

BACP PUBLIC VEHICLE INDUSTRY NOTICE

September 10, 2024

Notice No. 24-024



2024 O'HARE & MIDWAY INTERNATIONAL AIRPORT RIDE-HAIL (TNP) RE-MATCH POLICY – September 10, 2024

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

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 November 23, 2024. 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 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.

Chicago Midway International Airport

CDA re-match protocols at Midway: The re-match process must occur within a 5-10 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 5 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.



For more information, please contact the Landside Operations Office at:

✉ av-ltcc@cityofchicago.org ☎ (773) 686-8040

visit: flychicago.com 📱 [fly2ohare](#) | [fly2midway](#)

The City of Chicago's 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 is committed to providing accessibility for all individuals, including people with disabilities.

Public Vehicle Division Operations:

- Schedule an appointment for service at the BACP Public Vehicle Licensing Facility at Chicago.gov/PublicVehicles
- Resolve an Administrative Notice of Violation (citation) by emailing BACP-AdministrativeHearings@CityofChicago.org
- Rules governing City of Chicago public vehicles and public chauffeurs are available at Chicago.gov/PublicVehicles