



# City of Chicago

## Business Affairs and Consumer Protection

### PUBLIC VEHICLE INDUSTRY NOTICE

April 24, 2020

Notice No. 20-015

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.

### **UPDATED\***

#### **FREQUENTLY ASKED QUESTIONS (FAQs)**

#### **BY PUBLIC CHAUFFEURS AND PUBLIC PASSENGER VEHICLE**

#### **LICENSEES REGARDING COVID-19 IMPACT**

*\*Responses to questions 1, 4, 5, and 14 have been updated with new information since the April 15, 2020 publication of these FAQs.*

#### **1. Are taxicabs and ride-hail (transportation network provider/TNP) vehicles allowed to operate during the State of Illinois "Stay at Home" order?**

- Yes, the order allows essential legal and licensed businesses and operations, including transportation services, to continue during this time.
- The order permits the following to continue providing transportation services: taxicabs, transportation network providers (ride-hail), car rental services, airlines and other private, public, and commercial transportation and logistics providers necessary for essential activities and other purposes. Visit Illinois.Gov for information.
- The Chicago Department of Public Health (CDPH) recommends public chauffeurs at higher risk of severe illness due to COVID-19 (age over 60 or with underlying medical conditions) stay at home. All chauffeurs and public vehicle operators should practice social distancing, wash their hands, and clean car surfaces frequently. While in a car, and when weather permits, opening windows can help. If a chauffeur feels sick or shows any symptoms such as cough, fever or difficulty breathing, even if those symptoms are mild, they must not drive. **By law in Chicago right now, anyone with symptoms must stay home and self-isolate.**
- In order to eliminate or minimize contact, encourage passengers to stay home and self-isolate.
- In order to eliminate or minimize contact, encourage passengers to pay for fares by contact-less and cash-less electronic methods (credit card, TAP card, etc.)

- **Update:** the Centers for Disease Control and Prevention (CDC) has published COVID-19 Guidelines for Taxi, Limo, Ride-Hail, and other Passenger Drivers-for-Hire <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/rideshare-drivers-for-hire.html>

**2. With no passengers around, business is down and I am not making money. What resources do I have for food and other essential needs?**

- Visit the website [chicago.gov/coronavirus](http://chicago.gov/coronavirus). The website is updated with current list of resources for food, housing and utilities.

**3. I hear that delivery services are hiring drivers. Where can I find out about jobs hiring right now?**

- Visit the website [chicago.gov/coronavirus](http://chicago.gov/coronavirus). The website is updated with current list of job postings plus financial and employment support options and services.

**4. Are taxicab and ride-hail (transportation network provider/TNP) drivers able to apply for unemployment benefits?**

- Unemployment Insurance and Benefits programs are joint Federal-State initiatives. The guidelines are established by federal law and each state administers its own program.
  - Under the new Pandemic Unemployment Assistance program, sole proprietors as well as independent contractors may be eligible for unemployment insurance (See <https://www2.illinois.gov/ides/News%20%20Announcements%20Doc%20Library/Federal-Stimulus-FAQ-April2020.pdf> ).
  - For your reference,
    - The Federal webpage:  
<https://www.dol.gov/general/topic/unemployment-insurance>
    - The State of Illinois webpage:  
<https://www2.illinois.gov/ides/individuals/UnemploymentInsurance/Pages/default.aspx>
  - BACP's Director of Labor Standards is monitoring changes to the Federal-State labor laws and programs guidelines (Unemployment Insurance, Emergency Paid Sick Leave in the Families First Relief Act, Pandemic Unemployment Assistance).
  - When available, BACP will send out applicable updates of Federal-State labor laws which impact public passenger vehicle and public chauffeur licensees.
- **Update:**
    - Click here for Federal Stimulus FAQs
    - Check here for Illinois Dept. of Employment Security FAQs

## 5. What steps has the City of Chicago taken to help people who pay taxes, fees, or water bills to the City?

- Visit the City of Chicago Department of Finance webpage at [Chicago.Gov/Finance](http://Chicago.Gov/Finance) for updated information on the City's COVID-19 efforts to suspend and defer payments.
- The Department of Finance has closed all its Payment Centers due to the COVID-19 Outbreak, except the payment center at 400 W. Superior is open Monday through Friday 8:30am – 4:30pm.
- Many City of Chicago payments can be made using credit card or electronic check at [www.chicago.gov/finance](http://www.chicago.gov/finance)
- **Update:** Until **June 1, 2020**, the City will not:
  - ✓ Assess any new penalties on tickets or utility bills
  - ✓ Suspend driver's licenses for driving violations
  - ✓ Boot vehicles for non-payment of tickets
  - ✓ Default any payment plans
  - ✓ Issues violations for city stickers, expired plates, street sweeping and residential parking permits
- **Update:** the City will not expect payment on water & utility bills until **June 1, 2020**.
  - ✓ No new late penalties will be assessed on unpaid utility bills,
  - ✓ No payment plans will be defaulted, and
  - ✓ No past due debt will be referred to a collection firm.
  - ✓ The moratorium on water service shut offs is also still in effect.
  - ✓ The Dept. of Finance call center is experiencing longer than normal call wait times, email customer service at [utilitybill@cityofchicago.org](mailto:utilitybill@cityofchicago.org).

