



# PUBLIC VEHICLE INDUSTRY NOTICE

December 4, 2023

Notice No. 23-033

## TAXI DRIVER COMPLIANCE REMINDERS

The City of Chicago's Department of Business Affairs and Consumer Protection (BACP) ensures Chicago's public passenger vehicles are safe, reliable and provide residents and visitors positive transportation options. In its regulatory capacity of overseeing Chicago's taxi industry, BACP is concerned about the increasing number of complaints regarding taxi driver conduct.

BACP reminds taxi drivers that they must follow Chicago laws to avoid citations, fines, and keep their taxi chauffeur license in good standing. Taxi industry laws are outlined in chapters 9-104 and 9-112 of the Municipal Code of Chicago (MCC) and in applicable BACP rules. BACP maintains dedicated public chauffeur and taxi license information webpages at [Chicago.gov/PublicVehicles](https://chicago.gov/PublicVehicles).

### Taxi Driver Reminders:

- ✓ **DO** drive and operate a taxicab in a safe and lawful manner.
- ✓ **DO** use courteous, civil, and professional behavior with passengers, pedestrians, bicyclists, and other drivers.
- ✓ **DO** turn on the taxi meter when a passenger enters the taxi.
  - Passengers accepted from street hail or from cab stands pay the taxi meter fare rate.
  - Taxi drivers may not negotiate taxi fares on the street.
  - Only passengers accepted from a taxi e-hail app (CURB or ARRO) may pay the taxi fare rate quoted and accepted through the e-hail app.
- ✓ **DO** accept electronic forms of payment processed through the credit/debit card processing equipment installed in the rear seat passenger area.
  - Taxi drivers may not demand any passenger to pay with cash only.
  - Taxi drivers may not use unauthorized mobile electronic payment processing devices which are not mounted in the taxicab (square-type devices).
- ✓ **DO** accept all passengers regardless of their destination.
- ✓ **DO** accept passengers with service animals.
- ✓ **DO** remember great customer service equals great tips.
- ✓ **DO** recognize a Chicago taxi driver represents the Chicago taxicab industry.
- ✓ **DO** stay in compliance and provide excellent customer service to encourage growth and appreciation of Chicago's taxicab industry and positive experiences for Chicago residents and visitors.

Email questions and comments to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).

The City of Chicago's Department of Business Affairs and Consumer Protection (BACP) ensures Chicago's public passenger vehicles are safe, reliable and provide residents and visitors positive transportation options. BACP is committed to providing accessibility for all individuals, including people with disabilities.

#### **Public Vehicle Division Operations:**

- Schedule an appointment for service at the BACP Public Vehicle Licensing Facility at [Chicago.gov/PublicVehicles](https://chicago.gov/PublicVehicles)
- Resolve an Administrative Notice of Violation (citation) remotely by emailing the ANOV number to [BACP-AdministrativeHearings@CityofChicago.org](mailto:BACP-AdministrativeHearings@CityofChicago.org)
- Rules governing City of Chicago public vehicles and public chauffeurs are available at [Chicago.gov/PublicVehicles](https://chicago.gov/PublicVehicles)