

City of Chicago
Department of Business Affairs and Consumer Protection
Public Vehicle Operations Division

PUBLIC CHAUFFEURS
RULES AND REGULATIONS

Effective May 1, 2008
Amended December 3, 2012



City of Chicago
Mayor Rahm Emanuel

Department of Business Affairs and Consumer Protection
Rosemary Krimbel, Commissioner

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

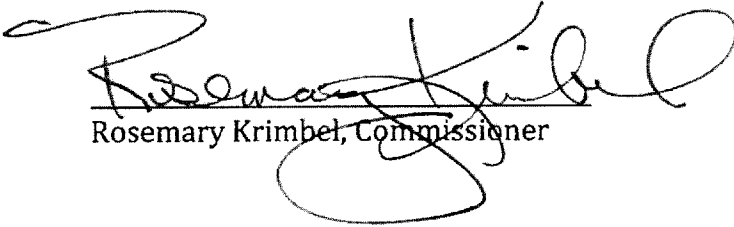
**PUBLIC CHAUFFEURS
RULES AND REGULATIONS**

AUTHORITY AND USAGES

WHEREAS, pursuant to the authority granted in Chapters 2-25, 9-112 and 9-114 of the Municipal Code of Chicago, the Commissioner of the Department of Business Affairs and Consumer Protection is authorized to issue and amend rules and regulations prescribed in Chapters 9-112, 9-114 and 9-104 of the Municipal Code of Chicago; therefore

I, ROSEMARY KRIMBEL, Commissioner of Business Affairs and Consumer Protection of the City of Chicago, issue the following rules and regulations.

By Order of the Commissioner:

A handwritten signature in black ink, appearing to read "Rosemary Krimbel", written over a horizontal line. The signature is fluid and cursive.

Rosemary Krimbel, Commissioner

December 3, 2012

PUBLIC CHAUFFEURS RULES AND REGULATIONS

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PUBLIC CHAUFFEURS RULES AND REGULATIONS

DEFINITIONS

As used in these rules and regulations, the following terms are defined below. The use of the masculine gender includes the feminine gender, the singular includes the plural and the plural includes the singular.

“Authorized Personnel” means designated staff from the Department of Business Affairs and Consumer Protection, the Chicago Police Department, or any other department or entity that serves the interest of upholding the rules herein.

“Cab Line” or **“Cab Stand”** means a fixed area in the roadway alongside and parallel to the curb set aside by city ordinance for taxicabs to stand or wait for passengers, which stands are designated by metal signs or posts limiting the number of cabs that may stand in that area and bearing stand identification numbers.

“Chauffeur” means a Chauffeur as defined in Chapter 9-112 MCC.

“Commissioner” means the Commissioner of the Department of Business Affairs and Consumer Protections or the Commissioner’s designee.

“Department” means the Department of Business Affairs and Consumer Protection, which term includes the Department’s employees.

“Diving” means picking up or attempting to pick up passengers by means of by-passing a Cab Line or authorized airport staging area.

“Driver Training Course” means a course conducted by a commercial driver training school licensed by the Illinois Secretary of State and consisting of a minimum of two hours of instruction where the applicant is operating a motor vehicle in the presence of a driver training instructor licensed by the Illinois Secretary of State.

“Eight Hour Safe Driving Class” means a course of study approved by the Commissioner consisting of eight hours of classroom instruction on defensive driving.

“Four Hour Safe Driving Class” means a course of study approved by the Commissioner consisting of four hours of classroom instruction on defensive driving.

“Jitney Service” means unscheduled service along a prescribed route or within specified zones authorized by the Commissioner, providing service to passengers only at a flat fare for each passenger.

“MPEA” means the Metropolitan Pier and Exposition Authority.

“MCC” means the Municipal Code of the City of Chicago.

“Neighborhood Cab” means a taxi issued pursuant to Section 9-112-380 MCC, operated by Chauffeurs for the purposes of providing service to Underserved Areas.

“Public Chauffeur License” means authorization to drive a Public Passenger Vehicle.

“Public Chauffeur Continuing Education Course” means a course of study approved by the Commissioner consisting of a minimum of 6 hours of instruction on renewing principles and best practices of customer service as well as updating rules and regulations that govern the Chauffeur.

“Public Chauffeur Training Course” means a course of study approved by the Commissioner consisting of a minimum of 68 hours and a maximum of 102 hours of instruction on operating as a Chauffeur.

“Public Passenger Vehicle” means a Public Passenger Vehicle as defined in Chapter 9-112 MCC.

“Restricted Public Chauffeur License” means authorization to drive a Public Passenger Vehicle that is not a taxicab.

“Restricted Public Chauffeur Training Course” means a course of study approved by the Commissioner consisting of a minimum of 6.5 hours and a maximum of 13 hours of instruction on operating as a restricted public chauffeur.

“Shared Ride” means a shared cab trip of a minimum of two (2) passengers and maximum of four (4) passengers with destination(s) within specified boundaries that originates from specified locations, for a designated fee.

“Short Trip” means a passenger’s destination is within the following boundaries for a trip originating at the specified airport:

O’Hare 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 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

Midway Airport

- a. On the South: 103rd Street;
- b. On the East: Loomis Street;
- c. On the North: Cermak Road;
- d. On the West: Harlem Avenue.

“Staging Area Attendant” means Aviation, Department, or other Authorized Personnel monitoring ground transportation at Midway and O’Hare Airports.

“Starter” means Aviation, Department, or Authorized Personnel located at specific Cab Stands located at major transportation and tourist centers.

“TAP” means the Chicago Taxi Access Program. TAP is administered by Pace and the Department. Under TAP, eligible persons with disabilities receive vouchers towards one-way taxicab fares for trips within the City of Chicago. All Chauffeurs must be certified and participate in TAP.

“Two-Way Radio Dispatch System” means Two-Way Radio Dispatch System as defined in Chapter 9-112 MCC.

“Underserved Areas” means all areas within the corporate limits of the city of Chicago which are located either north of Devon Avenue; west of Ashland Avenue between Devon Avenue and Grand Avenue; west of Halsted Street between Grand Avenue and Roosevelt Road; or south of Roosevelt Road. However, O’Hare Airport and Midway Airport are **not** designated as Underserved Areas; and the Grand Ballroom of Navy Pier and Lakeside Center’s Gate 30 of McCormick Place **are** designated as Underserved Areas. Also, on Sundays, all of McCormick Place, including the hotel, is designated an Underserved Area. Each pickup of a passenger participating in the Chicago Taxi Access Program (TAP) pursuant to a telephonic or prearranged request for service shall be deemed to have occurred in an Underserved Area.

SECTION I. REQUIREMENTS FOR NEW PUBLIC CHAUFFEURS

RULE CH1.01 General Qualifications.

All new applicants for a Public Chauffeur License or a Restricted Public Chauffeur License must meet the requirements in Chapter 9-104 MCC.

RULE CH1.02 Indebtedness to City and Child Support Delinquencies.

All new applicants for a Public Chauffeur License or a Restricted Public Chauffeur License must submit an affidavit as required by Section 4-4-150 MCC. Applicants also must not be delinquent in child support payments as required by Section 4-4-152 MCC.

RULE CH1.03 Public Chauffeur Training Course.

All new applicants must complete the approved Public Chauffeur Training Course offered at the City Colleges of Chicago Olive-Harvey College and/or other designated City Colleges of Chicago college.

RULE CH1.04 Exemption to Public Chauffeur Training Course.

A new applicant may receive a Public Chauffeur License without completing the Public Chauffeur Training Course enumerated in Rule 1.03 if he meets all of the following conditions:

- a. 27 years of age;
- b. Possess a valid driver's license issued by the state of Illinois or any other state for at least 10 years prior to application, which has not at any time been suspended or revoked;
- c. Pass the written exam outlined in Rule 1.05;
- d. And can show proof that he was previously in possession of a City of Chicago Public Chauffeur License in good standing with a lapse in license renewal of less than two (2) years prior to application.
- e. Within sixty (60) days of chauffeur license issuance, the driver must successfully complete the Taxi Access Program training course offered at City Colleges of Chicago Olive-

Harvey College and/or other designated City Colleges of Chicago college.

All applicants requesting an exemption to Rule 1.03 must fulfill all additional requirements as enumerated in Chapter 9-104 MCC and in these Rules and Regulations.

RULE CH1.05 Written Examination—Public Chauffeur License.

