



Frequently Asked Questions

Question: How do I pay my citation online?

Answer: It's easy! Have your citation number and credit card handy, and visit www.texasonline.state.tx.us

Question: How do I contest my citation?

Answer: To contest a citation, you are required to visit a hearing officer within 45 days from the date your ticket is issued. Stop by the Parking Adjudication office, 1400 Lubbock, Mon. – Fri., between 9 a.m. and 8 p.m. Appointments are not necessary and all hearings are held on a first-come, first-served basis.

Question: What do I do if I am dissatisfied with the hearing officer's decision?

Answer: You may appeal to the Municipal Court by filing a petition no later than the 30th day after the filing of the hearing officer's order. The petition must be filed with the Parking Management cashier at the Municipal Court, 1400 Lubbock. You must post a cash bond for the parking citation, along with a \$10 administrative fee for the first parking citation and \$5 for any additional citations. If the appeal is successful, these fees will be refunded.

Question: How do I obtain a residential permit?

Answer: Simply fill out the Residential Permit form available online at www.houstonparking.org and return, along with payment, to: Parking Management / P.O. Box 4997 / Houston, TX, 77002.

- \$20 for the first two permits
- \$2 for each additional permit

The maximum number of permits per household is equal to the number of vehicles registered to that address, in addition to two visitor hangtags.

Question: What is a meter bagging permit and how do I request one?

Answer: Meter bagging permits are issued for construction, film/photo productions and special events. Meter bagging permits will not be issued for commercial loading/unloading zones.

In addition, if parking restrictions exist on the meter(s) you have requested to be bagged, these restrictions still must be followed. For example, Louisiana Street has traffic/parking restrictions from 7 - 9 a.m. and 4 - 6 p.m., Monday through Friday. Even though you have requested the meter to be bagged for the entire day, parking is not allowed at the meter during these hours. If restrictions are not followed, vehicles will be subject to a parking citation.

Question: What is a boot?

Answer: "Boot" is a device designed to immobilize a vehicle. Boots do not damage a vehicle as long as no attempt is made to move a booted vehicle.

Question: How does a vehicle get "booted"?

Answer: Vehicles having three or more delinquent citations are boot-eligible.

Question: What are the boot fees?

Answer: In addition to the outstanding parking citations, owner's of booted vehicles accumulate the following charges:

- \$100 boot fee;
- \$100 administrative fee;
- \$120 towing fee, if towed; and
- \$11 storage fee per day, if towed and stored

Question: I received a notice that my vehicle is "boot-eligible." What do I do?

Answer: You received the notice because either you were the registered owner of the vehicle when the citations were issued or the registered owner has identified you as being the actual owner of the vehicle at the time the citations were issued. You have until the date on the notice to take action on the outstanding parking citations.

Question: My car was booted. What do I do now?

Answer: You have three options:

- Go to the Municipal Court, 1400 Lubbock, and pay all the outstanding parking citations and applicable fees.
- Call 3-1-1 and pay outstanding citations and applicable fees by Discover, MasterCard, or Visa by phone.
- Request a boot hearing by visiting the Parking Adjudication Office, 1400 Lubbock.

Question: What is a boot hearing?

Answer: At a boot hearing, a hearing officer will determine if you were properly booted according to City Ordinance. If the hearing officer finds you liable, you are responsible for the outstanding citations and boot fees. If the hearing officer finds you not liable, the boot fees will be waived.

Question: What is a commercial vehicle loading and unloading zone (CLUZ)?

Answer: City ordinance requires the owner of all commercial vehicles to display a registered permit or park at a designated parking meter at \$5 per hour. To obtain a CLUZ permit, or for more information, please visit <http://www.publicworks.cityofhouston.gov>.

Question: Where do I report a non-functioning meter?

Answer: Call 3-1-1 (inside City limits) or 713.837.0311 (if meter is outside City limits). You may also send an e-mail to 311@cityofhouston.net.

Question: May I legally park at a non-functioning meter?

Answer: According to City ordinance, parkers may receive a citation while parked at a non-functioning meter. We encourage public parkers to report non-functioning meters to 3-1-1 as soon as possible with the exact location and meter number.

Question: I received a parking violation notice in the mail for a vehicle I sold recently. How do I resolve this situation?

Answer: Please print and fill out the Declaration of Non-ownership form, available online at <http://www.houstontx.gov/parking/declaration.pdf>, and mail it to: Parking Management, P.O. Box 4997, Houston, TX, 77002. Please also fill out the Texas Motor Vehicle Notification form available online to ensure files are updated with the Texas Department of Transportation.

Question: Where can I find a list of all parking ordinances?

Answer: Access City of Houston parking ordinances at www.houstontx.gov/codes/chapters41to45.html.

Question: Why can't I park anywhere in my own community? At times, I feel like the city uses parking citations simply as a "revenue generator." What is the reason for so many restrictions?

Answer: At Parking Management, we enforce parking ordinances to ensure the safety of our citizens. Citations do generate revenue, but the restrictions are enforced for safety reasons. For instance, vehicles parked on both sides of "skinny" streets make it extremely difficult for large emergency vehicles like fire trucks and ambulances to pass through. Parking Management must enforce restrictions, such as 'No Parking Zones,' in some communities to make way for these vehicles.

Question: When are parking meters enforced?

Answer: Parking meters are enforced Monday through Saturday, 7 a.m. to 6 p.m., except where posted signs indicate otherwise. Parking meters are not enforced on official City holidays. Please see the list below.

New Year's Day	Monday, Jan. 1
Martin Luther King, Jr. Birthday	Monday, Jan. 15
Memorial Day	Monday, May 28
Independence Day	Wednesday, July 4
Labor Day	Monday, Sept. 3
Veterans' Day	Monday, Nov. 12
Thanksgiving Day	Thursday, Nov. 22
Day after Thanksgiving	Friday, Nov. 23
Christmas Eve	Monday, Dec. 24
Christmas Day	Tuesday, Dec. 25

Parking Management is a division of the City of Houston Convention and Entertainment Facilities Department. In addition to servicing and maintaining almost 6,000 on-street parking spaces across the Greater Houston area, Parking Management enforces parking regulations for all commercial and residential areas, thereby contributing to pedestrian safety and a smooth flow of traffic. Parking Management also encourages parking awareness and supports public transit initiatives.

For more information about Parking Management, please call 713-837-0311 or visit www.houstonparking.org.