

CITY OF CHICAGO

RULES



TRANSPORTATION NETWORK PROVIDERS

RULES

Amended and Effective: August 10, 2020

These Transportation Network Providers Rules supersede
all previously issued Transportation Network Providers Rules.



Mayor Lori E. Lightfoot

Department of Business Affairs and Consumer Protection
Commissioner Rosa Escareno

Department of Aviation
Commissioner Jamie Rhee

TRANSPORTATION NETWORK PROVIDERS RULES

AUTHORITY

BY THE AUTHORITY VESTED IN THE COMMISSIONER OF THE DEPARTMENT OF BUSINESS AFFAIRS AND CONSUMER PROTECTION PURSUANT TO **CHAPTERS 2-25 AND 9-115** OF THE MUNICIPAL CODE OF CHICAGO, THE FOLLOWING RULES REGARDING TRANSPORTATION NETWORK PROVIDERS ARE PROMULGATED HEREIN.

I, Rosa Escareno, Commissioner of the Department of Business Affairs and Consumer Protection (BACP), issue Articles 1, 2 and 4 of the following Rules.

By Order of the BACP Commissioner:

Signed: 

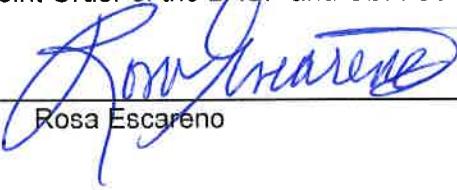
Rosa Escareno

Date: July 20, 2020

BY THE AUTHORITY VESTED IN THE COMMISSIONERS OF THE DEPARTMENT OF BUSINESS AFFAIRS AND CONSUMER PROTECTION PURSUANT TO **CHAPTERS 2-25 AND 9-115** OF THE MUNICIPAL CODE OF CHICAGO, AND THE DEPARTMENT OF AVIATION PURSUANT TO **CHAPTERS 2-20 AND 10-36** OF THE MUNICIPAL CODE OF CHICAGO, THE FOLLOWING RULES REGARDING TRANSPORTATION NETWORK PROVIDERS ARE PROMULGATED HEREIN.

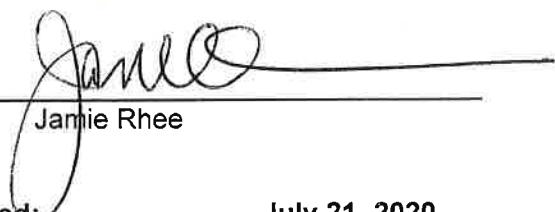
We, Rosa Escareno, Commissioner of the Department of Business Affairs and Consumer Protection (BACP), and Jamie Rhee, Commissioner of the Department of Aviation (CDA), jointly issue Articles 3 and 5 of the following Rules.

By the joint Order of the BACP and CDA Commissioners:

Signed: 

Rosa Escareno

Date: July 20, 2020

Signed: 

Jamie Rhee

Date: July 20, 2020

Published: July 21, 2020

Amended and Effective: August 10, 2020

TRANSPORTATION NETWORK PROVIDERS RULES

TABLE OF CONTENTS

ARTICLE 1 – DEFINITIONS

ARTICLE 2 – GENERAL RULES

SECTION	TITLE	PAGE
I.	LICENSING & GENERAL OPERATIONAL REQUIREMENTS	5
II.	RECORDS AND DATA REPORTING	13
III.	VEHICLE INSPECTION STANDARDS	15
IV.	ACCESSIBILITY STANDARDS AND ACCESSIBILITY FUND	15
V.	TNP CHAUFFEUR GENERAL OPERATING PROTOCOLS	17

ARTICLE 3 – OPERATIONAL REQUIREMENTS AT AIRPORTS

SECTION	TITLE	PAGE
VI.	TNP OPERATING PROTOCOL AT AIRPORTS	21
VII.	O'HARE AIRPORT TNP OPERATING PROTOCOL	26
VIII.	MIDWAY AIRPORT TNP OPERATING PROTOCOL	28

ARTICLE 4 – McCORMICK PLACE AND NAVY PIER OPERATIONAL REQUIREMENTS

SECTION	TITLE	PAGE
IX.	McCORMICK PLACE TNP OPERATING PROTOCOL	29
X.	NAVY PIER TNP OPERATING PROTOCOL	32

ARTICLE 5 – COMMISSIONER'S AUTHORITY

SECTION	TITLE	PAGE
XI.	AUTHORITY MAY BE DENIED, SUSPENDED, REVOKED, OR RESCINDED	34

TRANSPORTATION NETWORK PROVIDERS RULES

ARTICLE 1 - DEFINITIONS

The terms defined in Chapter 9-115 of the MCC shall have the same meaning in these Rules.

"Airports" means O'Hare International Airport and Midway International Airport.

"Authorized Personnel" means City of Chicago personnel working for any of the following departments: Department of Business Affairs and Consumer Protection, Chicago Department of Aviation, Chicago Police Department, Office of Emergency Management and Communications, or Chicago Department of Transportation, or Metropolitan Pier and Exposition Authority personnel, or a designated contractor that has the authority to manage and direct operations at the Airports, McCormick Place, or Navy Pier.

"BACP" or **"Department"** means the City of Chicago Department of Business Affairs and Consumer Protection.

"CDA" means the City of Chicago Department of Aviation.

"City" means the City of Chicago.

"Commercial Advertising" means paid advertising which promotes a business, goods or services for the purpose of proposing a commercial transaction and creating a potential financial benefit as a result of the exposure of such business, goods or services.

"Debt" shall have the meaning ascribed to the term in subsection (a) of Section 4-4-150.

"DOF" means the City of Chicago Department of Finance.

"MCC" means Municipal Code of Chicago.

"McCormick Place" means the complex known as McCormick Place Campus, which is under the jurisdiction of the MPEA. The term "McCormick Place" includes the Hyatt Regency McCormick Place Hotel, the McCormick Place Event Center (currently referred to as the Wintrust Arena), and the Marriott Marquis Chicago Hotel.

"MPEA" means the Metropolitan Pier and Exposition Authority.

"Navy Pier" has the meaning ascribed to the term in 70 ILCS 210/2, located in the area bounded by the north side of (and including) Grand Avenue on the north, the shoreline of Lake Michigan on the east, the south side of (and including) Illinois Street on the south, and the east side of (and not including) Streeter Drive on the west.

"Rideshare" or **"ride hail"** or **"ride app"** means transportation network service as used in maps, illustrations, notices, and documents posted at City of Chicago websites or disseminated by the City.

"TNP Chauffeur" or **"TNP Driver"** means a 'transportation network driver' or "transportation network chauffeur" as defined in MCC Chapter 9-115.

"TNP Vehicle Emblem" means a document issued by the City of Chicago that represents a consistent and distinctive emblem, as provided in Section 9-115-120(b) of the MCC, and a TNP chauffeur license issued via a Web based TNP Chauffeur License Application, or (ii) a valid public chauffeur license.

"Website" means the Department of Business Affairs and Consumer Protection webpage chicago.gov/bacp.

ARTICLE 2 – GENERAL RULES

I. LICENSING & GENERAL OPERATIONAL REQUIREMENTS

RULE TNP1.01 Application for Issuance or Renewal

Application for issuance or renewal of a Transportation Network Provider (TNP) license shall be made on forms provided by the Department and shall contain the information required under Chapter 9-115 of the MCC, these Rules and any other information that the BACP Commissioner may require. A TNP may not initiate TNP activity prior to receiving a Department-issued TNP license.

RULE TNP1.02 TNP License Term

The license term is April 1 to March 31 of the next year. The Department may issue an initial TNP license for less than a one-year license term. The TNP license fee is not prorated.

RULE TNP1.03 Insurance Requirements

A TNP licensee must require its affiliated transportation network drivers to carry both their personal certificate of automobile insurance coverage and TNP-mandated certificate of automobile insurance coverage while operating a transportation network vehicle. Additionally, a TNP licensee must require affiliated drivers to produce both their personal certificate of automobile insurance coverage and the TNP-mandated certificate of automobile insurance coverage whenever the affiliated driver's vehicle is involved in a traffic incident while operating as a transportation network vehicle or upon request of Authorized Personnel during such operation. A TNP licensee is responsible for providing training to its affiliated transportation network drivers to ensure compliance with this Rule.

RULE TNP1.04 TNP Chauffeur Outstanding Debt Check Verification

TNP Chauffeurs' debt checks shall be conducted annually, as follows:

- a. DOF, in consultation with BACP, shall notify a licensed TNP of all TNP chauffeurs affiliated with the TNP that owe debt(s) to the City of Chicago.
- b. Outstanding Debt Check Notification:

1. Upon receiving notification pursuant to subsection (a) of this rule, the licensed TNP shall require such drivers, within 90 days of the date on the notice, either to: (i) pay the debt(s) or (ii) enter into a payment plan approved by DOF to pay the debt(s).
2. After 90 days of the date on the notice provided pursuant to subsection (a) of this rule, DOF, in consultation with BACP, shall notify the licensed TNP of TNP chauffeurs affiliated with the TNP who have not cleared their debt(s) or entered into a payment plan approved by DOF.
- c. Within 10 days of the date of the notice issued pursuant to subsection (b)(2) of this rule, the licensed TNP shall certify to the City that TNP chauffeurs affiliated with the TNP who have not cleared their debts or entered into a payment plan approved by DOF, as provided in subsection (b)(1) of this rule, have been deactivated from the TNP's platform.
- d. If a TNP deactivates a TNP chauffeur due to failure to resolve debt(s) the TNP chauffeur owes to the City, such driver may at any time pay the debt or enter into a payment plan approved by DOF to pay the debt(s). Upon the TNP's receipt of a written debt clearance from BACP or DOF, the TNP may re-engage a TNP chauffeur who resolved his or her debt(s) as provided in this subsection.
- e. DOF, in consultation with BACP, shall notify a TNP of any driver affiliated with the TNP who did not comply with a payment plan. Upon receiving such notice, the TNP must: (i) require the driver to immediately pay the debt to the City or (ii) deactivate the driver until the driver pays the debt.
- f. TNP licensees shall notify and encourage their affiliated TNP chauffeurs to pay any debt such drivers owe to the City of Chicago.

