O'HARE & MIDWAY INTERNATIONAL AIRPORT
RIDE-HAIL (TNP) REMATCH POLICY – EFFECTIVE APRIL 7, 2025

Procedure Policy Summary:

Rematch is a feature that matches a driver for a ride-hail service (such as Uber and Lyft; also known as a Transport Network Provider, or TNP) completing an airport drop off with a passenger requesting a pickup. Rather than returning to the TNP staging lot or deadheading from the airport in an empty vehicle, the driver is instead matched with a new passenger.

Chicago O'Hare International Airport

Rematch at O'Hare: A TNP driver dropping off a passenger at Terminal 1 must either rematch or deadhead in an empty vehicle right past the pickup areas located curbside at Terminal 2. With Rematch dispatch, this same vehicle will have 30 seconds to Rematch and complete another immediate pickup at Terminal 2.

Chicago Midway International Airport

Rematch at Midway: The Rematch 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. Rematch should be assigned as the driver reaches the drop-off area. Drivers should then have 5 seconds to accept the ride. If the Rematch is accepted, the driver will recirculate via Kilpatrick Avenue to pick up the passenger at the lower level.

Final Approval

The Rematch program has been reviewed and approved for continued use at both Chicago O'Hare and Midway International Airports. The program will continue indefinitely.

CDA
Chicago Department of Aviation

O'HARE & MIDWAY
INTERNATIONAL AIRPORTS

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