



# BACP PUBLIC VEHICLE INDUSTRY NOTICE

July 16, 2024

Notice No. 24-019

## Chauffeurs Must Accept, Service, and Transport Passengers with Service Animals



July is Americans with Disabilities Act (ADA) awareness month. Disability rights are civil rights. The ADA is a law that protects people with disabilities in many areas of public life.

BACP reminds all public chauffeurs (taxi, transportation network provider/ride-hail, livery, charter bus, etc.) to be available and accept passengers with service animals/dogs, as outlined in the Municipal Code of Chicago sections 9-104-130 and 9-115-180(m).

Refusing passengers with disabilities is a violation of City of Chicago laws and may result in fines, license suspension, and other penalties against the public chauffeur.

Report refusal of transportation service using the CHI 311 system (call 3-1-1, visit [311.chicago.gov](https://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](https://Chicago.gov/PublicVehicles)
- Resolve an Administrative Notice of Violation (citation) by emailing [BACP-AdministrativeHearings@CityofChicago.org](mailto:BACP-AdministrativeHearings@CityofChicago.org)
- Rules governing City of Chicago public vehicles and public chauffeurs are available at [Chicago.gov/PublicVehicles](https://Chicago.gov/PublicVehicles)

Public Vehicle Operations Division | 2350 W. Ogden, First Floor, Chicago IL 60608  
[BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org) | [Chicago.gov/PublicVehicles](https://Chicago.gov/PublicVehicles) | [Chicago.gov/BACP](https://Chicago.gov/BACP) | 312-746-4200