RULE TNP1.05 Distinctive Signage or Trade Dress

- a. Applications for license issuance or renewal must contain full-scale, color illustrations of the TNP's distinctive signage or trade dress for the Department's review and approval.
- b. A TNP shall not provide to affiliated transportation network drivers distinctive signage to display on an affiliated transportation network vehicle prior to the BACP Commissioner's approval of the distinctive signage. Once approved, the TNP licensee will not change the distinctive signage without prior notification to, and approval of, the BACP Commissioner.
- c. In addition to any additional signage required pursuant to these Rules, see Rule TNP6.05, or applicable law, transportation network drivers and vehicles must display distinct and consistent signage in the front passenger windshield at all times while providing TNP services. The signage must not obstruct or interfere with the view of the driver through the windshield and must not materially impair the driver's view to the side or rear. Distinctive signage must not obfuscate any postings required by Federal, State, or City law.
- d. Distinctive signage shall not contain advertising. This rule does not prohibit the display of a signage, trade dress, or emblem approved by the BACP Commissioner.

- e. For purposes of administering and enforcing these Rules, the act of displaying required signage on a TNP vehicle creates a rebuttable presumption that the vehicle is operating on an Internet-enabled application or digital platform as a transportation network vehicle. A presumption that the vehicle is providing transportation network provider service based on display of signage on a specific date and time may be rebutted by production of data or evidence that the vehicle was not active or engaged on a TNP platform on identified specific date and time.

RULE TNP1.06 TNP Chauffeur License

- a. Pursuant to MCC § 9-115-150, a TNP licensee shall not engage a person as an affiliated transportation network driver unless the person possesses a valid transportation network chauffeur license, restricted public chauffeur license, or taxi chauffeur license. In addition, no driver shall operate a transportation network vehicle unless the driver possesses a valid transportation network chauffeur license, restricted chauffeur license or taxi chauffeur license.
- b. TNP licensees shall secure a new or renewed City of Chicago TNP chauffeur license for their affiliated transportation network drivers pursuant to the procedure set forth on the Website.
- c. TNP licensees shall collect from each transportation network driver applicant the following information and documentation:
 1. Color photo of the applicant that meets the specifications detailed in this rule; and
 2. Copy of valid driver's license issued by the State of Illinois, or another state, district or territory of the United States.
- d. TNP licensee shall submit, via the Website, a TNP chauffeur license applicant's photograph, name and other information requested on the Website.
- e. A TNP chauffeur license issuance or renewal applicant's photograph must comply with the following requirements:
 1. TNP licensee must verify the photo transmitted or uploaded for the issuance or renewal of the TNP chauffeur license is, in fact, a current photo of the affiliated transportation network driver.
 2. The photo must be in one of the following supported image file formats: .jpg, .png, .gif, .bmp or other format approved by the BACP Commissioner;
 3. The photo must be in the following size dimensions: 200px x 250px;
 4. The photo of the TNP chauffeur license applicant shall be a full-faced color photograph, including the individual's top of the head and bottom of the chin; and
 5. A full-faced photograph must be taken without any obstruction of the applicant's facial features or any items covering any portion of the face. Prescription glasses and religious head dressings not covering any areas of the open face may be allowed.
- f. Background checks and reports on TNP license applicants:
 1. TNP license applicants, new and renewal, must submit to the BACP Commissioner a detailed written description of the background check process performed on affiliated transportation network driver applicants prior to on-boarding.
 2. Unless time extension is requested by TNP licensee and approved by the Commissioner, within 72 hours of a request by the BACP Commissioner, the

TNP licensee shall transmit to the City of Chicago a background check report that the TNP licensee or a third-party vendor has performed on a specific transportation network chauffeur licensee or license applicant.

- g. TNP licensee's affirmative act of applying for and securing a TNP chauffeur license for an affiliated transportation network driver applicant equates to attesting that the applicant meets all the requirements of a City of Chicago TNP chauffeur licensee. In addition, by applying for and securing a TNP chauffeur license for an affiliated transportation network driver, TNP licensee attests that all information provided in the application along with the applicant's photograph is accurate and truthful.
- h. A TNP chauffeur license expires on the date listed as the "expiration date" on a TNP chauffeur license document.
- i. A TNP chauffeur licensee must maintain and produce upon request of Authorized Personnel his or her TNP chauffeur license document.
- j. A TNP chauffeur licensee must maintain current personal information on file with transportation network provider(s) with whom such licensee is affiliated. Current personal information that must be reported and maintained includes, but is not limited to, name, contact information, address, and state issued driver's license number. TNP licensee must maintain current TNP chauffeur licensee's personal information on file with the City of Chicago, as provided to such TNP licensee by the affiliated TNP chauffeur.
- k. The term "moral turpitude" as used in Section 9-115-150(b)(v)(B) of the MCC means an offense or a crime that involves fraud or fraudulent conduct or that is contrary to justice, honesty, or morality. The term generally refers to crimes that shock the conscience, including, but not limited to:
 1. Crimes of a violent nature such as murder, attempted murder, manslaughter, kidnapping, assault, battery and domestic violence;
 2. Crimes involving the use of a weapon such as illegal use of or possession of a weapon or firearm;
 3. Crimes against children such as child abandonment, child abuse, child neglect;
 4. Crimes involving threats or harassment such as criminal threats, hate crimes and stalking;
 5. Crimes involving theft and fraud with a felony conviction such as identity theft, larceny, forgery, embezzlement, bribery/corruption, mail and wire fraud, counterfeiting, burglary, possession of stolen property, racketeering;
 6. Crimes against property such as arson and malicious destruction of property; and
 7. Crimes of a sexual nature such as sexual battery, sexual assault, rape, child molestation, prostitution, promoting prostitution, and child pornography possession/furnishing.

RULE TNP1.07 Commercial Advertising Permits and Equipment

- a. Pursuant to MCC § 9-115-130, a transportation network vehicle may display commercial advertising after applicable City of Chicago Public Vehicle Advertising permits are secured.

b. A transportation network vehicle owner, transportation network driver, or City of Chicago licensed advertising vendor may apply for and secure City Public Vehicle Commercial Advertising Permits for specific TNP vehicles pursuant to the procedure set forth on the Website.

c. Exterior Advertising Display Equipment – Specifications

1. Advertising equipment which alters the exterior factory manufactured body shape of the vehicle (such as roof-top advertising equipment) must be approved by BACP prior to installation on TNP vehicles.
2. Advertising equipment which alters the exterior factory manufactured body shape of the vehicle must be certified to be in compliant with Department of Defense Test Standard MIL-STD 810G or comparable current safety standard certified by a licensed professional engineer.
3. After installation of the equipment, the vehicle has seven business days to pass a BACP approved inspection, and may operate as a TNP affiliated vehicle during that period. Following the initial seven business day period, if the vehicle has not passed the BACP approved inspection, it is no longer permitted to operate as a TNP affiliated vehicle until it has passed the BACP approved inspection.
4. TNP vehicles operating with equipment not approved and certified in compliance with subsections (c)(1) and (2), and not inspected in compliance with subsection (c)(3) of this Rule shall be deemed unsafe vehicles and prohibited from operating on a TNP platform until in compliance with this Rule and other applicable laws.
5. Roof-top advertising display equipment shall not be larger than 58 inches long, 20 inches wide and 26 inches high/tall.

d. Interior Advertising/Video Display – Specifications

1. The interior advertising/video display screen unit must be secured with mounting equipment that is not a potential projectile during an accident.
2. The unit must be mounted as not to interfere with passenger's safe entry or exit from the vehicle.
 - i. The unit must be mounted in the rear of the vehicle and not be a visual or audible distraction for the TNP driver.
 - ii. The unit must have the capability for a passenger to control the unit's audio volume.
3. This rule does not prohibit the display the signage, trade dress, or an emblem approved by the BACP Commissioner.

e. Advertising Equipment – Insurance Requirements

1. Insurance Required – TNP vehicle owner shall maintain the appropriate insurance on a per occurrence basis covering bodily injury, personal injury and property damage liability resulting from an occurrence arising out of or caused by the advertising equipment or from the issuance of the advertising permit. The insurance shall be maintained in full force and effect at all times throughout the duration of the advertising permit period or while the TNP vehicle owner has the advertising equipment installed, mounted, attached to or in the TNP vehicle owner's vehicle. Proof of insurance shall be kept in the TNP vehicle owner's vehicle, and, upon request by any Authorized Personnel, shall be made available for inspection by such Authorized Personnel.
2. Indemnification – Apart and separate from any insurance required under this section, the TNP vehicle owner shall indemnify, defend and hold harmless the

City, its officers, agents or employees from any and all liability or claims arising from or relating to the advertising equipment or the issuance of the advertising permit.

