



City of Chicago

Business Affairs and Consumer Protection

PUBLIC VEHICLE INDUSTRY NOTICE

Visit chicago.gov/reopening for Chicago's industry specific guidelines for business reopening, including "Be Safe. Taxi and Ride Hail".

April 27, 2021

Notice No. 21-016



TAXI CHAUFFEUR AND TAXICAB MEDALLION LICENSEE REQUIREMENTS AND RESPONSIBILITIES FOR WAV TAXICABS

Taxi Chauffeurs and Taxicab Medallion Licensees must comply with the laws which regulate safe transportation of passengers who use wheelchairs in taxicabs. These requirements are in place to ensure passengers are being safety secured and transported in wheelchair accessible vehicle (WAV) taxicabs.

Additionally, Taxicab Medallion Licensees must ensure WAV taxicab drivers are trained and respond to WAV taxicab requests through the Centralized Dispatch Service for WAV taxicabs, currently CURB. Compliance includes making sure the system is on and operational and WAV taxicab drivers are accepting requests for WAV taxicab service.

Taxi Chauffeurs and Taxicab Medallion Licensees should familiarize themselves with the applicable rules regulating WAVs. Failure to comply with these requirements may result in retraining, fines, license suspension, and/or license revocation.

PUBLIC CHAUFFEUR RULES

➤ **RULE CH9.01 Wheelchair Accessible Vehicle (WAV)**

No passenger in a wheelchair shall be transported in a wheelchair accessible vehicle (WAV) unless the wheelchair is properly secured by tie-downs or other systems approved or required by the Americans with Disability Act and rules and regulations promulgated thereunder. Taxi chauffeurs have an affirmative duty to make sure that passenger using wheelchairs are properly secured in WAV taxicabs before initiating transportation.

A violation of this rule is considered an aggravated offense.

TAXICAB MEDALLION LICENSEE HOLDER RULES

➤ **RULE TX7.02 Specifications for Licensed WAV Taxicabs**

Specifications of all WAV taxicabs must be pre-approved by the Commissioner to ensure that the vehicle is in compliance with the Americans with Disabilities Act - Accessibility Guidelines for Transportation Vehicles. At a minimum, WAV taxicabs must meet the following standards:

- a. Passengers in wheelchairs must be able to safely and expeditiously enter and exit the WAV taxicab directly from the curb side of the vehicle ("curb-to-curb entry and exit service");
- b. The curb side of the WAV taxicab for entry and exit of the passenger must be on the passenger / right side of the vehicle;

- c. The WAV taxicab is equipped with securement devices to ensure that the wheelchair and passenger will be safely secured when the WAV taxicab is in motion;
- d. The WAV taxicab is equipped with passenger restraints in addition to wheelchair restraints to ensure that passengers will be safely secured when the vehicle is in motion;
- e. The WAV taxicab is capable of transporting at least one passenger using a "wheelchair" as defined in Code of Federal Regulations, title 49 section 37.3;
- f. The WAV taxicab must have an interior volume index greater than or equal to 160 cubic feet;
- g. The WAV taxicab must display stickers at least 6 inches by 6 inches in size depicting the universal logo for wheelchairs on the rear window and both side windows.
- h. A WAV taxicab that is a post-manufacture or after-market mechanical conversion/modification to a wheelchair accessible vehicle must display, in a conspicuous location, a label identifying the vendor/company responsible for performing such work, and that the vehicle meets all requirements of the Americans with Disabilities Act - Accessibility Guidelines for Transportation Vehicles.

