



BACP PUBLIC VEHICLE INDUSTRY NOTICE

January 22, 2024

Notice No. 24-004



Public chauffeurs (taxi, transportation network provider/ride-hail, livery, charter/sightseeing, etc. drivers) must accept passengers with service animals/dogs, as outlined in the Municipal Code of Chicago sections 9-104-130 and 9-115-180(m).

Report refusal of transportation service using the CHI 311 system (call 3-1-1, visit 311.chicago.gov , or download the CHI 311 mobile app).

For more information, visit the [Mayor's Office of People with Disabilities Service Animals webpage](#) or the [American Disabilities Act Service Animals webpage](#).

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) by emailing 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