

**Please follow this Guideline to make sure that you have all the documents required before visiting our office.**

## HOW TO OBTAIN A CHAUFFEUR'S PERMIT:

- Nationwide Criminal Record Background Check.** Fingerprints are taken by **IdentoGO**. To schedule an appointment go to [uenroll.identogo.com](http://uenroll.identogo.com) or call **888-467-2080**. If you prefer to do a walk-in, you can go to their DPS location at **108 Denson Dr. Austin, TX 78752**.
  - ✓ **IMPORTANT:** In order for us to receive your records, you need to give our Service Code: **11GYVN**. After you get fingerprinted, there is a wait of 48 to 72 hours before we get the results. **Please call us to confirm that we have received your fingerprints** before visiting our office with your documents. **(DO NOT GET FINGERPRINTED AGAIN IF YOU HAVE ALREADY USED THIS SERVICE CODE. YOU ARE WELCOME TO CALL OUR OFFICE TO CONFIRM THAT WE HAVE YOUR BACKGROUND.)**
- Valid Texas Driver's License**
  - ✓ **If not a citizen of the United States**, you will need to bring also your **Employment Eligibility Card** (Employment Card, Resident Card, I-90, etc.) & **Social Security Card**.
  - ✓ **If citizenship has been granted**, please bring your **Naturalization Certificate** or **USA Passport** & **Social Security Card**.
- Chauffeur's Permit Application** Attached on this document. **Page 3 needs to be notarized in Travis County. Do not sign the Application until you are in front of the Notary.**
- 3A Certified Texas Driving Record** can be obtained @ [www.dps.texas.gov](http://www.dps.texas.gov). Please make sure to select **Type 3A – Certified** when prompted.
  - ✓ **If your driver's license is less than 3 years old**, you will need to bring also a Certified Driving Record from your previous state of residence **or** proof of at least 3 years Texas residency by bringing a copy of your electric bill, bank statement, income tax return, insurance card, or letter from housing that reflects this. **Driving records cannot be older than 30 days.**
  - ✓ **If you have any moving violations within the past 3 years**, you will need proof of taking a Defensive Driving Class dated **after the conviction date** of the offense regardless of your driver's license type.
- Take a Test in our Location.** The test will consist of questions pertaining to customer service, traffic violations, landmarks, and Ordinance related questions. To familiarize yourself with our Ordinance follow the link to: [Chapter 13-2 Ground Transportation Passenger Services](#). We are located at **1111 Rio Grande Street Austin, TX 78701**.
- Fee:** \$20 exact cash, money order, cashier's check and personal checks. **WE DO NOT ACCEPT DEBIT OR CREDIT CARDS NOR TEMPORARY CHECKS.**

## FREQUENT QUESTIONS:

- **Will I receive my permit the same day?** Your permit is issued the same day if you pass the test and have submitted all the required documents.
- **Testing times** Monday to Friday, 8:30-11:30 AM. You cannot be walking in the door or waiting to have your documents reviewed. You must be seated and on a computer prior to 11:30 AM.
- **How many times can I take the test?** One per day for up to 3 attempts. Should you not pass by the third time, you must wait 30 days and return with all new documents. The Nationwide Criminal Record stays in our system for 10 years, so no need to get fingerprinted again upon returning to our office.

**For more questions contact us** at 512-974-1438 (John), 512-974-1613 (Ava), 512-974-7956 (Dixie) or 512-974-1551 (Courtney). We will be glad to assist you.



**CITY OF AUSTIN**  
**Chauffeur's Permit Application**  
**New / Renewal / Amendment**

The undersigned hereby applies to the City of Austin for a Chauffeur's permit and in connection therewith furnishes the following information.

