

A photograph of a multi-story brick building, likely a Houston Police Department facility, with a sign that says "HOUSTON" on a vertical tower. The image is slightly blurred and has a light blue overlay. The text is centered over the image.

Online Appointment Scheduler & Check-in Guide

Houston Police Department
Auto Dealers Detail

Houston Police Department
Auto Dealers Detail

SCHEDULING AN APPOINTMENT ONLINE

Scheduling an Appointment Online



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Main Menu

- Home
- About Us
- Visiting the HPC
- FAQs
- News & Events
- Public Works Homepage

Annual Report



Did you receive a permit, license or registration non-compliance letter? [Click here for our FAQ.](#)

Take Our Survey



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You are here: Home



Welcome to the Houston Permitting Center

The Houston Permitting Center (HPC) combines the majority of the City of Houston's permitting and licensing into one convenient location. The HPC opened in June 2011 with a mission to help customers achieve their goals while complying with the City's regulations. Accomplishing our mission requires a continuous pursuit of improving the customer experience. Providing excellent service, streamlining business processes, implementing innovative technologies, and proactively engaging customers are all cornerstones of this philosophy.

When a customer arrives at the Houston Permitting Center, they will experience a culture that is dedicated to providing them with excellent customer service. It is our priority to:

- ▶ Empower our employees to solve our customers' problems.
- ▶ Provide our customers with the most consistent and accurate information.
- ▶ Serve our customers in the most polite and knowledgeable way possible.
- ▶ Measure our customers' satisfaction and continuously strive for improvement.

City Fee Schedule

The City fee schedule displays all permit, license, and registration fees established by authority of the City of Houston Code of Ordinances. Visit the [City of Houston Fee Schedule](#) web page to review all fees.

**** On January 01, 2013, most City of Houston permit, license, and registration fees will be raised by 2.4214%. Mailed invoices will be subject to the fee in effect on the date of mailing.****

For questions or concerns, please call 832-394-9000.

Permit Types:

- Airport Land Use Permitting Process
- Ambulance Permits
- Automotive Related Licenses**
- Building Code Enforcement Permits
- Burglar Alarm Permits

On the HPC website's home page:
www.houstonpermittingcenter.org

Click on *Automotive Related Licenses* to release the drop down menu.

Scheduling an Appointment Online

Permit Types:

➤ [Airport Land Use Permitting Process](#)

➤ [Ambulance Permits](#)

➤ [Automotive Related Licenses](#)

The Houston Police Department's Auto Dealers Detail is responsible for the licensing and regulation of automotive related businesses and the disposal of abandoned motor vehicles in vehicle storage facilities. The mission of the unit is to insure that the automotive industry complies with the many laws that govern the automotive industry's operations and to dispose of unclaimed vehicles through public auction.

Beginning July 1, the Auto Dealers Detail will begin transitioning the *wrecker license* service from a walk-in service to an appointments based service. An online appointment scheduler will be available for new, renewal, or transfer of wrecker licenses on August 1, 2013. Appointments may be scheduled via the online scheduler or by phone up to 28-days in advance.

All other Auto Dealer services will remain a walk-in based service.

For additional information, please use the links below:

[Auto Dealers Detail Home Page](#)

[Appointment Scheduler Home Page](#) (An email address and a phone number are **required** to use the online scheduler.

If you do not have either of these, please call us to schedule an appointment.)

[Appointment Scheduler & Check-in Guide \(English\)](#)

[Appointment Scheduler & Check-in Guide \(Spanish\)](#)

Hours of Operation:

8:00am – 4:00pm

Contact Information:

Phone: (832) 394-4800

Email: HPD.AutoDealers@HoustonPolice.org



➤ [Building Code Enforcement Permits](#)

Click on the link for
*Appointment Scheduler
Home Page.*

Scheduling an Appointment Online



The City of Houston
Official Site for Houston, Texas



[Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please select the Business Unit you would like to schedule your appointment with

- Flood Management Office (FMO)
- HPD (Auto Dealers Detail)
- Open Records (Viewing)
- Open Records Pick Up and Requests

The Online Appointment Scheduler allows users to make appointments without a user account.

If you would like to create an account, select *Sign In*.

