

# KNOW



## BEFORE YOU CHARTER A BUS

- ✓ **Research the bus company before you make a purchase or secure transportation**
- ✓ **Ensure that the business is properly licensed**
- ✓ **Check their rating with the Better Business Bureau**
- ✓ **Look for prior customer reviews**

### VERIFY LICENSES

- Buses providing transportation in the City of Chicago must be licensed. Visit the "Public Passenger Vehicle License" dataset on the City's Data Portal at <https://data.cityofchicago.org>.
- In Illinois, the driver of any vehicle transporting 16 or more persons, including the driver, must carry a commercial driver's license (CDL) with a Passenger Endorsement (P) issued by the State of Illinois.
- Licensing questions may be directed to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).
- Licensee shall include its City account number (IRIS number) on all advertising materials, print or electronic, and on each contract. In addition, City of Chicago Public Vehicle License Number should be on the door panel.

### AVOID FRAUD OR UNWARRANTED FEES

- Before signing a contract to purchase a service or product: read the fine print; look for overage charges and hidden fees; and make sure that the contract includes all of the details of your event or trip, including the time of pick-up and drop-off, your full itinerary, the make, model, and year of the vehicle you have chosen, and the number of people traveling.
- Request and maintain a copy of the receipt and a copy of the contract.
- Many companies require a deposit at the time of booking. Ask about the terms of the deposit, how much is required, and whether it is refundable.
- Check the refund and cancellation policies.

### REPORT BUS SAFETY COMPLAINTS

- Obtain a direct phone number for driver or chauffeur on duty and the business.
- Call Federal Motor Carrier Safety Administration's (FMCSA) toll-free hotline: 1-888-DOT-SAFT (1-888-368-7238) from 8 a.m. - 8 p.m. Eastern Time, Monday - Friday.
- Visit the FMCSA's National Consumer Complaint Website any time at <http://nccdb.fmcsa.dot.gov>.
- Report a bus safety issue you observe immediately. Safety complaints include the mechanical condition of the bus (heavy smoke, bald tires, brakes that might be faulty, lights not properly operating, etc.) as well as physical condition of the driver (observed texting while driving, nodding off, speeding, etc.).

### PASSENGERS:

#### BE RESPONSIBLE TO ENSURE A SECURE CHARTER EXPERIENCE

- City of Chicago laws require an owner or driver of a charter/sightseeing vehicle to prohibit or report to the police any passenger: (1) who is under the age of 21 to possess or consume alcoholic beverages; (2) to engage in disorderly conduct; (3) to possess any drug paraphernalia; (4) to unlawfully possess a firearm; (5) to discharge a weapon firearm; (6) to hurl projectiles from the vehicle; (7) to commit indecent exposure; (8) to litter; or (9) to unlawfully possess or use marijuana cannabis or any controlled substance.
- For vehicles with fifteen or more passengers that include the opportunity for passengers to consume alcoholic liquor, the charter/sightseeing licensee is responsible for securing a licensed security guard and ensuring there is fully operational security cameras installed during the trip or at an interim stop on the trip (i.e. a stop other than the point of origin or final destination).

Call **311** to file a consumer fraud complaint or to report unlicensed activity.

Call **1-888-DOT-SAFT** to report vehicle safety complaints.

Call **911** if you do not feel safe during the trip or to report criminal activity.



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