

CHAPTER 48C
VEHICLE IMMOBILIZATION SERVICE

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**ARTICLE I.
GENERAL PROVISIONS.**

SEC. 48C-1. STATEMENT OF POLICY.

It is the policy of the city to provide for the protection of the public interest as it relates to the parking of vehicles on parking lots and to the immobilization of those vehicles by applying a boot to a vehicle without the consent of the vehicle owner or operator. To this end, this chapter provides for the regulation of vehicle immobilization service, to be administered in a manner that protects the public health and safety and promotes the public convenience and necessity. (Ord. 27629, eff. 10-1-09)

SEC. 48C-2. GENERAL AUTHORITY AND DUTY OF DIRECTOR.

The director shall implement and enforce this chapter and may by written order establish such rules and regulations, consistent with this chapter, as may be determined necessary to discharge the director's duty under, or to effect the policy of, this chapter. (Ord. 27629)

SEC. 48C-3. ESTABLISHMENT OF RULES AND REGULATIONS.

- (a) Before adopting, amending, or abolishing a rule or regulation, the director shall hold a public hearing on the proposal.
- (b) The director shall fix the time and place of the hearing and, in addition to notice required under the Open Meetings Act (Chapter 551, Texas Government Code), as amended, shall notify each licensee and such other persons as the director determines are interested in the subject matter of the hearing.
- (c) After the public hearing, the director shall notify the licensees and other interested persons of the action taken and shall post an order adopting, amending, or abolishing a rule or regulation on the official bulletin board in the city hall for a period of not fewer than 10 days. The order becomes effective immediately upon expiration of the posting period. (Ord. 27629)

SEC. 48C-4. EXCEPTIONS.

This chapter does not apply to the immobilization of a vehicle by the city as authorized under Section 28-5.1 of this code. (Ord. 27629)

SEC. 48C-5. DEFINITIONS.

In this chapter:

- (1) **BOOT** means a lockable vehicle wheel clamp or similar device that is designed to be placed on a parked vehicle to prevent the operation of the vehicle until the device is unlocked and removed.
- (2) **CITY** means the city of Dallas, Texas.
- (3) **CONVICTION** means a conviction in a federal court or court of any state or foreign nation or political subdivision of a state or foreign nation that has not been reversed, vacated, or pardoned.
- (4) **DIRECTOR** means the director of the department designated by the city manager to enforce and administer this chapter, and includes representatives, agents, and department employees designated by the director.
- (5) **IMMOBILIZE** means to place a boot on a parked vehicle to prevent the operation of the vehicle until the boot is unlocked and removed. The term includes any installation, adjustment, or removal of a boot.
- (6) **LAWFUL ORDER** means a verbal or written directive that:
 - (A) is issued by the director in the performance of official duties in the enforcement of this chapter and any rules and regulations promulgated under this chapter; and

(B) does not violate the United States Constitution or the Texas Constitution.

(7) LICENSEE means a person licensed under this chapter to engage in vehicle immobilization service. The term includes any owner or operator of the licensed business.

(8) PARKING LOT means public or private property (other than public right-of-way) that is used, wholly or in part, for paid motor vehicle parking where payment for the parking is made:

(A) at the time of parking; and

(B) to a pay station or a uniformed parking lot attendant.

(9) PARKING LOT OWNER means a person, or the person's agent or lessee, who holds legal title, deed, or right of occupancy to a parking lot, but does not include a vehicle immobilization service licensee or an employee or representative of a vehicle immobilization service licensee.

(10) PERMITTEE means an individual who has been issued a vehicle immobilization operator's permit under this chapter.

(11) PERSON means an individual, assumed name entity, partnership, joint-venture, association, corporation, or other legal entity.

(12) POLICE DEPARTMENT means the police department of the city of Dallas.

(13) PROPERTY ENTRANCE means any point located on a parking lot that is designed to provide access by a vehicle to the parking lot.

(14) RECEIPT means a decal, emblem, badge, sticker, ticket, or other item given to a vehicle owner or operator as proof that the vehicle is authorized to park on the parking lot.

(15) STREET means any public street, alley, road, right-of-way, or other public way within the corporate limits of the city. The term includes all paved and unpaved portions of the right-of-way.

(16) UNAUTHORIZED VEHICLE means a vehicle that is parked, stored, or located on a parking lot without having paid the parking fee required by the parking lot owner for parking on the parking lot.

(17) VEHICLE means a device in, on, or by which a person or property may be transported on a public street. The term includes, but is not limited to, an operable or inoperable automobile, truck, motorcycle, recreational vehicle, or trailer, but does not include a device moved by human power or used exclusively on a stationary rail or track.

(18) VEHICLE IMMOBILIZATION OPERATOR means any individual who installs, affixes, places, adjusts, or removes a boot on or from a vehicle.

(19) VEHICLE IMMOBILIZATION OPERATOR'S PERMIT means a permit issued under this chapter to an individual by the director authorizing that individual to immobilize vehicles for a vehicle immobilization service in the city.

(20) VEHICLE IMMOBILIZATION SERVICE means the business of immobilizing an unauthorized vehicle on a parking lot.

(21) VEHICLE IMMOBILIZATION SERVICE LICENSE means a license issued under this chapter to a person by the director authorizing that person to operate a vehicle immobilization service in the city.

(22) VEHICLE OWNER or OPERATOR means a person, or the designated agent of a person, who:

(A) holds legal title to a vehicle, including any lienholder of record; or

(B) has legal right of possession or legal control of a vehicle. (Ord. 27629, eff. 10-1-09)

ARTICLE II. VEHICLE IMMOBILIZATION SERVICE LICENSE.

SEC. 48C-6. LICENSE REQUIRED; APPLICATION.

(a) A person commits an offense if, within the city, he, or his agent or employee:

(1) engages in vehicle immobilization service on any property other than a parking lot;

- (2) engages in vehicle immobilization service without a valid vehicle immobilization service license;
 - (3) causes a vehicle to be immobilized by a vehicle immobilization service that does not hold a valid vehicle immobilization service license; or
 - (4) employs or contracts with a vehicle immobilization service not licensed by the director under this article for the purpose of having a vehicle immobilized.
- (b) To obtain a vehicle immobilization service license, a person must make written application to the director upon a form provided for that purpose. The application must be signed by the person who will own, control, or operate the proposed vehicle immobilization service. The application must be verified and include the following information:
- (1) The name, address, and telephone number of the applicant, the trade name under which the applicant does business, and the street address and telephone number of the vehicle immobilization service establishment.
 - (2) The number and type of boots utilized by the vehicle immobilization service, including the make, model, and identification number.
 - (3) Documentary evidence from an insurance company indicating a willingness to provide liability insurance as required by this chapter.
 - (4) A statement attesting that each boot and other vehicle immobilization equipment used by the vehicle immobilization service has been rendered for ad valorem taxation in the city and that the applicant is current on payment of those taxes.
 - (5) A list, to be kept current, of the owners and management personnel of the vehicle immobilization service, and of all employees who will participate in vehicle immobilization service, including names, dates of birth, state driver's license numbers, social security numbers, and vehicle immobilization operator's permit numbers.
 - (6) A list of what methods of payment the applicant will accept from a vehicle owner or operator for removal of a boot.
 - (7) Proof of a valid certificate of occupancy issued by the city in the name of the company and for the location of the vehicle immobilization service business.
 - (8) Any other information deemed necessary by the director.
 - (9) A nonrefundable application processing fee of \$96.
- (c) A person desiring to engage in vehicle immobilization service shall register with the director a trade name that clearly differentiates the person's company from all other companies engaging in vehicle immobilization service and shall use no other trade name for the vehicle immobilization service. (Ord. Nos. 27629; [30215](#))

SEC. 48C-7. LICENSE QUALIFICATIONS.