1. Applicant's Name \_\_\_\_\_ 2. Social Security No. \_\_\_\_ - \_\_\_\_ - \_\_\_\_

3. Address \_\_\_\_\_ 4. Date of Birth \_\_\_\_\_  
Street City State Zip code

5. Telephone No. ( \_\_\_\_ ) \_\_\_\_\_ 6. Texas Driver's License # \_\_\_\_\_ 7. Exp. Date \_\_\_\_\_

7a. E-mail Address (optional) \_\_\_\_\_

8. Number of years of Texas residency \_\_\_\_\_ 9. List any other states of residence during the 3 years preceding the date of this application: \_\_\_\_\_

10. Are you a citizen of the United States? Yes No 11. If no, provide proof of employment eligibility.

12. Have you ever been convicted of a criminal homicide offense; fraud or theft; unauthorized use of a motor vehicle; prostitution or promotion of prostitution; sexual assault; sexual abuse or indecency; state or federal law regulating firearms; violence to a person; use, sale or possession of drugs; or driving while intoxicated? Yes No

13. If yes, provide details on the back of this page and you must provide proof that you have maintained a record of good conduct and steady employment since release, have supported dependents, if applicable, and have paid all outstanding court costs, supervision fees, fines and restitution that were ordered at the time of conviction.

14. Have you ever been convicted of any other criminal offense? Yes No 15. If yes, provide details on the back of this page.

16. Are you presently under indictment for any crime? Yes No 17. If yes, provide details on the back of this page.

18. Have you ever been convicted of a traffic violation? Yes No 19. If yes, provide details on the back of this page. If you have one or more traffic convictions or violations during the three years preceding the date of this application, you must submit proof of completion of a Driver Safety Course as provided for in the Texas Transportation Code for a course completed not earlier than the 180<sup>th</sup> day preceding the date the application is submitted to the department.

20. Has your driver's license ever been suspended or revoked? Yes No 21. If yes, provide details on the back of this page.

22. On the back of this page, describe your experience in general as a driver and as a driver of a ground transportation service vehicle.

**Response to #13 Criminal History:**

**Response to #15 Other Criminal Offenses:**

**Response to #17 Indictments:**

**Response to #19 Traffic Violations:**

**Response to #21 Driver's License Suspension/Revocation:**

**Response to #22 Driving Experience:**

23. You must provide a **complete** criminal history record issued and **certified** by the Texas Department of Public Safety. If you have been a **resident of Texas for less than three years**, you must provide a **complete** criminal history record from **each state of residence** for 3 years preceding the date of application. Each criminal history record must be **issued and certified** by the appropriate governmental entity not earlier than the 30<sup>th</sup> day before the date the application is submitted to the department.

24. You must provide a **complete** driving record issued and **certified** by the Texas Department of Public Safety (**Type 3A Certified**). If you have been a **resident of Texas for less than 3 years**, you must provide a **complete** driving record from **each state of residence** for 3 years preceding the date of application. Each driving record must be **issued and certified** by the appropriate governmental entity not earlier than the 30<sup>th</sup> day before the date the application is submitted to the department.

25. Do you have a Chauffeur's permit to drive for any other ground transportation service in Austin?    Yes    No

26. If yes, list the services. \_\_\_\_\_  
\_\_\_\_\_

27. If you intend to continue to drive for any of these services, you must provide a written statement from each acknowledging that you have informed the service of your intent to drive for others and that the service agrees to continue to sponsor you as a driver for their service. The attached form is provided for this purpose.

28. **Under no circumstances may a driver refuse to transport a disabled passenger with or without a seeing-eye dog, wheelchair, or any other necessary apparatus.**

29. I, the undersigned applicant, do swear or affirm that all of the information included within this application is accurate, and I understand that any omitted information or information found to be inaccurate will result in the denial of this application for a chauffeur's permit or the revocation of authority to operate a ground transportation service vehicle that is granted based on the information provided in this application. I also swear or affirm that I have read and understand sections of Chapter 13-2 of the Austin City Code relating to drivers of ground transportation service vehicles and agree to comply with the terms as written and as may be amended. I hereby agree and authorize all City of Austin employees who have the need to review the information provided on both my criminal history and driving records as a part of their jobs with the City of Austin to review such information. In addition, the holder sponsoring of my application may review my criminal history and driving records.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

Steps to Ground Transportation Ordinance – [www.ci.austin.tx.us](http://www.ci.austin.tx.us) click on City Clerk, scroll to bottom of page to links and click on City Code/Charter. Do a search for Chapter 13 and click on 13-2.

**30. THE STATE OF TEXAS**

**COUNTY OF TRAVIS**

**BEFORE ME**, the undersigned authority, on this day appeared \_\_\_\_\_, known to me to be the person whose name is signed to the foregoing application and duly sworn by me states under oath that he has read the said application and that all of the facts therein set forth are true and correct.

Sworn to before me, this, the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Notary Public in and for Travis County, TX