A new applicant for a Public Chauffeur License must pass a written examination as prescribed by the Commissioner. Effective December 3, 2012, the public chauffeur license written examination will be administered by the City Colleges of Chicago Olive-Harvey College and/or other designated City Colleges of Chicago college.

RULE CH1.06 *RESERVED*

RULE CH1.07 Safe Driving School Requirement.

- a. A new applicant for a Public Chauffeur License or a Restricted Public Chauffeur License who has not possessed a valid Illinois State driver's license, or a valid driver's license of another state, district or territory of the United States, for at least three years prior to the application for a Public Chauffeur License or Restricted Public Chauffeur License, must complete a Driver Training Course before being issued such license.

- b. A new applicant whose driving record indicates that he has been convicted or placed on supervision by a court and/or an administrative adjudication process for any offense involving traffic regulations governing the movement of vehicles during the past twelve months shall complete a Four Hour Safe Driving Class before being issued a temporary or permanent license. The completion of a safe driving course, consisting of four hours or more instruction, which was required of the driver by a court or administrative process pursuant to the disposition of the traffic offense involved shall satisfy the requirement in this paragraph.

- c. A new applicant whose driving record indicates that he has been convicted or placed on supervision by a court and/or an administrative adjudication process for more than one offense involving traffic regulations governing the

movement of vehicles during the past twelve months shall complete the following before being issued a temporary or permanent license:

1. An Eight Hour Safe Driving Class; and
 2. A Driver Training Course.
- d. A new applicant whose driving record indicates that he has been convicted or placed on supervision by a court and/or an administrative adjudication process for more than two offenses involving traffic regulations governing the movement of vehicles during the past twelve months will not be issued a license.
- e. No on-line classes or courses will be accepted in place of any of the above requirements unless approved by the Commissioner.

RULE CH1.08 Physical Examination Requirement.

All new applicants for a Public Chauffeur License or a Restricted Public Chauffeur License shall submit, on a form designated by the Commissioner, certification by an Illinois-licensed physician that he has conducted a physical exam of the applicant within the past four months and has found the applicant capable of operating a Public Passenger Vehicle safely. Applicants holding an Illinois commercial driver's license are exempt from this requirement.

RULE CH1.09 Drug Test Requirement.

All new applicants for a Public Chauffeur License or Restricted Public Chauffeur License shall take a chemical detection test, conducted by authorities approved by the Commissioner, to ascertain whether the applicant is using a controlled substance, as defined by 720 ILCS 570/201 et seq., or cannabis, as defined by 720 ILCS 550/3. Only those applicants testing negative for the presence of a controlled substance or cannabis shall be eligible for a license.

RULE CH1.10 Vision Examination.

All new applicants must pass a vision examination by meeting a minimum of 20/40 visual acuity in each eye with or without glasses or contact lenses.

RULE CH1.11 *Disabilities.*

If a new applicant has a physical or mental disability or does not meet the application criteria listed in 9-104-030(2)(d), he must submit a statement from a state of Illinois licensed physician indicating the applicant's physical or mental condition does not substantially impair his ability to operate a Public Passenger Vehicle.

RULE CH1.12 *RESERVED*

RULE CH1.13 *Fingerprints.*

A fingerprint check will be made to ascertain criminal history, if any. If the applicant has been convicted of, or is currently under investigation for, a forcible felony or of any other offense that by statute or ordinance would preclude the issuance of a license, and less than five (5) years have elapsed from time of discharge from any sentence imposed therefrom, no license will be issued.

RULE CH1.14 *False Statements.*

Material omission or misstatement of fact will result in denial of license or, if discovered after a license has been issued, in revocation of license. Any person who violates this rule shall be banned from applying or receiving a license.

RULE CH1.15 *License Application Fee.*

All new applicants shall pay a non-refundable license application fee as set by city ordinance.

**SECTION II. REQUIREMENTS FOR NEW RESTRICTED
PUBLICCHAUFFEURS**

RULE CH2.01 *Restricted Public Chauffeur Licenses.*

Per the discretion of the Commissioner, Restricted Public Chauffeur Licenses may be issued to applicants who are employed by or who lease vehicles other than taxicabs from Public Passenger Vehicle license holders. New applicants for a Restricted Public Chauffeur License must satisfy all the requirements for a Public Chauffeur License except:

- a. New applicants for a Restricted Public Chauffeur License will complete a different training course; and
- b. New applicants for a Restricted Public Chauffeur License will be given a different written exam.

RULE CH2.02 Restricted Public Chauffeur Training Course.

A new applicant for a Restricted Public Chauffeur License must complete the approved Restricted Public Chauffeur Training Course offered at the City Colleges of Chicago Olive-Harvey College and/or other designated City Colleges of Chicago college.

RULE CH2.03 *RESERVED*

RULE CH2.04 Written Examination—Restricted Public Chauffeur License.

A new applicant for a Restricted Public Chauffeur License must pass a written examination as prescribed by the Commissioner. Effective December 3, 2012, the restricted public chauffeur license written examination will be administered by City Colleges of Chicago Olive-Harvey College and/or other designated City Colleges of Chicago college.

SECTION III. RENEWALS OF LICENSE

RULE CH3.01 License Expiration and Time for Renewal.

Chauffeur licenses shall terminate on the date listed as the expiration date on the chauffeur’s license card. Chauffeurs may renew their license up to forty-five (45) days prior to the listed expiration date. Operation of a Public Passenger Vehicle with an expired Public Chauffeur License or expired Restricted Public Chauffeur License is an Aggravated Offense under these rules.

RULE CH3.02 Review of Criminal Record.

At the time of renewal, a review of the Chauffeur’s criminal history will be made. If requested by the Department, an applicant for renewal may be re-fingerprinted. If the applicant has been arrested or convicted of any criminal offense that by statute or ordinance would preclude the issuance of a license, and less than five (5) years have elapsed from the time of discharge from any sentence imposed therefor, a license may not be renewed.

RULE CH3.03 False Statements.

Material omission or misstatement of fact will result in denial of license renewal or, if discovered after a license has been renewed, in revocation of license. Any person who violates this rule shall be banned from applying or receiving a license.

RULE CH3.04 Review of Driving Record.

At the time of renewal, the Commissioner may obtain the Chauffeur's driving record. If for renewal has had his driver's license revoked or if his driver's license is currently suspended his Chauffeur's license will not be renewed until his state issued driver's license is in good standing and all other requirements for renewal have been satisfied.

RULE CH3.05 Chauffeurs with Three or More Complaints and / or Citations within 12 months.

At the discretion of the Commissioner, an applicant maybe denied renewal of the applicant's Chauffeur license if the applicant has within the twelve months preceding his renewal application date received three (3) or more complaints and / or citations of abusive behavior and / or unsafe driving which demonstrate the applicant's inability to comply with these Rules, the Municipal Code of Chicago, and the Taxicab Medallion License Holders Rules and Regulations.

RULE CH3.06 Safe Driving School Requirement—Renewal of License.

- a. Every applicant for renewal whose driving record indicates that he has been convicted or placed on supervision by a court and/or an administrative adjudication process for any offense involving traffic regulations governing the movement of vehicles during the past twelve months shall complete a Four Hour Safe Driving Class before having his license renewed. The completion of a safe driving course, consisting of four hours or more instruction, which was required of the driver by a court or administrative process pursuant to the disposition of the traffic offense involved shall satisfy the requirement contained in this paragraph.

- b. Every applicant for renewal whose driving record indicates that he has been convicted or placed on supervision by a court and/or an administrative adjudication process for more than one offense involving traffic regulations

governing the movement of vehicles during the last twelve months shall complete the following before being issued a renewed license:

1. An Eight Hour Safe Driving Class; and
 2. A Driver Training Course.
- c. In the event that a renewal applicant, through no fault of his own, may not be able to complete the required Safe Driving Class and/or Driver Training Course prior to renewal, the Commissioner may in his discretion authorize the issuance of a temporary permit to a renewal applicant for a time period reasonably necessary to successfully complete the required Safe Driving Class and/or Driver Training Course.
- d. No on-line classes or courses will be accepted in place of any of the above requirements.

RULE CH3.07 Physical Examination Requirement—Renewal of License.

- a. Every applicant for renewal of a Public Chauffeur License or Restricted Public Chauffeur License shall submit, on a form designated by the Commissioner, certification by an Illinois-licensed physician that he has conducted a physical exam of the applicant within the past four months and has found the applicant capable of operating a Public Passenger Vehicle safely. Applicants holding an Illinois commercial driver's license are exempt from this requirement.
- b. Any licensee who has been found liable of any violation under these rules, Chapter 9-104 MCC, or Chapter 9-112 MCC may be required by the Commissioner to submit the above-described certification upon demand.