- (a) To qualify for a vehicle immobilization service license, an applicant must:
- (1) be at least 19 years of age;
 - (2) be currently authorized to work full- time in the United States;
 - (3) be able to communicate in the English language;
 - (4) not have been convicted of a crime:
 - (A) involving:
 - (i) criminal homicide as described in Chapter 19 of the Texas Penal Code;
 - (ii) kidnapping as described in Chapter 20 of the Texas Penal Code;
 - (iii) a sexual offense as described in Chapter 21 of the Texas Penal Code;
 - (iv) an assaultive offense as described in Chapter 22 of the Texas Penal Code;
 - (v) robbery as described in Chapter 29 of the Texas Penal Code;

- (vi) burglary as described in Chapter 30 of the Texas Penal Code, but only if the offense was committed against a person with whom the applicant came in contact while engaged in vehicle immobilization service;
- (vii) theft as described in Chapter 31 of the Texas Penal Code, but only if the offense was committed against a person with whom the applicant came in contact while engaged in vehicle immobilization service;
- (viii) fraud as described in Chapter 32 of the Texas Penal Code, but only if the offense was committed against a person with whom the applicant came in contact while engaged in vehicle immobilization service;
- (ix) tampering with a governmental record as described in Chapter 37 of the Texas Penal Code, but only if the offense was committed against a person with whom the applicant came in contact while engaged in vehicle immobilization service;
- (x) public indecency (prostitution or obscenity) as described in Chapter 43 of the Texas Penal Code;
- (xi) the transfer, carrying, or possession of a weapon in violation of Chapter 46 of the Texas Penal Code, or of any comparable state or federal law, but only if the violation is punishable as a felony under the applicable law;
- (xii) a violation of the Dangerous Drugs Act (Chapter 483, Texas Health and Safety Code), or of any comparable state or federal law, but only if the violation is punishable as a felony under the applicable law;
- (xiii) a violation of the Controlled Substances Act (Chapter 481, Texas Health and Safety Code), or of any comparable state or federal law, but only if the violation is punishable as a felony under the applicable law;
- (xiv) criminal attempt to commit any of the offenses listed in Subdivision (4)(A)(i) through (xiii) of this subsection; and

(B) for which:

- (i) less than two years have elapsed since the date of conviction or the date of release from confinement imposed for the conviction, whichever is the later date, if the applicant was convicted of a misdemeanor offense;
- (ii) less than five years have elapsed since the date of conviction or the date of release from confinement for the conviction, whichever is the later date, if the applicant was convicted of a felony offense; or
- (iii) less than five years have elapsed since the date of the last conviction or the date of release from confinement for the last conviction, whichever is the later date, if, within any 24-month period, the applicant has two or more convictions of any misdemeanor offense or combination of misdemeanor offenses;

- (5) not be addicted to the use of alcohol or narcotics;
- (6) be subject to no outstanding warrants of arrest; and
- (7) not employ any person who is not qualified under this subsection.

(b) An applicant who has been convicted of, or who employs a person who has been convicted of, an offense listed in Subsection (a)(4), for which the required time period has elapsed since the date of conviction or the date of release from confinement imposed for the conviction, may qualify for a vehicle immobilization service license only if the director determines that the applicant, or the employee, is presently fit to engage in the business of a vehicle immobilization service. In determining present fitness under this section, the director shall consider the following:

- (1) the extent and nature of the applicant's, or employee's, past criminal activity;
- (2) the age of the applicant, or employee, at the time of the commission of the crime;
- (3) the amount of time that has elapsed since the applicant's, or employee's, last criminal activity;
- (4) the conduct and work activity of the applicant, or employee, prior to and following the criminal activity;
- (5) evidence of the applicant's, or employee's, rehabilitation or rehabilitative effort while incarcerated or following release; and

(6) other evidence of the applicant's, or employee's, present fitness, including letters of recommendation from prosecution, law enforcement, and correctional officers who prosecuted, arrested, or had custodial responsibility for the applicant, or employee; the sheriff and chief of police in the community where the applicant, or employee, resides; and any other persons in contact with the applicant, or employee.

(c) It is the responsibility of the applicant, to the extent possible, to secure and provide to the director the evidence required to

determine present fitness under Subsection (b) of this section.

(d) A licensee shall maintain a permanent and established place of business at a location within the city where a vehicle immobilization service is not prohibited by the Dallas Development Code. (Ord. 27629)

SEC. 48C-8. LICENSE ISSUANCE; FEE; DISPLAY; TRANSFERABILITY; EXPIRATION.

(a) The director shall, within 30 days after the date of application, issue a vehicle immobilization service license to an applicant who complies with the provisions of this article.

(b) A license issued to a vehicle immobilization service authorizes the licensee and any bona fide employee to engage in vehicle immobilization service.

(c) The annual fee for a vehicle immobilization service license is \$557, prorated on the basis of whole months. The fee for issuing a duplicate license for one lost, destroyed, or mutilated is \$13. The fee is payable to the director upon issuance of a license. No refund of a license fee will be made.

(d) A vehicle immobilization service license issued pursuant to this article must be conspicuously displayed in the vehicle immobilization service establishment.

(e) A vehicle immobilization service license, or any accompanying permit, badge, sticker, ticket, or emblem, is not assignable or transferable.

(f) A vehicle immobilization service license expires June 30 of each year and may be renewed by applying in accordance with Section 48C-6. Application for renewal must be made not less than 30 days or more than 60 days before expiration of the license and must be accompanied by the annual license fee. (Ord. Nos. 27629; [30215](#))

SEC. 48C-9. REFUSAL TO ISSUE OR RENEW LICENSE.

(a) The director shall refuse to issue or renew a vehicle immobilization service license if the applicant or licensee:

(1) intentionally or knowingly makes a false statement as to a material matter in an application for a license or license renewal, or in a hearing concerning the license;

(2) has been convicted twice within a 12-month period or three times within a 24-month period for violation of this chapter or has had a vehicle immobilization service license revoked within two years prior to the date of application;

(3) uses a trade name for the vehicle immobilization service other than the one registered with the director;

(4) has had a vehicle immobilization service license suspended on three occasions within 12 months for more than three days on each occasion;

(5) has been finally convicted for violation of another city, state, or federal law that indicates a lack of fitness of the applicant to perform vehicle immobilization service.

(6) fails to meet the service standards in the rules and regulations established by the director;

(7) is not qualified under Section 48C-7 of this article; or

(8) uses a subcontractor to provide vehicle immobilization service.

(b) If the director determines that a license should be denied the applicant or licensee, the director shall notify the applicant or licensee in writing that the application is denied and include in the notice the specific reason or reasons for denial and a statement informing the applicant or licensee of the right to, and process for, appeal of the decision. (Ord. 27629)

SEC. 48C-10. SUSPENSION OF LICENSE.

(a) The director may suspend a vehicle immobilization service license for a definite period of time not to exceed 30 days or, if the deficiency is detrimental to public safety, then for a period of time until the deficiency is corrected, for one or more of the following reasons:

(1) Failure of the licensee to maintain any vehicle immobilization equipment in a good and safe working condition.

