



# PUBLIC VEHICLE INDUSTRY NOTICE

July 12, 2023

Notice No. 23-021

## PUBLIC CHAUFFEURS MUST ACCEPT PASSENGERS WITH SERVICE ANIMALS



Public chauffeurs (taxi, transportation network provider/ride-hail, livery, charter/sightseeing, etc. drivers) must accept passengers with service animals/dogs, as outlined in the Municipal Code of Chicago sections 9-104-130 and 9-115-180(m).

Report refusal of transportation service using the CHI 311 system (call 3-1-1, visit [311.chicago.gov](http://311.chicago.gov), or download the CHI 311 mobile app).

For more information, visit the [Mayor's Office of People with Disabilities Service Animals webpage](#) or the [American Disabilities Act Service Animals webpage](#).

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](http://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](http://Chicago.gov/PublicVehicles)