- f. Advertising equipment and displays must be maintained in a safe, clean, and undamaged condition.
- g. Commercial advertising displayed on a TNP vehicle is part of the regulated appearance of the vehicle and, as such, may not be inconsistent with or undermine the City's existing regulatory interests in protecting and serving passengers and prospective passengers. The following is not allowed and may be grounds for suspension, revocation, rescission, or denial of an advertising display permit:
 1. Commercial advertising that is untruthful, fraudulent, involving illegal activity, or in violation of City, State, or Federal law.
 2. Commercial advertising that is sexually explicit, defined as depicting genitals, pubic hair, buttocks, perineum and anal region, pubic hair region, or any portion of the female breast at or below the areola, whether such body parts are depicted as uncovered or less than completely and opaquely covered.
 3. Commercial advertising that portrays graphic violence, such as through the depiction of human or animal bodies, body parts, or fetuses in states of mutilation, dismemberment, disfigurement or decomposition.
 4. Commercial advertising that contain profane words, obscenities, or racial, ethnic, or sexual slurs or abusive epithets.
- h. The following are grounds for the immediate suspension of a public vehicle advertising permit:
 1. Material false or misleading information on an advertising permit application.
 2. An advertising display device that poses a risk to public safety.
 3. Non-compliance with Advertising Guidelines listed above.

RULE TNP1.08 Affiliated Transportation Network Driver Training Standards

- a. TNP license applicants, new and renewal, must submit to the BACP Commissioner a detailed written description of their affiliated TNP chauffeur training process for approval.
- b. At a minimum, the TNP chauffeur training must include the following:
 1. Guidelines on transporting passengers in a safe manner consistent with the City of Chicago's Vision Zero Initiatives to reduce traffic fatalities and crashes;
 2. Guidelines on driving in the City of Chicago – Rules of the Road specific to the City of Chicago;
 3. Zero-tolerance policy pursuant to RULE TNP1.09;
 4. Guidelines on providing service to people with disabilities;
 5. Guidelines on compliance with City of Chicago laws specific to the transportation network provider industry; and
 6. Guidelines and information on compliance with these rules.
- c. TNP licensee shall incorporate into its driver training program the Minimum Training Components for TNP Drivers posted on the Website.

RULE TNP1.09 Zero-Tolerance Policy

- a. License applicants, new and renewal, must submit at the time of application, written processes in place to identify an affiliated transportation network driver who is suspected of operating a motor vehicle under the influence of intoxicating substances and the process for deactivating the driver from their respective platform.
- b. Licensees must maintain a list of credible zero-tolerance complaints received against its affiliated transportation network drivers and make the list available to the Department.

RULE TNP1.10 Notification of Deactivated Drivers

- a. TNP licensee must have in place a process to notify and report to the Department the name, associated driver's license number, associated vehicle identification number, and vehicle license plate of an affiliated transportation network driver permanently deactivated from the TNP's platform for conduct that gave rise to a public safety concern, including any of the following reasons:
 1. Criminal complaint or arrest;
 2. Criminal investigation;
 3. Allegation or complaint of sexual misconduct;
 4. Allegation or complaint of traffic accident or incident that resulted in a police report or insurance claim being filed;
 5. Allegation or complaint of use or possession of an illegal drug or substance;
 6. Allegation or complaint of driving under the influence of intoxicating beverages, drugs, or substances;
 7. Allegation or complaint of assault or battery;
 8. Unauthorized TNP driver account sharing;
 9. Use of fraudulent information or documents during TNP driver onboarding process, including, but not limited to, identify theft; or
 10. Conduct that gave rise to a public safety concern not itemized above in this section.
- b. TNP licensee must notify the Department within four business days of deactivating a driver for the reasons specified in this Rule. Licensees must identify their notification method in the process plan that they submit to the Department.
- c. TNP licensee shall submit its written notification plan during the license application process for issuance of a new or renewal TNP license. For TNP license renewal application, the TNP's written notification plan shall include TNP's review and audit of its compliance with this rule during past license term.

RULE TNP1.11 Duty to Monitor Driver and Vehicle Hours

Pursuant to MCC § 9-115-190, a TNP license applicant, new and renewal, must submit its written process to monitor compliance to ensure that its affiliated drivers and vehicles are not operating on the licensee's platform for more than 12 hours within a 24-hour period.

RULE TNP1.12 City of Chicago TNP Vehicle Emblems

- a. Transportation network vehicles and TNP chauffeurs must display a TNP vehicle emblem on the passenger-side of the vehicle's dashboard. The emblem displayed must identify the TNP licensee affiliated with the vehicle, and must contain the vehicle identification number, license plate of the vehicle in which it is placed and the name and photo of the TNP chauffeur associated with the vehicle.
- b. A TNP licensee, at its own expense, is responsible for securing TNP vehicle emblems from the designated Website and distributing such TNP vehicle emblems to its affiliated vehicles and TNP chauffeurs.
- c. TNP vehicle emblems shall not be altered, edited, or tampered with after issuance. Any person displaying or using a fraudulent or falsified TNP vehicle emblem is subject to applicable penalties.
- d. A City of Chicago licensed taxi or livery chauffeur providing TNP services while operating an affiliated transportation network vehicle must display a TNP vehicle emblem as specified in subsection (a) of this rule.
- e. A TNP licensee may display an electronic version of the City of Chicago TNP Vehicle Emblem on its affiliated driver's mobile device. A TNP licensee must secure BACP's approval prior to initiating the electronic version of the required TNP Vehicle Emblem.

RULE TNP1.13 Confirmation of TNP Platform Ride Request

Upon request by Authorized Personnel, a transportation network driver must immediately provide evidence or proof of a TNP ride request via the respective platform for the specific TNP passenger and TNP pick-up location.

RULE TNP1.14 *Reserved***RULE TNP 1.15 Per-Ride Administrative Fee Payment**

A TNP licensee shall pay to the City of Chicago the administrative fee specified in Section 9-115-040(e) of the MCC at the same time the licensee remits the ground transportation tax collected pursuant to Chapter 3-46 of the MCC.

RULE TNP1.16 TNP Issued TNP Chauffeur Identification Card

- a. TNP licensee shall issue an electronic or paper identification card to any TNP chauffeur affiliated with the TNP.
- b. Any identification card that TNP licensee issues to any TNP chauffeur affiliated with the TNP must include the full legal name and photograph of the TNP chauffeur.
- c. A TNP chauffeur must possess the TNP issued identification card at all times while operating on the TNP platform.

- d. Upon request by Authorized Personnel, a TNP chauffeur must have available for viewing the TNP issued identification card.
- e. A TNP chauffeur license is valid contingent upon the TNP chauffeur licensee maintaining his or her state-issued driver's license in good standing. If a TNP licensee's state issued driver's license is expired, suspended, or revoked, the licensee's TNP chauffeur license is no longer valid.

RULE TNP1.17 "311" Signage

- a. Pursuant to MCC § 9-115-150(i), all TNP chauffeurs are required to have a sign visible to the passengers in the rear seat of the vehicle that reads, "For compliments and complaints, please call 311."
- b. In order to facilitate communication between the City and TNP passengers, BACP recommends the content of the signage include all of the following:
 - For compliments and complaints, please call 311.
 - Phone: 311 or 312-744-5000
 - Online: chicago.gov/311
- c. Prior to display in a transportation network vehicle, signage must be approved by the BACP Commissioner.

RULE TNP1.18 Communication to TNP Chauffeurs

A TNP licensee shall have processes in place to send out communications, alerts and notices to its affiliated TNP chauffeurs as requested by Authorized Personnel. All TNP chauffeurs have an affirmative duty to be aware of and comply with all such communications, alerts and notices. Such communications may include public safety alerts; licensing information and updates; street closures or traffic management alerts; and specific pick up or drop off instructions for special events or large venues.

II. RECORDS AND DATA REPORTING

RULE TNP2.01 Data Reporting Pursuant to MCC § 9-115-210

- a. A TNP licensee must submit to the City of Chicago data specified by the BACP Commissioner in a form and manner prescribed by the BACP Commissioner.
- b. A TNP licensee shall submit data necessary to enforce Chapter 9-115 of the MCC. Data required includes, but is not limited to, the following subjects:
 1. Trip Requests;
 2. Trips;
 3. Drivers;
 4. Sessions;
 5. Vehicles;
 6. Locations;
 7. Compensations; and
 8. Communications.

- c. The data format, reporting procedure, reporting frequency, and specific elements will be prescribed by the BACP Commissioner and published at <https://www.chicago.gov/tnpdatareporting>. The manual located at that link will indicate the effective date of the data reporting specifications.
- d. A TNP licensee shall submit latitude and longitude coordinates of vehicle locations at a precision level of 4 decimal places or less; the required level of precision will be published in directives at the Website. The foregoing notwithstanding, the BACP Commissioner may request submission of latitude and longitude coordinates of vehicle locations at a precision level greater than 4 decimal places, or require the submission of location data at a frequency greater than every 60 seconds to conduct studies or analysis of traffic flow and density; public safety and infrastructure initiatives; and plans to improve transportation access to underserved passengers and neighborhoods.
- e. A TNP licensee must submit responsive data and information within 21 days of BACP Commissioner's requests for data that are not published in advance at the Website. The BACP Commissioner may grant an extension for compliance with this Rule upon written request.
- f. Requests for information pursuant to MCC § 9-115-210(b)(9) shall be in compliance with Federal, State, and City laws including, but not limited to, the Freedom From Location Surveillance Act, codified at 725 ILCS 168/1 et seq.

