
CITY OF CHICAGO

RULES



PUBLIC CHAUFFEUR RULES

Promulgated and Effective: September 12, 2016

**These Public Chauffeur Rules supersede all previously
issued Public Chauffeurs Rules and Regulations.**



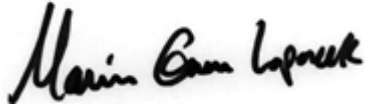
Mayor Rahm Emanuel

Commissioner Maria Guerra Lapacek

BY AUTHORITY VESTED IN THE COMMISSIONER OF THE DEPARTMENT OF BUSINESS AFFAIRS AND CONSUMER PROTECTION PURSUANT TO **CHAPTERS 2-25, 9-104, 9-112, 9-114 and 9-115**, THE FOLLOWING RULES REGARDING **PUBLIC CHAUFFEURS** ARE ADOPTED HEREIN.

These Public Chauffeur Rules supersede all previously issued Public Chauffeurs Rules and Regulations.

By Order of the Commissioner:



Signed: _____
Commissioner Maria Guerra Lapacek

Date: August 26, 2016

Published: **June 6, 2016**

Promulgated and Effective: **September 12, 2016**

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TABLE OF CONTENTS

SECTION	TITLE	PAGE
	DEFINITIONS	4
SECTION 1.	LICENSING REQUIREMENTS	5
SECTION 2.	CONVICTIONS AND COMPLAINTS	8
SECTION 3.	LICENSE RENEWALS AND LOST LICENSES	10
SECTION 4.	DUTY TO REPORT CURRENT INFORMATION	11
SECTION 5.	PUBLIC CHAUFFEUR CONDUCT	12
SECTION 6.	VEHICLES AND VEHICLE EQUIPMENT	17
SECTION 7.	TAXICAB TWO-WAY DISPATCH TECHNOLOGY	19
SECTION 8.	OPERATIONS AT AIRPORTS	20
SECTION 9.	WHEELCHAIR ACCESSIBLE VEHICLES	22
SECTION 10.	TAXI CHAUFFEUR REBATE PROGRAM	23
SECTION 11.	PENALTIES	25

PUBLIC CHAUFFEUR RULES

DEFINITIONS

The terms defined in Chapters 9-104, 9-112, 9-114 and 9-115 of the MCC shall have the same meaning in these rules.

“Authorized Personnel” means City of Chicago personnel working for any of the following departments: Department of Business Affairs and Consumer Protection, Chicago Department of Aviation, Chicago Police Department, Office of Emergency Management and Communications, or Metropolitan Pier and Exposition Authority personnel, or a designated contractor that has the authority to manage and direct operations at the Airports, McCormick Place, or Navy Pier.

“BACP” or **“Department”** means the Department of Business Affairs and Consumer Protection.

“Cab Line” or **“Cab Stand”** means a marked area in the roadway alongside and parallel to the curb established by the Department of Transportation or city ordinance for taxicabs to stand, stage, and load passengers.

“Chauffeur License Card” means a card issued by the Department of the Business Affairs and Consumer Protection representing a public chauffeur license. The card shall contain the licensee’s photo, name, license number, issuance date, and expiration date.

“MCC” means the Municipal Code of Chicago.

“Temporary License” means a public chauffeur license issued for a period not to exceed 180 days.

SECTION 1. LICENSING REQUIREMENTS

RULE CH 1.01

Licensing Training Course and Licensing Exam Approval

- a. Any private entity offering a public chauffeur license training course and licensing exam must obtain written approval from the Commissioner prior to offering such training course or administering such exam.
- b. The following information must be submitted to the Commissioner for training course and licensing exam approval:
 1. The proposed curriculum and a detailed lesson plan;
 2. The proposed examination materials and examination protocols;
 3. The names, addresses, and qualifications of the teaching staff;
 4. The location where the instruction is to take place;
 5. The fee that will be charged for the course and exam, including charges for materials;
 6. And any other information requested by the Commissioner.
- c. Any change in the information submitted to the Commissioner must be reported to BACP in writing within 72 hours of making the change. Provided, however, any change in the required information listed in subsection "b" must be submitted to and approved by the Commissioner prior to any change being implemented.

RULE CH1.02

Training Course and Written Exam Requirements

Except as provided in RULES CH1.03 and CH1.04, a new applicant for a public chauffeur license must complete a training course and pass the required written examination, as follows:

- a. A new taxi chauffeur license applicant must complete the taxi chauffeur training course and successfully pass the examination.
- b. A new restricted chauffeur license applicant must complete the restricted chauffeur training course and successfully pass the examination.
- c. Applicants are responsible for the payment of costs associated with required licensing training courses and exams. Eligible applicants may qualify for the Taxi Chauffeur Rebate Program described in Section 10 of these rules.

