

## **STANDING ZONE, LOADING ZONE, DRIVEWAY SIGNS FREQUENTLY ASKED QUESTIONS (FAQ)**

1. Q: What are the installation and annual maintenance fees for standing zones and loading zones?  
A: The fees installation and annual maintenance fees are \$500.00 for the first 20 feet in the Central Business District and \$110.00 for areas outside of the Central Business District. For all locations, there is an additional fee of \$50.00 per foot for each additional foot. The initial installation fee also includes the first year's annual maintenance fee.
  
  2. Q: What are the boundaries of the Central Business District?  
A: The Central Business District is an area whose boundaries are from Lake Michigan at Division Street, then westbound on Division Street to LaSalle Street, then southbound on LaSalle Street to Chicago Avenue, then westbound on Chicago Avenue to Halsted Street, then southbound on Halsted Street to Roosevelt Road, then eastbound on Roosevelt Road to Lake Michigan.
  
  3. Q: How do I get a new standing zone, loading zone or driveway signs installed?  
A: As of October 31, 2020, the CDOT Department of Transportation, division of Sign Management converted to a new online sign application system for Standing, Loading Zones and Driveways Signs. Before you begin the application process, please visit your Aldermanic Office for a review of your request. If the Aldermanic Office approves your request, they will provide you with a Letter of Continued Review to upload the online application.  
Please select the Web Portal to start the online sign application process <https://ipi.cityofchicago.org/Profile> You will need your BACP account number, if applicable and service Request number on the Aldermanic letter to complete the application. If you do not know your BACP account number, a hyperlink to BACP is provided in the application process to look up your account number.
- Department of Transportation, Division of Infrastructure Management  
30 North LaSalle Street, Room 310, Chicago, IL 60602  
or electronically to: [Newloadingzones@cityofchicago.org](mailto:Newloadingzones@cityofchicago.org)
4. Q: What happens after I complete my online sign application and pay my \$ 55.00 application fee electronically?  
A: The Department of Transportation will perform a survey and assessment of the proposed new standing zone or loading. The Department of Transportation will either approve or reject the proposed new standing zone or loading zone. If rejected, the applicant will be notified of the result via email. If approved, the applicant will be notified via email to pay the initial sign fee electronically for the first year. Driveway applications do not require a \$55.00 application fee.
  
  5. Q: What happens if the Department of Transportation rejects the proposed new standing zone or loading zone?  
A: Please contact your Aldermanic Office for continued assistance.
  
  6. Q: Who is my Alderman and how do I contact my Aldermanic Office? A: Please visit the following website to find your Alderman and for a list of Aldermanic Offices:  
[https://www.cityofchicago.org/city/en/depts/mayor/provdrs/your\\_ward\\_and\\_alderman/svcs/find\\_my\\_alderman.html](https://www.cityofchicago.org/city/en/depts/mayor/provdrs/your_ward_and_alderman/svcs/find_my_alderman.html)
  
  7. Q: How does the City determine whether or not to approve a request for a new standing or loading zone?  
A: The Aldermanic Office makes the initial determination. If the Aldermanic Office approves the initial request, the Department of Transportation undertakes a survey to determine whether the location of the proposed zone would (i) interfere with or impede the flow of pedestrian or vehicular traffic, or ingress or egress from any surrounding building or property; or (ii) further public convenience or safety.
  
  8. Q: What is the difference between a standing zone, loading zone, or day care zone or driveway signage request?

A: A loading zone is for primary use by commercial vehicles that are either loading or off-loading goods. A standing zone is for the temporary standing of an unattended vehicle for a short period of time with flashers left on. A day care zone is for primary use by patrons of a licensed day care center for the expeditious picking up or dropping off of children under the age of seven. A request for driveway signs is for primary use and private passage for residential and commercial properties providing the principal means of vehicle access to a lot, garage, or home.

9. Q: Who do I contact if my signs are faded, stolen, or otherwise damaged?

A: Please enter your request online at <https://311.chicago.gov>

10. Q: Who do I contact if I want to increase or decrease the length of my standing zone or loading zone?

A: Please contact your Aldermanic Office.

11. Q: Who do I contact if I want to switch from a standing zone to a loading zone or from a loading zone to a standing zone?

A: Please contact your Aldermanic Office.

12. Q: Who do I contact if I want to remove my standing zone or loading zone?

A: Please contact your Aldermanic Office.

13. Q: When will I receive my annual fee for my standing zone or loading zone?

A: Annual fees are emailed the same month of the anniversary of the initial installation. In the case that the applicant has created an account and provided a current email address.

14. Q: I did not receive my invoice for annual fee on my standing zone, loading zone or drive signs Who do I contact?

A: You are still responsible for the annual fee even if your invoice was lost in the mail. Please contact the Department of Transportation, Division of Sign Management for assistance at 312-747-2210 or email [cdotsignmanagement@cityofchicago.org](mailto:cdotsignmanagement@cityofchicago.org).

15. Q: I paid for my standing zone or loading zone. Can I use the zone for parking or as parking for my customers?

A: Standing zones or loading zones can never be used as parking. They only provide temporary access to a space while loading or off-loading goods or while loading or off-loading of passengers.

16. Q: I paid for my standing zone or loading zone, but someone else is parking in it. What should I do?

A: Contact your local police district for enforcement. You can find your local police district from the following website: <https://operations.chicagopolice.org/FindMyDistrict>

17. Q: Where do I make my annual payments for my standing zone or loading zone?

A: Follow the instructions that are provided with your invoice. For payment center locations and hours of operation, please

18. Q: Where do I make my annual payments for my standing zone loading, zone or driveway signs?

A: You can pay your annual loading or standing zone sign fee online at <https://ipi.cityofchicago.org/Profile>. You will receive an email notice 30days prior that your annual sign fee is due. If you prefer to pay in person at one of the City's payment center locations, you must have a 'CDOT Payment Coupon'. If you need help acquiring the coupon online, please contact Department of Transportation, Division of sign Management for assistance at 312-747-2210 or email [cdotsignmanagement@cityofchicago.org](mailto:cdotsignmanagement@cityofchicago.org).

To see payment locations and hours of operations, please visit

[https://www.chicago.gov/city/en/depts/fin/supp\\_info/revenue/Payment%20Options/payment\\_center.html](https://www.chicago.gov/city/en/depts/fin/supp_info/revenue/Payment%20Options/payment_center.html)

19. Q: I have a new billing address. Who do I notify?

A: Please contact the Department of Transportation, Division of Sign Management for assistance at (312) 747-2210 or email [cdotsignmanagement@cityofchicago.org](mailto:cdotsignmanagement@cityofchicago.org)

20. Q: I am moving, but another party wants to continue to use my standing zone or loading zone. What do I need to do? A:

Please contact the Department of Transportation, Division of Sign Management for a reassignment of the account at (312) 747-2210 or email [cdotsignmanagement@cityofchicago.org](mailto:cdotsignmanagement@cityofchicago.org).

21. Q: What should I do if I am applying for a Loading Zone and want Valet Services?

A: If the applicant is seeking to have the requested Loading Zone used in conjunction with Valet Services, the Department of Business Affairs and Consumer Protection requires at least 25 feet for valet parking service to operate. A valet permit will only be issued to current Loading Zone permittees. The applicant must contact BACP to request valet parking services to operate, please visit:

[https://www.chicago.gov/city/en/depts/bacp/supp\\_info/Valet\\_Parking\\_Operator\\_Business\\_License.html](https://www.chicago.gov/city/en/depts/bacp/supp_info/Valet_Parking_Operator_Business_License.html)