RULE TNP2.02 Data Reporting and Auditing to ensure MCC 3-46 Compliance

For the purposes of auditing TNP licensee data to ensure compliance with Chapter 3-46 of the MCC, the BACP Commissioner may request granular global positioning system (GPS) or geographic information systems (GIS) data on rides and trips performed on the network transportation platform. TNP licensee shall provide data in the manner, form, and format requested by the BACP Commissioner at the time the request is made.

RULE TNP2.03 Monthly Reports

TNP Licensee shall submit the following monthly reports to BACP Commissioner:

- a. Status report on TNP Licensee's Accessible/Wheelchair Accessible Vehicle (WAV) Program. The information contained in the report shall include, but is not limited, to the following updates:
 1. Marketing and outreach activities informing the public of WAV trip capability on the platform;
 2. Number of eligible vehicles on the platform that can complete WAV trips;
 3. Day and times WAV vehicles are available on the platform to respond to WAV passenger requests (e.g. Monday 9am to 6pm);
 4. Number of hours vehicles were on platform and able to accept WAV requests;
 5. Response time to service a WAV request on the platform;
 6. Average wait times for an ordered WAV ride on the platform;
 7. Number of WAV trips completed on the platform; and
 8. Average acceptance rates for WAV vehicles.

- b. As directed by DOF, a report itemizing trips based on applicable tax rates with payment submission of monthly City taxes and fees.
- c. The BACP Commissioner may request additional monthly reports aligned with compliance with the Municipal Code of Chicago and applicable rules.

III. VEHICLE STANDARDS

RULE TNP3.01 Vehicle Inspection Standards

- a. TNP license applicants, new and renewal, must submit to the BACP Commissioner a detailed written description of their affiliated transportation network vehicles inspection process for approval.
- b. At a minimum, the TNP vehicle inspection process must include the following:
 1. A vehicle inspection checklist demonstrating compliance with MCC § 9-115-110;
 2. List of designated licensed motor vehicle repair shops or motor vehicle repair technicians for the inspections;
 3. List of the time frame for the initial on-boarding vehicle inspection and any subsequent vehicle inspections in compliance with MCC § 9-115-110; and
 4. Include a process that would trigger a transportation network vehicle inspection based on passenger complaints or ratings.
- c. Licensees must ensure that a prospective transportation network vehicle completed and passed a required vehicle inspection prior to activating on its platform.
- d. Transportation network drivers must maintain a copy, in paper or electronic format, of the most recent vehicle inspection results. The results must be kept in the vehicle for review by Authorized Personnel.

RULE TNP3.02 Vehicle Ownership Interest

For purposes of MCC § 9-115-100(a), the term “beneficial interest” means deriving a financial gain from the provision of financing for the obtaining, leasing, or ownership of a transportation network vehicle.

IV. ACCESSIBILITY STANDARDS AND ACCESSIBILITY FUND

RULE TNP4.01 Accessible Platform Features

TNP license applicants, new and renewal, must demonstrate the applicant’s applications or digital platform’s accessibility features to the Department and the Mayor’s Office for People with Disabilities to ensure compliance with Section 9-115-140 of the MCC at the time of application.

RULE TNP4.02 Passenger Request for a Wheelchair Accessible Vehicle (WAV)

At the time of application, TNP license applicants, new and renewal, must demonstrate the ability of the applicant's applications or digital platform to respond to requests for wheelchair accessible vehicles, as set forth in Section 9-115-140 of the MCC.

RULE TNP4.03 TNP Wheelchair Accessible Vehicles (WAVs)

- a. TNP wheelchair accessible vehicles must be inspected by the City of Chicago or an authorized vehicle inspector approved by the Department to ensure compliance with the Americans with Disabilities Act.
- b. TNP affiliated transportation network drivers that operate wheelchair accessible vehicles must undergo training, approved by the BACP Commissioner, in consultation with the Commissioner of the Mayor's Office for People with Disabilities, specific to servicing and transporting people that use wheelchairs in a safe and courteous manner.
- c. A transportation network vehicle that is wheelchair accessible must display the universal symbol for wheelchair accessibility, as shown below, in a size prescribed by the BACP Commissioner, on the exterior of the vehicle.



RULE TNP4.04 TNP Wheelchair Accessible Vehicle (WAV) Trip Incentives

- a. A TNP licensee, in good standing pursuant to MCC Chapter 9-115, is eligible to participate in the following financial incentive program funded through the Accessibility Fund, as defined in MCC § 9-112-010.
- b. A TNP licensee may apply for a reimbursement subsidy posted at the Website for each wheelchair accessible vehicle (WAV) trip requested and performed through its platform.
- c. BACP shall post Accessibility Fund incentive program requirements and subsidy request forms on the Website.
- d. The following criteria must be met for the TNP WAV trip to be eligible for the posted reimbursement subsidy:
 1. The TNP WAV trip must be requested through its affiliated TNP platform specifically for wheelchair accessible vehicle service;
 2. The TNP WAV trip must be performed by an affiliated transportation network chauffeur licensed and qualified in compliance with Chapter 9-115 of the MCC;
 3. The TNP WAV vehicle used to perform the trip must be in compliance with Chapter 9-115 of the MCC;
 4. If the TNP WAV trip is contracted through a contractor, the contractor must be in compliance and in good standing with applicable City of Chicago laws, including compliance with City of Chicago debt ordinances; and

5. Trip data of the TNP WAV trip must be submitted with the reimbursement request.
- e. Effective January 4, 2021, if the passenger requesting WAV service is picked up within 20 minutes of the request, the TNP WAV trip is eligible for the full (100%) reimbursement amount posted on the Website. If the passenger requesting the WAV service is picked up between 21 and 35 minutes of the request, the TNP WAV trip is eligible for half (50%) of the reimbursement amount posted at the Website. If the passenger requesting the WAV service is picked up more than 35 minutes after the request, the TNP WAV trip is not eligible for any reimbursement. If a WAV service pickup took 21 minutes or longer, a TNP licensee may submit a request for the full reimbursement amount along with facts (weather conditions, street closures, etc.) that explain the delay in the timely pick-up of the passenger. In determining whether such a request will be approved, BACP shall balance quality of consistent WAV service with factors outside of the TNP licensee's control.
- f. The BACP Commissioner may launch additional, supplementary, or pilot accessible incentive programs through public vehicle notice and posting at the Website.

V. TNP CHAUFFEUR GENERAL OPERATING PROTOCOLS

RULE TNP5.01 Discrimination is Prohibited

No TNP chauffeur shall discriminate against a passenger or prospective passenger in violation of the Chicago Human Rights Ordinance. For more information, visit the Commission on Human Relations Web page (chicago.gov/humanrelations). The Human Rights Ordinance is Chapter 2-160 of the MCC and contains a list of protected classes.

RULE TNP5.02 TNP Chauffeur must be an Affiliated Transportation Network Driver

A City of Chicago TNP chauffeur license is valid as long as the affiliated transportation network driver issued the TNP chauffeur license is affiliated, active, and is in good standing with the City of Chicago and the affiliated TNP licensee's platform. Deactivation from a licensed TNP platform immediately suspends the transportation network driver's TNP chauffeur license.

RULE TNP5.03 Unauthorized Usage of Transportation Network Driver Account

An affiliated transportation network driver may not assign, transfer to, or allow usage of his or her transportation network driver account by any other person, including another licensed TNP chauffeur, for any purpose, including providing rides to passengers. A TNP chauffeur has an affirmative duty to safeguard unauthorized access or use by another of his or her transportation network driver account.

RULE TNP5.04 Street Hails, Cab Stands, and Top Lights

- a. TNP chauffeurs are prohibited from picking up passengers via street hail or from cab stands.

- b. TNP chauffeurs are prohibited from affixing top lights, similar to taxicab top lights, on the exterior of their transportation network vehicle.
- c. TNP chauffeurs shall not paint, alter, or affix objects to a transportation network vehicle in order for the vehicle to look like a taxicab.

RULE TNP5.05 Traffic Protocols

- a. TNP chauffeurs must observe and comply with posted signage prohibiting loading, stopping, or standing.
- b. TNP chauffeurs and their vehicles must be in compliance with all applicable City, State, and Federal laws at all times while operating within the City of Chicago.
- c. A TNP chauffeur may not transport, pick-up, or drop-off a passenger at any place other than from or at the specific destination the passenger has requested or agreed to unless the passenger's destination conflicts with posted signage, State or City law, or communications from the City of Chicago, including but not limited to traffic management alerts and specific pick up/drop off instructions for special events or large venues.
- d. A TNP chauffeur is not permitted to drive his or her vehicle in commercial lanes of traffic nor use commercial zones for stopping or standing.
- e. A TNP chauffeur may not drive, stop, or stand his or her vehicle in a designated bus lane, bike lane, or bus stop/stand.
- f. In the interest of public safety and managing traffic flow, Authorized Personnel may prescribe designated streets or areas for TNP chauffeurs to drop off and pick up passengers for special events or venues at any location in the City as determined and communicated by Authorized Personnel. Authorized Personnel may request TNP licensees to use geo-fencing technology and capability, if feasible, to implement and enforce such restrictions. It is the responsibility of a TNP licensee to inform its affiliated transportation network drivers regarding traffic routes and closures, drop off and pick up instructions prescribed by Authorized Personnel.
- g. A TNP chauffeur must follow instructions from designated Authorized Personnel or prescribed protocols or be subject to enforcement which may include, but is not limited to, citations, arrest, vehicle tow, or vehicle impoundment.
- h. A TNP chauffeur has an affirmative duty to comply with subsections (e) and (f) of this Rule and with all BACP industry notices. A TNP driver may not claim a passenger's request for a specific pick-up or drop-off location, in conflict with an Authorized Personnel's directive, as a defense to non-compliance with this Rule.