RULE CH3.08 Drug Test Requirement—Renewal of License.

- a. Every applicant for renewal of a Public Chauffeur License or Restricted Public Chauffeur License shall take an appropriate chemical detection test, conducted by authorities approved by the Commissioner, to ascertain whether the applicant is using a controlled substance, as defined by 720 ILCS 570/201 et seq., or cannabis, as defined by 720 ILCS 550/3. Only those applicants testing negative for the presence of a controlled substance or cannabis shall be eligible for renewal of their license.

- b. Any licensee who has been found liable of any violation under these rules, Chapter 9-104 MCC, or Chapter 9-112 MCC or has been alleged to have used a controlled substance may be required by the Commissioner to take the above-described drug test upon demand.

RULE CH3.09 Vision Examination—Renewal of License.

- a. All applicants for renewal must pass a vision examination by meeting a minimum of 20/40 visual acuity in each eye.
- b. Any licensee who has been found liable of any violation under these rules, Chapter 9-104 MCC, or Chapter 9-112 MCC, or due to complaints about driving, may be required by the Commissioner to submit the above-described examination upon demand.

RULE CH3.10 Continuing Education Requirement—Renewal of License.

- a. No Chauffeur shall have his Public Chauffeur License renewed until such time as the Chauffeur presents proof that he has successfully completed, within the twenty four-month period immediately prior to his application for renewal, a Public Chauffeur Continuing Education Course.
- b. Any Chauffeur seeking renewal of his Public Chauffeur License, who fails to meet the Public Chauffeur Continuing Education Course requirement in paragraph (a) above, may renew his license on a temporary basis for up to thirty (30) days, and shall be required to meet the Public Chauffeur Continuing Education Course requirement within that 30-day period.
- c. Any Chauffeur without a violation on his record for a period of not less than five (5) years before his renewal date is exempt from the Continuing Education Requirement.

RULE CH3.11 *RESERVED*

RULE CH3.12 Effect of Late Application for Renewal.

- a. An applicant may apply to renew his Public Chauffeur License or Restricted Public Chauffeur License within 180 days after the expiration date of the chauffeur license.

- b. Any Chauffeur who fails to renew his Public Chauffeur License or Restricted Public Chauffeur License within 180 days from the expiration date of his permanent issued chauffeur license shall be deemed a new applicant and have to satisfy all new applicant requirements.

RULE CH3.13 License Renewal Fee.

Applicants shall pay a non-refundable license renewal fee as set by city ordinance.

RULE CH3.14 Failure to Satisfy Parking Citations.

No Chauffeur's license will be renewed until proof is presented that any parking citations issued to the vehicle leased to the applicant on the date of the issuance of the citations are satisfied.

RULE CH3.15 Outstanding Parking Violations.

All Chauffeurs are responsible for all parking violation complaints issued to the vehicle leased to the Chauffeur on the date of the issuance of the citation. Upon notification by the City of Chicago that a Chauffeur is responsible for outstanding parking violation complaints, the Chauffeur must submit proof to the City of Chicago within seven (7) days that he has:

- a. Paid the fines for the outstanding parking violations; or
- b. Filed an appearance with the Circuit Court of Cook County to contest the parking violation alleged in each complaint; or
- c. Entered into an agreement with the City of Chicago for the payment of all fines for the outstanding parking violations. The agreement must be completed within one (1) year of the date upon which the agreement is made. If the Chauffeur has not taken the action required above, his Public Chauffeur License or Restricted Public Chauffeur License shall be subject to suspension until such time as the requirements of this rule are met.

SECTION IV. CHAUFFEUR TRAINING COURSES

RULE CH4.01 Course of Study.

- a. Any person offering a Public Chauffeur Training Course or a Restricted Public Chauffeur Training Course for which certification is required under Section 9-104-030 MCC shall submit to the Commissioner for approval on an annual basis the following information no later than sixty (60) days prior to the beginning of the course:
 - 1. The proposed curriculum and a detailed lesson plan. The minimum hours of instruction shall be 68 hours and the maximum hours of instruction shall be 102 hours for a Public Chauffeur Training Course. The minimum hours of instruction shall be 6.5 hours and the maximum hours of instruction shall be 13 hours for a Restricted Public Chauffeur Training Course;
 - 2. The names, addresses and qualifications of the teaching staff;
 - 3. The location at which the instruction is to take place; and
 - 4. The fee that will be charged for the course, including charges for materials.

- b. Persons offering a Public Chauffeur Training Course may screen applicants for a Public Chauffeur License as to the applicant's requisite knowledge of the English language to successfully complete the course and operate as a Chauffeur. If an applicant is found to be deficient in English language skills, the person offering the course may provide additional training in English language skills as a prerequisite for taking the Public Chauffeur Training Course.

RULE CH4.02

Course of Study—Public Chauffeur Continuing Education Course.

- a. Any person offering a Public Chauffeur Continuing Education Course shall submit to the Commissioner for approval on an annual basis the following information, no later than sixty (60) days prior to the beginning of the course:
 - 1. The proposed curriculum and a detailed lesson plan. The minimum hours of instruction shall be six (6) hours;

2. The names, addresses and qualifications of the teaching staff;
 3. The location at which the instruction is to take place;
 4. Any fee that will be charged to the Public Passenger Vehicle license holder responsible for payment, including charges for materials.
- b. The following may charge a fee for a Public Chauffeur Continuing Education Course:
1. A state-approved vocational or technical school,
 2. A not-for-profit organization, and
 3. An affiliate, as to drivers of the affiliate who are taking the Public Chauffeur Continuing Education Course. Under no other circumstances may a fee be charged for such a program.

SECTION V. CHAUFFEUR CONDUCT

RULE CH5.01 By-passing Cab Line.

- a. Taxicabs entering a Cab Stand or Cab Line shall take the rear position.
- b. Taxicabs discharging passengers at hotels, depots, or wherever Cab Stands are designated, shall not accept passengers for service unless there are no standing taxicabs in the established Cab Stand.
- c. No cruising taxicab shall pick up or accept a load 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 and the Cab Stand is occupied by standing cabs.
- d. Diving is prohibited at all times.
- e. Nothing in these rules shall be construed to prohibit a passenger from indicating his preference for a particular taxicab standing or waiting in an established Cab Stand provided that the Chauffeur of the vehicle exercises extreme caution when exiting the Cab Stand or Cab Line and entering traffic lanes.

RULE CH5.02

Refusal of Service.

- a. No taxicab Chauffeur shall refuse any person transportation to any destination in any taxicab which is unoccupied by a passenger for hire unless the Chauffeur is on his way to pick up a passenger in answer to a call for service or any of the conditions enumerated under (c) below is present.
- b. No Chauffeur shall refuse a passenger based on the passenger's destination nor ask a passenger his destination prior to the passenger being seated in the cab.
- c. When "NOT FOR HIRE" sign is displayed, top light must be off. A "NOT FOR HIRE" sign shall be displayed when:
 - 1. The Chauffeur is responding to radio or telephone orders.
 - 2. The Public Passenger Vehicle is in disrepair or out of service or the meter is out of service.
 - 3. The Chauffeur is returning to the garage.
 - 4. The Chauffeur is en-route for meals or personal necessity.
- d. A "NOT FOR HIRE" sign shall not be displayed when:
 - 1. A taxicab is proceeding to or entering any Cab Stand except when responding to a prearranged order.
 - 2. A taxicab is parked or standing in any Cab Stand.
- e. A "NOT FOR HIRE" sign shall be white and the text "NOT FOR HIRE" shall be black, printed in plain gothic figures, at least ½ inch-wide in stroke and 2 inches in height.
- f. Any Chauffeur who is found to have refused transportation to any person in violation of this rule shall, in addition to any other sanction imposed for a violation of §9-112-450 MCC and this rule, shall be required to provide new certification by an Illinois licensed physician that the Chauffeur has the ability to operate a Public Passenger Vehicle safely, and shall also provide proof that the Chauffeur has taken and passed a test, conducted by authorities approved by the Commissioner, for the

presence of illegal drugs in the body. The license of the Chauffeur ordered to undergo such tests shall be suspended until such time as the Chauffeur has provided the Department appropriate documentation that the Chauffeur has passed such tests.