## 6. Do I still have to pay parking meters during the State Stay at Home Order?

- Yes, motorists are still required to pay parking meters.

## 7. I am a taxicab driver, my public chauffeur license expired in March 2020 and the Ogden offices are closed. Can I operate a taxicab on my expired public chauffeur license?

- Yes, you may operate on your expired March 2020 license. The expired license will be considered "active" until June 1, 2020.
- As of the date of this notice, BACP has extended the expiration date of Public Chauffeur (taxicab, livery, pedicab, and horse drawn carriage drivers) Licenses with expiration dates between February 1, 2020 and May 4, 2020 to June 1, 2020.
- Visit the City of Chicago Data Portal ([data.cityofchicago.org](http://data.cityofchicago.org)) for current license information for Public Passenger Vehicle and Public Chauffeurs licenses.  
How to search for license information:  
<https://www.chicago.gov/content/dam/city/depts/bacp/publicvehicleinfo/ridesmartchicago/dataportalflyer02142020.pdf>

- Keep up to date on future BACP Public Vehicle notices regarding expired licenses by sending an e-mail to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org) to sign up for future notices. Write "Sign Me up for Industry Notices" in the subject line.

**8. I have lost my public chauffeur license card. How can I get a replacement card?**

- Notify BACP by sending an e-mail to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org) that you lost your public chauffeur license card. Include your full name and public chauffeur license number in your e-mail.
- BACP will respond to your e-mail with the steps involved to replace your license card so you may continue to operate.

**9. I passed a public chauffeur training course and exam and did submit to fingerprint background check at BACP approved background check facility. What should I do next towards getting a new public chauffeur (taxicab, livery, pedicab driver) license?**

- Applicants for initial new public chauffeur licenses who have completed and passed approved public chauffeur training courses and exams AND have already submitted fingerprints to an approved BACP criminal history check vendor, should e-mail their TCN fingerprint receipts to BACP at [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org). Fingerprint receipts may be scanned as attachments or sent as photos to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).
- Applicants should retain their TCN fingerprint receipts for processing and the application process is expected to resume as normal once BACP offices are open to the public. Any changes to the application process will be disseminated via Public Vehicle Industry Notice.

**10. Can I renew and get a new public chauffeur (taxi, livery, pedicab driver) license on-line?**

- You may start the renewal process by e-mailing completed renewal license forms to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org) with current Court Purposes and Supervision Illinois Secretary of State Driving Record Abstracts.
- Court Purposes and Supervision Illinois Secretary of State Driving Record Abstracts may be obtained online for a fee at [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com).
- Public chauffeurs must meet all licensing criteria before new licenses will be issued.
- Issuance of public chauffeur license will continue to include in-person identification verification and taking a current photograph for the new public chauffeur license card.
- Public chauffeur license renewal applicants must tender original copies of licensing documents to BACP's Public Passenger Vehicle Licensing Facility.
- The completion of the renewal process and issuance of the new public chauffeur license card will take place at the Public Passenger Vehicle Licensing Facility at 2350 W. Ogden, 1<sup>st</sup> Floor, Chicago when the offices are open to the public.

**11. I own several Pedicab Vehicle licenses which expired on March 30, 2020. How do I renew my licenses?**

- As of the date of this notice, BACP has extended the expiration of Pedicab Vehicle licenses which expired on March 30, 2020. Pedicab licenses which expired on March 30, 2020 may be renewed by June 1, 2020.
- Pedicab Vehicle Licensees are encouraged to submit license renewal documents by e-mail directly to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).
- BACP staff continues to work and are able to process pedicab vehicle license renewals by e-mail.

