



Department of Business Affairs and Consumer Protection

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Central Purpose

- Promote and ensure a fair and vibrant marketplace for both businesses and consumers
- Create a regulatory environment that promotes business growth and consumer rights in Chicago
- Advocate on behalf of businesses and consumers to facilitate interactions with other departments and assist businesses through the licensing process
- Provide the public with business and consumer education
- Protect consumers from fraudulent, unfair and deceptive practices
- Ensure public safety through licensing and regulation of the public vehicle industry
- Maintain the integrity of Chicago's marketplace by enforcing the laws governing business licensing, public way use, truck weight enforcement, weights and measures, tobacco sales to minors, taxation, consumer protection and retail operational requirements to preserve the health, safety and welfare of consumers
- Oversee and regulate franchised cable television operators in Chicago (currently Comcast, RCN, and WideOpen West) to ensure compliance with legal, financial, and technical requirements of Chicago's Cable Ordinance and cable television franchise agreements

Key Facts

The Department of Business Affairs and Consumer Protection (BACP) licenses Chicago's businesses, issues public way use permits, regulates the taxicab and public vehicle industries, oversees the City's cable franchise agreements, as well as operates the City's Municipal Television (MUTV) and Local Origination Cable Channels. BACP connects businesses with resources to enhance growth, while protecting consumers against fraud and deceptive practices by resolving consumer complaints and prosecuting unscrupulous businesses. BACP licenses nearly 100,000 businesses ranging from Fortune 500 companies to small retail stores to



taxicabs and develops educational programs to support entrepreneurs and consumers. The department provides thousands of existing and potential businesses with a wide array of services including business start up assistance, licensing, taxes, and permits.

BACP offers weekly business educational workshops in City Hall and brings workshops to Chicago's neighborhoods through the Business Works Seminar Program. In February of 2010, BACP officially launched the Small Business Solution Station located inside of the Business Assistance Center on the 8th floor of City Hall. The Small Business Solution Station provides one-on-one counseling sessions for small businesses in the areas of business planning, legal advice and accessing capital through our non-profit partners.

In 2011, the City's Small Business Lending Initiative will provide financial assistance and resources to businesses through grants to non-profit lending partners in two programs. A loan-loss guarantee program will provide a partial loan guarantee for qualifying businesses. Secondly, BACP will provide a loan pool for non-profit lenders to build capacity in Chicago's non-profit small business lending community.

BACP hosts the Chicago TechExpo, a conference and exposition created with the sole purpose of introducing and connecting small business owners to the internet, hardware, software, training and mind set to leverage digital opportunities to foster entrepreneurial activity and small business growth. The 2nd Chicago TechExpo was held on October 6, 2010.

The Department offers consumers a series of educational seminars in the neighborhoods, and continues to co-sponsor two Shredder Day events promoting identity theft awareness and prevention. At the events, individuals can bring confidential documents to be shredded free of charge. BACP also sponsors a Consumer Awareness and Education Campaign: Prepare, Prevent, Protect Against Consumer Fraud.

The Department responds to resident complaints; conducts targeted investigations and prosecutions; and conducts routine investigations of business establishments to ensure business owners are compliant with city laws. BACP investigates business licensing, taxicabs, mortgage fraud and predatory lending, home repair fraud and retail fraud including overcharging as well as gasoline, alternative natural gas and energy fraud. In addition, BACP's investigations ensure businesses are not selling tobacco or alcohol to minors.

As the Local Liquor Control Commission (LLCC), BACP approves, denies, and revokes liquor licenses in the City of Chicago. If a liquor license becomes a nuisance, the department facilitates community meetings to mediate issues between businesses and the community. If an establishment becomes a haven for guns, gangs, or drugs, the Department seeks sanctions against the irresponsible licensee. Through the prosecution and adjudication division of the department, BACP adjudicates license suspension and revocation cases.