(2) Violation by the licensee or an employee of the licensee of a provision of this chapter or of the rules and regulations established by the director under this chapter.

(3) Failure of the licensee's operator to arrive at a parking lot within 30 minutes after the time the licensee is notified to do so by the vehicle owner or operator or the owner or operator's representative.

(b) Written notice of the suspension must be served on the licensee and must include the reason for suspension, the date the suspension begins, the duration of the suspension, and a statement informing the licensee of the right of appeal.

(c) The period of suspension begins on the date specified in the notice of suspension or, in the case of an appeal, on the date ordered by the permit and license appeal board, whichever applies.

(d) A licensee whose vehicle immobilization service license is suspended shall not operate a vehicle immobilization service inside the city during the period of suspension. (Ord. 27629)

SEC. 48C-11. REVOCATION OF LICENSE.

The director shall revoke a vehicle immobilization service license if the director determines that the licensee has:

(1) intentionally or knowingly made a false statement as to a material matter in the application or hearing concerning the license;

(2) intentionally or knowingly failed to comply with applicable provisions of this chapter or with the conditions and limitations of the license;

(3) operated a vehicle immobilization service not authorized by the license or other applicable law;

(4) been finally convicted for violation of another city, state, or federal law that indicates a lack of fitness of the licensee to perform vehicle immobilization service;

(5) is under indictment for or has been convicted of any felony offense while holding a license;

(6) does not qualify for a license under Section 48C-7 of this chapter;

(7) failed to pay a license fee required under this chapter; or

(8) violated Section 48C-44(c)(1) or (2) of this chapter. (Ord. 27629, eff. 10-1-09)

SEC. 48C-12. APPEALS.

Any person whose application for a license or license renewal is denied by the director, or a licensee whose license has been revoked or suspended by the director, may file an appeal with the permit and license appeal board in accordance with Section 2-96 of this code. (Ord. 27629, eff. 10-1-09)

ARTICLE III. VEHICLE IMMOBILIZATION OPERATOR'S PERMIT.

SEC. 48C-13. VEHICLE IMMOBILIZATION OPERATOR'S PERMIT REQUIRED.

(a) A person commits an offense if he immobilizes a vehicle for a vehicle immobilization service in the city without a valid vehicle immobilization operator's permit.

(b) A licensee commits an offense if he employs or otherwise allows a person to immobilize a vehicle using a boot or other vehicle immobilization equipment owned, controlled, or operated by the licensee unless the person has a valid vehicle immobilization operator's permit. (Ord. 27629, eff. 10-1-09)

SEC. 48C-14. QUALIFICATIONS FOR A VEHICLE IMMOBILIZATION OPERATOR'S PERMIT.

(a) To qualify for a vehicle immobilization operator's permit, an applicant must:

(1) be at least 19 years of age;

(2) be currently authorized to work full- time in the United States;

(3) be able to communicate in the English language;

(4) not have been convicted of a crime:

(A) involving:

(i) criminal homicide as described in Chapter 19 of the Texas Penal Code;

(ii) kidnapping as described in Chapter 20 of the Texas Penal Code;

(iii) a sexual offense as described in Chapter 21 of the Texas Penal Code;

(iv) an assaultive offense as described in Chapter 22 of the Texas Penal Code;

(v) robbery as described in Chapter 29 of the Texas Penal Code;

(vi) burglary as described in Chapter 30 of the Texas Penal Code, but only if the offense was committed against a person with whom the applicant came in contact while engaged in vehicle immobilization service;

(vii) theft as described in Chapter 31 of the Texas Penal Code, but only if the offense was committed against a person with whom the applicant came in contact while engaged in vehicle immobilization service;

(viii) fraud as described in Chapter 32 of the Texas Penal Code, but only if the offense was committed against a person with whom the applicant came in contact while engaged in vehicle immobilization service;

(ix) tampering with a governmental record as described in Chapter 37 of the Texas Penal Code, but only if the offense was committed against a person with whom the applicant came in contact while engaged in vehicle immobilization service;

(x) public indecency (prostitution or obscenity) as described in Chapter 43 of the Texas Penal Code;

(xi) the transfer, carrying, or possession of a weapon in violation of Chapter 46 of the Texas Penal Code, or of any comparable state or federal law, but only if the violation is punishable as a felony under the applicable law;

(xii) a violation of the Dangerous Drugs Act (Chapter 483, Texas Health and Safety Code), or of any comparable state or federal law, that is punishable as a felony under the applicable law;

(xiii) a violation of the Controlled Substances Act (Chapter 481, Texas Health and Safety Code), or of any comparable state or federal law, that is punishable as a felony under the applicable law; or

(xiv) criminal attempt to commit any of the offenses listed in Subdivision (4)(A)(i) through (xiii) of this subsection;

(B) for which:

(i) less than two years have elapsed since the date of conviction or the date of release from confinement imposed for the conviction, whichever is the later date, if the applicant was convicted of a misdemeanor offense;

(ii) less than five years have elapsed since the date of conviction or the date of release from confinement for the conviction, whichever is the later date, if the applicant was convicted of a felony offense; or

(iii) less than five years have elapsed since the date of the last conviction or the date of release from confinement for the last conviction, whichever is the later date, if, within any 24-month period, the applicant has two or more convictions of any misdemeanor offense or combination of misdemeanor offenses;

(5) not be addicted to the use of alcohol or narcotics;

(6) be subject to no outstanding warrants of arrest;

(7) be sanitary and well-groomed in dress and person; and

(8) be employed by the licensee.

(b) An applicant who has been convicted of an offense listed in Subsection (a)(4) for which the required time period has elapsed since the date of conviction or the date of release from confinement imposed for the conviction, may qualify for a vehicle immobilization operator's permit only if the director determines that the applicant is presently fit to engage in the occupation of vehicle

immobilization. In determining present fitness under this section, the director shall consider the following:

- (1) the extent and nature of the applicant's past criminal activity;
 - (2) the age of the applicant at the time of the commission of the crime;
 - (3) the amount of time that has elapsed since the applicant's last criminal activity;
 - (4) the conduct and work activity of the applicant prior to and following the criminal activity;
 - (5) evidence of the applicant's rehabilitation or rehabilitative effort while incarcerated or following release; and
 - (6) other evidence of the applicant's present fitness, including letters of recommendation from prosecution, law enforcement, and correctional officers who prosecuted, arrested, or had custodial responsibility for the applicant; the sheriff and chief of police in the community where the applicant resides; and any other persons in contact with the applicant.
- (c) It is the responsibility of the applicant, to the extent possible, to secure and provide to the director the evidence required to determine present fitness under Subsection (b) of this section and under Section 48C-20 of this article. (Ord. 27629)

SEC. 48C-15. APPLICATION FOR VEHICLE IMMOBILIZATION OPERATOR'S PERMIT; FEE.

To obtain a vehicle immobilization operator's permit, or renewal of a vehicle immobilization operator's permit, a person must file with the director a completed written application on a form provided for the purpose and a nonrefundable application fee of \$56. The director shall require each application to state such information as the director reasonably considers necessary to determine whether an applicant is qualified. (Ord. Nos. 27629; [30215](#))

SEC. 48C-16. INVESTIGATION OF APPLICATION.