- g. Any Chauffeur who is found to have refused transportation to any person in violation of this rule shall, in addition to any other sanction imposed for a violation of §9-112-450 MCC and this rule, shall be required, within 30 days of the finding by the hearing officer that such violation occurred, to successfully complete a Public Chauffeur Continuing Education Course. In the event that the Chauffeur fails to provide certification that he has completed the Public Chauffeur Continuing Education Course within 30 days, his Public Chauffeur License shall be suspended until such time as he provides such certification.

RULE CH5.03 Availability for Radio Dispatch.

No Chauffeur shall operate a taxicab that has a Two-Way Radio Dispatch System installed unless the two-way radio is activated and in working condition. Affiliations are authorized to assign radio calls to drivers. Chauffeurs are required to respond to such assigned radio calls.

RULE CH5.04 Requisite Geographical Knowledge to Transport Passengers.

- a. All Chauffeurs are required to know or have reference material immediately available to determine the location of and the most direct route to any hospital, government office building, museum, hotel, institute of higher learning, theater, and other place of general interest (e.g., a place commonly known because of its civic, cultural, or historic qualities) located within the City of Chicago and indicated by a passenger as his destination.
- b. All Chauffeurs are required to know or have reference material immediately available to determine the location of and the most direct route to any address located within the City of Chicago and indicated by a passenger as his destination.
- c. Upon being given a destination by a passenger, the Chauffeur shall proceed immediately to such destination by

the most direct route, unless directed by the passenger to take another route.

- d. Chauffeurs who need to consult reference material to determine the location of or most direct route to a passenger's destination may do so for a reasonable time provided that the meter is not activated during such time.
- e. Any violation of this rule shall constitute an Aggravated Offense. In addition to imposing a fine and/or suspension for violation of this section, a hearing officer may order the Chauffeur to pay monetary restitution in the amount of any undue fare collected.

RULE CH5.05 Soliciting Patronage Prohibited.

Chauffeurs shall not solicit patronage for any business, legal or otherwise, nor transport any passenger to any place other than the destination to which the passenger has requested transportation.

RULE CH5.06 Loitering and Gambling Forbidden.

While his Public Passenger Vehicle is in service, no Chauffeur shall leave his vehicle to join any assembly, crowd, or group of people upon any public way, and when standing or awaiting passengers he shall be at all times in the immediate proximity of the vehicle of which he is in charge, but not further than ten (10) feet away. A Chauffeur shall not park or leave his vehicle in any place to engage in dice, cards, or any other game of chance in or about the vehicle.

RULE CH5.07 Littering Prohibited.

No Chauffeur may discard any paper, trash, garbage, or any other litter while on the public way, cab stand, cab staging area, vehicle inspection facility, or any other location within the city except by properly placing it in a proper trash or garbage receptacle.

RULE CH5.08 Discourtesy; Assault, Abusive Behavior; Operating Under the Influence; Reckless Driving.

- a. Chauffeurs shall be courteous to passengers, prospective passengers, and other drivers at all times.
- b. Chauffeurs shall not assault, threaten, abuse, insult, provoke, interfere with, impede, obstruct, or use profane

language or obscene gestures around any person in connection with the operation of their vehicles.

- c. No Chauffeur shall operate his Public Passenger Vehicle under the influence of alcohol or illegal substances or illegal drugs, nor shall he consume or possess any of these while operating his Public Passenger Vehicle.
- d. Chauffeurs will operate their Public Passenger Vehicles in a safe and courteous manner at all times. Conduct constituting a violation of this section includes, but is not limited to, operating a taxicab 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.).
- e. Using a cellular telephone or other electronic device, whether or not hands-free, while operating a taxicab shall be deemed a violation of section (d) above. If the Department receives a complaint regarding improper cellular telephone or other electronic device use, the complaint shall create a rebuttable presumption that a violation of section (d) above has occurred.
- f. Any Chauffeur who is found to have violated subparagraphs (b), (c), or (d) of this rule shall, in addition to any other sanction imposed for a violation of this rule, be required to provide new certification by an Illinois licensed physician that the Chauffeur has the ability to operate a Public Passenger Vehicle safely, and shall also provide proof that the Chauffeur has taken and passed a test, conducted by authorities approved by the Commissioner, for the presence of illegal drugs in the body. The license of the Chauffeur ordered to undergo such tests shall be suspended until such time as the Chauffeur has provided the Department appropriate documentation that the Chauffeur has passed such tests.
- g. Any Chauffeur who is found to have violated subparagraphs (b), (c), or (d) of this rule shall, in addition to any other sanction imposed for a violation of this rule, be required, within 30 days of the finding by the hearing officer that such violation occurred, to successfully complete a Public Chauffeur Continuing Education Course. In the event that the Chauffeur fails to provide certification that he has completed the Public Chauffeur Continuing Education

Course within 30 days, his Public Chauffeur License shall be suspended until such time as he provides such certification.

RULE CH5.09 Proper Attire.

Chauffeurs shall be clean and neat in their appearance at all times. Chauffeurs must wear a shirt or blouse with sleeves.

RULE CH5.10 Lost and Found—Duty to Turn in Recovered Articles.

- a. A Chauffeur shall thoroughly search the interior of the vehicle for lost articles immediately at the termination of each trip.
- b. A Chauffeur shall within twenty-four hours return to the lost and found office of his affiliation any item, including money, left in the vehicle of which he is in charge. If the Chauffeur is operating an unaffiliated taxicab, the Chauffeur shall within twenty-four hours return the lost item to the Chicago Police Department district station nearest to the location where the property was found and contact the Department to log the item.
- c. A Chauffeur shall give his name, Public Chauffeur License number, vehicle number, date and time of trip, place of origin and destination of trip, and physical description of the possible owner to the lost and found office of the affiliation or to the Chicago Police Department.
- d. Under no circumstances may found property be kept or turned over to any person other than the owner of the property, the Chicago Police Department or the affiliation lost and found office.
- e. All articles held by the lost and found office of an affiliation not claimed within ninety (90) days shall be turned over to the finder.

RULE CH5.11 Duty to Surrender License to Authorized Personnel.

- a. A Chauffeur shall upon request of Authorized Personnel surrender his Public Chauffeur License or Restricted Public Chauffeur License and supply any additional information requested concerning the operation of his Public Passenger Vehicle.

- b. A Chauffeur shall have an affirmative duty to surrender to Authorized Personnel his Public Chauffeur License or Restricted Public Chauffeur License and supply any additional information requested whenever he 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 or Restricted Public Chauffeur License, a Chauffeur must renew his license pursuant to 9-104-080 MCC and Section III of these Rules.

RULE CH5.12 Bribery Prohibited.

Chauffeurs will not offer or give to any public employee or official any money, valuables, property, or personal advantage, which that person is not authorized by law to accept, to influence the official performance of their duties.

RULE CH5.13 Suspended or Revoked Driver's License.

In the event that a Chauffeur has his Illinois or any other state's driver's license suspended or revoked, his Public Chauffeur License or Restricted Public Chauffeur License is automatically suspended, and he must surrender it to the Department immediately. A violation of this rule is an Aggravated Offense and shall be cause for revocation.

RULE CH5.14 Felony Charge.

If a Chauffeur has been charged with the commission of a felony, as defined in Article 2 of the Illinois Criminal Code of 1961, as amended, arising in connection with the provision of Public Passenger Vehicle services, the Commissioner shall suspend the Chauffeur's license until final adjudication is made with respect to such charges.

RULE CH5.15 Display of Chauffeur License; Duplicate License.

- a. All Chauffeurs shall display their Public Chauffeur License or Restricted Public Chauffeur License in the place provided when the vehicle is in operation or for hire.
- b. The Public Chauffeur License or Restricted Public Chauffeur License shall be removed from the vehicle whenever the Chauffeur is not in the vehicle.

- c. Loss or theft of a Chauffeur's license shall be reported immediately to the Department and the Chicago Police Department.
- d. No duplicate license will be issued to a Chauffeur unless he submits to the Commissioner an affidavit detailing the circumstances surrounding the loss of the license and a copy of the police report.
- e. No Chauffeur shall submit a false affidavit to the Department regarding the loss of a Chauffeur's license. A violation of this paragraph (e) is an Aggravated Offense and shall be cause for revocation.

RULE CH5.16 Only Chauffeurs to Operate.

No person other than a Chauffeur licensed by the City of Chicago shall be permitted to operate a City of Chicago Public Passenger Vehicle for hire. A Chauffeur in possession or control of a Public Passenger Vehicle, whether the vehicle is leased or owned by him, who permits any person to operate that vehicle for hire shall be guilty of an Aggravated Offense.

RULE CH5.17 Only Licensed Public Passenger Vehicles to be Operated.