Another key function of this department is to ensure the safety of passengers traveling in public vehicles by performing taxicab safety inspections and field investigations which include inspections of taxicabs, limousines, and horse-drawn carriages. Moreover, BACP tracks all consumer taxicab complaints and compiles a monthly list of chauffeurs that received more than three complaints in the past two-year

period. Once identified, BACP seeks progressive corrective action and to revoke the chauffeur licenses of the poor performers.

BACP acts in conjunction with the Chicago Cable Commission to oversee and regulate franchised cable television operators in Chicago (currently Comcast, RCN, and WideOpen West), to ensure compliance with legal, financial, and technical requirements of Chicago's Cable Ordinance and cable television franchise agreements. As telecommunications providers continue to overlap in their markets and services, BACP takes an increasing role in the development of municipal policy to protect consumer's rights in this complex area.

Goals

The Department of Business Affairs and Consumer Protection was established January 1, 2009 and was a recommendation of the 21st Century Commission to better manage government and streamline services to businesses and consumers. The overarching goal for the Department is to provide one-stop-shop services for businesses and to act as an ombudsman between our business customers and other city department and agencies.

To that end, we have moved the Public Way Use unit to the Business Assistance Center (BAC), incorporated Business Licensing Zoning reviews at the BAC, have staff from the Departments of Buildings and Health on-site to assist entrepreneurs, and provide one-on-one counseling services through our Small Business Solution Station.

As the City's consumer watchdog and advocate, our goal is to ensure that consumers know their rights, so they can assert their rights. BACP's goal is to identify emerging consumer fraud scams early, prosecute deceptive business practices, and inform consumers so they can make educated choices.

Both consumers and businesses need an even and competitive marketplace that will allow choices for goods and services. We must provide businesses with a level playing field and regulatory environment that is defined by predictability, simplicity, and clarity for each of the business sectors we regulate.

In the area of Cable Regulation, BACP's goal is to hold the cable companies to the Chicago Cable

Ordinance and Cable Franchise Agreement requirements that the franchisees make best efforts to utilize minority contractors for 40 percent of their contracted spending and 12 percent with WBE firms. For the most recent reporting period, the three cable operators combined expended nearly \$27 million with MBE/WBE firms.

The Department continues to enhance services provided to our consumers through the Business Assistance Center, either in person or via enhanced on-line services.

In 2011, BACP will also enhance support for business growth through the Small Business Lending Initiative. Additionally, we are adding a focus of energy efficiency and green business practices that will help small business save money and resources.

Public Vehicles in Chicago are becoming greener and more wheelchair-accessible through the City's challenge to the taxi and vehicle industry to provide vehicles that are both green and accessible. With the Department of Environment, the Green Taxi Rebate Program will provide financial incentives for the purchase of vehicles both green and accessible.

BACP strives to provide consistent and fair regulation, including efficient and even investigations and inspections. We have published investigation and inspection standards in The Business Owners Guide to Inspections, available on our website. Our goal for 2011 is to improve investigator efficiency by updating the software interface for our mobile data system to allow for added functionality and more usability.

Critical Programs/Services to Assist Residents

Business Start-Up Certificate Program

Small Business Start-Up Certificate Program allows start-up businesses to earn a certificate after attending a series of workshops offered through our weekly Business Educational Workshops.

Business Works Seminars

BACP hosts "Business Works" a free neighborhood business seminar to connect entrepreneurs with resources to help start or grow a business.

The seminar offers exhibitors from over 30 agencies that help start ups, offer workshops and networking.

Small Business Solution Station

The Small Business Solution Station is located inside the BACP Business Assistance Center in City Hall and connects business customers with free one-on-one counseling in areas of lending, start up and legal advice. The Solution Station is a partnership program with ACCION Chicago, SCORE and the Community and Economic Development Law Project to foster business growth and connect businesses with resources.