RULE CH1.03**Exemption to Taxi Chauffeur Training Course**

- a. A new applicant may be eligible for a taxi chauffeur license without completing the applicable training course if the applicant meets all of the following conditions at the time of exemption request:
 1. Applicant has possessed a valid driver's license for at least five (5) years, which has not at any time been suspended or revoked, excluding suspensions due to failure to comply with child support obligations, debt payment obligations, or insurance reporting obligations;
 2. Applicant previously held a City of Chicago taxi chauffeur license for a minimum of three (3) years;
 3. Applicant previously held a City of Chicago taxi chauffeur license which lapsed in good standing within the last three (3) years;
 4. Applicant passes written exam required in RULE CH1.02; and
 5. Taxi chauffeur applicant completes an approved accessibility course covering service to people with disabilities.
- b. Applicant must complete and submit an exemption request form prescribed by the Commissioner for approval.

RULE CH1.04**Exemption to Taxi Chauffeur Training Course for Experienced Restricted Chauffeurs**

- a. A new applicant for a taxi chauffeur license may be eligible for an exemption to the taxi chauffeur training course if the applicant currently possesses a restricted chauffeur license, which has been in good standing for at least two (2) years prior to the date of exemption request;
- b. Applicant passes taxi chauffeur written exam required in RULE CH1.02; and
- c. Applicant completes an approved accessibility course covering service to people with disabilities.
- d. Applicant must complete and submit an exemption form prescribed by the Commissioner;

RULE CH1.05**Background Check Requirement**

- a. New applicants for a public chauffeur license are subject to a fingerprint background check and a criminal history investigation. The fingerprint background check must be performed by a BACP-approved vendor and the results must be dated within six months of the date of application.
- d. Applicants are responsible for the payment of costs associated with fingerprint background checks and criminal history investigation. Eligible applicants may qualify for the Taxi Chauffeur Rebate Program described in Section 10 of these rules.
- b. Upon receipt of a complaint or an allegation, the Commissioner may request a public chauffeur licensee to immediately submit to a new fingerprint background check and a criminal history investigation.
- c. Failure to submit to a background check when requested shall result in the immediate suspension of the public chauffeur license.

RULE CH1.06**Driving History Review Requirement**

- a. An applicant for new or renewal public chauffeur license must submit a certified copy of their state driving record as directed by the Department.
- b. Illinois driver license holders are required to submit abstract pages of his or her Illinois driving history, labeled "Court Purposes" and "Supervision." Out of state driver license holders are required to submit equivalent abstract driving history documents.
- c. Required driving history documents must be dated within sixty (60) days of the date of application.
- d. Applicants and licensees are responsible for payment of costs associated with obtaining copies of their driving history.
- e. An applicant issued a state driver's license with restrictions related to the times of day or areas where an applicant can drive is not eligible for a public chauffeur license.
- f. An applicant, new or renewal, must complete a safe and/or defensive driving course prescribed by the Commissioner if the

applicant's state driving history records indicate that the applicant has been convicted, pled liable, found liable, or placed on supervision by any court or any administrative adjudication process for two violations of traffic regulations or laws governing the movement of vehicles, or any public chauffeur rule or regulation:

1. For new license applicants, within a 12-month period preceding the date of application; or
 2. For renewal license applicants, within a 12-month timeframe during the applicant's last license term.
- g. Acceptable safe and/or defensive driving courses:
1. Only in-person courses will be accepted. On-line courses will not be accepted to satisfy the requirement in sub-section f of this rule.
 2. A course must be a minimum of four hours of class room instruction to satisfy the requirement in sub-section f of this rule.

SECTION 2. CONVICTIONS AND COMPLAINTS

RULE CH2.01 An Applicant with Four or More Convictions within 12 months

In addition to the qualifications listed in MCC 9-104-050, at the discretion of the Commissioner and in the interest of public safety and welfare, an applicant may be denied renewal of the applicant's license if the applicant has within a 12-month time frame during the applicant's last license term acquired four (4) or more convictions, pleas of liability, and/or findings of liability for violations of any of the following: the Public Chauffeur Rules; the Municipal Code of Chicago sections concerning the operation of taxis and public passenger vehicles; rules related to the operation of taxis or public passenger vehicles, the Illinois motor vehicle code; or any other similar rules, laws, or regulations.