It shall be unlawful for any Chauffeur licensed by the City of Chicago to operate or permit to be operated, for the transportation of passengers for hire within the city, any vehicle unless it is licensed by the city as a Public Passenger Vehicle.

RULE CH5.18 Discharging of Passengers.

Chauffeurs, when discharging passengers, shall do so in a safe and legal manner. Chauffeurs shall discharge passengers curbside.

RULE CH5.19 Tampering with Documentation Prohibited.

No Chauffeur shall alter, forge, or in any manner tamper with any documentation, including but not limited to chauffeur licenses, airport short trip tickets, or receipts.

RULE CH5.20 Tampering with Electronic Devices Prohibited.

No Chauffeur shall tamper with electronic devices within the Public Passenger Vehicle, including but not limited to digital

security cameras, credit card machines, taximeters, and dispatch equipment, including MDTs (digital or voice radio systems).

SECTION VI. UNDERSERVED AREAS

RULE CH6.01 Affirmative Duty to Answer Radio Dispatch Calls.

- a. Per 9-112-215 MCC, every Chauffeur has an affirmative duty to respond in a timely manner to radio dispatch requests for service and to convey the passengers requesting transportation originating from an Underserved Area to their destination a minimum of at least once during the duration of a lease of twenty-four hours or less, or at least seven times during the duration of any weekly lease. This affirmative duty is also applicable when so assigned by the affiliation with which the vehicle they are operating is affiliated. **Note especially** that a telephonic or radio confirmation by the Chauffeur following a pickup pursuant to a street hail in an Underserved Area does NOT count towards satisfying this requirement, is NOT authorized by these regulations, and will subject the Chauffeur to penalties.
- b. In addition to any fines or other penalties assessed by an administrative hearing officer, no Public Chauffeur License shall be renewed unless the Chauffeur submits proof, in the form of the letter(s) required by Rule 3.11, from the taxicab affiliation(s) demonstrating that the applicant for renewal has complied with the requirements of this section subsequent to the adoption of this rule, or the last time the Chauffeur renewed his license, whichever is later.
- c. In addition to any fines or other penalties assessed by an administrative hearing officer, a Chauffeur who fails to satisfy the requirements of paragraph (a) of this rule may be issued a 90-day temporary license and shall be required, during the 90-day period, to respond to a sufficient number of radio dispatch requests to make up the deficit in Underserved Area responses. A Chauffeur shall change affiliations if necessary during the 90-day period in order to make up the deficit.
- d. Any violation of this rule shall constitute an Aggravated Offense.

RULE CH6.02

Operation of Neighborhood Cabs.

- a. Chauffeurs operating Neighborhood Cabs shall give priority to responding to all dispatch requests for service broadcast over the Two-Way Radio Dispatch System of the affiliation. It shall be prima facie evidence that a violation of this rule has occurred if the affiliation to which the Neighborhood Cab driven by the Chauffeur belongs has failed to provide a taxicab to the customer requesting dispatch service within thirty minutes of the request being made and either:
 - 1. The Chauffeur's taxicab is in operation, unoccupied at the time the dispatch request was made and the location where the last passenger transported by the taxicab was discharged is within 10 miles of the location of the customer requesting service, or
 - 2. The Chauffeur's taxicab is in operation, unoccupied at any time within 15 minutes following the time the dispatch request was made, and the location where the last passenger transported by the taxicab was discharged is within 5 miles of the location of the customer requesting service.

- b. It shall be an affirmative defense to an alleged violation of this paragraph (a) of this rule above if:
 - 1. Another Chauffeur in the affiliation had accepted or was assigned to answer the dispatch request and failed to do so;
 - 2. The licensee's taxicab was involved in a crash or had a mechanical breakdown which prevented the Chauffeur from responding to the call;
 - 3. Severe inclement weather had a measurable adverse impact on traffic conditions; or
 - 4. The licensee's taxicab arrived at the location of the customer requesting service more than thirty but less than forty-five minutes following the time the dispatch request was made.

- c. Each Chauffeur, while operating a Neighborhood Cab, shall, upon request of personnel from the Department, submit his vehicle trip log immediately for inspection.
- d. All Chauffeurs operating Neighborhood Cabs whose medallion numbers end in an odd number are required to operate exclusively in designated Underserved Areas a minimum of eight continuous hours a day between 6:00 a.m. and 10:00 p.m., Monday through Saturday, on odd-numbered days of the month. All Chauffeurs operating Neighborhood Cabs whose medallion numbers end in an even number are required to operate exclusively in designated Underserved Areas a minimum of eight continuous hours a day between 6:00 a.m. and 10:00 p.m., Monday through Saturday, on even-numbered days of the month. "Operating exclusively in designated Underserved Areas" means such Chauffeurs may discharge passengers at any location, but must only accept passengers in designated Underserved Areas. The "continuous" operation required by this rule shall be interpreted to allow a Chauffeur to take breaks for his comfort and convenience. It shall be a rebuttable presumption that a violation of this rule has occurred when any Chauffeur required to operate exclusively in an Underserved Area on a particular day(s) pursuant to this paragraph either accepts or solicits passengers in a non-Underserved Area, or is located in a Cab Stand or airport staging area between 6:00 a.m. and 10:00 p.m. on that day. This presumption may only be rebutted by documentary evidence, consisting of the vehicle trip log, indicating that the vehicle operated in full compliance with this paragraph on the day in question.

SECTION VII. CHANGE OF ADDRESS OR NAME

RULE CH7.01 Change of Address.

Chauffeurs and Chauffeur applicants shall notify the Department of any change of address no later than seventy-two (72) hours after the change. This must be done by completing a change of address form in person at the Department's Public Vehicle Operations Division. The address on file with the Department will be the address for all Department mailings.

RULE CH7.02 Name Change.

Any request for a name change on a Public Chauffeur License or a Restricted Public Chauffeur License must be accompanied by a certified copy of a court order changing the name or a certified copy of a marriage certificate effecting a change within thirty (30) days of the name change.

SECTION VIII. JITNEYS

RULE CH8.01 Jitney Service.

In accordance with 9-112-480 MCC, Chauffeurs operating City of Chicago licensed Public Passenger Vehicles with a capacity of fewer than 10 passengers may offer Jitney Service along a prescribed route or within a specified zone authorized by the Commissioner.

RULE CH8.02 Establishment of Jitney Routes or Zones.

- a. The Commissioner shall make a list of all approved jitney routes and zones available.
- b. The Commissioner, in his discretion, may deny without public hearing an application for a jitney route or zone, when such proposed route or zone has been the subject of a previous public hearing within the past 12 months.
- c. The Commissioner, in his discretion, may revoke a previously approved jitney route or zone following notice and a public hearing as provided above.

RULE CH8.03 Approval of Chauffeurs to Provide Jitney Service.

Any Chauffeur may apply to offer Jitney Service along an approved route or within an approved zone. Such application shall be in writing on a form designated by the Commissioner. Upon approval, the Chauffeur shall be issued a Jitney Service sign for display when offering Jitney Service.

RULE CH8.04 Sole Use of Taxicabs and/or Liveries for Jitney Service.

No Chauffeur shall offer Jitney Service in any vehicle which is not currently licensed by the City of Chicago as a Public Passenger Vehicle.

RULE CH8.05 Jitney Fares.

Flat fares for jitney routes will be established after public comment has been considered.

RULE CH8.06 Discharging of Jitney's Passengers.

- a. A jitney vehicle operating along a prescribed route may reverse its direction along the route only if the vehicle is empty or all passengers in the vehicle are destined to locations in the opposite direction of that in which the jitney vehicle is heading.
- b. Unless all current passengers agree to the contrary, Chauffeurs operating a jitney vehicle within an approved zone shall proceed on a direct route to the destination of the passenger who has been in the vehicle the longest time. Passengers will be discharged upon their request at any time.
- c. Chauffeurs, when discharging passengers, shall do so in a safe and legal manner.

RULE CH8.07 Jitney Operations and Other Service.

When a Chauffeur is operating a Public Passenger Vehicle, other than a taxicab, with the Jitney Service sign displayed, the Chauffeur may not solicit or accept any other type of fares. When a Chauffeur is operating a taxicab with the Jitney Service sign displayed, the Chauffeur may accept a non-jitney passenger, provided that all of the following conditions are met:

- a. The taxicab has no jitney passengers at the time the non-jitney passenger wishes to hire the taxicab;
- b. The Chauffeur removes the Jitney Service sign during the non-jitney trip; and

- c. The Chauffeur activates the taximeter and charges the rate listed thereon for the trip, or charges a negotiated fare in accordance with Rule 11.01.

