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## MobileNOW! Parking Payment App Ceases Operation Due to COVID-19 Health Crisis; Parkmobile App Still Available at All County-Operated Parking Locations

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**For Immediate Release: Tuesday, May 19, 2020**

The Montgomery County Department of Transportation (MCDOT) was notified yesterday that one of the two mobile parking payment app providers, MobileNOW!, ceased operations the same day. MobileNow! will no longer be an option for parking payments at County-owned, on-street meters, parking garages or lots.

Parkmobile, the other parking app option, continues to offer pay-by-phone parking payment, and customers can download the app or create a new account at Parkmobile's [website](#).

Existing MobileNOW! account holders are encouraged to log in to view any account history information on the company website ([www.mobile-now.us](http://www.mobile-now.us)), which will continue to exist for a limited time. The mobile application has already been deactivated by the company. The website also provides information on refunding existing "wallet" balances to customers. Because MobileNOW! is a contract vendor, MCDOT does not have information about customer transactions.

MobileNOW!'s website stated on Monday, "Due to the impact of the Covid-19 pandemic on its activities suffered during the last two months, MobileNOW! with regret has had to cease its operations on May 18, 2020, and has dissolved the same day. We apologize for any inconvenience caused."

MobileNOW! has been a payment option for County parking since 2009, and Parkmobile was phased in as a second option for customers in 2017. Montgomery County was one of the first jurisdictions in the country to expand mobile payment for parking to two companies. Parkmobile is also used in neighboring Washington, D.C.

"We regret the inconvenience for our existing customers and are working to make the transition to a single payment app as seamless of an experience as we can, given the circumstances," said MCDOT Parking Management Division Chief Jose Thommana. "Especially at this time when many of our customers wish to avoid unnecessary contact with payment machines, we are glad to be able to continue providing contactless and remote payments through Parkmobile."

The public is also reminded that free parking options are being provided on a temporary basis in response to the COVID-19 health crisis. For details on locations designated for free parking and other information related to parking changes during the health crisis, visit the [parking section](#) of MCDOT's webpage for [Transportation Changes, Updates and Resources for COVID-19](#).

Parkmobile offers customers the option of a pre-funded "wallet", or a "pay as you go" option. The wallet option allows customers to fund an account in advance and deduct funds with each future transaction. Wallet customers will be charged a \$0.25 transaction fee. The "pay as you go" option charges a credit card on file for each transaction. Pay as you go customers will be charged a \$0.45 transaction fee.

Mobile phone parking can potentially save customers money because they only pay for time parked. In addition, the apps provide reminders before a meter expires and, where allowed, gives customers the option to extend their parking time remotely.

MCDOT offers public parking at about 12,000 parking spaces. More information about mobile phone parking is available on [MCDOT's website](#), but because of this sudden development, the mobile payment option changes will not be accurately reflected until later this week.

For ongoing updates, follow [@MCDOTNow](#) and [@MCDOT\\_Parking](#) on Twitter or go to the department website at [www.montgomerycountymd.gov/mcdot](http://www.montgomerycountymd.gov/mcdot).

For the latest updates, visit the County's [COVID-19 website](#) and follow Montgomery County on Facebook [@MontgomeryCountyInfo](#) and Twitter [@MontgomeryCOMD](#).

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