RULE TNP5.06 Operating as a TNP Chauffeur

TNP chauffeur licensees while engaged in operating a transportation network vehicle must:

- a. Maintain a courteous demeanor and appropriate public appearance at all times.

- b. Not insult, use verbal or non-verbal profane language, or racial slurs around any person.
- c. Not assault, physically attack, or harm any person.
- d. Operate a transportation network vehicle in a safe and lawful manner at all times. Conduct constituting a violation of this rule includes, but is not limited to, operating a transportation network vehicle in such a manner as to constitute a violation of any provision of Articles 2 through 12 of the Rules of the Road of the Illinois Vehicle Code (625 ILCS 5/11-100 et seq.) or any other similar local and state laws. A TNP chauffeur pick up or drop off of a passenger on Lake Shore Drive; in designated bus stops; zones marked with signs "no loading", "stopping", or "standing" zones; or delineated pedestrian cross-walks and bike lanes is considered unsafe operation of a TNP vehicle in violation of this subsection.
- e. Not operate a transportation network vehicle while under influence of alcohol, a controlled substance, cannabis, or any similar substance, or consume or possess any alcohol, controlled substance, cannabis, or any similar substance.

RULE TNP5.07 Tampering with Electronic Devices Prohibited

No TNP chauffeur shall tamper with any electronic devices associated with the TNP platform.

RULE TNP5.08 Payment of TNP Fares

No TNP chauffeur shall collect a fare for providing transportation network services directly. Fares for transportation network provider services must be processed only through the TNP platform. If a TNP passenger chooses to do so, the passenger may pay a gratuity or tip in cash.

RULE TNP5.09 Lost and Found Items

All TNP chauffeurs have an affirmative duty to take reasonable and diligent steps to return any lost articles recovered in a vehicle to the rightful owner. At a minimum, a TNP chauffeur must notify his or her affiliated TNP company when items are left in the vehicle by TNP passengers.

RULE TNP5.10 Vehicle Unfit for Public Use

- a. No TNP chauffeur shall engage in providing transportation network provider services in a vehicle that is unsafe or damaged in such a way as to affect the safe operation of the vehicle.
- b. TNP chauffeur licensees shall exercise due diligence ensuring that mandated vehicle lights (headlights, taillights, brake lights, etc.) are operational and lit as required while engaged in providing transportation network provider services.

- c. A TNP chauffeur has an affirmative duty to ensure installed vehicle roof-top advertising equipment is BACP inspected and approved in compliance with Rule TNP1.07.

RULE TNP5.11 Deceptive Act and Submission of Fraudulent Documents, Forms, or Statements

- a. TNP chauffeurs, while providing transportation network provider services, must not commit any deceptive act, pursuant to MCC Chapter 2-25, or act of theft against any person.
- b. Any person who submits fraudulent documents, forms, or statements with the intent to receive a City of Chicago benefit or license will be denied a license, new or renewal, and will be required to reimburse the City funds received based on fraudulent representations.
- c. Authorized Personnel may confiscate a document when: (i) the document is expired, suspended, rescinded, canceled or revoked; or (ii) As part of an investigation, including; but not limited to, possible fraud or forgery.

RULE TNP5.12 TNP Wheelchair Accessible Vehicle (WAV)

- a. No TNP passenger in a wheelchair shall be transported in a wheelchair accessible vehicle (WAV) unless the wheelchair is properly secured by tie-downs or other systems approved or required by the Americans with Disabilities Act and rules and regulations promulgated thereunder. TNP chauffeurs have an affirmative duty to make sure that passengers using wheelchairs are properly secured in WAV transportation network vehicles before initiating transportation.
- b. All TNP chauffeurs must complete and pass the BACP-approved Accessibility Course on servicing passengers with disabilities before operating a WAV transportation network vehicle for the first time.

RULE TNP5.13 Revocation of a TNP Chauffeur License

- a. Grounds for revocation of a TNP chauffeur license shall include, but are not limited to, the following:
 1. If any official notice or legal process cannot be served upon a TNP chauffeur licensee at the licensee's address registered with BACP;
 2. Failure to comply with debt clearance requirements as provided in Rule 1.04;
 3. Conviction of any criminal offense involving a felony arising in connection with the provision of transportation network provider services or any crime against a passenger while performing TNP services;
 4. If, while operating a transportation network vehicle, a TNP chauffeur licensee shall have in the licensee's possession or under the licensee's control any illegal or controlled substances, alcohol, or drugs;
 5. Ineligibility under section 9-115-150(b);
 6. If the TNP chauffeur licensee allows anyone else to operate under the licensee's TNP chauffeur license;

7. Any TNP chauffeur licensee who knowingly attempts to obtain another TNP chauffeur license under the same or different name, in addition to any other penalties provided by this chapter, shall have his original TNP chauffeur license revoked and the attempted license application will be denied.
- b. If any of the above grounds exist, the BACP Commissioner shall institute an action with the Department of Administrative Hearings. If, after the hearing, the administrative law officer determines that a violation has occurred, the administrative law officer shall enter an order revoking or suspending the TNP chauffeur license and/or imposing a fine.
- c. Upon revocation of any TNP chauffeur license, the TNP licensee shall take all reasonable actions to remove all indicia of TNP chauffeur licensure from any person or vehicle affected by the license revocation.

RULE TNP5.14 License Rescission of a TNP Chauffeur License

- a. The BACP Commissioner has the authority to rescind any TNP chauffeur license obtained erroneously, illegally, by fraud, by misrepresentation, by willful misstatement or omission of any material fact or statement filed with the Commissioner, the City Comptroller, or any City department.
- b. If a TNP chauffeur license is rescinded, the former TNP chauffeur licensee may, within ten days of the mailing of the notice of rescission, make written demand upon the BACP Commissioner for a hearing. Upon receipt of a timely written demand for a hearing, the Department shall within 30 days conduct a hearing. If at hearing the former TNP chauffeur licensee establishes through competent evidence that the rescission was based upon incorrect findings, the BACP Commissioner shall reinstate the petitioner's TNP chauffeur license. If at hearing the rescission is found to have been based upon correct findings, the rescission shall become final. After entry of a final rescission, the petitioner shall be ineligible for a new TNP chauffeur license for a period of 12 months.

ARTICLE 3 – OPERATIONAL REQUIREMENTS AT AIRPORTS

VI. TNP OPERATING PROTOCOL AT AIRPORTS

RULE TNP6.01 Authorization Needed for TNP Drivers and Vehicles to Pick Up Rides or Passengers at Airports

- a. Authorization to pick up passengers at Airports extends only to requests for service initiated by TNP passengers via a City of Chicago licensed TNP's platform.
- b. A licensed TNP that wishes to allow drivers to receive requests for TNP service at the Airports must submit a written request to the BACP and CDA Commissioners seeking authorization for its affiliated drivers and vehicles to pick up passengers at the Airports. The BACP and CDA Commissioners shall jointly review the written request. No transportation network driver and/or vehicle may pick up passengers

from the Airports until the TNP with which it is affiliated receives the BACP and CDA Commissioners' written authorization.

- c. The licensed TNP's written request seeking authorization to pick up passengers at the Airports shall be in a form prescribed by the BACP and CDA Commissioners, and must necessarily include contact names, titles, phone numbers, and e-mail addresses of TNP company representatives that may be contacted at any time by Authorized Personnel in regards to airport operations, TNP company, affiliated driver or vehicle violations, or any other matter affecting TNPs at the Airports.
- d. The licensed TNP must also include for approval, with its request for authorization to pick up passengers at the airports, a description of the TNP company's processes and procedures in place to ensure that the company and its drivers and vehicles are in compliance and remain in compliance with Chapters 3-46 and 9-115 of the MCC and these TNP Rules.
- e. The licensed TNP must notify the BACP and CDA Commissioners of any plans to modify or change its approved compliance process or its operations at the Airport. Modifications or changes to the licensed TNP's approved written process or operations at the Airport must be approved by the BACP and CDA Commissioners before the TNP implements any modifications or changes to its Airport operations.
- f. The CDA Commissioner has the sole authority to deny a transportation network driver's airport pick-up authorization as provided in this Rule. Violations that may result in denial of a transportation network driver's airport pick-up authorization include, but are not limited to, failure to pick up in designated airport pick-up areas; failure to stage in the designated airport staging areas; failure to follow Airport pick-up operating protocols specified in these Rules or Section 10-36-267 of the MCC; or failure to display signage or emblem applicable to airport pick-ups.
- g. If the CDA Commissioner denies a transportation network driver's airport pick-up authorization, the CDA Commissioner shall promptly notify, in writing, of the denial to the BACP Commissioner and the representative of the TNP affiliated with the driver.
- h. It shall be the responsibility of the TNP to ensure that, within 24 hours, any such denied driver complies with the denial and no longer picks up passengers at the Airports. The TNP shall also provide written notice of the authorization denial to its affiliated transportation network driver whose airport pick-up authorization is denied, via first class or electronic mail, within 24 hours of the denial, with a copy to the CDA Commissioner.
- i. If an individual TNP-affiliated driver's airport pick-up authorization is denied, the driver may within 10 days of the notice of the denial, make written demand upon the CDA Commissioner, through the TNP that the driver is affiliated with, for reconsideration of the denial. Upon receipt of a timely written request for reconsideration by an individual driver through its affiliated TNP, the CDA Commissioner shall within 30 days review the request for reconsideration and issue a final determination as to the denial. If in such a request for reconsideration, the applicant establishes through competent evidence that the denial was based upon incorrect findings, then the CDA Commissioner shall reinstate the authorization and notify the TNP affiliated with the driver and the BACP Commissioner in writing. It shall be the responsibility of the TNP licensee to notify of the reinstatement to its

- affiliated transportation network driver whose airport pick-up authorization is reinstated.
- j. The authorization to permit a TNP's respective affiliated drivers and vehicles to pick up passengers via its City of Chicago-licensed TNP platform at the Airports runs concurrently with the TNP license term. The request for the authorization to permit a TNP's respective affiliated drivers and vehicles to pick up passengers via its platform at the Airports must be re-submitted with the TNP license renewal application annually.

