



PUBLIC VEHICLE INDUSTRY NOTICE

November 24, 2023

Notice No. 23-032

Schedule a Public Vehicles Service Appointment

To provide efficient customer service and minimize customer wait times, all public vehicle and public chauffeur licensees and license applicants **must schedule an appointment** during:

Monday, December 18, 2023 to Tuesday, January 9, 2024

Individuals **must** secure a scheduled online appointment for BACP Public Vehicle Facility (2350 W. Ogden) services during this time frame. BACP will resume walk-in service on January 10, 2023.

Easy steps to schedule a BACP Public Vehicle Facility (2350 W. Ogden) Appointment:

1. Start at Chicago.gov/PublicVehicles
2. Click on the button that reads "[Schedule a Public Vehicles Service Appointment](#)".
3. Scroll down and select a date and time. Enter your name and email address and click the BOOK button
4. You can reschedule or cancel your booking by clicking the link in your confirmation email
5. Appear for the scheduled appointment and show the appointment confirmation on your electronic device when entering the facility

Take Advantage of BACP Remote Services

Submit requests and documents for the following services via email to

BACPPV@CITYOFCHICAGO.ORG. Forms are available on the BACP [website](#)

- Apply for New or Renewal License (form)
- Report Legal Name Change (form)
- Request Letter to Operate
- Report Lost License (form)
- Report Change of Address (form)
- Request Inspection Date Change
- Submit Change of Equipment (form)
- Submit Change of Affiliation (form)
- Submit Change of Meter (form)
- Submit Change of Safety Device (form)
- Submit WAV Subsidy Application (form)
- Submit Insurance Certificates

The City of Chicago's Department of Business Affairs and Consumer Protection (BACP) ensures Chicago's public passenger vehicles are safe, reliable and provide residents and visitors positive transportation options. BACP is committed to providing accessibility for all individuals, including people with disabilities.

Public Vehicle Division Operations:

- Schedule an appointment for service at the BACP Public Vehicle Licensing Facility at Chicago.gov/PublicVehicles
- Resolve an Administrative Notice of Violation (citation) remotely by emailing the ANOV number to BACP-AdministrativeHearings@CityofChicago.org
- Rules governing City of Chicago public vehicles and public chauffeurs are available at Chicago.gov/PublicVehicles

Public Vehicle Operations Division | 2350 W. Ogden, First Floor, Chicago IL 60608

BACPPV@cityofchicago.org | Chicago.gov/PublicVehicles | Chicago.gov/BACP | 312-746-4200