➤ **RULE TX7.04 Requirements for Public Chauffeurs Operating WAV Taxicabs**

- a. Prior to licensing or renewing the license of a WAV taxicab, a medallion licensee must have in place a plan to train public chauffeurs in the proper operation of the WAV taxicab.
- b. Medallion licensees may send their public chauffeurs for WAV taxicab training through the City Colleges of Chicago or to the City of Chicago's selected Centralized WAV Dispatch Service.
- c. Before a public chauffeur is allowed to operate a WAV taxicab, the medallion licensee must ensure that the public chauffeur has been properly trained on:
 1. Wheelchair ramp operation;
 2. Wheelchair securement and operation of all securement devices, including seat belts and shoulder harnesses;
 3. Protocols for accepting and discharging passengers that use wheelchairs; and
 4. Ability to determine whether the above equipment is in proper working order.
- d. A course designed to train public chauffeurs to operate and drive a WAV taxicab must include the training requirements listed in above subsection (c).
- e. A medallion licensee may not permit a public chauffeur that is not trained to perform the requirements listed in the above subsection (c) to lease nor operate a WAV taxicab. If an untrained public chauffeur is found operating a WAV taxicab, the medallion licensee's license may be immediately suspended and subject to revocation.

➤ **RULE TX7.05 WAV Taxicab Dispatch General Requirements**

- a. Every medallion licensee with a licensed WAV taxicab must equip the WAV taxicab with two-way dispatch equipment which shall allow the dispatching of the vehicle by a coordinated or centralized dispatch system approved by the Commissioner for dispatch of WAV taxicabs.

- b. In addition to a GPS system, every medallion licensee with a licensed WAV taxicab must equip the WAV taxicab with dispatch equipment incorporating a satellite-based computerized navigation system which provides information to the dispatcher of the exact street location of each vehicle within a 200 foot tolerance.
- c. The dispatch equipment (including the GPS and navigation system) for the WAV taxicab must be in proper working condition and activated at all times when the WAV taxicab is in operation.
- d. Every medallion licensee with a licensed WAV taxicab shall only lease the WAV taxicab to a public chauffeur who has signed a written agreement with the medallion licensee, whereby the public chauffeur acknowledges that: (1) the public chauffeur has an affirmative duty to keep all dispatch equipment (including the navigation system) activated and audible at all times; (2) the public chauffeur has an affirmative duty to give priority to passengers requesting a WAV taxicab; and (3) the public chauffeur has an affirmative duty to respond in a timely manner to any and all requests for service assigned by the centralized or coordinated dispatch service to which the WAV taxicab belongs.
- e. Every medallion licensee with a licensed WAV taxicab shall monitor and track the performance of the public chauffeur operating its WAV taxicab to ensure that demand or need for service requested by passengers needing a WAV taxicab is met.

➤ **RULE TX7.06 Centralized Dispatch System for WAV Taxicabs**

- a. Pursuant to MCC §9-112-570, the purpose of a single City of Chicago Centralized Dispatch System for WAV Taxicabs is to provide a demand response service for passengers needing wheelchair accessible transportation. The Centralized Dispatch System for WAV Taxicabs must operate in compliance with Subtitle A of Title II of the Americans with Disabilities Act.
- b. Only a person or business licensed by the City of Chicago is eligible to manage and operate a Centralized Dispatch System for WAV Taxicabs.
- c. The City of Chicago through an open-bidding process in accordance with the MCC will award a licensed person or business the right to manage and operate a Centralized Dispatch System for WAV Taxicabs.
- d. All licensed WAV taxicabs must participate and follow the procedures as they relate to the Centralized Dispatch System for WAV Taxicabs to ensure a demand response system in compliance with Title II of the Americans with Disabilities Act.

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- ▶ Resolve your ANOV remotely instead of having an in-person hearing by emailing the ANOV# to BACP-AdministrativeHearings@CityofChicago.org
 - ▶ For questions, comments, or to join the Business Affairs and Consumer Protection-Public Vehicle Operations (BACPPV) e-mail list to receive industry notices and other news, send an email to BACPPV@cityofchicago.org.
 - ▶ Rules and Regulations governing City of Chicago licensed public vehicles and public chauffeurs are available at chicago.gov/bacp.
 - ▶ The Municipal Code of Chicago is available at www.amlegal.com.
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