RULE CH2.02 Physical Examination Certification

- a. Pursuant to Chapter 9-104, the Commissioner, upon receiving a complaint, is authorized to require any licensee to be evaluated by an Illinois-licensed physician that the licensee has the capability to safely operate a public passenger vehicle.

- b. Licensee must follow the processes outlined in the issued notice for physical examination certification.
- c. Licensee must submit a physical exam certification on a form designated by the Commissioner.
- d. Licensee is responsible for the payment of costs associated with physical exams.
- e. Failure to submit to physical examination when requested shall result in the immediate suspension of the public chauffeur license.
- f. If the physician does not certify that the licensee has the capability to safely operate a public passenger vehicle, the Commissioner shall immediately suspend the licensee's public chauffeur license. The licensee must be certified by a physician to have the capability to safely operate a public passenger vehicle before reinstating his or her public chauffeur license.

RULE CH2.03 Drug Testing

- a. Pursuant to Chapter 9-104, the Commissioner, upon receiving a complaint, is authorized to require any licensee to take a test, conducted by authorities approved by the commissioner, for the presence of cannabis or other illegal drug or inebriating substance in the body.
- b. Licensee must follow the processes outlined in the issued drug test authorization form.
- c. Licensee is responsible for the payment of costs associated with drug testing.
- d. Failure to submit to drug testing when requested shall result in the immediate suspension of the public chauffeur license.
- e. If the licensee fails the drug test, the Commissioner shall immediately suspend the licensee's public chauffeur license. The licensee must take and pass a subsequent drug test before reinstating his or her public chauffeur license.

RULE CH2.04 Rehabilitative Educational Course May Be Required

- a. The Department shall post on the Department Web page a list of approved rehabilitative educational courses (safe driving, defensive driving, attitudinal, professionalism, etc.).

- b. Upon receipt of a complaint or an allegation, the Commissioner may require a licensee to enroll and complete a rehabilitative educational course.
- c. If an applicant or licensee is required to take a rehabilitative educational course by agreement, court order, or Commissioner's directive, the applicant shall have up to sixty (60) days to complete such course. The commissioner is authorized to allow extensions to complete the course if the course is not available within the first 60 days.
- d. Acceptable rehabilitative educational courses:
 1. Only in-person courses will be accepted. On-line courses will not be accepted.
 2. A course must be a minimum of four hours of classroom instruction.
- e. Failure to complete the rehabilitative educational courses as directed shall result in the immediate suspension of the public chauffeur license.

SECTION 3. LICENSE RENEWALS AND LOST LICENSES

RULE CH3.01 License Expiration and Time for Renewal

A license shall terminate at 11:59 pm Central Time on the expiration date of the license. The license expiration date shall be listed on the Department issued chauffeur license card. A licensee may renew his or her license in good standing up to sixty (60) days prior to the listed expiration date.

RULE CH3.02 Consequences of License Expiration

Any licensee who fails to renew his or her license within 12 months (one year) after the expiration in good standing (lapse) of his public chauffeur license card will be required to apply for a public chauffeur license as a new applicant.

RULE CH3.03 Surrendering a Public Chauffeur License

A licensee may surrender his or her chauffeur license card to the Department and supply any additional information requested whenever he or she takes a leave of absence of any amount of time, be it for travel, illness, other work, etc. Notwithstanding the surrender of a public chauffeur license, a public chauffeur must renew his or her pursuant to MCC Chapter 9-104 and these Rules.

RULE CH3.04**Lost Public Chauffeur License Card**

- a. Loss or theft of a public chauffeur license card shall be reported immediately to the Department and the licensee must also make a formal report with the Chicago Police Department.
- b. No duplicate public chauffeur license card will be issued to a licensee unless an affidavit detailing the circumstances surrounding the loss of the public chauffeur license card is completed and a copy of the police report are submitted to the Commissioner.
- c. The fee to issue a duplicate public chauffeur license card is \$5.00.

SECTION 4. DUTY TO REPORT CURRENT INFORMATION**RULE CH4.01****Legal Residential Address**

- a. Licensees and applicants must notify the Department of any change of legal residential address within thirty (30) days of such change, and such notice must be submitted on a form approved by the Commissioner with any requested or required supporting documentation.
- b. The legal residential address on file with the Department shall be a proper address for service of notice for any violations or any notices sent by the Department.
- c. A P.O. Box, virtual, rental or paid-for address shall not be accepted as legal residential address. Mail box services shall not be accepted as legal residential addresses.

