



TRANSPORTATION NETWORK PROVIDER (TNP): RIDE-HAIL

A Transportation Network Provider (TNP) company, also referred to as a ride-hail company, uses a smart phone application (app) to connect passengers with an affiliated driver. The trip request and payment are performed exclusively through the app. Chicago licensed TNP companies are Uber, Lyft, and Via. BACP issues City of Chicago TNP company and TNP chauffeur licenses.

RIDE-HAIL APP REQUIREMENTS

- TNP trips may only be secured through the ride-hail app. A TNP driver may not pick-up passengers through street-hail or in a cab stand.
- A passenger should be presented with a TNP trip fare quote on the app before the start of the trip. The fare quote must be in dollar amount.
- Dynamic pricing is permitted only through the app. The final fare at the end of the trip may not exceed more than 20% of the quoted fare.
- A passenger may decline the TNP trip request if deciding not to accept the quoted fare.
- Payments for TNP trips may only be made electronically via app. TNP drivers may not accept cash fare payments for TNP trips. Tips may be made through electronic payment or with cash.

RIDE-HAIL VEHICLE REQUIREMENTS

- **DOUBLE CHECK:** Before entering the vehicle, double check the driver photo, the vehicle description and the vehicle information matches the information on the mobile app.
- **DASHBOARD:** The City of Chicago issued TNP chauffeur license (photo ID) and vehicle emblem should always be displayed on the vehicle dashboard.
- **WINDSHIELD:** The company decal sticker or electronic sign should be visibly displayed on car.
- **EXTERIOR:** Distinctive signage should be visible for TNPs operating specifically at Chicago Airports, McCormick Place, and Navy Pier.

PASSENGER SAFETY

- Make sure you are entering the correct TNP vehicle which matches the information on the app - including the vehicle's license plate number, make, color and model, which is presented on the app after a trip is matched.
- TNP drivers must always display a photo ID TNP chauffeur license document with vehicle information on the vehicle dashboard while operating.
- Buckle up: all passengers (rear seat and front seat) should wear seat belts in TNP vehicles.
- If traveling with a young child, bring a car seat to secure your child in the vehicle.
- Be alert: pay attention to surroundings during the drive – especially signage and traffic conditions.
- Only enter and exit the vehicle curbside – do not enter or exit the vehicle in the street, intersections, crosswalks, bike lanes, or on expressways (including Lake Shore Drive).
- Look before opening doors – check for pedestrians, bikers, and other cars before opening doors.
- For major events and venues, the City may designate specific passenger pick-up locations – follow posted direction and directives from the policy and City personnel.

ADDITIONAL INFORMATION ON OTHER SIDE

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RESOURCES:

- Consumers are encouraged to use the CHI 311 system (call 3-1-1, use the CHI311 mobile app, or visit 311.chicago.gov) to report compliments, complaints, unlicensed operation or fraudulent practices.
- Chapters 9-115 “TRANSPORTATION NETWORK PROVIDERS” of the Municipal Code of Chicago is available for free at amlegal.com.
- Licensing questions may be sent to BACPPV@cityofchicago.org.
- Licensing data is available at data.cityofchicago.org in the “Transportation Network Providers” TNP trips, vehicles, and drivers datasets.

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