- (a) The director shall obtain a current official criminal history report (issued by the Texas Department of Public Safety within the preceding 12 months) on each applicant to determine the applicant's qualification under Section 48C-14. The director shall obtain a list of any warrants of arrest for the applicant that might be outstanding.
- (b) The director may conduct such other investigation as the director considers necessary to determine whether an applicant for a vehicle immobilization operator's permit is qualified.
- (c) The director shall provide the applicant, upon written request, a copy of all materials contained in the applicant's file to the extent allowed under the Public Information Act (Chapter 552, Texas Government Code), as amended. (Ord. 27629)

SEC. 48C-17. ISSUANCE AND DENIAL OF VEHICLE IMMOBILIZATION OPERATOR'S PERMIT.

- (a) The director shall issue a vehicle immobilization operator's permit to an applicant, unless the director determines that the applicant is not qualified.
- (b) The director shall delay until final adjudication the approval of the application of any applicant who is under indictment for or has charges pending for a felony offense involving a crime described in Section 48C-14(a)(4)(A)(i), (ii), (iii), (iv), or (v) or criminal attempt to commit any of those offenses.
- (c) The director shall deny the application for a vehicle immobilization operator's permit if the applicant:
- (1) is not qualified under Section 48C-14; or
 - (2) intentionally or knowingly makes a false statement of a material fact in an application for a vehicle immobilization operator's permit.
- (d) If the director determines that a permit should be denied the applicant, the director shall notify the applicant in writing that the application is denied and include in the notice the specific reason or reasons for denial and a statement informing the applicant of the right to, and process for, appeal of the decision. (Ord. 27629, eff. 10-1-09)

SEC. 48C-18. EXPIRATION OF VEHICLE IMMOBILIZATION OPERATOR'S PERMIT.

Except in the case of a probationary or provisional permit, a vehicle immobilization operator's permit expires one year after the date of issuance. (Ord. 27629)

SEC. 48C-19. PROVISIONAL PERMIT.

- (a) The director may issue a provisional vehicle immobilization operator's permit if the director determines that it is necessary pending completion of investigation of an applicant for a vehicle immobilization operator's permit.
- (b) A provisional vehicle immobilization operator's permit expires on the date shown on the permit, which date shall not exceed 45 days after the date of issuance, or on the date the applicant is denied a vehicle immobilization operator's permit, whichever occurs first.
- (c) The director shall not issue a provisional permit to a person who has been previously denied a vehicle immobilization operator's permit. (Ord. 27629)

SEC. 48C-20. PROBATIONARY PERMIT.

- (a) The director may issue a probationary vehicle immobilization operator's permit to an applicant who is not qualified for a vehicle immobilization operator's permit under Section 48C-14 if the applicant:
 - (1) could qualify under Section 48C-14 for a vehicle immobilization operator's permit within one year after the date of application; and
 - (2) is determined by the director, using the criteria listed in Section 48C-14(b) of this article, to be presently fit to engage in the occupation of a vehicle immobilization operator.
- (b) A probationary vehicle immobilization operator's permit may be issued for a period not to exceed one year.
- (c) The director may prescribe appropriate terms and conditions for a probationary vehicle immobilization operator's permit as the director determines are necessary. (Ord. 27629)

SEC. 48C-21. DUPLICATE PERMIT.

If a vehicle immobilization operator's permit is lost or destroyed, the director shall issue the permittee a duplicate permit upon payment to the city of a duplicate permit fee of \$14. (Ord. Nos. 27629; [30215](#))

SEC. 48C-22. DISPLAY OF PERMIT.

A vehicle immobilization operator shall at all times conspicuously display a vehicle immobilization operator's permit on the clothing of the driver's upper body. A vehicle immobilization operator shall allow the director or a peace officer to examine the vehicle immobilization operator's permit upon request. (Ord. 27629)

SEC. 48C-23. SUSPENSION BY A DESIGNATED REPRESENTATIVE.

- (a) If a duly authorized representative designated by the director to enforce this chapter determines that a permittee has failed to comply with this chapter (except Section 48C-14) or a regulation established under this chapter, the representative may suspend the vehicle immobilization operator's permit for a period of time not to exceed three days by personally serving the permittee with a written notice of the suspension. The written notice must include the reason for suspension, the date the suspension begins, the duration of the suspension, and a statement informing the permittee of the right of appeal.
- (b) A suspension under this section may be appealed to the director or the director's assistant if the permittee requests an appeal at the time the representative serves notice of suspension or within 10 days after the notice of suspension is served. When an appeal is requested, the suspension may not take effect until a hearing is provided by the director or the director's assistant.
- (c) The director may order an expedited hearing under this section, to be held as soon as possible after the permittee requests an appeal, but at least 10 days advance notice of the hearing must be given to the permittee. The director may affirm, reverse, or modify the order of the representative. The decision of the director is final. (Ord. 27629, eff. 10-1-09)

SEC. 48C-24. SUSPENSION OF VEHICLE IMMOBILIZATION OPERATOR'S PERMIT.

(a) If the director determines that a permittee has failed to comply with this chapter (except Section 48C-14) or any regulation established under this chapter, the director shall suspend the vehicle immobilization operator's permit for a definite period of time not to exceed 60 days.

(b) If at any time the director determines that a permittee is not qualified under Section 48C-14 or is under indictment or has charges pending for a felony offense involving a crime described in Section 48C-14(a)(4)(A)(i), (ii), (iii), (iv), or (v) or criminal attempt to commit any of those offenses, the director shall suspend the vehicle immobilization operator's permit until such time as the director determines that the permittee is qualified or that the charges against the permittee have been finally adjudicated.

(c) A permittee whose vehicle immobilization operator's permit is suspended shall not immobilize a vehicle inside the city during the period of suspension.

(d) The director shall notify the permittee in writing of a suspension under this section and include in the notice:

- (1) the reason for the suspension;
- (2) the date the suspension is to begin;
- (3) the duration of the suspension; and
- (4) a statement informing the permittee of the right of appeal.

(e) The period of suspension begins on the date specified by the director or, in the case of an appeal, on the date ordered by the appeal hearing officer. (Ord. 27629, eff. 10-1-09)

SEC. 48C-25. REVOCATION OF VEHICLE IMMOBILIZATION OPERATOR'S PERMIT.

(a) The director shall revoke a vehicle immobilization operator's permit if the director determines that a permittee:

- (1) immobilized a vehicle inside the city during a period when the vehicle immobilization operator's permit was suspended;
- (2) intentionally or knowingly made a false statement of a material fact in an application for a vehicle immobilization operator's permit;
- (3) engaged in conduct that constitutes a ground for suspension under Section 48C-24(a), and, at least two times within the 12-month period preceding the conduct or three times within the 24-month period preceding the conduct, had received either a suspension in excess of three days or a conviction for violation of this chapter;
- (4) engaged in conduct that could reasonably be determined to be detrimental to the public safety;
- (5) failed to comply with a condition of a probationary permit; or
- (6) is under indictment for or has been convicted of any felony offense while holding a vehicle immobilization operator's permit.

(b) A person whose vehicle immobilization operator's permit is revoked shall not:

- (1) apply for another vehicle immobilization operator's permit before the expiration of 12 months after the date the director revokes the permit or, in the case of an appeal, the date the appeal hearing officer affirms the revocation; or
- (2) immobilize a vehicle inside the city.