SECTION IX. VEHICLES

RULE CH9.01 Livery Emblem.

All livery vehicles licensed by the City of Chicago shall have affixed to the lower right hand corner of the windshield a current Department emblem. No Chauffeur shall operate any Public Passenger Vehicle without an emblem properly affixed.

RULE CH9.02 Metal Plate Medallion.

All taxicabs shall have affixed to the exterior of the cowl or hood of the taxicab the metal plate issued by the Department. No Chauffeur shall operate any Public Passenger Vehicle without a medallion properly affixed.

RULE CH9.03 License Card.

All Public Passenger Vehicles licensed by the City of Chicago shall display a current Department license card in the regulation license holder. Light bulbs illuminating license cards shall be of sufficient candle power to make Chauffeur's name and license number readable from the rear compartment. No Chauffeur shall operate any Public Passenger Vehicle without a license card properly displayed.

RULE CH9.04 Signs.

- a. It shall be unlawful to display any signs or printed matter of any kind in or upon any Public Passenger Vehicle licensed by the City of Chicago, except as provided in Chapter 9-112 MCC or upon written authorization by the Commissioner.
- b. All notices required by the Department shall be kept in a clean, undamaged and safe manner.

RULE CH9.05 Vehicle Unfit for Public Use.

- a. All vehicles licensed by the City of Chicago shall be kept in an undamaged and safe condition. No Chauffeur shall

operate a Public Passenger Vehicle that is damaged or unsafe. The violation of the “safe condition” requirement of this subsection (a) shall be an Aggravated Offense.

- b. No Chauffeur shall solicit or accept passengers in a vehicle unless it is in a clean condition. Minimum standards of cleanliness include, but are not limited to:
 - 1. The interior of the vehicle (including the trunk) shall 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 a Public Passenger Vehicle;
 - 2. The interior of the vehicle (including the trunk) shall be free from all dirt, grease, oil, adhesive resin, or any other item which can be transferred onto the person, clothing or possessions of a passenger by incidental contact.
 - 3. The interior of the vehicle shall be kept free of any material or odors which a reasonable person would find noxious or unpleasant;
 - 4. The exterior of the vehicle shall be kept free from all dirt, grease, oil, or any other substance besides water or snow which can be transferred onto the person, clothing or possessions of a passenger by incidental contact. It shall be an affirmative defense to any violation of the vehicle’s exterior cleanliness standard if the person(s) charged with the offense can conclusively establish that the exterior of the vehicle was washed within the twenty-four hour period preceding the alleged violation.
- c. It is the affirmative duty of the Chauffeur to insure that the vehicle being operated by him is in compliance with this rule.

RULE CH9.06

Livery—No Measured Rates.

No Chauffeur of a livery vehicle shall use any mechanical device or meter which registers a charge of fare or distance traveled by which the charge of fare to be paid by the passenger is measured.

RULE CH9.07 Taximeter.

No Chauffeur shall operate a taxicab when it is equipped with a meter with a broken Department seal or is inoperable in any way.

SECTION X. LEASED VEHICLES

RULE CH10.01 Agreements to be Written—Leased Vehicles.

All lease agreements between Public Passenger Vehicle license holders or affiliations (lessors) and the Chauffeurs of Public Passenger Vehicles (lessees) shall be in writing and shall include the following:

- a. The name, address, public vehicle license number and 24-hour telephone number of the lessor;
- b. The name, address and Chauffeur's license number of the lessee to whom the vehicle is assigned;
- c. The term of the lease, including the beginning and expiration dates and times;
- d. The obligations of the lessor for maintaining the safety of the vehicle; and
- e. The amount of money paid by the lease, including all incidental charges. No lessor may require any lessee to lease any vehicle for more than 24 hour period at one time.

RULE CH10.02 Lessee to be Sole Driver.

The lessee shall be the sole driver of the leased vehicle during the period of time for which he has leased it. Any violation of this rule shall constitute an Aggravated Offense and shall be cause for revocation of the lessee's Public Chauffeur License.

RULE CH10.03 Lessee to Keep Copy of Current Lease in Possession.

The lessee shall have his completely executed current lease agreement in his possession whenever the taxicab is in operation and shall provide the lease for examination upon demand by Department personnel or police.

SECTION XI. FARES

RULE CH11.01 Taxicab Fares.

Chauffeurs shall activate the taximeter whenever the vehicle is engaged for hire. Shared Ride fares as described in Section XIV of these rules and trips engaged pursuant to an authorized jitney operation are excepted from this rule.

RULE CH11.02 Direct Route.

Taxicab Chauffeurs shall take the most direct route to their passenger's destination unless specifically directed by a passenger to take an alternate route.

RULE CH11.03 Negotiation.

- a. A Chauffeur may negotiate a fare or a flat rate lower than the meter rate with a passenger prior to the beginning of a trip reasonably estimated to exceed five miles. If the Chauffeur and passenger are able to negotiate a lower fare or rate, the taximeter shall still be activated, and the passenger shall be required to pay the lesser of the fare showing on the taximeter and the negotiated fare.
- b. The negotiation of fares as provided for in paragraph (a) above and in Section 9-112-510 MCC is prohibited at O'Hare and Midway Airports and at Union and Northwestern Train Stations. However, nothing in this paragraph prohibits the display of a schedule of flat rates pursuant to Rule 11.04 at any of those locations.

RULE CH11.04 Flat Rates.

A Chauffeur may charge flat rates pursuant to a schedule for trips that are estimated to exceed five miles, so long as the flat rates do not exceed the reasonably anticipated meter rates. In such case a schedule of flat rates must be conspicuously displayed in the passenger compartment of the taxicab or on the rear window of the taxicab. Such display may not interfere with the driver's vision. The display of flat rates is binding on the Chauffeur operating the vehicle.

RULE CH11.05 Overcharges.

No Chauffeur shall demand or collect any fare for taxicab service which is more than the rate established by ordinance and which is registered on the meter. Violations of this rule shall be subject to suspension and monetary restitution, or, in addition to fines, revocation.

RULE CH11.06 Non-cash Payment of Taxicab Fares.

- a. Chauffeurs are required to accept as payment for taxicab fares all legal tender including but not limited to credit cards, without surcharge.
- b. If a non-cash means of payment is used:
 - 1. No surcharge may be imposed upon the use of a non-cash means of payment so that the total charge exceeds the legal rate of fare;
 - 2. No minimum charge may be imposed for the use of a non-cash means of payment to pay a fare; and
 - 3. No service may be refused to any person desiring to use a non-cash means of payment on the grounds that a trip will not exceed a minimum length or generate a minimum fare.
- c. Chauffeurs shall safeguard all financial information and remove credit card receipts at the end of each shift.
- d. All taxicabs operating at the airports must be equipped to accept credit card payment. An owner-operator who does not accept credit card payment cannot pick up passengers at the airports.

RULE CH11.07 Receipts.

Chauffeurs shall make available, upon request of a passenger, a fully completed printed receipt from the meter.

RULE CH11.08 Taxicab Fuel Surcharges.

Public Chauffeurs shall charge a fuel surcharge only after the Commissioner has authorized such surcharge as authorized in Section 9-112-510 of the MCC. Public Chauffeurs shall not charge a surcharge if proper signage is not clearly visible to the riding

public as required in Rule 2.18 of the Rules and Regulations for Taxicab Medallion License Holders.

Any violation of this section shall be subject to fines not less than \$100 nor more than \$500. Each occurrence shall constitute a separate offense.

SECTION XII. PASSENGERS

RULE CH12.01 Group Riding.

Group riding is permitted only at the direction of the first passenger engaging the taxicab. When a passenger requests group riding he shall be informed that the collection of only one fare is permitted. Arrangements for payment of total fare shall be made at the start of the trip.

RULE CH12.02 Number of Passengers.

Taxicabs are limited to one passenger in front plus the number that can be seated comfortable in the rear.

RULE CH12.03 Front Seat Passenger.

No passenger shall be permitted to ride on the front seat of the taxicab unless all other seats are occupied or unless written authorization from the Commissioner is in the possession of the passenger, or unless the taxicab is off duty and the "NOT FOR HIRE" sign is clearly displayed. At no time shall more than one passenger ride in the front seat while the taxicab is on duty.

RULE CH12.04 Passenger Rights.

Chauffeurs shall comply with the 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 windows of the vehicle; or
- c. The volume of any electronic device within the vehicle.