RULE CH4.02**Name Change**

Licensees and applicants must notify the Department of any change in their name within thirty (30) days of such change, and such notice must be submitted on a form approved by the Commissioner, accompanied by a certified copy of a court order changing the name or a certified copy of a marriage certificate effecting the name change, or any other requested or required supporting documentation.

SECTION 5. PUBLIC CHAUFFEUR CONDUCT

RULE CH5.01 Discrimination is Prohibited

No chauffeur shall discriminate against a passenger or prospective passenger in violation of the Chicago Human Rights Ordinance. For more information, visit the Commission on Human Relations Web page (www.cityofchicago.org/humanrelations). The Human Rights Ordinance is Chapter 2-160 of the MCC and contains a list of protected classes.

A violation of this rule is considered an aggravated offense.

RULE CH5.02 Street Hails and Cab Stand/Cab Line Staging

Only licensed taxi chauffeurs operating licensed taxicabs may respond to requests for transportation service by passenger street hail or passengers approaching cab stands or cab lines.

Restricted chauffeurs are prohibited from picking up passengers via street hail or from cab stands.

A violation of this rule is considered an aggravated offense.

RULE CH5.03 Only Lessee Public Chauffeur to Operate Leased Vehicle

No person, other than the public chauffeur licensee that has leased the taxicab or public passenger vehicle, shall permit anyone else to operate that vehicle for hire. Allowing another public chauffeur licensee to operate the leased vehicle is not a defense to this rule.

A violation of this rule is considered an aggravated offense.

RULE CH5.04 Refusal of Service

- a. After engaged in communication, no taxi chauffeur shall refuse any person transportation to any destination.
- b. No taxi chauffeur shall ask a passenger his or her destination on the public way prior to the passenger entering the vehicle and being seated in the vehicle.

RULE CH5.05 Cab Stand and Cab Line Protocols

- a. Taxicabs entering a cab stand or cab line shall take the rear position.

- b. No taxi chauffeur shall pick up or accept a passenger alongside of, in front of, adjacent to, or on the same side of the street on the same city block where there is an established cab stand unless there are no standing taxicabs waiting in the cab stand.
- c. Picking up or attempting to pick up a passenger by means of by-passing a cab stand, cab line, or authorized staging area (anywhere in the City including the airports) is prohibited at all times.
- d. Nothing in these rules shall be construed to prohibit a passenger from indicating their preference for a particular taxicab standing or waiting in a cab stand or cab line.
- e. Taxi chauffeurs must observe and comply with posted cab stand or cab line signage. Taxi chauffeurs may not overcrowd a cab stand or cab line by exceeding the posted taxicab limit.

RULE CH5.06

Taxicab Presumed to be for Hire

- a. Taxicabs in cab stands and cab lines are presumed to be for hire for passengers approaching the cab stands or lines.
- b. Taxicabs on the street are presumed to be NOT FOR HIRE if the taxicab's top light is off and/or a "NOT FOR HIRE" sign is visibly displayed on the back of the passenger-side sun visor facing the exterior of the taxicab.

RULE CH5.07

Geographical Knowledge and Route

- a. For purposes of this section "direct route" means: the shortest legally drivable distance between two points based on mileage and road conditions.
- b. Public chauffeur licensees must take the most direct route to the passenger's destination unless specifically directed by a passenger to take an alternate route.
- c. Any public chauffeur licensee who on their own initiative deviates from the direct route must obtain verbal permission from the passenger.
- d. Public chauffeur licensees are required to know or have reference material immediately available to determine the location of and the direct route to any requested destination located within the City of Chicago.

- e. The passenger always has the option to direct the route taken and the public chauffeur must follow any route directed by the passenger.
- f. Public chauffeurs who need to consult reference material to determine the direct route to a passenger's destination may do so for a reasonable time provided that the meter is not activated during such time and the vehicle is safely pulled over.
- g. No public chauffeur may transport any passenger to any place other than the specific destination to which the passenger has requested.

