

ABCs of BACP

Learn about the Department of Business Affairs and Consumer Protection, the various industries we regulate, consumer protection services we provide, licenses we issue, and MORE!

a

Alternative Pricing System (APS). APS is a system other than individual price marking that is designed to inform consumers of the price of particular products and exempts the retailer from the requirement of individual price marking.

c

Cable Division. BACP monitors cable operators' compliance with the City's franchise agreements as well as provides oversight and support for municipal cable channels 23, 25 and 49.

e

Expos. The City of Chicago's Office of New Americans (ONA) and the Department of Business Affairs & Consumer Protection (BACP) host four locally tailored business fairs through a series of neighborhood business expos called the Small Business Center on the Road.

g

Guide. The Consumer Self Help Resource Guide provides consumers with information about their rights and helps protect them from fraud and deceptive practices. A list of organizations for consumers can be found within the Guide.

i

Input - 311. Report complaints online or to 311. BACP can take action, cite the individual or company, and protect the consumer, but it all begins with filing a complaint.

k

Know Before You . . . Campaigns. BACP educates Chicago consumers about their rights and ways to protect themselves in the marketplace via public relation campaigns, including monthly electronic newsletters.

m

Microlending. In 2012, the City of Chicago formed the Chicago Microlending Institute (CMI), a first-in-the-nation institute that trains new lenders to make targeted loans to the city's smallest businesses.

Business Licensing. The Small Business Center (SBC) in BACP's City Hall office issues business licenses and regulates the business activities of industries as diverse as retail, food and liquor establishments, entertainment venues and theaters, day care centers, manufacturing facilities and motor vehicle repair shops, just to name a few.

Deleterious Impact—Public Nuisance Ordinance, provides tools for licensee applicants to work with communities in the event a business causes negative quality of life issues for residents, referred to as "deleterious impact."

Food Trucks. BACP issues food truck licenses; the Mobile Food Dispenser (MFD) and the Mobile Food Preparer (MFP).

Hearings and Disciplinary Action. BACP conducts hearings that may result in disciplinary action if businesses are found to be in violation of the Chicago Municipal Code. BACP protects the public from unfair and deceptive practices and enforces consumer protection ordinances.

Join the Conversation. Stay up to date on business education and business & public vehicle licensing by following @ChiSmallBiz on Twitter and facebook.com/ChiSmallBiz. For consumer recalls and tips to protect yourself from consumer fraud, follow @ChicagoBACP and facebook.com/ChicagoBACP!

Liquor. Whether you are looking to start a grocery store, restaurant, bar, nightclub, or are ready to buy or expand a business, our liquor licensing staff will provide you with the basics you need to get started and help you make the right decisions.

Neighborhood Business Development Centers (NBDCs). NBDC's-Chambers of commerce and business organizations-have a strong neighborhood network and coordinate efforts with local aldermen, the City, and other community partners.

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Outreach. BACP's Outreach and Education Division supports the growth of Chicago's small businesses by hosting events and providing resources to help entrepreneurs respond to the needs of a changing world.

Q

Query Data on the Data Portal. The Data Portal is a one stop clearinghouse for data generated by City of Chicago departments. Real time data uploaded to the Portal includes business licenses and owners, public vehicle chauffeurs, etc.

S

Small Business Center (SBC). The SBC is your one stop shop for business licensing in Chicago. Resources available include all City licensing requirements, site selector, financial assistance, and tax registration.

U

Unstamped Cigarettes and Tobacco Sales to Minor Program. BACP licenses businesses that sell tobacco products in Chicago. The City of Chicago and Cook County cigarette tax remittance is visible by tax stamps on the bottom of packaging.

W

Wheelchair Accessibility. Over 160 taxicabs in the city of Chicago are wheelchair accessible. If you need to order a wheelchair accessible taxicab, one free phone call to 1-855-WAV-1010 can put you in touch with every taxicab company that operates wheelchair accessible cabs.

Y

Your Feedback. BACP relies on feedback from our customers to improve services. We take customer satisfaction seriously and measure our performance based on your input.

Pedicabs. A pedicab is a human pedal-powered public passenger vehicle used to transport passengers for hire. A pedicab chauffeur is the person that drives or peddles and controls the direction and steering of the pedicab. Chicago has regulated the Pedicab industry since the Pedicab ordinance went into effect June 7, 2014.

Restaurant Startup Program. The Restaurant Start-Up Program is designed to make it easier for entrepreneurs to start a restaurant in the city of Chicago. The City is a partner helping you grow and create jobs by making the start-up process easier.

Taxis. BACP oversees taxicabs in Chicago including rates of fare, public chauffeur licensing, taxicab inspections, and purchasing medallions.

Valet Operations. A Valet Parking Operator license is required for any "valet parking service." "Valet parking operator" is a person who employs one or more attendants for the purpose of providing a valet parking service or who contracts his own services, but not in the capacity of employee, to any business establishment, for the purpose of providing a valet parking service to such establishment.

X-press Lane. The Express Lane at BACP's Small Business Center services 25% of SBC customers in 15 minutes or less. This express service enables customers to update account information, renew a license, and apply for a peddler's license quickly and efficiently.

Zoning. Every business license, location expansion and change of location application needs to be reviewed and approved by Zoning before a business license application can be processed. This review takes place in the Small Business Center.

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X

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BACP
BUSINESS AFFAIRS
CONSUMER PROTECTION



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