Chicago TechExpo

BACP hosts the Chicago *TechExpo*, the first technology expo in Chicago geared towards small businesses. The expo connects small businesses with opportunities to find technology solutions to grow their businesses. The Expo also provides a platform for Chicago's fast-growing technology industry to showcase their products and services. The 2nd techexpo was held on October 6th, 2010.

Consumer Awareness

BACP hosts consumer seminars and provides consumers with helpful brochures and fact sheets on the website to inform consumers on their rights, how they can avoid becoming a victim of fraud and how to become smarter consumers.

Identity Theft Prevention Awareness

The Identity Theft Prevention events are held by BACP, along with other local consumer protection agencies and promote identity theft awareness and prevention. At the events, individuals can bring confidential documents to be shredded free of charge.

Condo Buyer Awareness

BACP along with other city departments provides potential condo buyers with the disciplinary history of problem developers through an online database. In

2011, BACP will launch a new guidebook that will inform buyers on what they need to know before purchasing a condo.

Public Vehicles

BACP ensures the safety of passengers traveling in public vehicles by performing taxicab safety inspections and field investigations which include inspections of taxicabs, limousines, and horse-drawn carriages.

Community Meetings

The department facilitates community meetings to mediate quality of life issues that arise between businesses and the community. The Department may seek sanctions for establishments that create a public nuisance, or become a haven for guns, gangs, or drugs that include fines, license suspension, and license revocation. These efforts ensure the safety of the public and create a more responsible business community.

Local Origination Cable 25

Local origination Cable25 is a commercial cable television station designed to nurtures local independent producers, fostering film and television production in Chicago. Cable 25 provides up and coming producers an opportunity to produce and air their programs on television with the goal of growing Chicago’s independent television production industry and entering the nations’ third largest market.

Employees

Full Time Positions	Amount
	203

2011 Budget

Fund	Amount
Corporate Fund	\$14,296,028
Other Grant Fund	\$1,008,000
TOTAL	\$15,304,028

Significant Dates

Event	Date
Taxicab Medallion Renewal Period	January 2 – February 28, 2011
National Consumer Protection Week	March 6 – 12, 2011
Semi-Annual Business Works Seminar	March 2011
Sidewalk Café Permit Season	March – December 2011
Consumer Protection Event—Immigration and Consumer Fraud (in Spanish)	April 2011
Consumer Protection Event—Child Product Safety	May 2011
Semi-Annual Business Works Seminar	September 2011
Consumer Protection Event—Credit Repair	November 2011
Livery License Renewal	December 2011
Chicago TechExpo 2012	Fall 2012

Key Agreements

Project	Term
Public Passenger Vehicle Inspection Facility with Public Building Commission	Beginning in 2011