RULE CH5.08

Professionalism and Vehicle Operation

All public chauffeur licensees when in possession of or operating a taxicab licensed pursuant to MCC 9-112 or public passenger vehicle licensed pursuant to MCC 9-114 must:

- a. Maintain a professional demeanor and appearance at all times.
- b. Not insult, use verbal or non-verbal profane language, or racial slurs around any person.
- c. Not assault, physically attack, or harm any person. A violation of this rule is considered an aggravated offense.
- d. Operate a taxicab or public passenger vehicle in a safe and lawful manner at all times. Conduct constituting a violation of this rule includes, but is not limited to, operating a taxicab or public passenger vehicle in such a manner as to constitute a violation of any provision of Articles 2 through 12 of the Rules of the Road of the Illinois Vehicle Code (625 ILCS 5/11-100 et seq.) or any other similar local and state laws.
- e. Not, with a passenger in the taxicab or public passenger vehicle, use a mobile telephone, computer, notepad, or any other electronic device, whether or not hands-free, while operating such taxicab or public passenger vehicle; unless, the use of the hands-free electronic device is essential to servicing passengers (i.e. GPS navigational technology or dispatching equipment) and the use of the hands-free device does not result in distracted driving.
- f. Not, while under influence of alcohol, a controlled substance, cannabis, or any similar substance, operate a taxicab or public passenger vehicle, or consume or possess any alcohol,

controlled substance, cannabis, or any similar substance. A violation of this rule is considered an aggravated offense.

RULE CH5.09 Confiscation of Public Chauffeur License

- a. Authorized Personnel may confiscate a chauffeur license card when:
 - 1. The chauffeur license or driver's license is expired, suspended, rescinded, canceled or revoked; or
 - 2. As part of an investigation, including but not limited to possible fraud or forgery of the chauffeur license card.
- b. Upon notice of any suspension or revocation of his or her public chauffeur license or state issued driver's license, the public chauffeur must tender the public chauffeur license card to the Department. The public chauffeur must immediately tender the public chauffeur license card to the Department during normal operating hours.

RULE CH5.10 Display of Public Chauffeur License

- a. A public chauffeur must conspicuously display in an approved display holder his or her public chauffeur license card when the public passenger vehicle is in operation or when there is a passenger in the public passenger vehicle.
- b. Only the public chauffeur license of the lessee driver may be on display.

RULE CH5.11 Tampering with Documentation Prohibited

No public chauffeur shall alter, forge, or in any manner tamper with any documentation, including but not limited to, licenses, license applications, airport short trip or fast lane tickets, vouchers, or taxi fare receipts.

A violation of this rule is considered an aggravated offense.

RULE CH5.12 Tampering with Electronic Devices Prohibited

No public chauffeur shall tamper with any electronic devices within the public passenger vehicle, including but not limited to security cameras, credit card machines, taximeters, passenger information monitors, driver information monitors, dispatch equipment and mobile data terminals.

A violation of this rule is considered an aggravated offense.

RULE CH5.13**Chauffeur to Keep Copy of Current Lease in Possession**

- a. Every taxi chauffeur who leases a taxicab must have a completely executed and current lease agreement in their possession whenever they are in possession of a taxicab, and they must provide the lease for examination upon demand by Authorized Personnel. Lease agreements may be in paper or electronic form. The form must be approved in advance by the Commissioner.
- b. The owner of the taxicab does not need to possess a lease agreement if that same owner is also the driver of the taxicab.

RULE CH5.14**Deceptive Act**

Public chauffeurs, when in possession of or operating a taxicab or public passenger vehicle, must not commit any deceptive act, pursuant to MCC Chapter 2-25, or act of theft against any person.

A violation of this rule is considered an aggravated offense.

RULE CH5.16**Lost and Found**

All public chauffeurs have an affirmative duty to take reasonable and diligent steps to return any lost articles recovered in a vehicle to the rightful owner. Reasonable and diligent steps may include taking and delivering lost property to a police station. If charged with a violation of this rule, a public chauffeur may present evidence in his or her defense, detailing the reasonable and diligent steps the public chauffeur took in his or her attempt to return the found item(s) to the rightful owner. Upon prior approval from the owner of the lost item, a public chauffeur may charge the applicable fare rates, for distance and time traveled, when traveling to return a lost article to the owner.

RULE CH5.17**Requests by Passengers**

Public chauffeurs must comply with reasonable requests of passengers concerning:

- a. The activation of the air conditioning system or the heating system of the vehicle;
- b. The raising or lowering of any of the vehicle's windows;
- c. The volume of any electronic device within the vehicle.

SECTION 6. VEHICLES AND VEHICLE EQUIPMENT

RULE CH6.01 Vehicle Unfit for Public Use

- a. No public chauffeur licensee shall operate a taxicab or public passenger vehicle that is unsafe or damaged in such a way as to affect the safe operation of the vehicle.