(c) The director shall notify the permittee and the licensee in writing of a revocation and include in the notice:

- (1) the specific reason or reasons for the revocation;
- (2) the date the director orders the revocation; and
- (3) a statement informing the permittee of the right to, and process for, appeal of the decision. (Ord. 27629, eff. 10-1-09)

SEC. 48C-26. IMMOBILIZING A VEHICLE AFTER SUSPENSION OR REVOCATION.

(a) After receipt of a notice of suspension, revocation, or denial of permit renewal, the permittee shall, on the date specified in the notice, surrender the vehicle immobilization operator's permit to the director and discontinue immobilizing vehicles inside the city.

(b) Notwithstanding Section 48C-24(c), Section 48C-25(b), and Subsection (a) of this section, if the permittee appeals a suspension or revocation under this section, the permittee may continue to immobilize vehicles for a vehicle immobilization service pending the appeal unless:

(1) the permittee's vehicle immobilization permit is suspended pursuant to Section 48C-24(b) or revoked pursuant to Section 48C-25(a)(6) of this article; or

(2) the director determines that continued operation by the permittee would impose a serious and imminent threat to the public safety. (Ord. 27629, eff. 10-1-09)

SEC. 48C-27. APPEAL FROM DENIAL, SUSPENSION, OR REVOCATION.

(a) If the director denies, suspends, or revokes a vehicle immobilization operator's permit, the action is final unless the permittee files an appeal, in writing, with the city manager not more than 10 business days after notice of the director's action is received.

(b) The city manager or a designated representative shall act as the appeal hearing officer in an appeal hearing under this section. The hearing officer shall give the appealing party an opportunity to present evidence and make argument. The formal rules of evidence do not apply to an appeal hearing under this section, and the hearing officer shall make a ruling on the basis of a preponderance of the evidence presented at the hearing.

(c) The hearing officer may affirm, modify, or reverse all or part of the action of the director being appealed. The decision of the hearing officer is final as to available administrative remedies. (Ord. 27629)

ARTICLE IV. MISCELLANEOUS LICENSEE AND OPERATOR REGULATIONS.

SEC. 48C-28. LICENSEE'S AND OPERATOR'S DUTY TO COMPLY.

(a) Licensee. In the operation of a vehicle immobilization service, a licensee shall comply with the terms and conditions of the vehicle immobilization service license and, except to the extent expressly provided otherwise by the license, shall comply with this chapter, rules and regulations established under this chapter, and other law applicable to the operation of a vehicle immobilization service.

(b) Operator. While on duty, a vehicle immobilization operator shall comply with this chapter, regulations established under this chapter, and orders issued by the licensee employing the vehicle immobilization operator in connection with the licensee's discharging of its duty under its vehicle immobilization service license and this chapter. (Ord. 27629)

SEC. 48C-29. LICENSEE'S DUTY TO ENFORCE COMPLIANCE BY OPERATORS.

(a) A licensee shall establish policy and take action to discourage, prevent, or correct violations of this chapter by vehicle immobilization operators who are employed by the licensee.

(b) A licensee shall not permit a vehicle immobilization operator who is employed by the licensee to immobilize a vehicle if the licensee knows or has reasonable cause to suspect that the operator has failed to comply with this chapter, the rules and regulations established by the director, or other applicable law. (Ord. 27629)

SEC. 48C-30. INSURANCE.

(a) A licensee shall procure and keep in full force and effect commercial general liability and business automobile liability insurance written by an insurance company that:

- (1) is approved, licensed, or authorized by the State of Texas;
- (2) is acceptable to the city; and
- (3) does not violate the ownership/ operational control prohibition described in Subsection (i) of this section.

(b) The insurance must be issued in the standard form approved by the Texas Department of Insurance, and all provisions of the policy must be acceptable to the city. The insured provisions of the policy must name the city and its officers and employees as

additional insureds. The coverage provisions must provide coverage for any loss or damage that may arise to any person or property by reason of the operation of a vehicle immobilization service by the licensee, including but not limited to damage to an immobilized vehicle caused directly or indirectly by improper installation or removal of a boot.

(c) The commercial general liability insurance must be on a broad form and must provide coverage for, but is not limited to, premises/operations and personal and advertising injury with minimum combined bodily injury (including death) and property damage limits of not less than \$500,000 per occurrence and a general aggregate limit of not less than \$1,000,000 for all occurrences for each policy year.

(d) The business automobile liability insurance must provide a combined single limit of liability for bodily injury (including death) and property damage of not less than \$500,000 for each occurrence for each vehicle owned, hired, or otherwise used in the vehicle immobilization service by the licensee or the licensee's employees.

(e) Insurance required by this section may be obtained from an assigned risk pool if:

- (1) all of the policies and coverages are managed by one agent; and
- (2) one certificate of insurance is issued to the city.

(f) The insurance required under this section must include:

(1) a cancellation provision in which the insurance company is required to notify the director in writing not fewer than 30 days before canceling, failing to renew, or making a material change to the insurance policy;

(2) a provision to cover all boots and other immobilization equipment, whether owned or not owned by the licensee, that are operated under the license; and

(3) a provision requiring the insurance company to pay every claim on a first-dollar basis.

(g) A license will not be granted or renewed unless the applicant or licensee furnishes the director with such proof of insurance as the director considers necessary to determine whether the applicant or licensee is adequately insured under this section.

(h) If the insurance of a licensee lapses or is canceled and new insurance is not obtained, the director shall suspend the license until the licensee provides evidence that insurance coverage required by this section has been obtained. A person shall not operate a vehicle immobilization service while a license is suspended under this section whether or not the action is appealed. A \$52 fee must be paid before a license suspended under this section will be reinstated.

(i) No person with any direct or indirect ownership interest in the licensee's vehicle immobilization service may have any operational control, direct or indirect, in any insurance company that provides insurance required by this section to the vehicle immobilization service. For purposes of this subsection, "operational control" means holding any management position with the insurance company (including, but not limited to, the chief executive officer, the president, any vice- president, or any person in a decision-making position with respect to insurance claims) or having the right to control the actions or decisions of any person in such a management position in the insurance company. (Ord. Nos. 27629; [30215](#))

SEC. 48C-31. INFORMATION TO BE SUPPLIED UPON REQUEST OF DIRECTOR.

Upon request of the director, a licensee shall submit to the director the following information:

- (1) A current consolidated list of vehicle immobilization equipment.
- (2) A current financial statement that includes a balance sheet and income statement.
- (3) Names of current officers, owners, and managers.
- (4) A list of current vehicle immobilization operators employed by the licensee, with their vehicle immobilization operator's permits indicated.
- (5) The trade name of the vehicle immobilization service.
- (6) A current list of parking lot owners with which the licensee has a written agreement to immobilize vehicles and the parking lot locations where vehicle immobilization is authorized to be performed under the written agreement. (Ord. 27629, eff. 10-1-09)

SEC. 48C-32. VEHICLE IMMOBILIZATION SERVICE RECORDS.

(a) For each vehicle immobilized by a vehicle immobilization service, a licensee shall retain records including, but not limited to, the following information:

(1) A physical description of the immobilized vehicle, including the make, model, color, state license plate number, and vehicle identification number of the vehicle.

(2) The location at which the vehicle was immobilized and the date and time of immobilization.

(3) The reason for immobilization of the vehicle.

(4) Any photographs taken of the immobilized vehicle.