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



The
City of Houston
Official Site for Houston, Texas



[Start Over](#)

[HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Phone Number (xxxxxxxxxx):

Password:

[Join](#)

[Forgot your password?](#)

Select the link ***Join*** to create an account.

[Submit](#)

[Home](#)

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[En Español](#)

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Site best view at 1280 x 1024 screen size

Scheduling an Appointment Online



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Official Site for Houston, Texas



[Start Over](#) [HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please enter the following information

Complete all fields and click *Submit*

Phone Number:
(xxxxxxxxxx)

First Name:

Last Name:

Email:

Email Confirmation:

Password:

Password Confirmation:

Password Question:

Password Answer:

- My favorite food is
- My dog's name is
- My favorite artist is
- My favorite book is
- The favorite movie is

[Submit](#)

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Scheduling an Appointment Online



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Official Site for Houston, Texas



[Start Over](#)

[HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Autentication saved sucessfully!

Please enter the following information

Phone Number
(xxxxxxxxxx)
First Name
Last Name
Email:
Email Confirmation:

Password:

Password Confirmation:

Password Question:

Password Answer:

Your account has now been created. Click *Start Over* to schedule an appointment.

[Submit](#)

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Official Site for Houston, Texas



[Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please select the Business Unit you would like to schedule your appointment with

- Flood Management Office (FMO)
- HPD (Auto Dealers Detail)
- Open Records (Viewing)
- Open Records Pick Up and Requests

Click on the button for *HPD (Auto Dealers Detail)* and then click *Continue*.

[Continue](#)

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Scheduling an Appointment Online



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Official Site for Houston, Texas



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[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

HPD (Auto Dealers Detail)

Please select a date from the calendar , then a time

Appointments are available in 30 minute increments

August 2013							
	S	M	T	W	T	F	S
31	28	29	30	31	1	2	3
32	4	5	6	7	8	9	10
33	11	12	13	14	15	16	17
34	18	19	20	21	22	23	24
35	25	26	27	28	29	30	31
36	1	2	3	4	5	6	7

- 8:15 AM
- 8:45 AM
- 9:45 AM
- 10:15 AM
- 12:15 PM
- 1:00 PM
- 1:30 PM
- 2:15 PM

between 8:15am and 2:45pm.

Times slots not shown have already been filled.

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Welcome to the Houston Permitting Center's Online Appointment Scheduler

HPD (Auto Dealers Detail)

Please select a date from the calendar , then a time

Only the days in blue are available for scheduling appointments.

August 2013							
	S	M	T	W	T	F	S
31	28	29	30	31	1	2	3
32	4	5	6	7	8	9	10
33	11	12	13	14	15	16	17
34	18	19	20	21	22	23	24
35	25	26	27	28	29	30	31
36	1	2	3	4	5	6	7

- 8:15 AM
- 8:45 AM
- 9:45 AM
- 10:15 AM
- 12:15 PM
- 1:00 PM
- 1:30 PM
- 2:15 PM



The selected day will turn grey.

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Welcome to the Houston Permitting Center's Online Appointment Scheduler

HPD (Auto Dealers Detail)

Please select a date from the calendar , then a time

August 2013							
	S	M	T	W	T	F	S
31	28	29	30	31	1	2	3
32	4	5	6	7	8	9	10
33	11	12	13	14	15	16	17
34	18	19	20	21	22	23	24
35	25	26	27	28	29	30	31
36	1	2	3	4	5	6	7

Select a time slot and click *Continue*.

- 8:15 AM
- 8:45 AM
- 9:45 AM
- 10:15 AM
- 12:15 PM
- 1:00 PM
- 1:30 PM
- 2:15 PM



Use the scroll bar to reveal more times.

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Scheduling an Appointment Online



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[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

HPD (Auto Dealers Detail) ->Thursday, September 05, 2013 9:45 AM

Please enter the following information

If you do not have an account, enter your information in the fields below.

"If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number."

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Middle Name (if none enter "None")

Wrecker License Number

Company Name

Please select the desired license service

- New
- New
- Renewals
- Transfer

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Scheduling an Appointment Online



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[John Smith] [Log Out](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

HPD (Auto Dealers Detail) ->Thursday, September 05, 2013 9:45 AM

Please enter the following information

Please use a phone number where you can be reached directly.

