



PUBLIC VEHICLE INDUSTRY NOTICE

April 17, 2022

Notice No. 23-011

BACP's Public Vehicle & Chauffeur Licensing Facility Offers Customer Service Options Effective May 1, 2023

Effective May 1, 2023, the Department of Business Affairs and Consumer Protection (BACP) Public Vehicle and Chauffeur Licensing Facility will offer two customer service options:

- 1.) Public walk-in (without appointment) service 8:30am to 11:30am on business days
AND
 - 2.) Scheduled appointment service throughout the day on business days
- Offering license applicants and licensees options aligns with BACP's efforts to provide efficient customer service and minimize customer wait times.
 - All applicants, public vehicle and public chauffeur licensees may schedule an appointment for services if the 8:30am to 11:30am walk-in option time frame is not convenient for them.
 - **After 11:30am, BACP Public Vehicle Facility will provide services by appointment only.**

➤ **Easy steps to schedule a BACP Public Vehicle Facility (2350 W. Ogden) Appointment:**

1. Go to [Chicago.gov/PublicVehicles](https://chicago.gov/PublicVehicles) OR

Scan this QR Code with your phone camera:



2. Click on the button that reads "[Schedule a Public Vehicles Service Appointment](#)".
3. Scroll down and select a date and time. Enter your name and email address and click the BOOK button
4. You can reschedule or cancel your booking by clicking the link in your confirmation email
5. Appear for the scheduled appointment and show the appointment confirmation on your electronic device when entering the facility

Take Advantage of BACP Remote Services

Submit questions, comments, requests and documents for the following services via email to BACPPV@CITYOFCHICAGO.ORG. Forms are available on the BACP [website](#)

- Apply for New or Renewal License (form)
- Report Legal Name Change (form)
- Request Letter to Operate
- Report Lost License (form)
- Report Change of Address (form)
- Request Inspection Date Change
- Submit Change of Equipment (form)
- Submit Change of Affiliation (form)
- Submit Change of Meter (form)
- Submit Change of Safety Device (form)
- Submit WAV Subsidy Application (form)
- Submit Insurance Certificates

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

Public Vehicle Division Operations:

- The BACP Public Vehicle Licensing Facility is open to the public. Arrive before 2pm to ensure same day service.
- Resolve an Administrative Notice of Violation (citation) remotely by emailing the ANOV number to BACP-AdministrativeHearings@CityofChicago.org
- Rules governing City of Chicago public vehicles and public chauffeurs are available at [Chicago.gov/BACP](https://chicago.gov/BACP).
- For questions, comments, or to join the BACP Public Vehicle (BACPPV) e-mail list to receive industry notices and other news, send an email to BACPPV@cityofchicago.org.