(5) A copy of the written authorization by the parking lot owner for the vehicle to be immobilized by the licensee or a current written immobilization agreement between the parking lot owner and the licensee, as required by Section 48C-41.

(6) A copy of the receipt issued by the licensee or permittee to a vehicle owner or operator upon removal of a boot in accordance with Section 48C-44 of this chapter.

(b) The licensee shall retain the records required under Subsection (a) and any other records required by this chapter for not less than three years after the date of immobilization of the vehicle. The licensee shall make the records available for inspection by the director or a peace officer upon reasonable notice and request. (Ord. 27629, eff. 10-1-09)

SEC. 48C-33. FAILURE TO PAY AD VALOREM TAXES.

A licensee or an applicant for a vehicle immobilization service license shall not allow the payment of ad valorem taxes upon any vehicle, equipment, or property used directly or indirectly in connection with the vehicle immobilization service to become delinquent. (Ord. 27629, eff. 10-1-09)

ARTICLE V. SERVICE RULES AND REGULATIONS.

SEC. 48C-34. APPAREL TO BE WORN BY VEHICLE IMMOBILIZATION OPERATORS.

(a) A licensee shall specify and require an item of apparel or an item placed on the apparel to be worn by vehicle immobilization operators employed by the licensee, which item must be of such distinctive and uniform design as to readily identify the licensee's vehicle immobilization service and must bear the name of the licensee's vehicle immobilization service. The item specified by each licensee must be approved by the director to ensure that operators of one licensee may be easily distinguished from operators of another.

(b) While on duty, a vehicle immobilization operator shall wear the item specified by the licensee who employs the operator and shall comply with such other identification regulations prescribed by the vehicle immobilization service license.

(c) Every vehicle immobilization service shall have company dress standards for vehicle immobilization operators employed by the licensee. These standards must be kept on file with the director and must include the following:

(1) While on duty, a driver may not wear:

(A) apparel with offensive or suggestive language;

(B) cut offs; or

(C) tank tops or halter tops.

(2) Shoes must be worn at all times in the manner for which they were designed. A vehicle immobilization operator may not wear beach or shower thongs.

(3) A vehicle immobilization operator and the operator's clothing must conform to basic standards of hygiene and be neat, clean, and sanitary at all times. (Ord. 27629, eff. 10-1-09)

SEC. 48C-35. IMMOBILIZATION OF VEHICLES ON PUBLIC RIGHTS-OF-WAY.

(a) A licensee commits an offense if he, either personally or through an employee or agent, immobilizes a vehicle on:

(1) a public street; or

(2) any area between the property line of private property abutting a public street and the center line of the street's drainage way or the curb of the street, whichever is farther from the property line of the private property.

(b) It is a defense to prosecution under Subsection (a) that:

(1) the vehicle was immobilized on a portion of public right-of-way leased by the city to the person requesting immobilization of the vehicle, if such immobilization was not prohibited by the lease and the immobilization was done:

(A) by a vehicle immobilization service currently licensed under this chapter; and

(B) in compliance with all the requirements of this chapter and any other applicable city ordinance or state or federal law; or

(2) the vehicle immobilization was authorized by a police officer or a traffic and parking controller under Section 28-5.1 of this code. (Ord. 27629, eff. 10-1-09)

SEC. 48C-36. IMMOBILIZATION OF AUTHORIZED VEHICLES PROHIBITED.

A person commits an offense if he intentionally or knowingly immobilizes or causes the immobilization of a vehicle, other than an unauthorized vehicle, on a parking lot. (Ord. 27629--)

SEC. 48C-37. FINANCIAL INTERESTS OF PARKING LOT OWNER AND LICENSEE PROHIBITED.

(a) A licensee commits an offense if he, either personally or through an employee or agent:

(1) directly or indirectly gives anything of value, other than a sign or notice required to be posted under this chapter, to a parking lot owner in connection with the immobilization of a vehicle on the parking lot; or

(2) has a direct or indirect monetary interest in a parking lot on which the licensee, for compensation, immobilizes or causes the immobilization of an unauthorized vehicle.

(b) A parking lot owner commits an offense if he, either personally or through an employee or agent:

(1) accepts anything of value, other than a sign or notice required to be posted under this chapter, from a vehicle immobilization service in connection with the immobilization of a vehicle on the parking lot; or

(2) has a direct or indirect monetary interest in a vehicle immobilization service that, for compensation, immobilizes or causes the immobilization of an unauthorized vehicle on the parking lot.

(c) It is a defense to prosecution under Subsection (a)(2) that:

(1) the licensee is an owner or employee of the parking lot on which the vehicle is immobilized; and

(2) the licensee's vehicle immobilization service does not charge any vehicle immobilization fee authorized under Section 48C-44(a) of this chapter or any other fee, fine, or penalty to a vehicle owner or operator for removal of a boot; except that, the licensee may collect any outstanding parking fee, not including any fine or penalty, from the vehicle owner or operator in accordance with Section 48C-44(b) of this chapter.

(d) It is a defense to prosecution under Subsection (b)(2) that:

(1) the parking lot owner is an owner or employee of a licensed vehicle immobilization service; and

(2) the vehicle immobilization service in which the parking lot owner has a financial interest does not charge any vehicle immobilization fee authorized under Section 48C-44(a) of this chapter or any other fee, fine, or penalty to a vehicle owner or operator for removal of the boot; except that, the parking lot owner may collect any outstanding parking fee, not including any fine or penalty, from the vehicle owner or operator in accordance with Section 48C-44(b) of this chapter. (Ord. 27629--)

SEC. 48C-38. REQUIREMENT FOR PARKING FEE RECEIPT.

(a) A parking lot owner commits an offense if he, either personally or through an employee or agent, immobilizes or causes the immobilization of a vehicle on a parking lot unless at the time a vehicle is parked on the parking lot, the parking lot owner provides a receipt in accordance with Subsection (b) of this section to a vehicle owner or operator in exchange for payment of the parking fee.

(b) A parking lot owner shall provide the receipt required under Subsection (a) of this section by either an electronic pay station or a uniformed parking lot attendant, and the receipt must indicate:

- (1) the amount paid to park the vehicle by the vehicle owner or operator;
- (2) the date and time the parking fee was received from the vehicle owner or operator;
- (3) the time when authorization for the vehicle to be parked on the parking lot expires; and
- (4) the location of the parking lot on which the vehicle is parked. (Ord. Nos. 27629; 27803)

SEC. 48C-39. REQUIREMENTS FOR PARKING LOT ATTENDANTS.

A parking lot owner that uses a parking lot attendant to collect the fee for parking on the parking lot and to provide a vehicle owner or operator with the parking fee receipt under Section 48C-38 shall specify and require an item of apparel to be worn by the parking lot attendant that is of such distinctive and uniform design as to readily identify the parking lot attendant as an employee or agent of the parking lot owner authorized to receive payment. (Ord. 27629)

SEC. 48C-40. REQUIREMENTS FOR POSTING SIGNS.

(a) A person commits an offense if he immobilizes or causes the immobilization of a vehicle on a parking lot without signs being posted and maintained on the parking lot in accordance with this section at the time of immobilization and for at least 24 hours prior to immobilization of the vehicle.

