



## Motorist Bill of Rights

The Houston Police Department and the licensed towing and vehicle storage companies of Houston want you to be an informed and protected consumer. The following are some of your basic rights regarding towing services in the city of Houston.

### Tow Fee

The City of Houston's non-consent regulated tow rate is **\$225.50**. If your vehicle is abandoned, blocking a moving lane or in an accident or law enforcement incident, the fee will be \$225.50 for the first 20 miles and \$4.51 per additional mile.

### Payment Options

Cash or Credit Card will be accepted. The tow operator must accept two of the four major credit cards (MasterCard, Visa, American Express or Discover).

### Tow Location (excluding prisoner vehicles)

You have the option to be towed to a location of your choice at the tow fee rate listed above. Advise the on-scene police officer of the location you choose and ask for a copy of the police tow slip indicating the location.

### Police Private Storage Lot

You have the option to have your vehicle towed to a Police Private Storage Lot where the storage fees are regulated and posted. Choosing a location other than a Police Private Storage Lot may lead to paying fees that are not regulated.

### Soliciting

Tow operators may not solicit business. If a tow operator attempts to solicit business, notify the officer on the scene.

### Find My Car

To find the storage lot location of your vehicle and pending storage fees, please visit [www.findmytowedcar.com](http://www.findmytowedcar.com). The license plate or vehicle identification number must be entered in order to retrieve the information.

### Tow Hearing

If you feel your vehicle was wrongly towed, you may request a hearing to determine if probable cause existed for the removal of the vehicle. Visit [www.jp.hctx.net/tow](http://www.jp.hctx.net/tow) for information on tow hearings.

### Complaints

If you have a complaint regarding a towing company or a vehicle storage facility, please direct complaints to the Houston Police Department Auto Dealers Detail at [hpd.AutoDealers@HoustonPolice.org](mailto:hpd.AutoDealers@HoustonPolice.org) or call 832-394-4800.