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:



Middle Name (if none enter "None")

Wrecker License Number

Company Name

Please select the desired license service

An email address is not required to continue.

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Scheduling an Appointment Online



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[Sign In](#)



Welcome to the Houston Permitting Center's Online Appointment Scheduler

HPD (Auto Dealers Detail) ->Thursday, September 05, 2013 9:45 AM

If you have an account, click *Sign In*.

Please enter the following information

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Middle Name (if none enter "None")

Wrecker License Number

Company Name

Please select the desired license service

- New
- New
- Renewals
- Transfer

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Scheduling an Appointment Online



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[Start Over](#)

[HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Phone Number (xxxxxxxx):

[Join](#)

Password:

[Forgot your password?](#)

[Submit](#)

Enter your account information and click *Submit*.

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[Contact Us](#)

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Site best view at 1280 x 1024 screen size

Scheduling an Appointment Online



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[John Smith] [Log Out](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

HPD (Auto Dealers Detail) ->Thursday, September 05, 2013 9:45 AM

Please enter the following information

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Middle Name (if none enter "None")

Wrecker License Number

Company Name

Please select the desired license service

Your contact information will automatically populate in the form fields.

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Scheduling an Appointment Online



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[John Smith] [Log Out](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

HPD (Auto Dealers Detail) ->Thursday, September 05, 2013 9:45 AM

Please enter the following information

Complete the remaining fields and click *Continue*.

*If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.

Phone Number (xxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Middle Name (if none enter "None")

Wrecker License Number

Company Name



Please select the desired license service

New
Renewals
Transfer

A wrecker license number is required for *Renewals* and *Transfers*.

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Scheduling an Appointment Online



The City of Houston
Official Site for Houston, Texas



[Back](#) [Start Over](#) [HPC Home](#) [Confirm](#)

[John Smith] [Log Out](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

HPD (Auto Dealers Detail) ->Thursday, September 05, 2013 9:45 AM

Please review the appointment information

Please review and click "Confirm" to finalize your appointment. To make any changes, click "Back".

Appointment date: 9/5/2013

Appointment time: 9:45 AM

Department: HPD (Auto Dealers Detail)

Service: Wrecker Licensing Appointments

Appointment confirmation will be sent to houston.permittingcenter@houstontx.gov

Review your appointment details.
If it is correct, then click ***Confirm***.

[Back](#)

If it is incorrect or you would like to make a change, select ***Back***.

[Confirm](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



The City of Houston
Official Site for Houston, Texas



[Cancel Appointment](#) [Start Over](#) [HPC Home](#) [Reschedule](#)

[John Smith] [Log Out](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

HPD (Auto Dealers Detail) ->Thursday, September 05, 2013 9:45 AM

Appointment Confirmation

Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information.

First Name: John
Last Name : Smith
E-mail : houston.permittingcenter@houstontx.gov
Appointment ID : 415
Appointment date: 9/5/2013
Appointment time: 9:45 AM
Department: HPD (Auto Dealers Detail)
Service: Wrecker Licensing Appointments

Your appointment is now booked.
If you did not enter an email
address, please print a copy of your
confirmation page.

IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**

Please remember to check - in between 9:25 AM and 9:45 AM

We look forward to seeing you!

Please check your "Junk" folder if you do not find a confirmation in your "Inbox"

[Cancel Appointment](#)

[Reschedule](#)

Scheduling an Appointment Online

From: hpc.customnotification@gmail.com
To: PWE - HPC
Cc:
Subject: City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

From: City of Houston Appointments Online
Send: Tuesday, August 13, 2013 9:26 AM
To: houston.permittingcenter@houstontx.gov
Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center's online appointment scheduler
We look forward to your visit on 9/5/2013. **Appointment ID: 415**

Appointment: 9:45 AM on 9/5/2013 (check - in between 9:25 AM and 9:45 AM)
Business Unit: HPD (Auto Dealers Detail)
Service: Wrecker Licensing Appointments

To check in upon arrival at the HPC...

1. Visit one of the kiosks located on the first floor.
2. From the kiosk Main Screen press "**Appointment Check In**" and answer questions on the screens that follow.