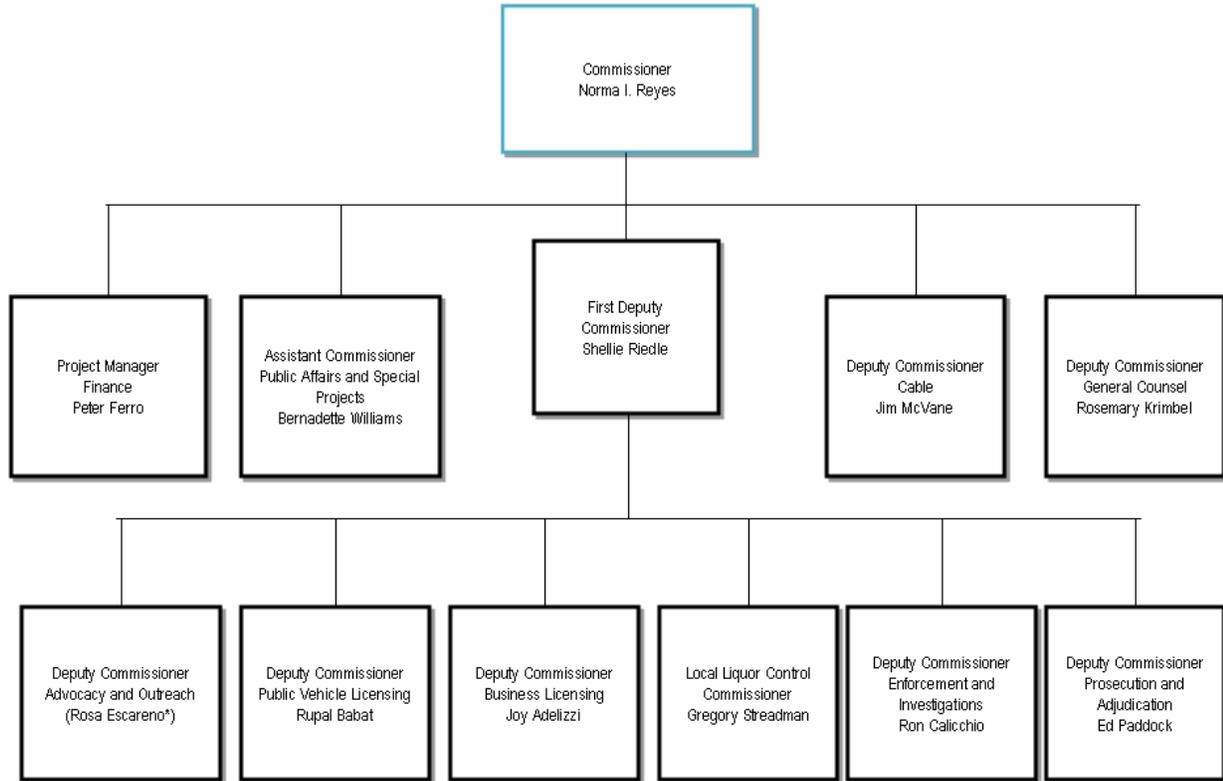
Major Contracts

Project	Term
Participate with DoIT on Keane contract for IRIS maintenance support and development	01/30/2015
Edge Systems- for Document Imaging	08/31/2011
Seaway Bank for Cashiering Services	06/30/2012
Arrow Messenger	06/30/3011
Drop Zone Portable Service	06/30/2011

Grants

FEDERAL	
Grant or Program	Term
With Chicago Department of Environment US Department of Energy Grant to fund a Green Taxi Rebate Program	2009 - 2013
STATE	
Grant or Program	Term
Illinois Liquor Control Commission "Kids Can't Buy 'Em Here Tobacco Enforcement Program."	Renewed annually
Metropolitan Pier and Exposition Authority "Airport Departure Tax Collection"	Ongoing
PRIVATE	
Cable Local Origination Grant from Chicago's Cable Operators	Annual

Organizational Chart



Facility Locations

Location	Address	Suite	Zip	Phone	Hours
Daley Center	50 W. Washington	208	60602	312-744-4006	8:00 – 5:00
City Hall— Business Assistance Center	121 N. LaSalle	800	60602	312-744-6249	8:30 – 4:30
City Hall—Local Liquor Control Commission and License Commission	121 N. LaSalle	805	60602	312-744-6060	8:30 – 4:30
Public Vehicle Licensing	2350 W. Ogden	1 st Floor	60608	312-746-4200	8:00 – 4:30
Investigations and Enforcement	2350 W. Ogden	2 nd Floor	60608	312-743-5185	8:00 – 4:30
Public Vehicle Inspection	2420 W. Pershing Road		60632	312-744-7921	8:00 – 5:00
Municipal Television	33 N. LaSalle	1600	60602	312-744-4053	8:30 – 5:00
Local Origination	Cultural Center – 78 E. Washington	1 st Floor	60602	312-744-6516	9:00 – 6:00
Television Studio	HW Library – 400 S. State Street	Room LL on 28	60605	312-747-4069	8:30 – 5:30

Unions Representing Department Employees

Unions
AFSCME
Machinists
Plumbers and Pipefitters