**12. I am a medallion owner, how do I surrender my medallion while the Ogden offices are closed?**

- Taxicab medallion licensees may send completed License Surrender Forms by e-mail to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org). A fillable License Surrender Form is available to download at the BACP webpage.
- Visit the City of Chicago Data Portal ([data.cityofchicago.org](http://data.cityofchicago.org)) for current license information for Public Passenger Vehicle and Public Chauffeurs licenses.  
How to search for license information:  
<https://www.chicago.gov/content/dam/city/depts/bacp/publicvehicleinfo/ridesmartchicago/dataportalflyer02142020.pdf>

**13. I surrendered my medallion metal plate and hard card, now I am ready to start operating again. BACP offices are closed, how do I start operating?**

- A taxicab medallion licensee may initiate a "un-surrender" to place a taxicab back into service by sending an e-mail to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org). A request to "un-surrender" must be supported by proof of current mandated insurance.
- Only currently licensed taxicab medallion licenses in good standing are eligible for a BACP "Letter to Operate".
- If approved, a "Letter to Operate" will be e-mailed to the taxicab medallion licensee to operate without a physical hard card and medallion metal plate and the status of your license will be updated to "Active". If you retained your physical licenses, then your status will be updated to "Active" and no Letter to Operate is required.

**14. One of my taxicabs was scheduled for a vehicle inspection at 39<sup>th</sup> street the first week of April 2020; but 39<sup>th</sup> street was closed for inspections. I have another taxicab scheduled for inspection in June 2020. When will the missed April 2020 inspection be rescheduled? What about the June 2020 inspection?**

- Yes, the April 2020 missed inspection will be rescheduled.
- **Update:** All vehicle inspections, including taxicab, livery, and ambulance inspections, scheduled for the remainder of 2020 will also be rescheduled.
- BACP will create and post new inspection dates for all taxicab inspections for the remainder of calendar year 2020.

- Taxicabs with current licenses in good standing with BACP will receive new inspection dates in 2020.
- An updated Public Vehicle Inspection Schedule will be posted at the BACP webpage at Chicago.Gov/BACP. BACP shall notify taxicab affiliations and license managers by e-mail of updated public vehicle inspection dates.

**15. Can I submit my WAV Taxi Subsidy Request (vehicle maintenance subsidy or taxicab driver WAV lease subsidy) while the Ogden Offices are closed to the public?**

- Yes, all WAV taxicab subsidy request forms are posted on the BACP Public Vehicle Wheelchair Accessible Taxis" webpage at [https://www.chicago.gov/city/en/depts/bacp/supp\\_info/wavtaxicab.html](https://www.chicago.gov/city/en/depts/bacp/supp_info/wavtaxicab.html)
- Completed subsidy request forms with all required supporting documents may be submitted by email to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).
- Please follow form instructions, complete and sign the form correctly, and submit required supporting documents. Incomplete or missing submissions will be denied or may result in delay of processing.
- Keep all original documents, including signed form, for submission upon BACP request.

**16. Will BACP accept applications for NEW livery, ambulance, medicar licenses, or charter-sightseeing licenses electronically?**

- Yes, BACP will accept NEW license applications by e-mail at [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).
- License application forms are posted at Chicago.Gov/BACP.
- New license applications will have to submit all required documents and meet licensing criteria including possession of current applicable State of Illinois issued license plates. This includes fingerprinting from a BACP-Approved fingerprint agency. A list of approved fingerprint agencies may be found on our website. Submit the fingerprint receipt with the Transaction Control Number with your application.

**17. How can I update the mailing address linked to my license?**

- Submit a completed change of address form with supporting documents (proof of address) to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).
- "Change of Address" form is posted on the BACP Public Vehicles webpages at [chicago.gov/bacp](http://chicago.gov/bacp).

**18. What documents and services are available online?**

- City of Chicago Public Chauffeur and Public Passenger Vehicle license application forms and documents are available at [www.chicago.gov/BACP](http://www.chicago.gov/BACP).
- City of Chicago Payment Portal: <https://pay.chicago.gov/>



- The Illinois Secretary of State ([www.cyberdriveillinois.com](http://www.cyberdriveillinois.com)) offers online services:
  - ✓ obtaining a duplicate driver's license or ID card;
  - ✓ renewing a vehicle registration;
  - ✓ obtaining a driver record abstract;
  - ✓ renewing a standard driver's license with the Safe Driver Renewal program; and
  - ✓ filing Business Services documents, such as incorporations and annual reports.



**DON'T WAIT. RENEW ONLINE!**

**During the stay at home order,  
go online for these essential services:**

- Renew your vehicle registration.  
*You'll need the registration ID and PIN, which are located on your renewal notice and registration card. Call 312-793-1010 if you need assistance.*
- Renew your driver's license with the Safe Driver Renewal Program.
- Obtain a duplicate driver's license or ID card.
- Obtain a Driving Record Abstract.

Visit the Secretary of State's website at:  
**CYBERDRIVEILLINOIS.COM**

**JESSE WHITE**  
SECRETARY OF STATE

- ▶ 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](http://chicago.gov/bacp).
- ▶ The Municipal Code of Chicago is available at [www.amlegal.com](http://www.amlegal.com).

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