

# SMALL BUSINESS ★ CENTER ★



## We are committed to serving Chicago's small business owners and entrepreneurs

The **Small Business Center** (SBC) is the business licensing division of the **City of Chicago's Department of Business Affairs and Consumer Protection** (BACP) and the City's "one-stop-shop" for business licensing, public way use permitting, and connecting entrepreneurs to business resources.

Depending on your business activity, you may need a City of Chicago business license to legally operate in the City of Chicago. The SBC was designed for Business Consultants to help entrepreneurs and foster business growth. The SBC's Business Consultants help business owners navigate through government processes, troubleshoot City agency issues, facilitate City services, and connect to neighborhood resources.

## SBC Assists Entrepreneurs and Business Owners

- Apply for New Business Licenses
- Renew Business Licenses (available online)
- Apply for Public Way Use (signs, canopies, etc.) Permits & Sidewalk Café Permits
- Zoning Information
- Access City Inspections (Buildings, Health, Fire, etc.)
- Site Selector: Identifies Commercial Property Available for Lease or Sale in the City
- Business Tax Information
- Business Education Workshops
- Business Start-Up or Expansion Guidance
- Financial Resources/Incentive Programs
- Free Legal and Business Planning Advise from Accion, The Law Project, SCORE, WBDC and the IRS at the **SBC Solution Station**
- Microlending / SEED

## How to Meet with a Business Consultant?

- Walk-in at City Hall, request an appointment online, or call **74-GOBIZ**.
- The Small Business Center is located at City Hall, 121 North LaSalle Street, Room 800, Chicago, Illinois, 60602.

## How to Apply for a Business License?

- In-person application and assistance intake hours are Monday through Friday from 8:30 a.m. to 4:30 p.m.
- Schedule an appointment with a Business Consultant.
- Most business licenses may be applied for, paid and completed online: [www.CityofChicago.org/SBC](http://www.CityofChicago.org/SBC)

**BACP**  
BUSINESS AFFAIRS  
CONSUMER PROTECTION



@ChiSmallBiz



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[CityofChicago.org/SBC](http://CityofChicago.org/SBC)

**Small Business Center**

**(312) 74-GOBIZ / 744-6249**

**City Hall, 121 North LaSalle Street, Room 800, Chicago, IL 60602**

# BACP

## BUSINESS AFFAIRS CONSUMER PROTECTION

The **City of Chicago Department of Business Affairs & Consumer Protection (BACP)** ensures a fair and vibrant market place for both businesses and consumers. BACP licenses businesses and public vehicles, provides business education workshops, access to resources, enforces the Municipal Code, and protects consumers from fraud.

### CONSUMERS

**BACP protects consumers from deception and fraud.** Once BACP receives a complaint either online or from 311, a signed affidavit from the complainant must be returned to initiate an investigation. If the investigation finds a bad business in operation, enforcement will be issued. BACP promotes consumer awareness through education and information to help consumers protect themselves.

- Homeowner and Renter Fraud Information
- Potential Scams (BACP is proactively looking at segments of industries like tax preparer services, refund anticipation loans, and credit repair)
- Rules and Regulations for Immigration Assistance Providers, Filling Stations and Retailers
- Consumer Fraud
- Consumer Recalls
- Retail Shoppers and Parental Warnings
- Tobacco Regulation on Unstamped Cigarettes, Tobacco Sales to Minors, and the Sale of Single Cigarettes
- Investigate Problematic Businesses
- Educational Workshops and Expos
- File a Public Vehicle, Cable or Consumer Complaint

### PUBLIC VEHICLES

BACP oversees the licensing of **Chicago's public chauffeurs and public vehicles** including taxicabs, liveries, charter sight-seeing buses, horse drawn carriages, ambulances, water taxis and tour boats. BACP also oversees public vehicle investigations and public vehicle inspections.

- Taxicab Passenger Information
- Livery Information
- Public Vehicles
- Valet Parking Operators Information
- Public Chauffeur Information
- File a Public Vehicle Complaint
- Taxicab and Medallion Information

#### **BACP Public Vehicle Operations Facility:**

2350 West Ogden Avenue, First Floor, Chicago, Illinois 60608 Monday to Friday: 8:30 a.m. to 4:30 p.m.

#### **BACP Public Vehicle Inspection Facility:**

2420 West Pershing Road, Chicago, Illinois 60632 Monday to Friday: 8:00 a.m. to 4:00 p.m.

#### **Please be aware of the following:**

- Applicants for a NEW chauffeur license must check-in **before 11:30 a.m.**
- Chauffeur licensee walk-ins must check-in **before 2PM**
- Public Vehicle / Medallion licensee walk-ins must check-in **before 3PM**

### CABLE

BACP's **Cable Division** provides overall regulatory enforcement of cable television operators, to ensure accountability and compliance with various legal, financial, technical, and customer protection obligations mandated under federal and state statutes, municipal ordinance, and local franchise agreements. The Cable Division also oversees City-operated cable television channels 23, 25, and 49.

- Cable Complaints and Inquiries
- Cable Operator Contact Information
- Cable 25 Local Origination Programming
- City of Chicago TV Municipal Television Programming

### BUSINESSES

Through the **Small Business Center (SBC)**, the **BACP issues business licenses and regulates industries** such as retail, liquor, theaters, event venues, restaurants, tobacco, mobile food vehicles, day care centers, manufacturing facilities and motor vehicle repair shops. The SBC also issues common grants of privileges such as signs, canopies, awnings and sidewalk cafe permits.

- Business License
- Public Way Use Permits
- Connects Entrepreneurs with Neighborhood Business Resources
- FREE Business Workshops & Expos
- Small Business Solution Station
- Sidewalk Café Permits
- Info on City Ordinances



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**Department of Business Affairs and Consumer Protection**

Main Office/Small Business Center: 121 North LaSalle Street, 8th Floor, Chicago, IL 60602

Phone: 312-744-6060 Monday - Friday 8:30 a.m. - 4:30 p.m.