(b) Except as otherwise provided by Section 48C-41 of this chapter, at least one sign must be placed on the right or left side of each driveway access or curb cut allowing access to the parking lot. If curbs, access barriers, landscaping, or driveways do not establish definite vehicle entrances onto the parking lot from a public roadway, other than an alley, or if the width of an entrance exceeds 35 feet, signs must be placed at intervals along the entrance so that no entrance is farther than 25 feet from a sign. At least two signs must be placed on the interior of the parking lot. The director may require one additional interior sign to be posted for each 50 parking spaces over 150 contained on the lot.

(c) Each sign required by Subsection (b) to be placed upon a parking lot must:

(1) be approved by the director;

(2) contain:

(A) the following information in white letters at least two inches high on a bright red background:

(i) the words "VEHICLE IMMOBILIZATION ENFORCED"; and

(ii) a statement that payment for parking must be made to the pay station or uniformed parking attendant;

(B) the following information on the next lower portion of the sign in red letters at least one inch high on a white background:

(i) the words, "Unauthorized Vehicles Will Be Immobilized at Owner's or Operator's Expense. Failure to Pay Parking Rate is Deemed Owner's or Operator's Consent to Vehicle Immobilization"; and

(ii) the days and hours immobilization is enforced at the location, which may be satisfied by a statement that immobilization is enforced at all times; and

(C) the following information on the bottommost portion of the sign in white letters at least one inch high on a bright red background:

(i) the name, street address, and current telephone number, including area code, of the vehicle immobilization service; and

(ii) a telephone number answered 24 hours a day, seven days a week, at which a vehicle owner or operator may obtain information to have the boot removed from the vehicle, if different from the telephone number listed in Subparagraph (C)(i);

- (3) be at least 24 inches tall and 18 inches wide and constructed of a rigid weather-resistant metal;
 - (4) be permanently mounted on a pole, post, permanent wall, or permanent barrier;
 - (5) be readable day and night;
 - (6) be permanently installed on the parking lot in a manner and location approved by the director so that the sign is facing and conspicuous to any person entering the lot; and
 - (7) be posted so that the bottom edge of the sign is not lower than five feet or higher than eight feet above ground level.
- (d) In addition to the signs required to be posted under Subsection (b) of this section, the following two signs must be posted and maintained on the interior of the parking lot in a location and manner approved by the director:
- (1) The first sign must meet all of the requirements of Subsection (c) of this section, except that all wording must be in Spanish instead of English and the translation must be approved by the director.
 - (2) The second sign must comply with form, size, color, and wording requirements established by rule or regulation of the director and must include the following information in both English and Spanish:
 - (A) the maximum vehicle immobilization fee that may be charged under this chapter; and
 - (B) a statement of how and to whom a complaint concerning a vehicle's immobilization or a violation of this chapter can be made, which information must be approved by the director.
- (e) A person commits an offense if, on the same parking lot, he posts or allows the posting of a sign or signs indicating the name of more than one vehicle immobilization service.
- (f) A person commits an offense if he removes or obstructs or allows the removal or obstruction of a sign required by this section to be posted on a parking lot. It is a defense to prosecution under this subsection that the removal or obstruction was caused by:
- (1) a city employee in the performance of official duties; or
 - (2) the parking lot owner or vehicle immobilization service licensee or operator authorized by the parking lot owner for the purpose of:
 - (A) repairing or maintaining the sign;
 - (B) complying with this chapter or a rule or regulation promulgated under this chapter; or
 - (C) terminating a vehicle immobilization service agreement for the parking lot.
- (g) A minor variation of a required or minimum height of a sign or lettering is not a violation of this chapter.
- (h) It is a defense to prosecution under Subsection (a) of this section that the vehicle was immobilized by or under the direction of a police officer or traffic and parking controller of the city. (Ord. 27629)

SEC. 48C-41. REQUIREMENTS FOR IMMOBILIZATION.

- (a) A person commits an offense if he immobilizes or causes the immobilization of a vehicle on a parking lot unless:
- (1) at the time the vehicle is to be immobilized:
 - (A) the parking lot owner signs written authorization for immobilization of the vehicle by the vehicle immobilization service, or
 - (B) a current written agreement exists between the parking lot owner and the vehicle immobilization service authorizing immobilization of unauthorized vehicles on the parking lot and a photograph is taken reasonably showing that the immobilized vehicle was unauthorized on the parking lot; and
 - (2) at the time the vehicle is to be immobilized and for at least 24 hours prior to immobilization:
 - (A) a sign is posted and maintained on the parking lot that:
 - (i) is facing and conspicuous to any person entering the lot; and

(ii) displays all parking rates, including special event rates, charged by the parking lot owner, along with any corresponding day, time, and event for which the rates are charged;

(B) all numbered parking spaces in the parking lot are correctly numbered and easily readable both day and night; and

(C) the parking lot:

(i) is in compliance with all city, state, and federal laws applicable to parking lots; and

(ii) meets the requirements for surface parking lots set forth in Section 51A-4.124(a)(9)(E) and (F) of the Dallas City Code, as amended, regardless of where in the city the parking lot is located.

(b) The written authorization for immobilization required by Subsection (a)(1)(A) must contain:

(1) a description of the vehicle to be immobilized including the make, model, color, state license plate number, and vehicle identification number of the vehicle;

(2) the date and time of the vehicle's immobilization;

(3) the location at which the vehicle is immobilized;

(4) the reasons for immobilizing the vehicle; and

(5) the signature of the parking lot owner.

(c) The written agreement required by Subsection (a)(1)(B) must:

(1) contain a clear election, signed by the parking lot owner or the parking lot owner's duly authorized agent, as to whether the vehicle immobilization service is authorized to immobilize unauthorized vehicles on the parking lot 24 hours a day, seven days a week or only during the normal business hours of the parking lot owner; and

(2) be renewed at least every two years and whenever there is a change in ownership of the parking lot. (Ord. 27629)

SEC. 48C-42. REQUIREMENTS FOR INSTALLATION AND REMOVAL OF A BOOT.

A licensee or permittee commits an offense if he, either personally or through an employee or agent:

(1) immobilizes a vehicle and fails to install at least one boot on a tire located on the driver's side of the vehicle;

(2) immobilizes a vehicle on a parking lot for which the parking lot owner does not provide a receipt to the vehicle owner or operator under Section 48C-38 of this article;

(3) fails to arrive at a parking lot within 30 minutes after the time the licensee is notified to do so by the vehicle owner or operator or the owner or operator's representative; or

(4) fails to remove a boot without charge to the vehicle owner or operator, or to the parking lot owner, if the removal is requested before the boot is completely installed. (Ord. Nos. 27629; 27803)

SEC. 48C-43. NOTIFICATION OF VEHICLE OWNER.

(a) A licensee or permittee shall provide the owner of any vehicle immobilized on a parking lot by the licensee with written notice containing the following information:

(1) The company name, address, telephone number, and vehicle immobilization service license number of the licensee.

(2) A statement that the vehicle has been immobilized and damage may occur if the vehicle is moved.

(3) The date and time the vehicle was immobilized.

(4) An explanation of how to request removal of the boot from the vehicle, including a telephone number, answered 24 hours a day, at which a vehicle owner or operator may obtain information to have the boot removed from the vehicle.

(5) The amount of the immobilization fee and any outstanding parking fees.

(6) A statement approved by the director explaining how and to whom a complaint concerning the vehicle's immobilization or a violation of this chapter can be made.

(7) A statement that the vehicle owner or operator has a right to request a hearing under Subchapter J, Chapter 2308 of the Texas Occupations Code, as amended, regarding whether probable cause existed to immobilize the vehicle.