SECTION XIII. OPERATIONS AT AIRPORTS

RULE CH13.01 Arriving with Passengers at O'Hare.

- a. All taxicabs and liveries entering O'Hare Airport with passengers for terminals other than the bus shuttle center shall unload passengers on the upper roadway only.
- b. Passengers shall never be discharged on lower level unless specifically instructed by Authorized Personnel.
- c. Taxicabs and liveries with passengers for the bus shuttle center or the airport hotel may use Hotel Road to discharge their fares.
- d. No taxicab or livery shall pick up passengers on the upper level.
- e. Upon unloading passengers, all taxicabs and liveries shall leave the airport or proceed to the staging area for dispatch.

RULE CH13.02 Arriving without Passengers at O'Hare.

All taxicabs entering the airport without passengers shall proceed to the taxicab staging area.

RULE CH13.03 Taxicab Staging Area Operations at O'Hare.

- a. All taxicabs entering the staging area shall occupy spaces as directed by Authorized Personnel.
- b. No taxicab in the two lines that are closest to the moving lane shall be left unattended. For the purpose of this rule "attended" means that the Chauffeur shall at all times remain within ten (10) feet of his vehicle.
- c. Cabs shall remain in the staging area until dispatched to the assigned terminal. The Chauffeur will be told, via the taxi dispatch system, the location for passenger pick-ups.
- d. No cab shall be permitted at a terminal unless the Chauffeur possesses a valid ticket or pre-arranged ride form for that terminal.

- e. Cabs left unattended in “no parking” zone within the staging area or immediately outside of staging area will be ticketed and towed.

RULE CH13.04 Arriving with Passengers at Midway.

- a. All taxicabs and liveries entering Midway Airport with passengers for the terminal shall unload passengers on the upper level roadway only.
- b. Passengers shall never be discharged on the lower level.

RULE CH13.05 Arriving without Passengers at Midway.

All taxicabs entering the airport without passengers shall proceed to the taxicab staging area.

RULE CH13.06 Taxicab Staging Area Operations at Midway.

- a. All taxicabs entering the staging area shall occupy spaces as directed by Authorized Personnel.
- b. No taxicab in the two lines that are closest to the moving lane shall be left unattended. For the purpose of this rule “attended” means that the Chauffeur shall at all times remain within ten (10) feet of his vehicle.
- c. Cabs shall remain in the staging area until dispatched to the terminal.
- d. No cab shall be permitted at the terminal unless the Chauffeur possesses a valid ticket.
- e. Cabs left unattended in “no parking” zone within the staging area or immediately outside of staging area will be ticketed and towed.

RULE CH13.07 Taxicab Loading Zone Operations at O’Hare and Midway.

- a. Upon arrival at the designated terminal, the taxicab shall proceed to the forward most available loading position at the terminal.
- b. Chauffeurs shall not stop to load passengers until arriving at the front of the taxicab loading zone unless authorized by the Starter.

- c. Diving is forbidden. Chauffeurs not in possession of a valid staging area ticket shall be denied a passenger fare by the Starter.
- d. If a customer has requested from the starter a Shared Ride cab, the Starter shall inform the first cab to proceed to a designated Shared Ride area in order to wait for additional passengers.
- e. If the Chauffeur is uncertain as to the proper route or passenger's destination he shall pull up to the forward most position, park and return to the Starter for instructions. In the absence of a Starter from his post, Chauffeurs seeking information shall approach a police officer. The Chauffeur shall not leave the airport unless he is sure of his routing.

RULE CH13.08 Unattended Vehicles at O'Hare and Midway.

All taxicabs shall be attended while in a terminal loading zone. For the purpose of this rule "attended" means that the Chauffeur shall at all times remain within ten (10) feet of his vehicle. Congregating in Starters' area is forbidden.

RULE CH13.09 Standing Limitations at O'Hare and Midway.

Standing privileges shall be afforded to all taxicabs at all taxicab loading zones but taxicab shall stand only for the time required for the expeditious loading or unloading of passengers and baggage.

RULE CH13.10 Short Trips—O'Hare and Midway.

- a. Upon learning that the passenger's destination will fall within the Short Trip area, Chauffeurs shall request a Short Trip verification from the Starter. The request shall be made in the presence of the passenger requesting service.
- b. The Starter verifying the Short Trip shall enter the taxicab number, time stamp and initial the reverse side of the Chauffeur's receipt. The Starter shall have final authority to make decisions pertaining to the Short Trip.
- c. A maximum of forty (40) minutes will be allowed per Short Trip.

d. Chauffeur's responsibilities:

1. A Chauffeur returning from a Short Trip shall enter the designated Short Trip lane in the staging area provided his Chauffeur's receipt shows no more than forty minutes have elapsed since the Short Trip commenced.
2. Upon taking his place in the Short Trip lane, the Chauffeur shall exit the cab and go to the Staging Area Attendant's booth and present his valid Chauffeur's receipt to the Staging Area Attendant for approval.
3. If the Staging Area Attendant's approves the receipt and issues a Short Trip ticket, the Chauffeur shall enter the required data on the dispatcher log and return to his vehicle.
4. The Chauffeur shall wait for the Staging Area Attendant's approval before proceeding to the taxicab chute area.
5. Upon entering the taxicab chute area the Chauffeur shall take the rearmost position in the chute area lane. The Chauffeur shall give the Staging Area Attendant his Chauffeur's receipt and Short Trip ticket.
6. The Chauffeur shall proceed to the chute, and follow normal Cab Line procedures for entering terminals.

RULE CH13.11 Fee from Gary Chicago International Airport.

The flat fee of \$70.00 may be charged by a Chauffeur for a one-way trip to or from the Gary Chicago International Airport not including tolls and gratuity, if the trip originates or terminates in the area bounded by Lake Michigan on the East; North Avenue on the North; Ashland Avenue on the West and 23rd Street on the South.

SECTION XIV. SHARED RIDE PROGRAM

RULE CH14.01 Shared Ride Program—Definition of Designated Boundaries

"Designated Airport Boundaries" signifies any destination within the area bounded by 22nd Street (South), Fullerton Avenue (North), Ashland Avenue (West), and Lake Michigan (East) in

which a passenger may participate in the Shared Ride program from either O'Hare or Midway Airport.

"Designated McCormick Place or United Center Boundaries" signifies any destination with the area bounded by Roosevelt Road (South); North Avenue (North); Halsted Avenue (West); and Lake Michigan (East) in which a passenger may participate in the Shared Ride program from either McCormick Place or the United Center.

RULE CH14.02 Shared Ride Program—Origination and Hours.

The Shared Ride program shall be in operation from Midway and O'Hare Airports, McCormick Place, and the United Center only. It shall only be in operation from the airports while Starters are on duty. It shall only be in operation from McCormick Place at those times and from those Cab Stands designated by the Metropolitan Pier and Exposition Authority (MPEA) and when Authorized Personnel are on duty. It shall only be in operation from the United Center at those times and from those Cab Stands designated by the Commissioner and when Authorized Personnel are on duty.

RULE CH14.03 Shared Ride Program—Mandatory Participation.

All City of Chicago taxicabs and Chauffeurs shall participate in the Shared Ride program.

RULE CH14.04 Shared Ride Program Informational Signs.

Shared Ride information signs shall be displayed inside the vehicle in full view of the passengers who have engaged the taxicab.

RULE CH14.05 Shared Ride Program Waiting Period.

- a. When one passenger has entered the cab and the Chauffeur is unable to load any additional passengers within ten (10) minutes, the Chauffeur shall take the passenger at passenger's request to his destination at the taximeter's fare.
- b. When two (2) passengers have entered the cab and the ten (10) minutes have expired the Chauffeur shall proceed as a Shared Ride cab.

RULE CH14.06 Shared Ride Program—No Solicitation.

No Chauffeur shall engage in solicitation for a Shared Ride at O'Hare or Midway Airports, McCormick Place or the United Center.

RULE CH14.07 Shared Ride Program—Starter's Authority.

The Starter or Authorized Personnel shall have complete authority to make final decisions pertaining to loading Shared Ride passengers at the airports, McCormick Place or the United Center. Chauffeurs shall follow the instructions of Starters at all times.

RULE CH14.08 Shared Ride Program—Fares, Passenger Limit at O'Hare.

A minimum of two (2) and a maximum of four (4) passengers traveling alone may share a taxicab from O'Hare to any destination(s) within the Designated Airport Boundaries for a fare of \$22 per person or Midway Airport for a fare of \$35 per person.