RULE TNP6.02 TNP Requirements for Operating at Airports

- a. Transportation network drivers operating at either airport must follow designated protocols or be subject to enforcement which may include, but is not limited to, citations, arrest, vehicle tow, or vehicle impoundment.
- b. Transportation network drivers and vehicles must be in compliance with all applicable Federal, State, and City laws at all times while operating at Airports.
- c. TNP licensees, transportation network drivers, and transportation network vehicles must comply with Chapters 3-46 and 9-115 of the MCC and these Rules.
- d. A TNP licensee granted the authorization to pick up rides/passengers at the Airports must ensure that its affiliated transportation network drivers and vehicles that pick up rides/passengers at the Airports adhere to specific airport boundaries (geo-fencing) as prescribed by the CDA Commissioner.
- e. TNP licensees must record all pick-ups and drop-offs of rides performed through the licensee's Internet-enabled application or digital platform within the Airports as described in these Rules and illustrated in the maps and illustrations posted on the Website.
- f. A TNP licensee shall collect and remit applicable City of Chicago taxes and fees as required by the City of Chicago's ordinances.
- g. A TNP licensee (employee, agent, or representative) or TNP-affiliated transportation network driver may not approach prospective riders or passengers to solicit rides. Solicitation includes, but is not limited to, approaching a prospective passenger inside or outside airport terminals, circling an Airport or nearby roadways outside of designated staging and geo-fenced areas, and/or use of verbal language and/or written materials disseminated to prospective riders or passengers in order to induce riders or passengers to request rides via the TNP's application or digital platform.

RULE TNP6.03 Driver Training Specific to Airports

- a. Licensed TNPs seeking authorization for affiliated drivers to pick up rides or passengers at the Airports shall submit its driver training program in conformity with 10-36-267(a) of the MCC to the BACP and CDA Commissioners for approval.
- b. A TNP licensee authorized to operate at the Airports must have in place a process to only allow affiliated transportation network drivers who have undergone and passed

Airport-specific training to accept rides to and from the Airports. This process should be detailed in the TNP's request for authorization to pick up at the Airports.

RULE TNP6.04 Registry of TNP Drivers Operating at Airports

- a. A licensed TNP seeking authorization to pick up passengers at the Airports shall provide a register of its affiliated transportation network drivers and vehicles permitted to pick up TNP passengers at the Airports to the BACP and CDA Commissioners in the same manner and including the same information it provides on individual drivers and vehicles to BACP to obtain a license.
- b. If a TNP licensee intends all of its affiliated drivers and vehicles to pick up passengers at the Airports,
 1. The TNP licensee shall make its intent clear in its request for authorization to the BACP and CDA Commissioners to pick up passengers at the Airports;
 2. The TNP licensee is not required to provide a separate register of its affiliated transportation network drivers and vehicles permitted to pick up TNP passengers at the Airports to the BACP and CDA Commissioners as provided in paragraph (a) of this Rule;
 3. All transportation network drivers affiliated with the TNP licensee are presumed to have been registered with the CDA Commissioner for Airport pick-ups pursuant to Section 10-36-265 of the MCC; and
 4. The CDA Commissioner shall have access to the TNP's driver registry already maintained by BACP pursuant to requirements to license the TNP.
- c. A TNP licensee is responsible for providing written updates and changes regarding affiliated transportation network drivers that are authorized or were previously authorized to pick up at the Airports to the BACP and CDA Commissioners.
- d. A TNP licensee authorized to operate at the Airports must have in place a process to only allow authorized affiliated transportation network drivers and vehicles to accept rides to and from the Airports.

RULE TNP6.05 Distinctive Signage for Airports, Navy Pier, and McCormick Place Operations

- a. A licensed TNP request for authorization for affiliated drivers to pick up rides or passengers at the Airports must contain full scale, color illustrations of the TNP's distinctive signage or emblem for operation at the Airports, McCormick Place and Navy Pier for review and approval by the BACP and CDA Commissioners.
- b. Additional signage or emblem must at a minimum include the following content prominently displayed:
 1. Airport Authorized; and
 2. A symbol of an airplane.
- c. The additional signage or emblem dimensions shall not be less than 64 square inches and shall prominently display the text.

- d. A transportation network driver shall not display on an affiliated transportation network vehicle distinctive signage or emblem which does not comply with the requirements of this rule and applicable provisions of MCC. Approved distinctive signage or emblem shall not be changed without prior notification to and approval of the BACP and CDA Commissioners.
- e. Any additional distinctive signage or emblem must be visible during daylight and nighttime, and must be prominently displayed and placed on the rear of the vehicle on the passenger side of the affiliated transportation network vehicle.
- f. A TNP licensee must seek approval for modifications or alterations to the additional distinctive signage or emblem before providing affiliated transportation network drivers with the modified or altered version for display on affiliated transportation network vehicles.
- g. In addition to any additional distinctive signage or emblem required pursuant to this Rule or applicable law, all transportation network drivers and vehicles must display distinct and consistent signage at all times while providing TNP services. The signage or emblem must not obstruct or interfere with the view of the driver through the windshield and must not materially impair the driver's view to the side or rear. Distinctive signage must not obfuscate any postings required by Federal, State, or City law.
- h. Additional distinctive signage or emblem shall not contain advertising.
- i. Within 120 days of the promulgation of these rules and regulations, a TNP licensee must comply with the requirements of this rule and applicable provisions of the MCC.
- j. Until a TNP licensee complies with the requirements of this rule and applicable provisions of the MCC as provided in paragraph (i), a licensed TNP may submit, as part of its request for authorization for affiliated drivers to pick up rides or passengers at the Airports, a temporary distinctive signage or emblem to fulfill the requirement in paragraph (a). If such temporary distinctive signage or emblem has been approved by the BACP Commissioner, it shall serve as an acceptable distinctive signage or emblem to comply with paragraph (a). Otherwise, such temporary distinctive signage or emblem shall be subject to review and approval by the BACP and CDA Commissioners. Such temporary distinctive signage or emblem must be visible during daylight and nighttime, and must be prominently displayed and placed on the rear of the vehicle on the passenger side of the affiliated transportation network vehicle.

RULE TNP6.06 TNP Loading Zone Operations at the Airports

- a. Upon arrival at the designated terminal, the transportation network driver shall proceed to the forward-most available designated TNP loading zone position at the terminal. Refer to the maps and illustrations posted at the Website.
- b. A transportation network driver shall not stop to load passengers until arriving at the designated TNP loading zone unless authorized by Authorized Personnel.

RULE TNP6.07 Unattended Vehicles at Chicago Airports

While in the TNP loading zone, a transportation network vehicle must be attended and the transportation network driver shall at all times remain inside their vehicle except when loading passengers or baggage.

RULE TNP6.08 Standing Limitations at Chicago Airports

Standing authorizations shall be afforded to authorized transportation network drivers at all TNP-designated loading zones solely for the time required for the expeditious loading or unloading of passengers and baggage.

RULE TNP6.09 Implementation of TNP Technology and Tools at Chicago Airports

Prior to implementing TNP technology or tools which impact traffic management and public safety at and around the airports, a TNP licensee must receive approval from the CDA Commissioner. The CDA Commissioner reserve the right to suspend or rescind approval of TNP technology or tools previously authorized.

VII. O'HARE AIRPORT TNP OPERATING PROTOCOL**RULE TNP7.01 O'Hare International Airport ("O'Hare") Boundary Geo-Fence Coordinates**

O'Hare Airport boundaries are illustrated in the "O'Hare International Airport TNP Map" or comparable file name posted on the Website. For the purposes of this Rule, O'Hare includes all the properties owned or controlled by the City of Chicago as O'Hare International Airport within the following general boundaries:

Northern Boundary: Touhy Avenue

Southern Boundary: Irving Park Road

Eastern Boundary: Mannheim Road

Western Boundary: York Road

RULE TNP7.02 O'Hare TNP Protocols

- a. Unless directed otherwise by Authorized Personnel, transportation network drivers and vehicles arriving with passengers to be dropped off at O'Hare must comply with the following:
 1. Authorized transportation network drivers entering O'Hare with passengers for terminals other than the bus shuttle center shall unload passengers on the Upper Level roadway only.
 2. A transportation network driver may not discharge passengers on the Lower Level roadway unless specifically instructed by Authorized Personnel.

