



January 24, 2020

TAP DO'S & DON'TS

DO'S

- Contact your dispatch to process a manual transaction if a TAP card does not work when swiped.
- Collect payment from TAP passengers for all extras and/or when the taximeter exceeds \$30. (The TAP card maximum subsidy is \$30. Chauffeurs are responsible to collect payment)

DON'TS

- Do not charge flat rates for TAP trips. (Metered fares only)
- Do not idle while performing TAP trips. (Chauffeurs cannot wait for passengers while the meter is still running)
- Do not chain trips. (There must be a minimum of 10 minutes between performing TAP trips for the same passenger. Passengers must swipe the TAP card each time when exiting the vehicle)
- Do not accept TAP cards for suburban trips. (TAP trips must originate in the City of Chicago)

TAP participation may be terminated without notice for violating the TAP rules. Violations will be reported to City of Chicago Business Affairs and Consumer Protection (BACP). Proven fraud will be prosecuted to the fullest extent of the law.