- b. No public chauffeur licensee shall solicit or accept passengers in a taxicab or public passenger vehicle unless the vehicle is in a clean condition. Minimum standards of cleanliness include, but are not limited to:
 - 1. The interior of the taxicab or public passenger vehicle (including the trunk) must be kept free from all waste paper, cans, garbage, protruding objects or any other item not intrinsic to the vehicle or to the conduct of operating the vehicle;

 - 2. The interior of the taxicab or public passenger vehicle (including the trunk) must be free from all dirt, grease, oil, adhesive resin, or any other item or substance which can be transferred onto a person, clothing or possessions of a passenger by contact; and

 - 3. The interior of the taxicab or public passenger vehicle must be kept free of any noxious or unpleasant odors.

RULE CH6.02 Taximeter

No taxi chauffeur shall operate a taxicab equipped with an inoperable taximeter or a broken Department seal.

RULE CH6.03 Taxicab Fares

- a. Taxi chauffeurs must always activate the taximeter whenever the taxicab is engaged for hire.

- b. Unless otherwise provided in the MCC, no taxi chauffeur shall demand, charge, or collect any fare which exceeds any rate established by City ordinance.

- c. All tips are at the discretion of passengers and no taxi chauffeur shall ever demand or request a tip.

- d. No taxi chauffeur shall request prepayment of the taxi fare.

RULE CH6.04**Payment of Taxicab Fares.**

- a. Taxi chauffeurs are required to accept cash and readily accepted forms of electronic payment, including major credit and debit cards, for cab fare payment processed on equipment approved by the Department.
- b. A credit card must be accepted as follows:
 1. No minimum charge may be imposed for the use of an electronic form of cab fare payment;
 2. Service may not be refused to any person desiring to use an electronic form of payment described in section (a) of this rule; and
 3. Electronic payments may only be processed on the Department-approved, rear-mounted credit card processing equipment. If the credit card processing equipment is not operational, the taxi fare payment must be called into the applicable affiliation or contracted electronic payment processing company for processing. A taxi chauffeur processing electronic taxicab fare on unauthorized equipment is subject to license suspension or revocation and may be required to refund the taxicab fare processed on unauthorized equipment.
- c. Public chauffeur licensees shall safeguard all financial information and must not store, keep, or personally retain any passenger's personal and financial information.

RULE CH6.05**Credit Card Processing Convenience Fee**

The convenience fee or technology fee referenced in MCC 9-112-600 (b-1) for non-cash payment of taxicab fares, may only be collected via the credit card processing equipment installed in the rear seat. The convenience fee must be pre-programmed into the electronic transaction process. A taxi chauffeur may not add the convenience fee manually as a meter extra nor request the payment of the convenience fee for unauthorized non-cash payment processing.

RULE CH6.06**Receipts**

Public chauffeurs must offer the passenger a receipt, unless declined by the passenger. The receipt may be sent to a passenger electronically if requested by the passenger and the capability exists to do so.

RULE CH6.07

Required Signage Inside and Outside Taxicabs

- a. Taxi chauffeurs shall exercise due diligence ensuring that mandated signage, decals, and bumper stickers are affixed inside and outside the taxicab as required when driving the taxicab with passengers.
- b. If a taxi chauffeur is charged with a violation of this rule for failing to operate a taxicab with Department required signage, the taxi chauffeur may present a defense to the charge by establishing that the violation was corrected within two business days.

RULE CH6.08

Required Vehicle Lights Must be Operational

- a. Public chauffeur licensees shall exercise due diligence ensuring that mandated vehicle lights (top light, headlights, taillights, brake lights, etc.) are operational and lit as required while driving the taxicab or public passenger vehicle.
- b. If a public chauffeur licensee is charged with a violation of this rule for failing to operate a taxicab or public passenger vehicle with required operational vehicle lights, the licensee may present a defense to the charge by establishing that the violation was corrected within two business days.

SECTION 7. TAXICAB TWO-WAY DISPATCH TECHNOLOGY

RULE CH7.01

Two-Way Dispatch Equipment and E-Hail Dispatch Apps

Taxi licensees and taxi chauffeurs are required to participate in E-Hail Dispatch Apps approved by the City of Chicago Consolidated Taxicab Dispatch (E-Hail) Program pursuant to MCC §9-112-565.

The Department shall publish and post compliance requirements for taxi chauffeurs to follow, participate, and support the City of Chicago Consolidated Taxicab Dispatch (E-Hail) Program at the Department Web page.

