

2024 TNP Debt Cycle Frequently Asked Questions for TNP Chauffeur Licensees (Lyft and Uber Drivers)

What if I don't pay my outstanding debt?

If you fail to pay or enter into a payment plan before **June 13, 2024**, you will be unable to drive for a TNP, such as Lyft and Uber, in the City of Chicago.

How can I find my outstanding tickets?

On March 5, 2024, the City emailed drivers a list of outstanding tickets with payment options from the email address CityDebt@ticket.chicago-il.gov.

Who should I contact with questions about my tickets?

Please contact the Department of Finance Customer Service Team at **312-744-7275**.

How do I enroll in a payment plan?

ONLINE

To enroll in a payment plan online visit www.chicago.gov/parking and click on "Online Payment Plans". **Enrolling in a payment plan online saves you a 22% collection fee** (which is added to tickets if they are referred to a collection firm or agency).

If you have any difficulty enrolling online, please call 312-744-7275 for assistance.

Do I need to contact a collection firm or agency to enroll in a payment plan?

No. The City encourages TNP drivers to enroll in an online payment plan to save 22% in collection fees.

How will the TNP, such as Lyft and Uber, be notified that I have resolved my debt?

The TNPs will receive weekly updates on driver indebtedness until June 13, 2024 and daily (M-F) updates until June 20, 2024. After June 20, 2024, the TNPs will receive weekly updates on driver indebtedness. Therefore, you do not need to contact the City or the TNPs to show you have resolved your debt.

What if I applied for the Clear Path Relief Program ("CPR") but my application is still pending on June 13, 2024?

CPR applications are processed in the order received. If you plan to apply for CPR, the City encourages you to do so soon after receiving the debt notification email sent on March 5, 2024. If your CPR application is still pending on June 13, 2024, to avoid account deactivation you will need to enroll in a standard parking payment plan. If your CPR application is approved, the debt enrolled in the standard payment plan will be transferred to your CPR payment plan.



How Can I Pay My Tickets?

Online

Visit www.chicago.gov/parking and click the "Pay and Search for Tickets" tile.

In-Person & EZ Pay Stations

For a list of payment locations and EZ Pay stations, visit www.chicago.gov/finance and click the "Payment Center and Kiosk Locations" tile.

By Mail

City of Chicago
P.O. Box 88292
Chicago, IL 60680-1292

Payments must post no later than June 13, 2024 to avoid account deactivation.