

2018 Taxi Process

Process Improvement Goals

- To simplify the application form and make online submission available
- To shorten the application processing period
- To eliminate the application language requirement
- To maintain current level of safety requirements
- To improve customer service and convenience by eliminating the need for individual drivers to visit City facilities multiple times
- To eliminate the requirement that drivers be assigned to a certain vehicle
- To streamline administrative procedures between departments
- To revise the licensing fee structure

Updated Ordinance – What's Different

1. The Ordinance is shorter –
15 pages to 7 pages!
2. Badges –
not requiring a City-issued badge for drivers
3. Vehicle Safety and Inspections, Taximeter Accuracy –
not requiring vehicles to be inspected by Naperville-approved inspection sites
4. Drivers –
not required to be fingerprinted through the Naperville Police Department
5. Drivers –
will work through their companies and not come directly to City Facilities

2018 Application Timeline

1. Taxi companies will complete the Online Application

The following documents need to be attached to the application:

- List of drivers
- Affidavit
- Insurance Certification

2. Naperville Police Department will complete background checks on all owners and drivers

3. City Clerk's Office will contact companies when license and stickers are ready for pick-up

4. Company representative will pay fees and pick up license and stickers at the City Clerk's Office

Driver's List

A complete list of owners and drivers for police background check

Must include:

- First and Last Name
- Middle Initial
- Date of Birth
- Current Address
- Driver's License Number and State
- Reported Race (India, Pakistan, Middle East please indicate "Asian")
- Telephone Number

If owner is a corporation: List all officers, directors, and any stockholder(s) owning more than 20% of the stock.

If owner is a partnership: List all general partners, and any limited partner owning more than 20% of the limited partner interest.

Driver's List

| First Name | Last Name | Middle Initial | Date of Birth | Reported Race | Current Address | Driver's License Number | Driver's License State | Telephone Number |
|---|-----------|----------------|---------------|---------------|--|-------------------------|------------------------|------------------|
| Please Include Owner's - anyone owning more than 20% of the stock. Shareholders, Partners, Officers, Directors etc. | | | | | | | | |
| Joe | Naper | T | 1/31/1899 | White | 400 S. Eagle Street, Naperville, IL 60540 | N-333-4444-5555 | IL | 630-123-4567 |

Affidavit

What is an affidavit?

- It is a written statement attesting to (swearing to, under perjury of law) certain facts, signed and notarized.
- What do you need to include in your affidavit?
 - Driver's Name(s)
 - License Number
 - Date of Driver's last fingerprint submission
 - Verification that Driver has not been convicted of a felony in the last seven (7) years.
 - Indemnification: The affidavit provided by the taxicab company shall include language that the taxicab company agrees to indemnify and hold the City of Naperville harmless from any liability which may arise out of any errors or misrepresentations contained in the affidavit provided to the City Clerk.
 - Signature of Licensee
 - Notary Signature and Stamp

Why is Naperville using an affidavit-based system for criminal history checks?

- Most taxi companies/dispatch services employ taxi drivers who drive for multiple municipalities and undergo criminal history checks regularly; to avoid duplicating this process, Naperville is allowing licensees to submit an affidavit that certifies that their drivers have undergone a criminal history check by being fingerprinted in the past five (5) years.

THIS IS A LEGAL DOCUMENT, SEEK AN ATTORNEY'S ADVICE ON PREPARING AN AFFIDAVIT.

Insurance Certification

Certification of public liability and property damage insurance as required by the Illinois Secretary of State for the entire license period [naming the City of Naperville as the certificate holder](#) included with a signed statement confirming same.

FOR QUESTIONS ON OBTAINING THE FORM, CONTACT THE SECRETARY OF STATE'S OFFICE OR YOUR ATTORNEY.

2018 Fee Schedule

| Fee Category | Dollar Amount |
|----------------------------------|---------------|
| Vehicle Sticker (per vehicle) | \$20 |
| Application Late Fee | \$50 |
| Company License 1-10 drivers | \$100 |
| Company License 11-25 drivers | \$150 |
| Company License 26-50 drivers | \$200 |
| Company License 51-100 drivers | \$250 |
| Company License over 100 drivers | \$500 |

2018 Vehicle Sticker

Stickers are required for all taxis driving in Naperville.

