



KNOW BEFORE YOU HAIL



Call 311 to file a complaint with **Business Affairs and Consumer Protection** if you experience or see any of the above laws being broken

 @ChicagoBACP

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BACP
BUSINESS AFFAIRS
CONSUMER PROTECTION

**Department of Business Affairs
and Consumer Protection**

City Hall

121 N. LaSalle Street, Room 805
Chicago, IL 60602

- Types of vehicles which can be hired for paid transportation of passengers: licensed taxicabs, Transportation Network Providers (“TNPs” or “rideshare” like Uber, Lyft, or Via), liveries/ limos, charter buses, horse-drawn carriages, and pedicabs.
- The ONLY types of vehicles authorized to respond to **STREETHAILS**: City of Chicago licensed taxicabs and pedicabs.
 - TNP limo/livery, or charter bus driver may NOT stop their vehicle to accept passengers from a street-hail or cab-stand.
 - Be cautious of any unlicensed vehicle which stops in response to your raised hand gesturing a **STREET-HAIL** request.
- The ONLY type of vehicle permitted in a **CAB-STAND**: a City of Chicago licensed taxicab.
 - TNP, limo/livery, or charter bus driver may NOT stop their vehicle to accept passengers from a street-hail or cab-stand.
- “Hustling” or offering rides to passengers through the use of words or hand gestures is illegal.
- ✈ Secure public transportation at Chicago airports at designated taxicab stands, through a TNP app (Uber, Lyft, or Via), or by pre-arrangement of a livery/limo or shuttle bus service.
- NEVER accept rides from individuals asking if you need a ride at the airports or on the street.
- TNP drivers may **only** pick up passengers who requested transportation service through the specific app, such as Uber, Lyft or Via.
- TNP riders should pay **only** via the TNP app, not by cash.
- Limo/livery or charter bus drivers may **only** pick up passengers who have prearranged the transportation service.
- Suburban operators may **only** pick up passengers who have prearranged for the transportation service.
 - A suburban taxicab or limo/livery may **only** come into the City to drop off passengers one-way from a suburban location.
 - Suburban taxicabs or limos/liveries may NOT accept passengers within City of Chicago, with **only** one exception: the passenger has prearranged the one-way transportation to the suburbs.

**For more public vehicles consumer protection information,
visit the Ride Smart Chicago page at
www.Chicago.gov/BACP**