

ACPA24 Convention Accessibility Guide

*18 - 21 March, 2024 | Chicago, IL
USA*

Welcome to Chicago, IL and ACPA's 100th Anniversary Celebration! The land on which the city of Chicago sits is the traditional homeland of the Anishinaabe, or Council of the Three Fires: the Ojibwe, Odawa and Potawatomi Nations. Many other Nations consider this area their traditional homeland, including the Myaamia, Ho-Chunk, Menominee, Sac and Fox, Peoria, Kaskaskia, Wea, Kickapoo and Mascouten.

Chicago is a city of neighborhoods. While there is power in community, the neighborhoods were created through the explicitly racist policies of Red Lining. The segregation enforced by these codes result in modern day disparities in health, educational, and income outcomes that disproportionately impact the City's communities of color.

At ACPA24, we will:

- 1. Reflect:** We will use this time to understand, unpack, and celebrate what has come before.
- 2. Evolve:** Learn from our reflection to transform our future.
- 3. Act:** Commit to making change, breaking down barriers, and centering racial justice and decolonization in our actions.

ACPA24 also commemorates the 100th Anniversary of the founding of ACPA-College Student Educators International. We welcome you to learn more about ACPA@100 and the ways in which this Association is commemorating this anniversary on the [ACPA@100 website](#).

The Convention Planning Team, in conjunction with the Coalition for Disability, attempted to provide information related to accessibility attendees should find useful during their time at the ACPA24. Should you have questions or a need not addressed within this guide, contact the Access Chair for ACPA24 ([information below](#)).

For more information about ACPA24, visit this convention website at <https://chicago2024.myacpa.org/>.

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Contact Personnel

The following personnel can assist you with questions you may have regarding accessibility at ACPA24.

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ACPA24 Convention Accessibility Advisor

Maria-Victoria Perez | she, her | maria-victoria-perez@uiowa.edu
ACPA24 Equity and Inclusion Chair

Rachel Beech | she, her | Rachel.Beech@csusb.edu
ACPA24 Convention Chair

Accommodation Requests

ACPA seeks to provide an inclusive, equitable experience for attendees. Disabled individuals requiring accommodations for the ACPA24 Convention should indicate the nature of their request during Convention registration or contact the Convention Accessibility Advisor, Spencer Scruggs (access@acpa.nche.edu), as soon as possible, or by Friday, February 23rd. ACPA will make reasonable efforts to coordinate accommodations whenever notified, however, we cannot guarantee fulfillment of requests received after the priority date.

Interpreting Services

American Sign Language (ASL) Interpreters are available for all Convention activities. Follow the Accommodation Request Guidelines to make a request for interpreters.

Captioning at Convention

Captioning in Real Time will be provided for keynotes, plenaries, and all other large sessions, including the Association Business Meeting, at Convention. Convention attendees that need captioning in real time services for any events and programs at ACPA24 are welcome to submit an accommodation request to access@acpa.nche.edu.

Air Travel to Chicago, IL

Chicago O'Hare International Airport (ORD)

10000 West O'Hare Ave, Chicago, IL 60666

<https://www.flychicago.com/ohare>

The customer service agency at ORD is known as *Travelers Aid* and provides guidance, support and advocacy services for passengers during travel. The professional staff in both the booths and the main office can assist with crisis intervention information as well as social services for travelers and visitors. They can be contacted by phone at (773) 894-2427 or by email at travelersaid@heartlandalliance.org. *Travelers Aid* is located at the following locations at ORD:

- *Main Office*: Located in Terminal 2 Concourse F, next to the Changing Places Facility and across from the Family Lounge. Their office hours are Monday-Friday, 8:00am - 9:00pm, and Saturday-Sunday, 10:00am - 9:00pm.
- *Information Desks*: Located in Gate B8 in Terminal 1, Gate C18 in Terminal 2, Gate F4 in Terminal 2, Gate K2 in Terminal 3, and Gate M15 in Terminal 5. Their desk hours are Monday-Friday, 8:00am - 8:00pm, and Saturday-Sunday, 10:00am - 7:00pm.

