



BACP PUBLIC VEHICLE INDUSTRY NOTICE

March 20, 2025

Notice No. 25-012

Chauffeurs Must Accept, Service, and Transport Passengers with GUIDE DOGS – It's The Law

CHICAGO
**GUIDE DOGS MUST BE
ALLOWED IN ALL TAXIS
AND RIDE-HAIL VEHICLES.**
IT'S THE LAW.

TO REPORT REFUSAL, CALL 311

All public chauffeurs (anyone who drives and transports passengers in a taxi, transportation network provider/ride-hail, livery, charter bus, etc.) are required to accept passengers with **GUIDE DOGS**. Refer to 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. Disability rights are civil rights.

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