Stickers are reflective and shall be placed inside the rear windshield on the driver's side



How to Use the Online Application

1. Go to the City Website - <http://www.naperville.il.us/>

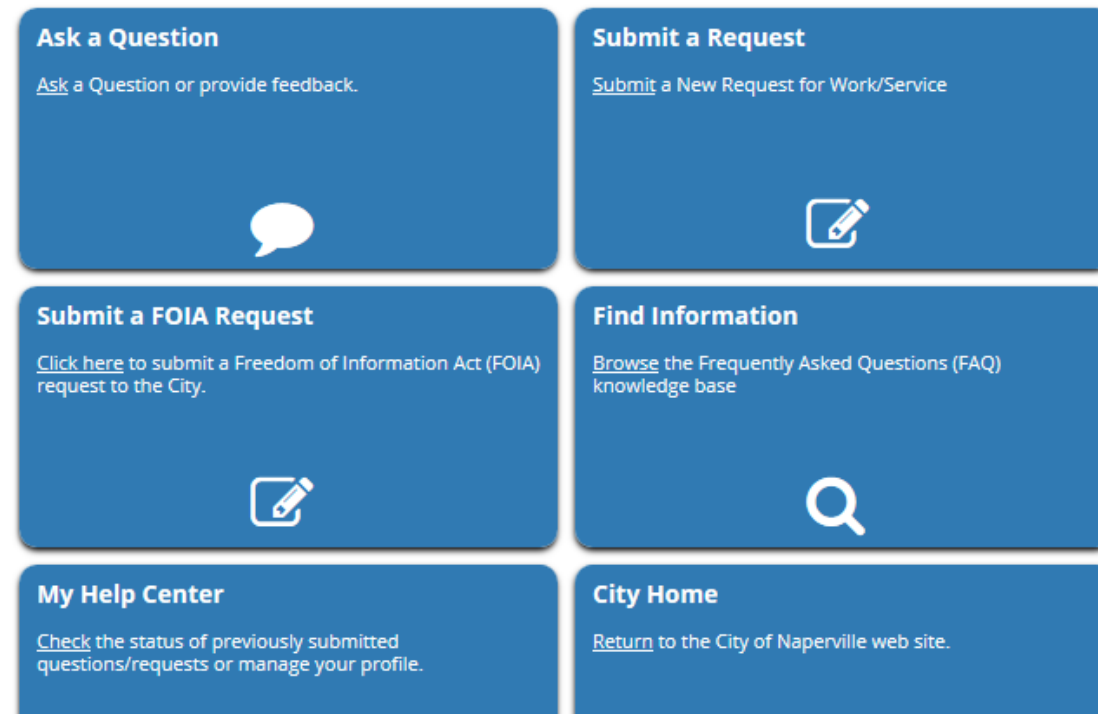
2. Click on the Help Center link



3. Click on Submit a New Request for Work/Service for a new application

Use My Help Center to Check statuses and manage your profile

4. Choose City Clerk from the Category Drop Down Menu or Keyword Search Taxi



Submit a Request

Use this page to ask a question, submit a records/FOIA request, or initiate a service request. To narrow your search, use the category dropdown list or keyword search feature below.


Category:

City Clerk ▼

Keyword Search:

Taxi

(Optional)

 Find Request Type

| Service Request Type | Description |
|----------------------------------|--|
| Ask A Question | Ask a Question / Submit a Concern / Leave a Comment |
| Taxi Application | Annual application for Taxi permit managed by City Clerks Office |

5. New Users Create a New Account

Notifications will come through the system and you will add drivers through the system.

Be sure to use real e-mail addresses to set up your account.

➔ Login

Please log in to an existing account or use the "Create Account" link below to create a new account to access this feature.

Email Address:*

Password:*

Login

[Forgot Your Password? Click Here to Reset](#)

New User? Click below to create a new account.

Create Account

[Submit a Request](#)

Normal business hours for the City of Naperville are Monday - Friday, 8:00 a.m. to 5:00 p.m. unless specified otherwise in a request. Any request received after hours will be processed the next business day.

If your request requires immediate assistance, please contact City Dispatch at (630) 420-6187.

If your request involves the safety or well being of yourself or another person, please call 911 immediately. Otherwise, it will be addressed by the appropriate city staff during normal business hours.

Request Type: Taxi Application
Description: Annual application for Taxi permit managed by City Clerks Office
Contact E-Mail: [REDACTED]

Applicant Information

Company Name:*

123 Taxi

Address:*

Type of Ownership:*

- Corporation
- Partnership
- Sole Proprietor

Registered Agents/Owners:*

Number of Drivers in Naperville:*

Contact Name:*

Contact Email:*

Contact Phone:*

() - -

Support Documents

Use Attach a File to upload your:

Driver's List

Affidavit

Insurance Certificate

Support Documents

Please checkmark the supporting document list to acknowledge that the required documents are submitted for review.:

- Insurance Certificate
- Signed Affidavit
- Drivers List

Examples and Instructions

- [Insurance Certificate Example](#)
- [Affidavit Information](#)
- [Drivers List Example](#)
- [Taxi Application Instructions](#)

Please attach any additional information you believe will assist City staff in addressing this request. Please note, the maximum file size for each attachment is 50MB.

* **Attach a File:**

Please click the Submit button to submit your request.

Taxi Company Add/Change Drivers Process

1. Taxi companies can Add/Change drivers online throughout the license year
2. NPD will perform background checks
3. Clerk's Office will contact taxi company and issue Vehicle Sticker(s)