RULE CH14.09 Shared Ride Program—Staging Area at O'Hare.

All taxicabs shall proceed to the staging area and then advance to the terminals as they are instructed. If a customer has requested from the Starter a Shared Ride cab, the Starter shall inform the first cab to proceed to the Shared Ride designated area while waiting for additional passengers.

RULE CH14.10 Shared Ride Program—Fares, Passenger Limit at Midway.

A minimum of two (2) and a maximum of four (4) passengers traveling alone may share a taxicab to any destination(s) within the Designated Airport Boundaries for a fee of \$16 or to O'Hare Airport for a fee of \$35 per person.

RULE CH14.11 Shared Ride Program—Staging Area at Midway.

All taxicabs shall be dispatched from the taxi staging area. A Starter shall call for taxicabs as they are needed. If a customer has requested from the Starter a Shared Ride cab, the Starter shall inform the first cab to proceed to the Shared Ride designated area while waiting for additional passengers.

RULE CH14.12 Shared Ride Program—Fares, Passenger Limit at McCormick Place.

A minimum of two (2) and a maximum of four (4) passengers traveling alone may share a taxicab to any destination(s) within

the Designated McCormick Place or United Center Boundaries for a fare of \$7 per person.

RULE CH14.13 Shared Ride Program—Standing Area; Passenger Loading at McCormick Place.

- a. All taxicabs shall enter the Cab Stand(s) at the rear and proceed to the designated passenger loading areas as they are instructed.
- b. If a customer(s) is participating in the Shared Ride program, the MPEA Starter shall load the passengers and direct the cab, if necessary, to proceed to a designated area while waiting for additional Shared Ride passengers.

RULE CH14.14 Shared Ride Program—Fares, Passenger Limit at United Center.

A minimum of two (2) and a maximum of four (4) passengers traveling alone may share a taxicab to any destination(s) within the Designated McCormick Place or United Center Boundaries for a fare of \$7 per person.

RULE CH14.15 Shared Ride Program—Standing Area; Passenger Loading at United Center.

- a. All taxicabs shall enter the Cab Stand(s) at the rear and proceed to the designated passenger loading areas as they are instructed.
- b. If a customer(s) is participating in the Shared Ride program, the Starter shall load the passengers and direct the cab, if necessary, to proceed to a designated area while waiting for additional Shared Ride passengers.

SECTION XV. CHICAGO TAXI ACCESS PROGRAM (TAP) AND WHEELCHAIR ACCESSIBLE VEHICLES

RULE CH15.01 Certification and Participation Required in TAP.

All Chauffeurs must be TAP certified and participate in the TAP program.

RULE CH15.02 TAP—Compliance with One-Call-a-Day Program.

In the event that a customer participating in TAP pre-arranges transportation with a Chauffeur without contacting the affiliation, the trip shall be included in determining the Chauffeur's compliance with the one-call-a-day program if the following actions are taken:

- a. The Chauffeur, upon picking up the passenger, notifies the dispatcher of his affiliation or radio dispatch service that he has accepted a TAP passenger pursuant to a pre-arranged order.
- b. The affiliation and/or radio dispatch service enters the information regarding the trip in its general dispatch log, recording all information as required as if the request had been made directly to the affiliation and/or radio dispatch service; and
- c. The Chauffeur maintains a copy of the TAP voucher and presents it to the affiliation to verify the dispatch log entry and presents it to the Department upon request.

If the above actions are taken, the affiliation shall include the trip in the number of radio calls for service from Underserved Areas accepted and filled by the Chauffeur which the affiliation indicates on the Chauffeur's compliance certification prepared by the affiliation.

RULE CH15.03 TAP—Pre-arranged Transportation; Refusal of Service.

In the event that a customer participating in TAP pre-arranges transportation with a Chauffeur without contacting the affiliation and/or radio dispatch service and neither the Chauffeur or a replacement vehicle arranged by the Chauffeur fails to arrive at the agreed pick-up location within thirty minutes of the pre-arranged pick-up time, it shall be a rebuttable presumption that Chauffeur refused service to the customer.

RULE CH15.04 Wheelchair Accessible Vehicles.

No passenger in a wheelchair shall be transported in a wheelchair accessible vehicle unless the wheelchair is properly secured by the tie-downs or other systems approved or required by the Americans with Disability Act and rules and regulations

promulgated thereunder. Violations of this section shall be considered an Aggravated Offense.

RULE CH15.05 Wheelchair Accessible Vehicles—Radio Dispatch Equipment.

A Chauffeur operating a wheelchair accessible taxicab is required to insure that all radio dispatch equipment (including the navigation system) for the wheelchair accessible taxicab is in proper working condition and activated at all times when the wheelchair accessible taxicab is in operation. In the event that the dispatch equipment, or any part of it, is not in proper working condition, the Chauffeur must immediately notify the Department, in addition to the radio dispatch service and the owner of the wheelchair accessible taxicab.

RULE CH15.06 Wheelchair Accessible Vehicles—Affirmative Duty.

Every Chauffeur who leases a wheelchair accessible taxicab shall sign an agreement with medallion holder prior to the lease, whereby the Chauffeur acknowledges that he has an affirmative duty to keep his radio dispatch equipment (including the navigation system) activated and audible at all times, that he has an affirmative duty to give priority to passengers needing a wheelchair accessible taxicab for reasons of disability over all other passengers; and that he has an affirmative duty to respond in a timely manner to any and all requests for service assigned to him by the centralized or coordinated dispatch service to which the wheelchair accessible taxicab subscribes.

RULE CH15.07 Wheelchair Accessible Vehicle—Minimum Trips.

Every Chauffeur who leases a wheelchair accessible taxicab shall transport a person(s) in a wheelchair a minimum of four (4) trips per day that the Chauffeur has leased the vehicle. This requirement shall be enforced consistent with the records of the wheelchair accessible taxicab radio dispatch service indicating that a sufficient number of requests for service were received to allow the Chauffeur to meet the requirement.

RULE CH15.08 Wheelchair Accessible Vehicle—Refusal to Respond to a Dispatch Request.

Any Chauffeur operating a wheelchair accessible taxicab who refuses to respond to a request for dispatch service assigned to him by the wheelchair accessible taxicab radio dispatch service to

which his vehicle is a subscriber shall be deemed to be an Aggravated Offense.

RULE CH15.09 Wheelchair Accessible Vehicle—Pre-arranged Transportation; Refusal of Service.

In the event that a customer needing transportation in a wheelchair accessible taxicab pre-arranges transportation with the Chauffeur of a wheelchair accessible taxicab without contacting a centralized or coordinated dispatch service, and neither the Chauffeur or a replacement vehicle arranged by the Chauffeur arrives at the agreed pick-up location within sixty minutes of the pre-arranged pick-up time, it shall be a rebuttable presumption that the Chauffeur refused service to the customer.

RULE CH15.10 Wheelchair Accessible Vehicle —Compliance with One-Call-a-Day Program.

Each time a Chauffeur transports a person with disabilities in a wheelchair accessible vehicle, such trip may be counted in determining the Chauffeur's compliance with the one-call-a-day requirements, as specified in 9-112-215 MCC.

RULE CH15.11 Wheelchair Accessible Vehicle —Master Chauffeur.

Any Chauffeur who, during a six month period, operates a wheelchair accessible taxicab at least 100 days and transports over 500 fares for disabled persons during that time, and who has not been liable for refusal of service or other major offence during the past two years, shall be designated a Master Chauffeur.

RULE CH15.12 Compliance.

Any violation of Section XV is deemed an Aggravated Offense and the Chauffeur may be subject to revocation of his license.

SECTION XVI. PENALTIES

RULE CH16.01 Definitions.

For the purpose of this section:

- a. "Repeated Offense" means a second or subsequent violation of any Department rule or regulation or MCC ordinance within a five (5) year period;
- b. "Aggravated Offense" means (i) an intentional or reckless violation; (ii) an offense demonstrating reckless disregard for the public safety; or (iii) an offense designated as an Aggravated Offense by these rules.

RULE CH16.02 Penalties.

Except as otherwise specified in particular rule or ordinance, any violation of these rules, Chapter 9-104 MCC, or Chapter 9-112 MCC shall be subject to the following penalties:

First Offense: \$75 to \$750 fine and/or license suspension up to five (5) days and/or revocation of Chauffeur license.

Repeated and/or Aggravated Offense: \$200 to \$750 fine; and/or license suspension up to twenty-nine (29) days and/or revocation of Chauffeur license.

RULE CH16.03 Monetary Restitution.

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