



# City of Chicago

## Business Affairs and Consumer Protection

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### PUBLIC CHAUFFEUR TRAINING PROGRAM COMPONENTS v. April 7, 2023

The Department of Business Affairs and Consumer Protection (BACP) reviews and approves Public Chauffeur Training Programs for taxi and restricted (livery) chauffeur license applicants.

A current list of approved Public Chauffeur Training Program Providers is posted on the BACP webpage [chicago.gov/publicvehicles](http://chicago.gov/publicvehicles).

Private organizations may apply to be considered for approval as a public chauffeur training program provider. Below is a checklist of components which must be included in the application.

Public Chauffeur Training Programs must comply with the requirements outlined in the Municipal Code of Chicago (MCC) Chapter 9-104 (available at [amlegal.com](http://amlegal.com)) and the current Public Chauffeur Rules (available at [chicago.gov/publicvehicles](http://chicago.gov/publicvehicles)). Direct questions to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org)

Public Chauffeur Training Program Components to Include in Application	
<input type="checkbox"/>	Application lists: organization legal entity name PLUS names and contact information for training program managers/principals. Contact information must include e-mail addresses and phone numbers.
<input type="checkbox"/>	Program name clearly indicates that training program is intended for either taxi or livery applicants only. <ul style="list-style-type: none"> <li>○ Use of "Taxi" or "Restricted (Livery)" in program name and proposal for clarity</li> </ul>
<input type="checkbox"/>	Program describes the efforts and includes relevant documents on how effectively it informs and vets interested students to ensure applicants meet minimum chauffeur licensing qualifications (i.e. criminal background and driving history complies with Municipal Code of Chicago requirements).
<input type="checkbox"/>	Names, contact information, and qualifications of all teaching staff
<input type="checkbox"/>	Fee that will be charged for the course and exam, including charges for materials
<input type="checkbox"/>	One-pager/handout for students containing training program information, such as student pre-requisite qualifications, registration information, cost and length of program, and contact information
<input type="checkbox"/>	Class Information <ul style="list-style-type: none"> <li>○ Class size, location, and schedule</li> <li>○ Online Classes available? If so, which ones? What are the security measures? If class held virtually, what web/video conferencing service(s) will be used? Which portions of curriculum will be taught in person and virtually?</li> </ul>
<input type="checkbox"/>	Examination materials and Test Protocols – Must In-Person <ul style="list-style-type: none"> <li>○ Exam location</li> <li>○ Number of questions / information on different versions of exam</li> <li>○ Grading policy</li> <li>○ Administration of exam / testing protocol</li> <li>○ Security measures in place to reduce /eliminate possibility of cheating.</li> <li>○ Identification/screening of students sitting for exam.</li> <li>○ Failing exam/re-taking course – what are the maximum number of times?</li> </ul>

	<ul style="list-style-type: none"> <li>○ Class lists should be sent to BACPPV email in Excel format within 2 days of the date of the final exam.</li> </ul>
<input type="checkbox"/>	<p>Sample Training Program Completion Certificate</p> <ul style="list-style-type: none"> <li>○ It may only be issued after passing final exam must list Class type, Date and Score of final exam.</li> <li>○ Training Program Completion Certificate must include following text: “The Department of Business Affairs and Consumer Protection (BACP) will accept this issued course completion certificate up to 6 months after the listed course exam date with the listed individual’s new public chauffeur license application.”</li> </ul>
<input type="checkbox"/>	<p><b>Curriculum Requirements:</b></p> <ul style="list-style-type: none"> <li>○ Applicable Ordinances and Rules</li> <li>○ Comparison of taxi and restricted chauffeur licenses</li> <li>○ Comparison of chauffeur license and public vehicle (taxi or livery vehicle) licenses</li> <li>○ BACP and City authority over chauffeur licenses: denial, suspension, revocation, fines, retraining classes, drug testing, health certification, etc.</li> <li>○ Safety/Safe Driving/Defensive Driving <ul style="list-style-type: none"> <li>▪ Minimum Training Components posted at BACP webpage.</li> <li>▪ Bicycle and Pedestrian Traffic guidelines posted at BACP webpage.</li> <li>▪ Training covering dangerous driving behaviors and safe pick-up and drop-off practices.</li> <li>▪ Vision Zero Pledge acknowledgement at CDOT’s Vision Zero webpage</li> <li>▪ Safety tips published by law enforcement/CPD posted at BACP webpage.</li> <li>▪ Safety Tips for Cab Drivers</li> </ul> </li> <li>○ Professionalism/Customer Service <ul style="list-style-type: none"> <li>▪ Customer service for positive passenger experiences</li> <li>▪ Specific to taxi chauffeur training: Operating a taxi meter; printing meter receipt; E-Hail Apps (Curb and Arro); and accepting electronic payments via approved equipment</li> <li>▪ Consequences of “bad behavior”, overcharging, or solicitation.</li> </ul> </li> <li>○ Providing service to people with disabilities/ADA <ul style="list-style-type: none"> <li>▪ Passengers with service animals</li> <li>▪ Specific to taxi chauffeur training: Accepting TAP cards and WAV Taxi Chauffeur Training</li> </ul> </li> <li>○ Geography – Basics (Chicago grid system) and Major Landmarks</li> <li>○ Operating at Chicago Airports, including the MPEA airport departure tax stamps protocols</li> <li>○ Infectious Disease Protocols/COVID risk minimizing tips</li> <li>○ BACP and Chauffeur Licensing <ul style="list-style-type: none"> <li>▪ BACP Public Vehicle webpage URL and BACPPV e-mail address plus navigating BACP Public Webpages to obtain information and documents</li> <li>▪ Scheduling appointments with BACP Public Vehicle Licensing through the BACP webpage</li> <li>▪ Chauffeur licensing requirements posted on BACP webpage (new applicant checklist)</li> <li>▪ Information, forms, approved vendor lists are posted on BACP webpage.</li> <li>▪ Applications and questions can be sent to e-mail lists the <a href="mailto:BACPPV@cityofchicago.org">BACPPV@cityofchicago.org</a> email: e-mail must include individual’s legal name, chauffeur license type and number (is assigned), last 4 digits of driver’s license number. Plus, the e-mail subject line must contain the individual’s legal name.</li> <li>▪ IL SOS webpage and process to obtain correct MVR abstracts online.</li> <li>▪ Obtaining Debt Clearance from Dept. of Finance</li> <li>▪ Interaction with BACP and CPD: how to respond to BACP call to appear at PV Licensing Facility OR and if BACP or CPD performs compliance check in field.</li> <li>▪ Consequences of lying to BACP or City Agencies and submitting fake documents.</li> <li>▪ Consequences of not renewing license timely and failing to notify BACP of change of address.</li> <li>▪ Consequences of multiple complaints negatively impacting chauffeur license.</li> <li>▪ Consequences of liability at an administrative hearing (DOAH) may include revocation, suspension or court ordered tests or classes.</li> </ul> </li> </ul>