



# City of Chicago

## Business Affairs and Consumer Protection

### PUBLIC VEHICLE INDUSTRY NOTICE

Visit [chicago.gov/coronavirus](http://chicago.gov/coronavirus) for health, well-being, food, housing, utilities resources. This website also includes job postings, financial and employment support options and services. The City's dedicated COVID-19 webpage is updated with the current information and resources.

April 9, 2020

Notice No. 20-013

### **TAP SERVICE IS VITAL SERVICE**

Chicago Taxicab Drivers and Taxicabs are required to participate in and comply with PACE's Taxi Access Program (TAP). TAP service is a vital transportation service for certified paratransit passengers. TAP payment processing is contact-less and paper-less.

#### ➤ **Laws which require Taxicab Licensees participate & comply with TAP:**

1. Municipal Code of Chicago section 9-112-580 "T.A.P. program compliance"

The Taxi Access Program (T.A.P.) gives certified paratransit customers an opportunity to travel in taxis at reduced rates for trips that originate within the City of Chicago.

As a condition of being licensed, every licensee and taxicab affiliation must participate in and comply with T.A.P. or similar program providing for increased access to taxicab service to persons with disabilities.

Compliance with T.A.P. includes accepting and processing T.A.P. forms of payment, such as the T.A.P. swipe card.

2. Taxicab Medallion License Holder RULE TX5.09 "Chicago Taxi Access Program (TAP) Electronic Payment and Trip Information Processing"

a. All medallion licensees must accept and process the Chicago Taxi Access Program (TAP) payments using the taxicab's non-cash form of payment electronic equipment.

b. TAP payments must be processed using data collection and data transmission protocols defined by the City of Chicago and PACE.

#### ➤ **Laws which require Taxicab Drivers participate, accept & comply with TAP:**

1. Public Chauffeur RULE CH5.01 "Discrimination is Prohibited"

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

2. Public Chauffeur RULE CH5.04(a) "Refusal of Service"

After engaged in communication, no taxi chauffeur shall refuse any person transportation to any destination.

3. Public Chauffeur RULE CH6.04(a) "Payment of Taxicab Fares"

Taxi chauffeurs are required to accept cash and readily accepted forms of electronic payment, including major credit and debit cards, for cab fare payment processed on equipment approved by the Department.

For reference:



January 24, 2020

**TAP DO'S & DON'TS**

**DO'S**

- Contact your dispatch to process a manual transaction if a TAP card does not work when swiped.
- Collect payment from TAP passengers for all extras and/or when the taximeter exceeds \$30. (The TAP card maximum subsidy is \$30. Chauffeurs are responsible to collect payment)

**DON'TS**

- Do not charge flat rates for TAP trips. (Metered fares only)
- Do not idle while performing TAP trips. (Chauffeurs 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 passenger. Passengers must swipe the TAP card each time when exiting the vehicle)
- Do not accept TAP cards for suburban trips. (TAP trips must originate in the City of Chicago)

**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.**

## Attention Passengers

### ADA Paratransit / TAP Passengers Essential Trip Advisory

Pace will continue to provide vital transportation services and is working diligently to keep passengers and employees safe. Everyone, including operators and front-line staff, benefit from limited exposure to others. To that end, we ask ADA Paratransit riders, especially seniors and those at higher risk, to limit their travel on ADA Paratransit Service to essential trips. Please do your part to limit the spread of COVID-19 (coronavirus).

While Pace services are part of a shared-ride system, the agency is working to provide individual trips on ADA Paratransit. Please be advised that ride times may be affected.

**Please note that, due to the COVID-19 pandemic, many public places such as restaurants, retail stores and shopping malls have temporarily closed.** Before traveling, please verify that the location you are traveling to is still open. Passengers are encouraged to sign up for text or email alerts at PaceBus.com and follow us on social media for up-to-date information.

### Temporary TAP Fare Change Starts 12:01AM, Monday March 23, 2020

Please be aware that Pace will waive the \$3 City of Chicago Taxi Access Program (TAP) fare beginning at 12:01 AM on Monday, March 23. Riders are still required to swipe their TAP card at the end of their trip, but no money will be taken from their account. Riders will still be responsible for any taxi fare amount over \$30 and City of Chicago fees. This policy will remain in place indefinitely.

MDS JJK 3-20-2020

Remove TBD



Visit [PaceBus.com](https://www.pacebus.com) to sign up for text or email alerts about your routes.  
Call the RTA Travel Information Center at (312) 836-7000 with questions.

- ▶ For questions, comments, or to join the Business Affairs and Consumer Protection-Public Vehicle Operations (BACPPV) e-mail list to receive industry notices and other news, send an email to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).
- ▶ Rules and Regulations governing City of Chicago licensed public vehicles and public chauffeurs are available at [chicago.gov/bacp](https://www.chicago.gov/bacp).
- ▶ The Municipal Code of Chicago is available at [www.amlegal.com](https://www.amlegal.com).

**Public Vehicle Operations Division • 2350 W. Ogden, First Floor, Chicago, IL 60608**  
[BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org) • 312-746-4300 • [chicago.gov/bacp](https://www.chicago.gov/bacp)