

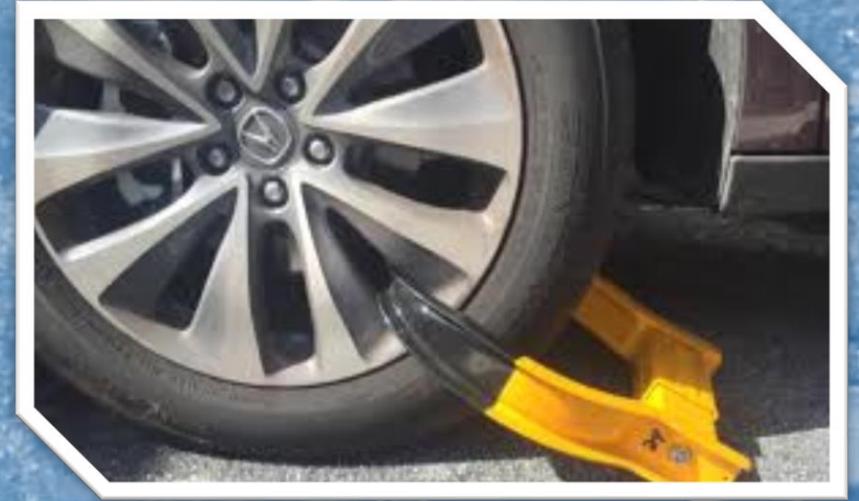
Customer Removal of Vehicle Immobilization Devices – January 11, 2022



City of Austin
Transportation Department

A Brief Overview of Private Vehicle Immobilization (Booting):

- The City of Austin currently regulates privately owned vehicle immobilization companies under Chapter 13-7 of City Code and the City's adopted vehicle immobilization rules.
- Vehicle immobilization services are intended to reduce unauthorized parking activities within privately owned parking lots throughout the City.
- Currently, there are four companies licensed to perform private vehicle immobilization services within the City.
- Personnel who engage in vehicle boot installation and removal are required to pass a criminal history background check and receive a permit from the Austin Police Department.
- Currently, companies are required by City Code § 13-7-42 to remove a boot, in exchange for the vehicle immobilization fee, not later than one hour after the time the owner or operator of the vehicle contacts the licensee responsible for installation of the boot to request removal of the boot.



Requested: Optional Removal of Boot by Customer

- In October of 2021, a licensed booting company in Austin requested authorization to allow customers the option of removing a boot from their own vehicle for the purposes of convenience and timely service.
- In September of 2021, the Austin Transportation Department met with vehicle immobilization company representatives to discuss the processes and details associated with a customer removal option.
- In November of 2021, the Austin Transportation Dept. then met with The Austin Police Dept. and the Austin Law Dept. to discuss the processes and details associated with a customer removal option.

Optional Removal of Boot by Customer: How it Works

Currently, when a boot is installed upon a vehicle, it is required that a notice be conspicuously adhered to the windshield or driver-side window containing information whereby the driver may contact the booting company to arrange for removal.

STEP 1: The driver may then request the company remove the boot or elect to remove the boot themselves.

STEP 2: If the driver elects company removal of the boot, a representative of the booting company must remove the boot within one hour of the request.

STEP 3: If the driver elects self-removal of the boot, the booting company will provide the customer with a code to unlock the booting device once the booting fee has been paid. The driver shall then remove the boot and return it to a lockable well-lit receptacle located on the same property where the vehicle was booted.



Optional Removal of Boot by Customer

The Austin Transportation Department, in collaboration with the Austin Police Department and the Austin Law Department, recommend that code be amended to authorize vehicle immobilization companies to allow an option for customers to self-remove a booting device upon their own vehicle with the following stipulations:

1. Customers shall retain the ability to request the company remove the booting device within one hour of requesting removal.
2. Customers shall not be required to provide a deposit.
3. A secured, well-lit receptacle shall be available upon every property where customer removal of a booting device occurs, so that a customer may return the boot safely and without having to travel to another location.

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