



## CHICAGO TAXICABS

The Department of Business Affairs and Consumer Protection (BACP) takes measures to ensure Chicago licensed taxicabs are safe for public use. BACP licenses City of Chicago taxicabs and taxi chauffeurs.

### HAILING AND ENTERING A TAXI

- Taxicabs may be hailed on the street, from a taxicab stand, phone dispatch or a smart phone app (CURB or ARRO).
- Wheelchair Accessible Vehicle Taxicabs may be requested through CURB ([gocurb.com/ChicagoWAV](http://gocurb.com/ChicagoWAV)).
- Before the trip starts, inform your cab driver of your destination address - be as specific as possible.
- Be sure you are getting in licensed taxi, make note of the number on the top light and the affiliation.
- Look for a City of Chicago issued medallion metal plate on the hood of the vehicle.
- A licensed Chicago taxicab number is four digits or less and matches the license plate ending in -TX.
- A City of Chicago licensed taxicab chauffeur license is required to display a photo ID chauffeur license in the taxi.
- The City of Chicago fare placard, with passenger information and rates, should be visible from the rear seat.

### PASSENGER SAFETY

- Buckle up: all passengers (rear seat and front seat) should wear seat belts in taxicabs.
- If traveling with a young child, bring a car seat to secure your child in the vehicle.
- Be alert: pay attention to surroundings during the drive – especially signage and traffic conditions.
- Only enter and exit the vehicle curbside – do not enter or exit the vehicle in the street, intersections, crosswalks, bike lanes, or on expressways (including Lake Shore Drive).
- Look before opening doors – check for pedestrians, bikers, and other cars before opening doors.
- Do not attempt to fit more passengers in the cab than available seat belts.
- Cab drivers are not allowed to use electronic mobile devices or wear ear buds while driving.

### PAYING FOR A TAXI

- City of Chicago licensed taxicabs have rear-seat mounted, fully functional electronic payment system equipment allowing passengers to swipe and pay their taxicab fare without ever having to provide their credit/debit card to the taxicab chauffeur.
- Portable or mobile phone credit card payment gadgets are not approved devices for accepting taxicab fares.
- A technology fee of \$.50 to pay by credit/debit card is permitted.
- Dynamic pricing is permitted only through a taxicab e-hail app. The final fare at the end of the trip may not exceed more than 20% of the quoted fare.
- Double check ALL credit/debit transactions for the correct dollar amount before authorizing payment.

### BE AWARE OF ILLEGAL TAXICABS

- “Hustling” or offering rides to passengers with words or hand gestures is illegal at the airports.
- Do not enter a taxicab if the taxicab driver approaches you outside of the taxicab vehicle.
- Do not enter a taxicab at Chicago airports which are not in a designated cab stand or staging area.
- Suburban operators may only pick-up passengers who have prearranged for the transportation service.
- Suburban taxicabs or limos may NOT accept passengers within the City of Chicago unless the passenger has prearranged the one-way transportation to the suburbs.

### RESOURCES

- Consumers are encouraged to use the CHI 311 system (call 3-1-1, use the CHI311 mobile app, or visit [311.chicago.gov](http://311.chicago.gov)) to report compliments, complaints, unlicensed operation or fraudulent practices.
- Chapters 9-112 “TAXICABS” and 9-104 “PUBLIC CHAUFFEURS” of the Municipal Code of Chicago are available for free at [amlegal.com](http://amlegal.com).
- Licensing questions may be sent to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).
- Licensing data is available at [data.cityofchicago.org](http://data.cityofchicago.org) in the “Public Passenger Vehicle Licenses”, “Public Chauffeurs”, and “Taxi Trips” datasets.