



ADMINISTRATION AND REGULATORY AFFAIRS DEPARTMENT

Transportation Section Policy

Subject: **Notification Requirements Related to Payments for All Vehicle for Hire Permits**

Policy No. **VFH - 004**

Effective Date:
Upon Approval

1. AUTHORITY

- 1.1 Chapter 46, Houston Code of Ordinances

2. PURPOSE

- 2.1 The purpose of the policy is to establish a procedure for giving notice, to vehicle-for-hire company owners, of payment deadlines for permit renewals, as well as notice before any permit is revoked for nonpayment.

3. POLICY STATEMENT

Under the provisions of Chapter 46 of the City of Houston Code of Ordinances applicants for vehicle for hire permits must renew vehicle permits on an annual basis. Failure to make a timely payment may/shall lead to permit suspensions and/or revocation, as determined in the governing Article in Chapter 46.

4. PROCEDURES

- 4.1 All companies will receive a notification in the mail prior to the annual renewal period. Notices will be mailed to the address on record no less than 45 days prior to the due date.
- 4.2 Notification for renewal shall also include any changes in policy or procedures as well as any changes to the ordinance that may have occurred. Changes may include, but not be limited to pricing for base model vehicles, vehicle requirements, inspection information, etc.
- 4.3 Notifications shall include current pricing for permits and compliance agreements. A compliance agreement will be mailed to each permittee each year at the time of renewal.
- 4.4 Where applicable (i.e. "grandfather" permit status is in jeopardy or a permit will be permanently revoked) phone calls will be attempted during the last week of the renewal period. A detailed record shall be maintained of each call that is made. Records shall be kept on the attached Exhibit A.
- 4.5 A notification of nonpayment shall be sent 5 business days before the renewal payment deadline.
- 4.6 The notification of nonpayment shall state the company has 5 days to make payment or otherwise come into come into compliance. The payment deadline (date and time) shall be included in the notification.
- 4.7 Phone calls to company owners will be attempted during the 5-day period. The phone call will be made to the most recent phone number provided by the company owner. It shall be the owner's responsibility to ensure telephone and other contact information is maintained current in ARA records at all times. A detailed record shall be maintained of each call that is made. Records shall be kept on the attached Exhibit A.

Approved:

Date Approved:

10-22-12

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- 4.8 Notices for permit revocation (or suspension, as noted in Chapter 46) shall be mailed out within 2 business days at the conclusion of the 5 day period.
- 4.9 Once a vehicle permit is revoked, the company owner must re-apply as a new entrant into the industry, meeting all requirements for new permittees of the applicable provisions of Chapter 46, including any waiting periods to re-apply. Note: re-application may not be an option for some categories of vehicle for hire, such as taxicabs, where permit availability is capped.

