

## Download the YODEL App for Mobile Parking Payment at DCR Facilities Statewide\*

(\*With the exception of the on-street parking meters in Cambridge, North Point parking lot in Cambridge, Quabbin Reservoir boat ramp, and Pilgrim Memorial State Park meters in Plymouth)

### YODEL FAQs

#### **What is the YODEL app?**

The YODEL app provides a fast, safe, contactless payment option for Annual and Daily 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, unless otherwise noted on the individual park page within the app.**

#### **Why is DCR utilizing the Yodel app?**

Some of the key reasons DCR introduced the YODEL app were to improve visitor experience, reduce traffic and wait time, and allow park staff to spend less time on parking pass sales and more time on maintenance and other visitor services. The YODEL app saves time by allowing you to purchase an Annual or Daily Parking Pass conveniently on your mobile device. Going digital also reduces traffic and helps the environment by reducing waste.

#### **How does it work?**

Download the YODEL app to your phone. The YODEL app allows you to pay for your parking space; you simply select the location, input your license plate (with no spaces or dashes) and enter credit card info to 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?**

No. YODEL is a recent addition to a list of parking payment options, and it is the fastest and most convenient way to pay – but alternative methods of payment are still available. DCR encourages all park users to become familiar with YODEL. In time, DCR will expand the use and capabilities of the YODEL app.

#### **What Parks Charge a Parking Fee, and When?**

For a full list of parks that charge a daily parking fee and their fee collection schedule, go to:

<https://www.mass.gov/doc/dcr-parking-fee-collection-schedule-by-park/download>.

#### **What about Annual Parking Passes?**

Annual Parking Passes are a great option (and they make a nice gift)!... If you anticipate making several visits to DCR parks this year, the Annual Parking Pass is the most efficient, and possibly the most economical, option. All Annual Parking Passes are now sold through YODEL.

- If you purchase your Annual Parking Pass through the YODELpass website ([massdcrparks.yodelpass.com](https://massdcrparks.yodelpass.com)), you will receive a confirmation email with a pdf. of your Annual Parking Pass attached. We *encourage* you to print your pass and display it on your dashboard for ease of verification. However, with YODEL, your pass can also be validated by staff via your license plate... Passes purchased on the [YODELpass website](https://massdcrparks.yodelpass.com) can be accessed digitally by linking your online YODEL account to the YODEL app on your mobile device; this enables you to display your Pass/code on your mobile device.
- Annual Parking Passes can also be purchased directly through the YODEL app. There is no physical pass for Annual Parking Passes purchased via the app; that's ok, you don't need it! DCR staff can verify these Annual Parking Passes by scanning your license plate, or by having you display the Pass/code on your mobile device.

#### **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. However, we encourage you to learn more about the YODEL app. DCR will be providing a digital parking option for all parking passes, including the Senior Pass, through YODEL soon. DCR

park staff are available to answer your questions. For more information about Senior Parking Passes, go to <https://www.mass.gov/how-to/get-a-senior-parking-pass>.

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

Vehicles with Disabled Veteran or Purple Heart plates and disability plates/placards park for free at DCR facilities. Park staff will note these plates for valid parking.

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

We are proud of our partnership with Massachusetts libraries and recreation centers, and we are thrilled you are visiting our state parks! Please place your Free DCR Parking Pass in your front window where it is easily viewable. Park staff will continue to check passes for valid parking.

**What if I am from out of state?**

Welcome. Thank you for visiting a Massachusetts State Park. All patrons with non-Massachusetts license plates will be required to purchase a Daily Parking Pass. Annual Parking Passes are not available for patrons with out-of-state license plates. (Patrons with Disabled Veteran, Purple Heart or disability plates park free regardless of resident status.)

**I am a Massachusetts resident, but my vehicle is registered in another state. Why do I have to pay the non-resident parking rate?**

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 for the in-state daily parking rate, or for purchase of the Annual Parking Pass.

**I don't have a smartphone.**

That's ok. DCR is maintaining alternative 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 Parking Passes, Free Parking Passes (in partnership with MA libraries and recreation departments), and Senior Parking Passes continue to be valid for parking at DCR facilities. Vehicles with Disabled Veteran, Purple Heart, and disability plates/placards park free.

**I am concerned about my personal information.**

That is understandable. DCR is maintaining alternative 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 face-up in your vehicle's dashboard 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. Also, YODEL has an online payment option, which includes the ability to purchase a pass from a personal computer or your smartphone's browser ([massdcrparks.yodelpass.com](https://massdcrparks.yodelpass.com)). The security of your personal information is important. YODEL strives to use to protect your personal information, and meets the commercially accepted standards for protection of 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. We apologize for any inconvenience. You may ask your local library or recreation department if they participate in DCR's Library/Recreation Parking Pass program, or you may opt to purchase a pre-paid credit card before your visit.

**How do enforcement staff 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 other approved parking passes.

**How do I know I paid?**

You will see a 'Daily Parking Pass' screen on your phone, that shows a valid parking session for the date of payment. All active passes can be viewed via the "WALLET" tab within the YODEL app. If you purchase your pass through the [massdcrparks.yodelpass.com](https://massdcrparks.yodelpass.com) website, you will receive a confirmation email.

**Where does my parking fee go?**

All 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. DCR's annual operation budget funds all DCR facilities, operations, and programs.

**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 will be saved in the "WALLET" on the YODEL app. You can also save multiple vehicles in your YODEL app account (which can be viewed and edited on the app). This allows 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?**

For security purposes, the YODEL app may text you a code that must be entered to access to your account. If you get a new phone number on your phone, you may need to create a new account to update the phone number on your account. To create a new account, please uninstall the app then install it again and input your new mobile phone number.