Please visit the **Information Desk if you experience any difficulties with the check in process.

** Note: Your appointment will be automatically **cancelled 10** minutes after your appointed time. You will then need to reschedule.

Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002. For directions [Click Here](#) : or call 832-394-9000.

Please use the following links if you would like to [Cancel](#) or [Reschedule](#) your appointment.

If you entered an email address, you will receive a confirmation message from:

hpc.customnotification@gmail.com.



If you do not see it in your inbox, please check your spam or junk folder.

If you need to cancel or reschedule your appointment, select one of these links.

Scheduling an Appointment Online

The links will bring you back to your confirmation page. Select an option from either end of the page to *Cancel* or *Reschedule* your appointment.

The screenshot shows the City of Houston's online appointment scheduler. At the top, there is a navigation bar with the City of Houston logo and a city skyline background. The navigation bar contains four buttons: "Cancel Appointment", "Start Over", "HPC Home", and "Reschedule". The "Cancel Appointment" and "Reschedule" buttons are highlighted with red boxes. To the right of the navigation bar, there is a user profile section showing "[John Smith] Log Out". Below the navigation bar, there is a welcome message: "Welcome to the Houston Permitting Center's Online Appointment Scheduler". Below the welcome message, there is a date and time stamp: "HPD (Auto Dealers Detail) ->Thursday, September 05, 2013 9:45 AM". Below the date and time stamp, there is a blue header for "Appointment Confirmation". Below the header, there is a thank you message: "Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information." Below the thank you message, there is a list of appointment details: "First Name: John", "Last Name : Smith", "E-mail : houston.permittingcenter@houstontx.gov", "Appointment ID : 415", "Appointment date: 9/5/2013", "Appointment time: 9:45 AM", "Department: HPD (Auto Dealers Detail)", and "Service: Wrecker Licensing Appointments". Below the appointment details, there is an important notice: "IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**" Below the important notice, there is a reminder: "Please remember to check - in between 9:25 AM and 9:45 AM". Below the reminder, there is a closing message: "We look forward to seeing you!". Below the closing message, there is a note: "Please check your 'Junk' folder if you do not find a confirmation in your 'Inbox'". At the bottom of the page, there is a footer with a navigation bar containing the following links: "Home", "311 Help & Info", "En Español", "Contact Us", "FAQs", "Privacy Policy", and "CitizensNet". The "Cancel Appointment" and "Reschedule" buttons are also present in the footer, with "Reschedule" highlighted by a red box.

The City of Houston
Official Site for Houston, Texas

Cancel Appointment Start Over HPC Home Reschedule [John Smith] Log Out

Welcome to the Houston Permitting Center's Online Appointment Scheduler

HPD (Auto Dealers Detail) ->Thursday, September 05, 2013 9:45 AM

Appointment Confirmation

Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information.

First Name: John
Last Name : Smith
E-mail : houston.permittingcenter@houstontx.gov
Appointment ID : 415
Appointment date: 9/5/2013
Appointment time: 9:45 AM
Department: HPD (Auto Dealers Detail)
Service: Wrecker Licensing Appointments

IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**

Please remember to check - in between 9:25 AM and 9:45 AM

We look forward to seeing you!

Please check your "Junk" folder if you do not find a confirmation in your "Inbox"

Cancel Appointment Reschedule

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Houston Police Department
Auto Dealers Detail

APPOINTMENT CHECK-IN PROCESS

Appointment Check-in Process

From: hpc.customernotification@gmail.com
To: PWE - HPC
Cc:
Subject: City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

From: City of Houston Appointments Online
Send: Tuesday, August 13, 2013 9:26 AM
To: houston.permittingcenter@houstontx.gov
Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center's online appointment scheduler
We look forward to your visit on 9/5/2013. **Appointment ID: 415**

Appointment: 9:45 AM on 9/5/2013 (check - in between 9:25 AM and 9:45 AM)

Business Unit: HPD (Auto Dealers Detail)

Service: Wrecker Licensing Appointments

To check in upon arrival at the HPC...

1. Visit one of the kiosks located on the first floor.
2. From the kiosk Main Screen press "**Appointment Check In**" and answer questions on the screens that follow.

