying your pass again.

How does it work?

Download the YODEL app to your phone. The YODEL app allows you to pay for your parking space using the digital app. You select the location, date, input your license plate and pay the parking fee. YODEL maintains a list of paid license plates for that location and date. Valid plates will not be subject to ticket or towing.

Do I have to use the YODEL app?

DCR is adding YODEL to a list of park payment and pass options. DCR is encouraging all park users to become familiar with YODEL. In time, DCR will expand the use and capabilities of the YODEL app.

What if I am an Annual Pass holder?

Thank you for being a DCR Annual Pass holder. Annual Passes are still valid. Please place your Annual Pass in your front window where it is easily viewable. Park staff will continue to check passes for valid parking. In the coming weeks, please take a moment to find out more about the YODEL app. DCR will be providing a digital parking option for all Annual Pass holders via the YODEL app in the near future.

What if I have a Senior Pass?

Great. Senior Passes are still valid. Please place your Senior Pass in your front window where it is easily viewable. Park staff will continue to check passes for valid parking. In the coming weeks, please take a moment to find out more about the YODEL app. DCR will be providing a digital parking option for all park passes, including the Senior Pass, on the Yodel app in the coming months. DCR park staff are available to answer your questions or help you download the YODEL app.

I have a vehicle with Disabled Veteran, Purple Heart or disability plates; what do I do?

Vehicles with Disabled Veteran, Purple Heart and disability plates continue to park for free at DCR facilities. Park staff will note these plates for valid parking. In the coming weeks, please take a moment to find out more about the YODEL app. DCR will be providing a digital parking option for visitors with Disabled Veteran, Purple Heart and disability plates. Parking will still be free, but DCR will be requiring all visitors to register their license plate on the Yodel app to validate parking. Eventually, the online parking app will provide visitors with real-time availability, capacity information and other important park notifications. YODEL will help save time and reduce traffic, letting you enjoy your visit sooner.

I borrowed a Free DCR Park Pass from my local library or recreation department. What do I need to do?

We are proud of our partnership with Massachusetts libraries and recreation department, and we are thrilled you are visiting a state park today! Please place your Free DCR Park Pass in your front window where it is easily viewable. Park staff will continue to check passes for valid parking. In the coming weeks, please take a moment to find out more about the YODEL app. DCR will be providing a digital parking option to Free DCR Park Pass holders Yodel app in the near future.

What if I am from out of state?

Welcome. Thank you for visiting a Massachusetts State Park. All out of state license plates (Disabled Veteran, Purple Heart or disability plates please see above) will be required to purchase a daily parking pass. Annual Parking Passes are not available for out of state license plates.

I am a Massachusetts resident, but my vehicle is registered in another state. Why do I have to pay for out-of-state parking?

Parking passes and fees are associated with the state where the vehicle is registered, and license plate is issued. Only vehicles registered in Massachusetts are eligible to pay the in-state parking fee or purchase the Annual Park Pass.

I don't have a smart phone.

That's ok. DCR is maintaining several payment options to assist visitors during the transition to YODEL. Visitors may use the "Pay and Display" machine to purchase a daily parking pass. Please place the "Pay and Display" receipt in your vehicle's front window where it is easily viewable. Park staff will continue to check passes for valid parking. DCR staff will be available to answer questions or assist with the "Pay and Display" machine. Additionally, Annual Park Passes, Free Park Passes (in partnership with MA libraries and recreation departments), Senior Passes, and vehicles with Disabled Veteran, Purple Heart and disability plates continue to park for free at DCR facilities.

I am concerned about my personal information.

That is understandable. DCR is maintaining several payment options to assist visitors during the transition to YODEL. Visitors may use the "Pay and Display" machine to purchase a daily parking pass. Please place the "Pay and Display" receipt in your vehicle's front window where it is easily viewable. Park staff will continue to check passes for valid parking. DCR staff will be available to answer questions or assist with the "Pay and Display" machine. YODEL will soon have an online payment options, including the ability to purchase a pass from a personal computer. The security of your Personal Information is important. YODEL strives to use commercially acceptable means to protect your Personal Information. See YODEL Privacy Policy for more information <https://yodelpass.com/privacy.php>.

I do not have a credit card.

DCR is not accepting cash for parking payment during the 2021 season. We apologize for any inconvenience.

How does enforcement know I paid?

Transactions made with the YODEL app are instantly available to parking enforcement Rangers and to park staff through their wireless devices. Park staff will also check the vehicle's front window for valid "Pay and Display" receipts or approved park passes.

Where does my parking fee go?

A large portion of the funds collected by DCR directly supports all aspects of DCR's statewide operation, while some of the funds go to the Commonwealth's general fund, which supports the annual operating budget of the state. DCR, like other state agencies, receives an annual operating budget allocation approved by the state legislature and the Governor as funding for all DCR facilities, operations, and programs.

How do I know I paid?

You will receive confirmation via a 'Daily Parking Pass' screen on your phone, that shows a valid parking session for the date of payment.

Can I move spaces while I have an active session?

Yes, as long as you are still parked at the same park. Please note that if you leave the parking lot, you may not be able to re-enter if the lot reaches capacity while you are gone.

Can I leave the park parking lot and return later that day without paying again?

Yes. However, please note that if you leave the parking lot, you may not be able to re-enter if the lot reaches capacity while you are gone.

Can I park multiple cars with the YODEL app?

Yes. Each vehicle will need a separate purchase, but you can make multiple purchases via the YODEL app on your phone. The individual passes can be saved in the "wallet" on the YODEL app. You can also save multiple vehicles in the YODEL app, allowing you to select from any of your saved vehicles for ease and speed during future parking transactions.

How do I view my parking history/get receipts?

You can view all past (expired) passes by clicking on the "trash" icon in the YODEL wallet.

What can I do if I encounter a technical error?

If you have any trouble using the YODEL app, you can access trouble shooting help by contacting the YODEL Call Center at **877-661-0496**.

How do I change/update the mobile phone number on my account?

You will need to create a new account to change/update your phone number. To create a new account, please uninstall the app then install it again and input your new mobile phone number.