BEFORE YOU HAIL

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.

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

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