



# INFORMATION FOR RIDE-HAIL DRIVERS

The City of Chicago Department of Business Affairs and Consumer Protection (BACP) ensures Chicago's public passenger vehicles are safe, reliable and provide residents and visitors positive transportation options.

BACP oversees the licensing of Chicago's public chauffeurs and public vehicles including taxicabs, liveries, transportation network providers (ride-hail), charter and sight-seeing buses, pedicabs, low-speed electric PPVs, ambulances, water taxis and tour boats.

City of Chicago laws refer to a ride-hail company as a Transportation Network Provider (TNP). A ride-hail driver is referred to as a TNP Chauffeur or TNP Driver – a person who transports passengers for money (compensation) through a ride-hail app.

**BACP does not have legal authority to regulate a TNP company's internal policies, terms of service, and contractual relationships, including a TNP company's driver account deactivation process.**

TNP drivers should contact respective affiliated TNP company for clarification on the company's policies and contractual terms. Contact information for driver assistance, provided by the respective company, is located below.



- Visit the driver Greenlight Hub at 1401 W North Ave, Chicago, IL 60642. Hub hours are Monday through Friday from 9am - 5pm.
- Contact using the Support section of the Driver App
- Visit the Help Section on the Uber Website at **Uber.com**



- Use the "Contact Us" button on the Lyft Website at **help.lyft.com**
- Contact using the Message Function on Driver App



- PHONE - 630-209-0996
- EMAIL - **LSpinder@Wridz.com**



BACP, 2350 W. Ogden Avenue, 1st Floor, 60608

[Chicago.gov/PublicVehicles](http://Chicago.gov/PublicVehicles)

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