SECTION 8. OPERATIONS AT AIRPORTS

RULE CH8.01

Airport Protocols

- a. All public chauffeurs operating at O'Hare International Airport or Midway International Airport must follow instructions from designated Authorized Personnel or applicable protocols or be subject to enforcement which may include, but is not limited to, citations, arrest, vehicle tow, or vehicle impoundment.
- b. Public chauffeurs and their vehicles must be in compliance with all applicable city, state, and federal laws at all times while operating at airports.
- c. All public chauffeurs shall collect and remit applicable taxes and fees as required by city, state, and federal laws.
- d. At either airport, a public chauffeur may not approach prospective riders or passengers to solicit rides. Solicitation includes, but is not limited to, approaching a prospective passenger inside or outside airport terminals, or use of verbal language or written materials disseminated to prospective passengers in order to induce passengers to request rides.

RULE CH8.02

Airport "Short Trip"

"Short Trip" means a passenger's destination is within the following boundaries or suburbs for a trip originating at the specified airport:

Taxi Trips from O'Hare International Airport

1. The boundaries within the City of Chicago are as follows:
 - a. On the South: Irving Park Road;
 - b. On the East: Nagle St. /Narragansett St.;
 - c. On the North: Howard St.;
 - d. On the West: the City Limits.
2. The following suburbs are within the O'Hare International Airport Short Trip boundaries:
 - a. Bensenville
 - b. Des Plaines
 - c. Elk Grove Village
 - d. Franklin Park
 - e. Harwood Heights
 - f. Niles
 - g. Norridge

- h. Park Ridge
- i. Schiller Park
- j. Rosemont

Taxi Trips from Midway International Airport

- 1. On the South: 103rd Street;
- 2. On the East: Loomis Street;
- 3. On the North: Cermak Road;
- 4. On the West: Harlem Avenue.

RULE CH8.03

Airport Short Trip Protocols

- a. Upon learning that the passenger's destination falls within the Short Trip area, taxi chauffeurs may request Short Trip verification from the Authorized Personnel. The request shall be made in the presence of the passenger requesting service.
- b. The Authorized Personnel verifying the Short Trip shall enter the taxicab number, time stamp and initial the reverse side of the taxi chauffeur's receipt. The taxi chauffeur is issued a Short Trip ticket or voucher that allows the taxi chauffeur to enter the Short Trip or fast lane at the respective airport. The Authorized Personnel shall have final authority to make decisions pertaining to the Short Trip.
- c. The following maximum minutes will be allowed per Short Trip:
 - 1. Between the hours of 6:30 a.m. and 8:30 p.m., 60 minutes is the allowed maximum time frame for a taxi chauffeur to return to the airport after the trip was initiated.
 - 2. Between the hours of 8:31 p.m. and 6:29 a.m., 45 minutes is the allowed maximum time frame for a taxi chauffeur to return to the airport after the trip was initiated.
- d. Taxi chauffeur's Short Trip responsibilities:
 - 1. A taxi chauffeur returning from a Short Trip shall enter the designated Short Trip lane in the staging area provided his receipt shows no more than the time specified Rule CH8.03(c) has elapsed since the Short Trip commenced.
 - 2. Upon taking his place in the Short Trip lane, the taxi chauffeur shall exit the cab and go to the Staging Area

Attendant's booth and present his valid receipt to the Staging Area Attendant for approval.

3. The taxi chauffeur shall wait for the Staging Area Attendant's approval before proceeding to the directed taxicab chute area.
 4. Upon entering the taxicab chute area, the taxi chauffeur shall take the rearmost position in the chute area lane. The taxi chauffeur shall give the Staging Area Attendant his receipt and Short Trip ticket.
 5. The taxi chauffeur shall proceed to the chute and follow normal airport taxicab lane procedures for entering terminals.
- e. Any incentive program that disburses short trip or fast lane access vouchers to taxi chauffeurs, unrelated to the transportation of short trip fares, must be approved by the Department before implementation.

RULE CH8.04 Airport Taxi Shared Ride

As referenced in MCC 9-112-560 (f), airport taxi "Shared Rides" are flat taxi shared rides that allow two or more independent travelers to choose to share a taxi from a designated airport cab stand for a flat rate per person. Authorized Personnel have complete authority to make final decisions pertaining to the loading of Shared Ride passengers at the airports. Taxi chauffeurs must follow the instructions of Authorized Personnel at all times.

SECTION 9. WHEELCHAIR ACCESSIBLE VEHICLES

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.

RULE CH9.02 Specialized WAV Training

All taxi chauffeurs must complete and pass the BACP-approved Accessibility Course on servicing passengers with disabilities before leasing or operating a WAV for the first time.