3. Authorized transportation network drivers dropping off passengers at the bus shuttle center or the airport hotel may use Hotel Road to access those locations.
 4. Upon unloading passengers, transportation network drivers shall leave O'Hare or proceed to the CDA-designated TNP staging area for future dispatch of a pre-arranged platform ride originating at the airport.
- b. Unless directed otherwise by Authorized Personnel, transportation network drivers and vehicles arriving without passengers at O'Hare must comply with the following:
 1. Authorized transportation network drivers entering O'Hare without passengers shall proceed to the CDA-designated TNP staging area.
 2. Transportation network drivers entering the designated TNP staging area shall occupy spaces as directed by Authorized Personnel.
 3. Transportation network drivers shall remain in the designated TNP staging area until dispatched via the TNP platform to the assigned terminal by request of their pre-arranged rider, or until exiting O'Hare altogether.
 4. No transportation network driver is permitted at a terminal unless the transportation network driver has received a passenger request for a pick-up via the TNP platform the driver is affiliated with.
- c. Transportation network vehicles unattended in “no parking” zones may be ticketed and towed.
- d. CDA Authorized TNP Vehicle Staging Area at O'Hare
 1. Authorized transportation network drivers and vehicles must stage at the CDA Authorized Staging Area and within the CDA-designated spaces as illustrated in the “O'Hare International Airport TNP Map” or comparable file name posted on the Website.
 2. Authorized transportation network drivers and vehicles are restricted to staging in CDA-designated spaces.
- e. TNP Passenger Pick-up Rides at O'Hare Domestic Airlines Terminals
 1. Authorized transportation network drivers and vehicles must pick-up TNP platform-assigned passengers at the Designated Loading Zones at the terminal within CDA-designated spaces as illustrated in the “O'Hare International Airport TNP Map” or comparable file name posted on the Website.
 2. Authorized transportation network vehicles are restricted to picking up TNP platform-assigned passengers in CDA-designated spaces.
- f. TNP Passenger Pick-up Rides at the O'Hare International Airlines Terminal
 1. Authorized TNP-affiliated transportation network drivers and vehicles are restricted to pick up TNP platform-assigned passengers at the Lower Level roadway arrival level at CDA-designated spaces.
 2. A transportation network driver must remain in his or her vehicle in the staging area until the TNP platform-assigned passenger is at the curb.

VIII. MIDWAY AIRPORT TNP OPERATING PROTOCOL

RULE TNP8.01 Midway International Airport (Midway) Boundary Geo-Fence Coordinates

Midway Airport property boundaries are described below and illustrated in the "Midway International TNP Map" or comparable file name posted on the Website.

Northern Boundary:

Beginning at 54th Street and Cicero Avenue, the northern boundary extends to 55th Street and Kilpatrick Avenue on the East and Laramie Avenue on the Northwest side of 55th Street and Long Avenue on the Southwest side of 55th Street.

Southern Boundary:

Beginning at 63rd Street and Laramie Avenue on the northwest side of 63rd Street and extends to 63rd and Long Avenue.

Eastern Boundary:

Beginning at Kilpatrick Avenue, the eastern boundary is between 54th Street and 59th Street. The eastern boundary includes the Cell Phone lot beginning at 61st Street and Cicero Avenue and extends north of 63rd and Cicero Avenue.

Western Boundary:

Beginning at the eastside of Central Avenue, the western boundary is between 57th Street at Central Avenue and extends to 60th Street at Central Avenue.

RULE TNP8.02 Midway TNP Protocols

- a. Unless directed otherwise by Authorized Personnel, transportation network drivers and vehicles arriving with passengers dropping off at Midway must comply with the following:
 1. Transportation network drivers entering Midway with passengers for the terminal shall unload passengers on the Upper Level roadway only.
 2. Transportation network drivers shall not discharge passengers on the Lower Level roadway.
- b. Unless directed otherwise by Authorized Personnel, transportation network drivers arriving without passengers at Midway must comply with the following:
 1. Authorized transportation network drivers entering Midway without passengers shall proceed to the CDA-designated TNP staging area.
 2. Transportation network drivers entering the designated TNP staging area shall occupy spaces as directed by Authorized Personnel.
 3. Transportation network drivers shall remain in the designated TNP staging area until dispatched via the TNP platform to the assigned terminal by request of their pre-arranged rider, or until exiting Midway altogether.
 4. No transportation network driver is permitted at a terminal unless the transportation network driver has received a passenger request for a pick-up via the TNP platform the driver is affiliated with.

- c. Transportation network vehicles unattended in the designated TNP staging or pick-up area or outside designated areas may be ticketed and towed.
- d. CDA Authorized TNP Vehicle Staging Area at Midway
 - 1. Authorized transportation network drivers and vehicles must stage at the Authorized Staging Area and within the CDA-designated spaces as illustrated in the "Midway International Airport TNP Map" or comparable file name posted on the Website.
 - 2. Authorized transportation network drivers and vehicles are restricted to staging in CDA-designated spaces.
- e. TNP Passenger Pick-up Rides at Midway
 - 1. Authorized transportation network drivers and vehicles must pick-up TNP platform-assigned passengers at the Designated Loading Zones at the terminal within CDA-designated spaces as illustrated on the "Midway International Airport TNP Map" or comparable file name posted on the Website.
 - 2. A transportation network driver must remain in his or her vehicle in the staging area until the TNP platform-assigned passenger is at the curb.

ARTICLE 4 – McCORMICK PLACE AND NAVY PIER OPERATIONAL REQUIREMENTS

IX. McCORMICK PLACE TNP OPERATING PROTOCOL

RULE TNP9.01 Authorization Needed for TNP Drivers and Vehicles to Pick Up Rides or Passengers at McCormick Place

- a. Authorization to pick up passengers at McCormick Place extends only to requests for service initiated by TNP passengers via a City of Chicago licensed TNP's platform.
- b. A licensed TNP that wishes to allow drivers to receive requests for TNP service on its digital platform at McCormick Place must submit a written request to the BACP Commissioner seeking authorization for its affiliated drivers and vehicles to pick up passengers at McCormick Place. No transportation network driver and/or vehicle may pick up passengers from McCormick Place until the TNP with which it is affiliated receives the BACP's Commissioner's written authorization.
- c. The licensed TNP's written request seeking authorization to allow drivers to receive requests for TNP service on its digital platform at McCormick Place must be in a form prescribed by the BACP Commissioner, and shall include contact names, titles, phone numbers, and e-mail addresses of TNP company representatives that may be contacted at any time by Authorized Personnel in regards to McCormick Place operations, TNP company, affiliated driver or vehicle violations, or any other matter affecting TNPs at McCormick Place.
- d. The licensed TNP must also include for approval, with its request for authorization to pick up passengers at McCormick Place, a description of the TNP's processes and procedures in place to ensure that the TNP and its affiliated drivers and vehicles comply with Chapters 3-46 and 9-115 of the MCC and these TNP Rules. The

description of the TNP's company processes shall include in specific detail compliance with McCormick Place protocols.

- e. The licensed TNP must notify the BACP Commissioner of any plans to modify or change its approved company compliance process or its operations at McCormick Place. Modifications or changes to the licensed TNP's approved written process or operations at McCormick Place must be approved by the BACP Commissioner before the company may implement any modifications or changes to its McCormick Place operation.

RULE TNP9.02 TNP Requirements for McCormick Place Operations

- a. Transportation network drivers operating at McCormick Place must follow designated protocols or be subject to enforcement which may include, but are not limited to, citations, arrest, vehicle tow, or vehicle impoundment.
- b. Transportation network drivers and vehicles at all times in operating on McCormick Place must comply at all times with all applicable Federal, State, and City laws.
- c. TNP licensees, transportation network drivers, and transportation network vehicles must comply with Chapters 3-46 and 9-115 of the MCC and these Rules.
- d. TNP licensees must adhere to specific McCormick Place boundaries (geo-fencing) and Rules as prescribed by the MPEA. TNP licensees must record all pick-ups and drop-offs of rides performed through the licensee's Internet-enabled application or digital platform occurring within McCormick Place. McCormick Place is described in these Rules and is illustrated in the "McCormick Place TNP Map" or comparable file name posted at the Website.
- e. A TNP licensee shall collect and remit applicable City of Chicago taxes and fees as required by the City of Chicago's ordinances.
- f. A TNP licensee (employee, agent, or representative) or TNP-affiliated transportation network driver may not approach prospective riders or passengers in order to solicit rides. Solicitation includes; but is not limited to, approaching a prospective passenger inside or outside of McCormick Place, circling McCormick Place or nearby roadways outside of geo-fenced areas, and/or use of verbal language and/or written materials disseminated to prospective riders or passengers in order to induce riders or passengers to request rides via the TNP's application or digital platform.
- g. Transportation network vehicles left unattended in a "no parking" zone may be ticketed and towed.

RULE TNP9.03 McCormick Place Boundary Geo-Fence Coordinates

McCormick Place property boundaries are described below and illustrated in the "McCormick Place TNP Map" or comparable file name posted at the Website.

Northern Boundary:

Beginning at Indiana Avenue and 21st Street, the northern boundary extends east to Calumet Avenue crosses railroad tracks continues at the northern

building line of the North Building crosses Lake Shore Drive and continues east to the northern building line of the Lakeside Center (East Building)

Southern Boundary:

31st Street south on Moe Drive to Mc 8th Street west crossing the railroad tracks and continuing west on 24th Place to Indiana Avenue

Eastern Boundary:

Beginning at the northeast corner of the Lakeside Center Building proceeding south to the East-West Roadway then south on Fort Dearborn Drive to 31st Street

Western Boundary:

Beginning at 24th Place and Indiana Avenue, the western boundary goes north on Indiana Avenue to 21st Street

RULE TNP9.04 TNP Loading Zone Operations at McCormick Place

- a. Upon arrival, a transportation network driver shall proceed to the forward-most available designated TNP loading zone position at McCormick Place or as directed by Authorized Personnel.
- b. A transportation network driver shall not stop to load passengers until arriving at the designated TNP loading zone unless authorized by Authorized Personnel.

RULE TNP9.05 Unattended Vehicles at McCormick Place

While in the TNP loading zone, a transportation network vehicle must be attended and the transportation network driver shall at all times remain inside their vehicle except when loading passengers or baggage.

