

STANDING ZONE AND LOADING ZONE 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 or new loading zone installed?
A: Please complete a Standing Zone/Loading Zone Application. Once you have completed the application, 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 for the Chicago Department of Transportation. Once you have completed the application and have received a Letter of Continued Review, please visit a Department of Finance Payment Center to make a \$55.00 non-refundable application fee payment. Once the \$55.00 payment has been made, please send the application, Letter of Continued Review, and proof of \$55.00 payment to:

Department of Transportation, Division of Infrastructure Management
30 North LaSalle Street, Room 310, Chicago, IL 60602
or electronically to: Newloadingzones@cityofchicago.org
4. Q: What happens after I provide my application, Letter of Continued Review, and proof of \$55.00 payment?
A: The Department of Transportation will contact the point of contact on the application form in order to perform a survey and assessment of the proposed new standing zone or loading zone. The Department of Transportation will either approve or reject the proposed new standing zone or loading zone.
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
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?
A: In general, a loading zone is for primary use by commercial vehicles that are either loading or off-loading goods. In general, a standing zone is for the temporary standing of an unattended vehicle for a short period of time with flashers left on. In general, 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.

9. Q: Who do I contact if my signs are faded, stolen, or otherwise damaged?
A: Please enter your request online at:
https://www.cityofchicago.org/city/en/depts/311/supp_info/request_service.html
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 mailed the same month of the anniversary of the initial installation.
14. Q: I did not receive my invoice for annual fee on my standing zone or loading zone. 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.
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://home.chicagopolice.org/community/districts/>
17. Q: I paid for my standing zone, loading zone or day care zone, but others are using it. What should I do?
A: Standing zones and loading zones are for everyone's use. Anyone can use a standing zone or a loading zone even if they did not pay for the annual fees. However, a day care zone is for the 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.
18. Q: Where do I make my annual payments for my standing zone or loading zone?
A: Follow the instructions that are provided with you invoice. For payment center locations and hours of operation, please visit:
https://www.cityofchicago.org/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.
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.