



PUBLIC VEHICLE INDUSTRY NOTICE

May 14, 2025

Notice No. 25-017

RULES OF CONDUCT FOR PUBLIC CHAUFFEURS

The City of Chicago's Department of Business Affairs and Consumer Protection (BACP) reminds public chauffeurs (taxi, livery, ride-hail drivers, etc.) to follow all applicable laws to avoid fines, penalties, and keep their chauffeur licenses in good standing. BACP maintains additional information on public chauffeur and public passenger vehicle licenses and laws at [Chicago.gov/PublicVehicles](https://chicago.gov/PublicVehicles).

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

Specifically for Chicago Taxi Chauffeurs:

- ✓ **MUST turn on the taxi meter when a passenger enters the taxi.**
 - Taxi drivers must charge passengers accepted from street hail or from cab stands 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.
 - **Failure to follow these rules is an aggravated offense subject to a fine of \$300 - \$1,000 plus license suspension or revocation.**
- ✓ **MUST accept electronic forms of payment processed through the credit/debit card processing equipment installed in the rear seat passenger area.**
 - Taxi drivers must permit passengers to pay with credit and debit cards. Taxi drivers may not demand a passenger 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).
 - **Failure to follow these rules is an aggravated offense subject to a fine of \$300 - \$1,000 plus license suspension or revocation.**

Email questions and comments to BACPPV@cityofchicago.org.