(b) The notice must be adhered to the front windshield and driver's side window of the vehicle at the time of immobilization.

(c) The licensee shall include with the notice required under Subsection (a) of this section a notice that complies with the content requirements of Section 2308.455 of the Texas Occupations Code, as amended. (Ord. 27629)

ARTICLE VI. VEHICLE IMMOBILIZATION SERVICE FEES.

SEC. 48C-44. MAXIMUM FEE SCHEDULE; RECEIPT FOR PAYMENT OF IMMOBILIZATION FEE AND OUTSTANDING PARKING FEES.

(a) The maximum fee that a licensee or permittee may charge is \$100 for immobilization of an unauthorized vehicle.

(b) A licensee or permittee may collect any outstanding parking fee, not including any fine or penalty, from the vehicle owner or operator on behalf of the parking lot owner.

(c) A licensee or permittee commits an offense if he, either personally or through an employee or agent, charges:

(1) more than the maximum fee allowed by this section for vehicle immobilization; or

(2) any fee in addition to the fees authorized in this section, including any fee to process a payment made by a vehicle owner or operator in the form of an electronic check, debit card, or major credit card.

(d) A licensee or permittee shall provide a vehicle owner or operator the option of paying the fee for vehicle immobilization by cash, electronic check, debit card, or major credit card.

(e) Upon removal of a boot, a licensee or permittee shall provide to the vehicle owner or operator:

(1) a receipt in exchange for payment of the vehicle immobilization fee or any outstanding parking fees; and

(2) notice of the right of the vehicle owner or operator to request a hearing regarding whether probable cause existed to immobilize the vehicle, which notice shall comply with Section 2308.455 of the Texas Occupations Code, as amended.

(f) The receipt required under Subsection (e)(1) must indicate:

(1) the name of the licensee or permittee that removed the boot;

(2) the date and time the boot was removed from the vehicle;

(3) the name of the vehicle owner or operator;

(4) the amount paid by the vehicle owner or operator for the vehicle immobilization fee and any outstanding parking fees; and

(5) the right of the vehicle owner or operator to request a hearing under Subchapter J, Chapter 2308 of the Texas Occupations Code, as amended, regarding whether probable cause existed to immobilize the vehicle.

(g) If a parking lot owner removes or causes the removal of a boot from a vehicle that has been immobilized on a parking lot in order to have that vehicle towed from the parking lot under Chapter 48A of the Dallas City Code, the licensee or permittee who removes the boot may not charge the vehicle owner or operator the vehicle immobilization fee or any other fee, fine, or penalty for immobilization of the vehicle. The vehicle tow service that tows the vehicle from the parking lot may charge the vehicle owner or operator the vehicle tow service fee authorized under Section 48A-43 of this code. (Ord. 27629)

ARTICLE VII. VEHICLE IMMOBILIZATION EQUIPMENT.

SEC. 48C-45. VEHICLE IMMOBILIZATION EQUIPMENT.

(a) Each boot used by a vehicle immobilization service must:

- (1) not be modified from the manufacturer's design; and
- (2) be maintained in a safe and good working condition.

(b) The director or a peace officer may, at any time, inspect a boot or other equipment used by a licensee for vehicle immobilization service to determine whether the equipment complies with this section.

(c) A licensee or permittee commits an offense if he, either personally or through an employee or agent, immobilizes a vehicle with a boot that has not been reported to the city under Section 48C-6(b) or 48C-31. (Ord. 27629)

ARTICLE VIII. ENFORCEMENT.

SEC. 48C-46. AUTHORITY TO INSPECT.

(a) The director or a peace officer may inspect any vehicle immobilization service to determine whether the licensee or permittee complies with this chapter, regulations established under this chapter, or other applicable law.

(b) A licensee or permittee, either personally or through an employee or agent, shall not attempt to interfere or refuse to cooperate with the director or a peace officer in the conduct of any investigation or discharge of any duty pursuant to this chapter. (Ord. 27629)

SEC. 48C-47. ENFORCEMENT BY POLICE DEPARTMENT.

Officers of the police department shall assist in the enforcement of this chapter. A police officer upon observing a violation of this chapter, or of any regulation established by the director pursuant to this chapter, shall take necessary enforcement action to ensure effective regulation of vehicle immobilization service. (Ord. 27629)

SEC. 48C-48. CORRECTION ORDER.

(a) If the director determines that a licensee, either personally or through an employee or agent, violates this code, the terms of its license, a regulation established by the director, or other law, the director may notify the licensee in writing of the violation and by written order direct the licensee to correct the violation within a reasonable period of time. In setting the time for correction, the director shall consider the degree of danger to the public health or safety and the nature of the violation. If the violation involves equipment that is unsafe or functioning improperly, the director shall order the licensee to immediately cease use of the equipment.

(b) If the director determines that a violation constitutes an imminent and serious threat to the public health or safety, the director shall order the licensee to correct the violation immediately, and, if the licensee fails to comply, the director shall promptly take or cause to be taken such action as the director considers necessary to enforce the order immediately.

(c) The director shall include in a notice issued under this section an identification of the specific violation, the date of issuance of the notice and the time period within which the violation must be corrected, a warning that failure to comply with the order may result in suspension or revocation of license or imposition of a fine or both, and a statement indicating that the order may be appealed to the city manager. (Ord. 27629)

SEC. 48C-49. SERVICE OF NOTICE.

(a) A licensee shall designate and maintain a representative to receive service of notice required under this chapter to be given a licensee.

(b) Notice required under this chapter to be given to:

(1) a licensee must be personally served by the director on the licensee or the licensee's designated representative; or

(2) a permittee must be personally served or sent by certified United States Mail, five day return receipt requested, to the address, last known to the director, of the person to be notified.

(c) Notice required under this chapter to be given to a person other than a licensee or permittee may be served in the manner

prescribed by Subsection (b)(2).

(d) Service executed in accordance with this section constitutes notice to the person to whom the notice is addressed. The date of service for notice that is mailed is the date received. (Ord. 27629)

SEC. 48C-50. APPEAL.

(a) A licensee may appeal a correction order issued under Section 48C-48 if an appeal is requested in writing not more than 10 days after notice of the order or action is received.

(b) The city manager or a designated representative shall act as the appeal hearing officer in an appeal hearing under this section. The hearing officer shall give the appealing party an opportunity to present evidence and make argument. The formal rules of evidence do not apply to an appeal hearing under this section, and the hearing officer shall make a ruling on the basis of a preponderance of evidence presented at the hearing.

(c) The hearing officer may affirm, modify, or reverse all or a part of the order of the director. The decision of the hearing officer is final. (Ord. 27629)

SEC. 48C-51. OFFENSES.

(a) A person commits an offense if he violates a provision of this chapter applicable to him. A separate offense is committed each day in which an offense occurs.

(b) An offense committed under this chapter is punishable by a fine of not less than \$200 or more than \$500. The minimum fine established in this subsection will be doubled for the second conviction of the same offense within any 24-month period and trebled for the third and subsequent convictions of the same offense within any 24-month period. At no time may the minimum fine exceed the maximum fine established in this subsection.

(c) The culpable mental state required for the commission of an offense under this chapter is governed by Section 1-5.1 of this code.

(d) Prosecution for an offense under Subsection (a) does not prevent the use of other enforcement remedies or procedures applicable to the person charged with the conduct or involved in the offense. (Ord. 27629)