



City of Chicago

Business Affairs and Consumer Protection

PUBLIC VEHICLE INDUSTRY NOTICE

Face coverings are required in public transportation, including taxicabs, liveries, charter buses and transportation network (ride-hail) vehicles.

January 4, 2022

Notice No. 22-001



TAP CARD DO'S & DON'TS

DO'S

- TAP riders must present their TAP card for payment and retain possession of their TAP card.
- Contact your dispatch to process a manual transaction if a TAP card does not work when swiped.
- Collect payment from TAP riders for all extras and/or when the taximeter exceeds \$30. (The TAP card maximum subsidy is \$30. Taxi drivers are responsible for collecting payment.)
- **TAP trips must begin in the City of Chicago.**

DON'TS

- Do not charge flat rates for TAP trips. (Metered fares only)
- Do not idle while performing TAP trips. (Taxi drivers cannot wait for passengers while the meter is still running.)
- Do not chain trips. (There must be a minimum of 10 minutes between performing TAP trips for the same riders.)
- **TAP fares cannot originate in the suburbs.**

TAP riders must swipe their TAP card each time when exiting the vehicle. Riders are the only person permitted to use the TAP Card. TAP cards are the property of Pace Suburban Bus.

TAP participation may be terminated without notice for violating the TAP rules. Violations will be reported to City of Chicago Business Affairs and Consumer Protection (BACP). Proven fraud will be prosecuted to the fullest extent of the law.

Please visit www.pacebus.com/tap for more information.

Updated December 29, 2021

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- ▶ The Department of Business Affairs and Consumer Protection (BACP) is committed to providing accessibility for all individuals, including people with disabilities. Request accessible service by e-mailing BACPPV@cityofchicago.org or calling 312-746-4300.
 - ▶ Resolve an Administrative Notice of Violation (citation) remotely by emailing the ANOV number to BACP-AdministrativeHearings@CityofChicago.org
 - ▶ 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.
 - ▶ Rules governing City of Chicago public vehicles and public chauffeurs are available at chicago.gov/bacp.
 - ▶ The Municipal Code of Chicago is available at www.amlegal.com.

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