

## 2024 O'HARE & MIDWAY INTERNATIONAL AIRPORT RIDE-HAIL (TNP) RE-MATCH POLICY – DECEMBER 9, 2024 UPDATE

### TNP Re-match Policy Summary:

- A Transportation Network Provider (TNP) company is a company engaged in ride-hail activity. Uber and Lyft are licensed TNP companies in Chicago. TNP drivers are affiliated with TNP companies and use TNP platforms (apps) to perform for-hire passenger transportation trips.
- Re-match is a technology feature that connects a TNP (ride-hail) driver completing an airport drop off with a passenger requesting a pickup. Rather than returning to the TNP staging lot or deadheading (driving without a passenger) from the airport in an empty vehicle, the TNP driver is matched with a new passenger through a TNP app.
- The intention of re-match technology is to maximize utilization of TNP drivers operating and reduce passenger wait times at the airports.

### Temporary Re-match Pilot Program Revision

Chicago Department of Aviation (CDA) Landside Operations is testing a temporary pilot program permitting TNP companies to engage re-match technology starting at 12:00am CT on September 10, 2024, and ending at **12:00am CT on January 3, 2025**. CDA Landside Operations will meet periodically with Uber and Lyft to evaluate traffic congestion issues and reassess new conditions for this pilot program. The CDA reserves the right to terminate this temporary re-match pilot program at any time.

### Chicago O'Hare International Airport

CDA re-match protocols at O'Hare: A TNP driver dropping off a passenger at Terminal 1 and Terminal 2 must either re-match or deadhead in an empty vehicle right past the pickup areas located curbside at Terminal 2. With re-match dispatch, this same vehicle will have 30 seconds to re-match and complete another immediate pickup at Terminal 2. Currently, Terminal 3 and Terminal 5 are not eligible for re-match.

### Chicago Midway International Airport

CDA re-match protocols at Midway: The re-match process must occur within a 30 second window. TNP drivers on the Upper Level must not block the entry to the drop-off area, especially near the bus zone. Re-match should be assigned as the driver reaches the drop-off area. Drivers should then have 30 seconds to accept the ride. If the re-match is accepted, the driver will recirculate via Kilpatrick Avenue to pick up the passenger at the lower level.