

KNOW BEFORE YOU RIDE!

Taxicab Passenger Safety Tips

The Department of Business Affairs and Consumer Protection takes measures to make sure Chicago-licensed taxicabs are safe for passengers, pedestrians and drivers. Here are additional tips for passengers to know before you ride.



HAILING A TAXICAB

- Look for a City of Chicago issued medallion on the hood of the vehicle.
- A licensed Chicago taxicab number is four digits or less and matches the license plate.

ENTERING THE TAXICAB

- Enter and exit on the curbside.
- Make sure the City of Chicago issued public chauffeur license is displayed.
- Jot down the name of the driver and the taxicab's number upon entering.
- Make sure the placard, with passenger information and rates, is visible.
- Be as specific as possible as you inform driver of your destination address.
- Passengers are advised to wear seat belts.
- Look for bike riders, runners, and walkers before entering and exiting.
- Passengers traveling with children are advised to bring appropriate car seats or boosters for children.
- Passenger capacity should not exceed vehicle manufacturer seating capacity – number of passengers should equal the number of seat belts.
- Cab drivers are not allowed to use electronic mobile devices or wear ear buds while driving.

PAYING FOR A TAXICAB

- Portable, mobile credit card payment gadgets are not approved devices for accepting and processing taxicab fare payment.
- City of Chicago licensed taxicabs have mounted, fully-functional credit card payment system equipment capable of accepting and processing credit/debit cards.
- There is no minimum fare imposed for a passenger to pay by credit card.
- Double check ALL credit/debit transactions for the dollar amount being charged before signing authorizing payment.

**To file a complaint,
call 311 and report it to BACP!**



City of Chicago

Department of Business Affairs and Consumer Protection

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www.cityofchicago.org/bacp