

# 2022 TNP Debt Cycle Frequently Asked Questions for Lyft and Uber Drivers (TNP Chauffeur Licensees)

## ***What if I don't pay my outstanding debt?***

If you fail to pay or enter into a payment plan before **September 8, 2022**, you will be barred from driving for Lyft and Uber in the City of Chicago.

## ***How can I find my outstanding tickets?***

On May 31, 2022, the City emailed drivers a list of outstanding tickets and payment options from the email address [CityDebt@ticket.chicago-il.gov](mailto:CityDebt@ticket.chicago-il.gov).

## ***Who should I contact with questions about my tickets?***

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

## ***How do I enroll in a payment plan?***

### **ONLINE**

To enroll in a payment plan online go to [www.chicago.gov/parking](http://www.chicago.gov/parking) and click on "Online Payment Plan." **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 issues 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 Lyft and Uber be notified that I have resolved my debt?***

Lyft and Uber will receive weekly updates until September 8, 2022 and daily (M-F) updates until September 15, 2022, on driver indebtedness. After September 15, 2022, Lyft and Uber will receive weekly updates on driver indebtedness. Therefore, you do not need to contact the City, Lyft, or Uber to show you have resolved your debt.

## ***What if I applied for the Clear Path Relief Pilot Program ("CPR") but my application is still pending on September 8, 2022?***

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 May 31, 2022. If your CPR application is still pending on September 8, 2022, then 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

[www.chicago.gov/parking](http://www.chicago.gov/parking)  
and click the "Pay, Check Status or Search for Tickets" button.

### In-Person & EZ Pay Stations

For a list of payment locations and EZ Pay stations, visit [www.chicago.gov/finance](http://www.chicago.gov/finance) And click the "Payment Center Locations" button.

### By Mail

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

***Payments must post no later than September 8, 2022 to avoid account deactivation.***