



# Office of the City Clerk

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## Legislation Text

File #: O2018-166, Version: 1

### ORDINANCE

#### BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF CHICAGO:

SECTION 1. Section 4-6-230 of the Municipal Code of Chicago is hereby amended by deleting the language stricken through and by inserting the language underscored, as follows:

#### **4-6-230 Booting of motor vehicles.**

(Omitted text is unaffected by this ordinance) (f) Legal duties. Each licensee engaged in the business of booting shall have a duty to:

*(Omitted text is unaffected by this ordinance)*

(5) station, for the duration of any booting operation at each any location where a licensee conducts booting operations are being conducted, at least one employee or agent to install and remove boots and to receive payments of any fees assessed pursuant to paragraph (10) of this section. Each such employee or agent shall: (i) wear a uniform, which may consist of a coat or vest, that: (a) includes the licensed company's name, (b) includes the employee's or agent's name, as applicable; and (c) clearly identifies such person as an employee or agent of the licensee; (ii) wear, in a conspicuous manner, an identification placard clearly displaying the name of such employee or agent, and displaying the name, address and telephone number of the licensee; and (iii) carry, on his or her person, a copy of the license issued under this section. Prior to leaving the location where booting operations are conducted, the employee or agent stationed at the location shall remove all boots from vehicles at that location;

*(Omitted text is unaffected by this ordinance)*

(15) establish and maintain a toll-free 24-hour telephone hotline for answering questions, and for receiving and responding to complaints, from any person ("the caller") in connection with booting operations under this section. The telephone hotline shall be adequately staffed at all times by trained live operators, which may include the licensee, the licensee's agent or an answering service. All incoming calls received using the telephone hotline shall be logged and recorded, and the caller shall be notified of such fact by the trained live operator at the time the telephone call is answered. The licensee shall retain such log and recordings on file for a period of at least 12 months from the date the log entry and recording is made. The log entry shall include the following information: (1) the name and contact information of the caller; (2) the date and time the call was received; (3) the licensee's response to the call; and (4) any other

information reasonably required by the Commissioner in duly promulgated rules. Upon request by any authorized city official, the licensee shall make such log ~~and recordings~~ available for inspection by such authorized city official. If the telephone hotline number is changed, the licensee shall immediately notify the Commissioner of such fact.

*(Omitted text is unaffected by this ordinance)*

amPj^co Joe Moreno, 1<sup>st</sup> Ward

SECTION 2. This ordinance shall take full force and effect upon its passage and publication, and shall be retroactive to February 28, 2018.