Please visit the **Information Desk if you experience any difficulties with the check in process.

** Note: Your appointment will be automatically **cancelled 10** minutes after your appointed time. You will then need to reschedule.

Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002.
For directions [Click Here](#) : or call 832-394-9000.

Please use the following links if you would like to [Cancel](#) or [Reschedule](#) your appointment.

On the day of your appointment, you may check-in up to ***20 minutes before*** your scheduled time and no more than ***10 minutes after*** your scheduled time.

Appointment Check-in Process

You will use the ***Appointment ID*** number from your confirmation email or confirmation page to check-in for your appointment.

From: hpc.customernotification@gmail.com
To: PWE - HPC
Cc:
Subject: City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

From: City of Houston Appointments Online
Send: Tuesday, August 13, 2013 9:26 AM
To: houston.permittingcenter@houstontx.gov
Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center's online appointment scheduler
We look forward to your visit on 9/5/2013 **Appointment ID: 415**

Appointment: 9:45 AM on 9/5/2013 (check - in between 9:25 AM and 9:45 AM)
Business Unit: HPD (Auto Dealers Detail)
Service: Wrecker Licensing Appointments

To check in upon arrival at the HPC...

Appointment Confirmation

Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information.

First Name: John
Last Name : Smith
E-mail : houston.permittingcenter@houstontx.gov

Appointment ID : 415

Appointment date: 9/5/2013
Appointment time: 9:45 AM
Department: HPD (Auto Dealers Detail)
Service: Wrecker Licensing Appointments

IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**

Please remember to check - in between 9:25 AM and 9:45 AM

We look forward to seeing you!

Appointment Check-in Process

Choose one of the kiosks located at the north entrance to check-in for your appointment.



Appointment Check-in Process

HOUSTON
PERMITTING
center

On the touch screen, select *Appointment Check In*



Appointment Check In



Other Services



I'M NOT SURE



Permits



Inspections



Plan Review



Licenses

español

Appointment Check-in Process

HOUSTON
PERMITTING
center

Please enter your Appointment ID.

Using the number pad, type in your *Appointment ID* number, and touch *OK*.

Check in Using
Phone Number

415

7	8	9	OK
4	5	6	
1	2	3	
DEL	0	CLR	

Start Over

español

Appointment Check-in Process

HOUSTON
PERMITTING
center

Please enter your Appointment ID.

7	8	9	OK
4	5	6	
1	2	3	
DEL	0	CLR	

If you do not know your Appointment ID number, touch

**Check in Using
Phone Number**

to change screens

Start Over

español



Appointment Check-in Process

HOUSTON
PERMITTING
center

You can only check-in with the phone number you used to schedule the appointment.

Please enter your ten digit phone number.

**Check In with
Appointment ID**

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Start Over

español

Appointment Check-in Process

HOUSTON
PERMITTING
center

Please enter your ten digit phone number.

Using the number pad, type in your phone number, and touch **OK**.

Check In with
Appointment ID

8323949000

7	8	9	OK
4	5	6	
1	2	3	
DEL	0	CLR	

español

Start Over

Appointment Check-in Process

HOUSTON
PERMITTING
center

THANK YOU

If you need assistance please visit the Information Center on the 1st floor.

If you see this screen, then you have successfully checked-in for your appointment.



A ticket will print from the kiosk. **Scan** your ticket when you have arrived ***in the basement*** for your scheduled appointment.

español

Appointment Check-in Process



HOUSTON
PERMITTING
center



You must reschedule your appointment. Please see receptionist for more information or assistance



The system will not allow check-ins more than 10 minutes late, and will display the above message.

It is up to the discretion of the business unit to accept appointments later than 10 minutes. If accepted, you may not be able to complete your business within the remaining appointment time.

You may use the computers in the lobby to schedule a new appointment for another day.

Appointment Check-in Process

HOUSTON
PERMITTING
center

You arrived too early. Scheduled Appointment: 9:45AM



The system will not allow check-ins more than 20 minutes early, and will display the above message.

Please try again when it is closer to your scheduled appointment time.

español

If you have any questions
please contact us at:

(832) 394-9000

Houston.permittingcenter@houstontx.gov