RULE TNP9.06 Standing Limitations at McCormick Place

Standing authorizations shall be afforded to authorized TNP-affiliated transportation network drivers at all TNP-designated loading zones solely for the time required for the expeditious loading or unloading of passengers and baggage.

RULE TNP9.07 McCormick Place Passenger Pick Up Locations

- a. Transportation network drivers and vehicles that are in compliance with Chapters 9-115 and 3-46 of the MCC and these Rules may pick up passengers requesting service from McCormick Place via an affiliated licensed TNP's platform at the following loading zone locations:
 1. Along a designated curb within McCormick Square to service both the South and North Buildings;
 2. Along the northbound curb of Indiana Avenue, in front of the West Building;
 3. Just south of the Lakeside Center Gate 38 on McCormick Place;
 4. The front drive of the Hyatt Regency McCormick Place Hotel; or

5. With respect to passengers requesting service from specifically the MPEA Corporate Center only, in front of the MPEA Corporate Center along the eastbound curb of Cermak Road.
- b. McCormick Place does not maintain a staging area for TNP-affiliated drivers and vehicles.
- c. Transportation network drivers and vehicles are not permitted to stage at McCormick Place. A transportation network driver and vehicle may only pull up at McCormick Place designated TNP loading locations to pick up an assigned passenger via a licensed TNP's platform.
- d. In order to promote efficient and safe discharge and drop off of passengers, McCormick Place Authorized Personnel advise affiliated transportation network drivers to utilize the above designated McCormick Place pick up locations also as drop off locations. TNP licensees are advised to incorporate maps and designated locations in educational training materials to inform and familiarize affiliated transportation network drivers on the McCormick Place campus buildings and streets.

X. NAVY PIER TNP OPERATING PROTOCOL

RULE TNP10.01 TNP Requirements for Navy Pier Operations

- a. Transportation network drivers operating at Navy Pier must follow designated protocols or be subject to enforcement which may include, but is not limited to citations, arrest, vehicle tow, or vehicle impoundment.
- b. Transportation network drivers and vehicles operating at Navy Pier must be in compliance with all applicable Federal, State, and City laws at all times.
- c. TNP licensees, transportation network drivers, and transportation network vehicles must comply at all times with Chapters 3-46 and 9-115 of the MCC and these Rules.
- d. TNP licensees must adhere to specific Navy Pier boundaries (geo-fencing) and Rules as prescribed by Authorized Personnel. TNP licensees must record all pick-ups and drop-offs of rides performed through the licensee's Internet-enabled application or digital platform within the Navy Pier boundaries as described in these Rules and illustrated in the "Navy Pier TNP Map" or comparable file name posted at the Website.
- e. A TNP licensee shall collect and remit applicable City of Chicago taxes and fees as required by the City of Chicago's ordinances or other applicable laws.
- f. A TNP licensee (employee, agent, or representative) or TNP-affiliated transportation network driver may not solicit rides. Solicitation includes, but is not limited to, approaching a prospective passenger inside or outside Navy Pier, circling Navy Pier or nearby roadways outside of geo-fenced areas, and/or use of verbal language and/or written materials disseminated to prospective riders/passengers in order to induce riders or passengers to request rides via a TNP's application or digital platform.

- g. Transportation network vehicles unattended in a “no parking” zone may be ticketed or towed.

RULE TNP10.02 Navy Pier Boundary Geo-Fence Coordinates

Navy Pier property boundaries are described below and illustrated in the “Navy Pier TNP Map” or comparable file name posted at the Website.

 Northern Boundary: Grand Avenue

 Southern Boundary: Illinois Street

 Eastern Boundary: Lake Michigan

 Western Boundary: Streeter Drive

RULE TNP10.03 TNP Loading Zone Operations at Navy Pier

- a. Upon arrival, a transportation network driver shall proceed to the forward-most available designated TNP loading zone position or as directed by Authorized Personnel.
- b. A transportation network driver shall not stop to load passengers until arriving at the designated TNP loading zone unless authorized by Authorized Personnel.

RULE TNP10.04 Unattended Vehicles at Navy Pier

While in the TNP loading zone, a transportation network vehicle must be attended and the transportation network driver shall remain inside their vehicle at all times except when loading passengers or baggage.

RULE TNP10.05 Standing Limitations at Navy Pier

Standing authorizations shall be afforded to authorized transportation network drivers at TNP designated loading zones solely for the time required for the expeditious loading or unloading of passengers and baggage.

RULE TNP10.06 Navy Pier Passenger Pick Up locations

- a. Transportation network drivers and vehicles that are in compliance with Chapters 9-115 and 3-46 of the MCC and these Rules may pick up passengers requesting service via an affiliated licensed TNP’s platform at available Navy Pier designated TNP loading locations.
- b. Navy Pier does not maintain a staging area for transportation network drivers and vehicles.
- c. Transportation network drivers and vehicles are not permitted to stage at Navy Pier. A transportation network driver and vehicle may only pull up at Navy Pier designated marked TNP loading locations to pick up an assigned passenger via affiliated licensed TNP’s platform.

ARTICLE 5 – COMMISSIONER’S AUTHORITY

XI. AUTHORITY MAY BE DENIED, SUSPENDED, REVOKED, OR RESCINDED

RULE TNP11.01 Authority to Grant Authorization(s)

- a. The BACP Commissioner, in consultation with the CDA Commissioner, is authorized to grant a TNP licensee the authorization to permit its respective affiliated transportation network drivers and vehicles to pick up passengers via its platform at the Airports and/or McCormick Place.
- b. The authorization shall be communicated in writing and shall run concurrently with the TNP license term.

RULE TNP11.02 Power to Deny Request for Authorization(s)

- a. The BACP Commissioner, in consultation with the CDA Commissioner, may deny a TNP licensee’s request for the authorization to permit its respective affiliated drivers and vehicles to pick up passengers via its transportation network platform at the Airports and/or McCormick Place.
- b. Basis for denial of authorization may include, but is not limited to, incomplete application, omission of a material fact, or misrepresentation of a material fact.
- c. If a request is denied, the applicant may, within 10 days of the mailing of notice of the denial, make written demand upon the BACP Commissioner for a hearing. The notice shall be provided by first-class mail or in person. Upon receipt of a timely written demand for a hearing the BACP Commissioner shall within 30 days conduct a hearing. If at hearing the applicant establishes through competent evidence that the denial was based upon incorrect findings; the BACP Commissioner shall issue the authorization. If at hearing the denial is found to have been based upon correct findings the denial shall become final. After entry of a final denial the applicant shall be ineligible to make a new request for authorization(s) for a period of 18 months.

RULE TNP11.03 Power to Suspend or Revoke Authorization(s)

- a. The BACP Commissioner, in consultation with CDA Commissioner, may suspend or revoke a TNP licensee’s authorization that permits its respective affiliated drivers and vehicles to pick up passengers via its transportation network platform at the Airports and/or McCormick Place.
- b. For such a suspension or revocation to be effective, the BACP Commissioner shall notify the licensee of the date the suspension or revocation will take effect. In regards to a notice of suspension, the notice will state the length of the proposed suspension. The notice shall be provided by first-class mail or in person. The BACP Commissioner shall indicate in such notice the basis for the suspension or revocation and shall also indicate a date and time, prior to the proposed suspension or revocation date, upon which the licensee may appear before the BACP Commissioner, or his or her designee, to contest the proposed suspension or revocation. The licensee shall also be informed that he or she shall be entitled to present to the BACP Commissioner or his or her designee any document, including

- affidavits, relating to the proposed suspension or revocation. Following the appearance of the licensee before the BACP Commissioner, the BACP Commissioner may affirm or reverse the suspension or revocation decision based upon the evidence presented by the licensee. The BACP Commissioner's decision shall be in writing and shall be mailed to the licensee at least five days before a license suspension or revocation is effective. A licensee may appeal the BACP Commissioner's decision to any court of competent jurisdiction. After entry of a final revocation of authorization, the licensee shall be ineligible to make a new request for authorization(s) for a period of 18 months.
- c. The suspension or revocation of a TNP's airport pick up authorization or McCormick Place pick up authorization does not preclude licensed TNP's to operate elsewhere in the City of Chicago.

RULE TNP11.04 Power to Rescind Authorization(s)

- a. The BACP Commissioner, in consultation with CDA Commissioner, shall have the power to rescind any authorization erroneously or illegally issued or renewed that permits TNP-affiliated transportation network drivers and vehicles to pick up passengers via its platform at the Airports and/or McCormick Place.
- b. For such a rescission to be effective, the BACP Commissioner shall notify the licensee of the date the rescission will take effect. The notice shall be provided by first-class mail or in person. The BACP Commissioner shall indicate in such notice the basis for the rescission and shall also indicate a date and time, prior to the proposed rescission date, upon which the licensee may appear before the BACP Commissioner, or his or her designee, to contest the proposed rescission. The licensee shall also be informed that he or she shall be entitled to present to the BACP Commissioner, or his or her designee, any document, including affidavits, relating to the proposed rescission. Following the appearance of the licensee before the BACP Commissioner, the BACP Commissioner may affirm or reverse the rescission decision based upon the evidence presented by the licensee. The BACP Commissioner's decision shall be in writing and shall be mailed to the licensee at least five days before the license rescission is effective. A licensee may appeal the BACP Commissioner's decision to any court of competent jurisdiction. After entry of a final rescission of authorization, the licensee shall be ineligible to make a new request for authorization(s) for a period of 18 months.