SECTION 10. TAXI CHAUFFEUR REBATE PROGRAM

RULE CH10.01 Pursuant to MCC 9-104-100, taxi chauffeur license applicants and taxi chauffeur licensees may be eligible for the following rebates:

- a. Taxi chauffeur license applicants may be eligible for a one-time reimbursement of authorized taxi chauffeur training course tuition in excess of \$50.00 associated with the issuance of a taxi chauffeur license, if that course has been approved by BACP.
- b. Taxi chauffeur license applicants may be eligible for a one-time reimbursement of up to \$50.00 of the total cost of the required fingerprinting background check associated with the issuance of a taxi chauffeur license.

RULE CH10.02 Authorized Taxi Chauffeur Training Course Associated with Rebate Program

Only tuition costs incurred through Department-approved taxi chauffeur training courses offered by the City Colleges of Chicago or a not-for-profit institution accredited by the State of Illinois Board of Education qualify for the taxi chauffeur tuition rebate.

RULE CH10.03 Minimum Eligibility Requirements for All Rebate Program Applicants

- a. Applicant must be an actual City of Chicago resident, living physically within the geographical boundaries of the City of Chicago at the time of application and issuance of rebate funds;

Verification of applicant’s legal residential address within the City of Chicago may be established by one of the following documents:

- 1. two most recent cancelled monthly rent checks;
- 2. two most recent monthly mortgage statements;
- 3. two most recent monthly utility bills;
- 4. two most recent post-secondary educational loan statements; or
- 5. current Illinois voter registration card.

- b. Applicant must possess a valid Illinois driver's license in good standing;
- c. Applicant must have zero convictions for moving violations on his or her state driving history record for at least one year preceding application;
- d. Applicant must have no record of a prior DUI conviction;
- e. Applicant must have no record of a criminal conviction within the immediately preceding two-year period; and
- f. Applicant must not have a domestic order of protection entered against him or her within the two-year period immediately preceding application.

RULE CH10.04 Additional Eligibility Requirements for the Tuition and Fingerprinting and Background Check Rebate Program for New Taxi Chauffeur Licensee Applicants

- a. Applicant must possess a valid Illinois driver's license in good standing for two consecutive years preceding date of application for rebate program funds;
- b. Applicant must meet all requirements for a taxi chauffeur license and must receive a Department-issued taxi chauffeur license; and
- c. At time of application for the rebate program funds, applicant must present a current, executed taxicab lease agreement.

RULE CH10.06 Applying for Rebate Funds

- a. Eligible taxi chauffeur license applicants may apply for the reimbursement of taxi chauffeur training course tuition in excess of \$50.00 associated with the issuance of a taxi chauffeur license on forms prescribed by the Commissioner. The applicant must submit all documentation requested on the forms. The applicant must apply for the rebate within 60 days of being issued the taxi chauffeur license.
- b. Eligible taxi chauffeur license applicants may apply for reimbursement of up to \$50.00 of the total cost of the fingerprinting and background check associated with the issuance of a taxi chauffeur license on forms prescribed by the Commissioner. The applicant must submit documentation

requested on the forms. The applicant must apply for the rebate within 60 days of being issued a taxi chauffeur license.

RULE CH10.07 Submission of Fraudulent Documents, Forms, or Statements

Any person who submits fraudulent documents, forms, or statements with the intent to receive rebate program funds will be denied a license, new or renewal, and will be required to reimburse the City funds received based on fraudulent representations.

A violation of this rule is considered an aggravated offense.

SECTION 11. PENALTIES

RULE CH11.01 Definitions

For the purpose of this section:

- a. “Repeated Offense” means a second or subsequent conviction, plea of liability, or finding of liability of any Department rule or regulation within a twelve (12) month period;
- b. “Aggravated Offense” means (i) an intentional, knowing or reckless violation; (ii) an offense demonstrating reckless disregard for the public safety; or (iii) a violation of any of the following: RULE CH5.01; RULE CH5.02; RULE CH5.03, RULE CH5.08(c); RULE CH5.08(f); RULE CH5.11; RULE CH5.12; RULE CH5.14; RULE CH9.01; and RULE CH10.7.

RULE CH11.02 Penalties

Except as otherwise specified in any particular rule or ordinance, any violation of these rules may be subject to the following penalties:

- a. Non-Aggravated First Offense: \$50 to \$100 fine for each offense.
- b. Repeated or Aggravated Offense: \$50 to \$400 fine for each offense, license suspension up to sixty (60) days, revocation of license, drug test, physical exam, and/or public chauffeur training courses.

RULE CH11.03 Monetary Restitution.

Monetary restitution may be sought for any violation in which the fare is in dispute.