



## RIDE-HAIL COMPANIES

Ride-hail (Transportation Network Provider or TNP) companies use a smart phone application to connect passengers with an affiliated driver. From trip request to payment, the passenger's complete ride-hail experience is managed through an app. The Chicago Department of Business Affairs and Consumer Protection (BACP) takes measures to ensure Chicago licensed ride-hail vehicles are safe for public use.

### CONFIRM THE CORRECT VEHICLE

- Before entering the vehicle, double check the driver photo, the vehicle description and the vehicle information matches the information on the app.
- Trips may only be secured through the ride-hail app; drivers may not pick up passengers via street-hail or in cab stands.
- The City of Chicago issued chauffeur license (photo ID) and vehicle emblem should always be displayed on the vehicle dashboard, and the company decal sticker or electronic sign should be visibly displayed on car.

### TRIP FARE AND PAYMENT

- A passenger should receive a trip fare quote in dollars on the app before the start of the trip.
- A passenger may decline the trip request if deciding not to accept the quoted fare.
- Dynamic pricing is permitted only through the app. The final fare may not exceed more than 20% of the quoted fare.
- Payments for trips may only be made electronically via app – do not pay the driver in cash.

### PASSENGER SAFETY

- Enter and exit the vehicle curbside – do not enter or exit the vehicle in the street, intersections, crosswalks, bike or bus lanes, or on expressways.
- Look before opening doors – check for pedestrians, bikes, and other cars before opening doors.
- Do not attempt to fit more passengers in the vehicle than available seat belts allow.
- If traveling with a young child, passengers should bring a car seat to secure the child in the vehicle.
- For public safety, the City of Chicago may designate specific ride-hail passenger pick-up locations – follow posted direction and directives from the policy and City personnel.

- ### RESOURCES
- Report compliments, complaints, unlicensed operation, or fraudulent practices through the CHI 311 system (call 3-1-1, use the CHI311 mobile app, or visit [311.chicago.gov](http://311.chicago.gov)).
  - Send questions or comments to [BACPPV@cityofchicago.org](mailto:BACPPV@cityofchicago.org).