

## Residential Permit Parking Digital Permits Frequently Asked Questions

Permits	Amount per Address per Calendar Year
Resident	1 per each license plate registered to permit area address Updates require approval
Visitor	4 per address Update license plate as needed
Service Provider	2 per address Update license plate as needed
One-Day	Limit 100 per address per year Add license plate on the day of use

**Permits are non-refundable**

**A permit does not guarantee a reserved parking space**

**How do I enter the license plate number?**

- Only enter letters and numbers
- **DO NOT** add spaces or special characters
- **DO NOT** use letter O only use the number 0
- Plates must be entered correctly to avoid parking violations

**What happens if I made a mistake when I entered the license plate number?**

You can log in and update the license plate number.

If you receive a citation, you can have 30 days to have a hearing online or in person to request dismissal. You will need to provide a valid permit number.

Visit <https://houstontx.gov/parking/resolve.html> for additional information.

**How do I change my license plate number for any digital Resident permit?**

Simply click on one of the transferable permits (Visitor, Service Provider, One Day Pass) and enter the new license plate number.

You will go to your APPLICATION and select ADD VEHICLE. ParkHouston will verify that the vehicle is registered to your address and the license plate number will be updated.

**How many digital visitor permits can I purchase?**

There is no change in the number of visitor passes available. See table above.

**How far in advance do I have to add the license plate number to digital visitor permits?**

You can assign the license plate number to a visitor permit after you purchase it or on the day of use. It becomes active within 30 seconds. The permit remains active for that license plate until you change it.

The license plate can be updated as needed until it expires on 12/31.

**What if I do not know the license plate number in advance?**

The digital permit becomes effective in 30 seconds after adding the license plate number in the app. Instead of having to pass out and retrieve a paper permit or worrying about someone losing it or driving off with it, you can assign their license plate number to one of your visitor permits upon arrival.

**Can two vehicles share the same permit in one day?**

Yes, but not at the same time. Only one plate can be linked to a permit at any given time.

**What if I have a large party?**

You can purchase One-Day permits? On the day of your event, you can assign each One-Day permit to your guest's license plate number. The permit expires 24 hours after it is valid.

**I have paper One-Day permits that have not expired. Can I still use them?**

Yes, you can still use them until 12/31/2024.

**How do your officers know that a vehicle has a valid digital permit?**

You will link a license plate to a digital permit that you purchased. When the officers patrol, they will check for valid permits by entering the vehicle's license plate into their handheld. The system will show that the vehicle has a valid permit.

**Can family members share the same account?**

Currently, a household is limited to one account. You do have the option of sharing login credentials.

**Can a valet operator park cars in a RPP area?**

Not during the enforcement period. RPP areas are restricted to permittees only.

**I need technical assistance.**

Call 832-393-8690 and a customer service representative will be glad to assist you.