



City of Chicago
Business Affairs and Consumer Protection
PUBLIC VEHICLE INDUSTRY NOTICE

April 27, 2022

Notice No. 22-014

PRINTED MATERIALS POSTED IN TAXICABS

Printed materials and signage posted in taxicabs must be correct and current. Outdated information on materials and signage posted in taxicabs must be redacted or corrected. Incorrect information displayed on signage and printed materials is a deceptive practice.

The following text is required to be printed in Braille format and displayed in Chicago licensed taxicabs:

City of Chicago Licensed Taxicab Number *(taxicab license plate number)*
Call 311 for Compliments or Complaints

For reference, here is the applicable Taxicab Medallion License Holder Rule:

RULE TX4.04 Informing Blind or Visually Impaired Passengers

- a. Medallion licensees must have an approved method of informing blind or visually impaired passengers seated in the taxicab of the taxicab medallion license number.
- b. Medallion licensees shall permanently affix to either the back of the front seat passenger side headrest or the back of the front seat, passenger side, beginning no lower than three inches from the top of the front seat, an information card in both Braille and large print as prescribed by the Commissioner in size and format approved by the Commissioner.
- c. The Braille card described in Rule TX4.04b must contain in Braille characters:
 1. the taxicab number it is affixed in;
 2. the statement "Call 311 for Compliments or Complaints"; and
 3. any other information as directed by the Commissioner through public notice via the Public Vehicle Industry Notices and/or the BACP web page.
- d. In lieu of affixing a Braille card as described in Rule TX4.04b, medallion licensees may install and use electronic or digital forms of Department inspected and approved audible communication that informs blind or visually impaired passengers seated in the taxicab the same information detailed in Rule TX4.04c.

Questions should be directed to BACPPV@cityofchicago.org.

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- ▶ The Department of Business Affairs and Consumer Protection (BACP) is committed to providing accessibility for all individuals, including people with disabilities.
 - ▶ Resolve an Administrative Notice of Violation (citation) remotely by emailing the ANOV number to BACP-AdministrativeHearings@CityofChicago.org
 - ▶ For questions, comments, or to join the BACP Public Vehicle (BACPPV) e-mail list to receive industry notices and other news, send an email to BACPPV@cityofchicago.org.
 - ▶ Rules governing City of Chicago public vehicles and public chauffeurs are available at chicago.gov/bacp.
 - ▶ The Municipal Code of Chicago is available at www.amlegal.com.

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