

# Ride Smart Chicago



## CHICAGO TAXIS

*The Department of Business Affairs and Consumer Protection (BACP) takes measures to ensure Chicago licensed taxis are safe for public use. BACP licenses City of Chicago taxis and taxi chauffeurs.*

### HAILING AND ENTERING A TAXI

- Secure a licensed Chicago taxi by street-hail, in a taxi stand, phone dispatch, or an app (CURB or ARRO).
- Wheelchair Accessible Vehicle Taxis may be requested through CURB ([gocurb.com/ChicagoWAV](http://gocurb.com/ChicagoWAV)).
- The taxi chauffeur should start the taxi meter at the start of the trip.

### BE AWARE OF ILLEGAL TAXICABS

- Do not enter a taxi if the taxi driver is “hustling” and approaches you outside of the taxi vehicle.
- Do not enter a taxi at Chicago airports which is not in a designated cab stand or staging area.
- A licensed Chicago taxi license plate number is between 1 and 6999 and ends with a -TX.
- Numbers on the license plate must match the numbers on the top light and outside the taxi.
- A licensed Chicago taxi chauffeur is required to display a photo ID chauffeur license in the taxi.
- The Chicago fare placard, with passenger information and rates, should be visible from the rear seat.
- Suburban operators may not pick up a passenger within the City of Chicago unless the passenger has prearranged the service.

### PASSENGER SAFETY

- Enter and exit the taxi curbside – do not enter or exit the vehicle in the street, intersections, crosswalks, bike or bus lanes, or on expressways.
- All passengers should wear seat belts in taxis, and there should not be more passengers in the taxi than available seat belts allow.
- If traveling with a young child, passengers should bring a car seat to secure the child.

### PAYING FOR TAXI FARE

- Chicago licensed taxis have a rear-seat mounted electronic payment system allowing passengers to pay their taxi fare without ever having to hand over their credit/debit card to the taxi chauffeur.
- Mobile phone payment gadgets which require a passenger to hand over their credit/debit card to the taxi chauffeur are not approved devices for accepting taxi fares.
- A technology fee of \$.50 may be charged for paying by credit/debit card.

### RESOURCES

- Report compliments, complaints, unlicensed operation, or fraudulent practices through the CHI 311 system (call 3-1-1, use the CHI311 mobile app, or visit [311.chicago.gov](http://311.chicago.gov)).
- Send questions or comments to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).