



# PUBLIC VEHICLE INDUSTRY NOTICE

June 5, 2024

Notice No. 24-015

## PUBLIC CHAUFFEUR REMINDERS

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 reminds public chauffeurs to follow Chicago laws to avoid citations, fines, and keep their chauffeur license in good standing. BACP maintains dedicated public chauffeur and public passenger vehicle license information and laws at [Chicago.gov/PublicVehicles](https://chicago.gov/PublicVehicles).

- ✓ **DO** drive and operate the public passenger vehicle (taxi, livery, TNP/ride-hail, etc.) in a safe and lawful manner.
- ✓ **DO** use courteous and professional behavior with passengers, pedestrians, bicyclists, and other drivers.
- ✓ **DO** accept all passengers regardless of their destination.
- ✓ **DO** accept passengers with service animals.
- ✓ **DO** stay in compliance and provide excellent customer service to ensure positive experiences for Chicago residents and visitors.

### Specifically for Chicago Taxi Chauffeurs:

- ✓ **DO** turn on the taxi meter when a passenger enters the taxi.
  - Passengers accepted from street hail or from cab stands pay the taxi meter fare rate.
  - Taxi drivers may not negotiate taxi fares on the street.
  - Only passengers accepted from a taxi e-hail app (CURB or ARRO) may pay the taxi fare rate quoted and accepted through the e-hail app.
- ✓ **DO** accept electronic forms of payment processed through the credit/debit card processing equipment installed in the rear seat passenger area.
  - Taxi drivers may not demand any passenger to pay with cash only.
  - Taxi drivers may not use unauthorized mobile electronic payment processing devices which are not mounted in the taxicab (square-type devices).

Email questions and comments to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).

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#### **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) remotely by emailing the ANOV number to [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)