ORD General Information

Phone: 1-800-832-6352

TTY: Service not provided

Lost & Found: Several different organizations at O'Hare International Airport handle lost and found items. If you are trying to locate a missing item, please contact the organization closest to the location the item was last seen.

- *Ticket counters, gate areas, or airplanes*: Contact your carrier using the contact information on [this webpage](#).
- *TSA checkpoints/Security lines*: Call 1-773-377-1210 or send a message through [TSA's Lost and Found page](#).
- *O'Hare Airport Transit System (ATS)*: Contact O'Hare Airport Transit System (OATS) at 1-773-601-1817 or email lost@ohareats.com.
- *Parking facilities*:
 - *Keys only*: Contact Standard Parking at 1-773-686-7530.
 - *All other items*: Contact Chicago Police at 1-773-686-2385.
- *Restaurants/Food service*: Call 1-773-377-7804.
- *Hudson News*: Call 1-773-686-7535. For all other retail (non-food) locations, please reach out to the business directly.
- *Terminal 5 Customs Area*: Contact U.S. Customs at 1-773-686-3157.

- *Public areas of the terminal*: Contact Chicago Police at 1-773-686-2385.
- *Rental cars (Multi-Modal Facility)*: Call 1-773-462-9515.

ORD Accessibility page:

<https://www.flychicago.com/ohare/ServicesAmenities/accessibility/Pages/Terminal-Accessibility.aspx>

Airlines Servicing ORD

The following Airlines Services ORD:

- | | |
|--------------------------|-------------------------------|
| • Aer Lingus | • Iberia Airlines |
| • AeroMexico | • Icelandair |
| • Air Canada | • Japan Airlines |
| • Air France | • JetBlue |
| • Air india | • KLM Royal Dutch |
| • Air New Zealand | • Korean Air |
| • Air Serbia | • LOT Polish Airlines |
| • Alaska Airlines | • Lufthansa |
| • All Nippon | • Qatar Airways |
| • American Airlines | • Royal Jordanian |
| • Austrian Airlines | • SWISS |
| • British Airways | • Scandinavian Airlines (SAS) |
| • Cape Air | • Southern Airways Express |
| • Cathay Pacific Airways | • Southwest Airlines |
| • Contour Airlines | • Spirit Airlines |
| • Copa Airlines | • Sun Country |
| • Delta Airlines | • TAP Air Portugal |
| • Denver Air Connection | • Turkish Airlines |
| • EVA Air | • United Airlines |
| • Emirates | • VivaAerobus |
| • Ethiopian Airlines | • Volaris Airlines |
| • Etihad Airways | • Westjet Airlines |
| • Finnair | |
| • Frontier Airlines | |

More information on airlines serving ORD is available at

<https://www.flychicago.com/ohare/myflight/airlines/Pages/default.aspx>.

TSA and Security Checkpoints

The Transportation Safety Administration (TSA) has specially designed lanes at security checkpoints for persons with disabilities. To help expedite your passage through the security checkpoint, and for information on prohibited items onboard the aircraft, visit www.TSA.gov or call 1-866-289-9673. Email the TSA for more information at tsa-contactcenter@dhs.gov.

TSA Cares is a national helpline that provides travelers with disabilities, medical conditions, and other special circumstances additional assistance during the security screening process. To reach TSA Cares, call 1-855-787-2227. Call 72 hours prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint.

The TSA also provides on-site Passenger Support Specialists. Travelers requiring special accommodations, or who are concerned about the security screening process, may ask a TSA officer or supervisor for a Passenger Support Specialist who can provide on-the-spot assistance.

Wheelchair and Guided Assistance

Request wheelchair assistance on your airline's website or booking engine when you book your flight. This is the best way to ensure assistance is available in a timely manner. You may also request a wheelchair at your airline's ticket counter or from gate agents.

Airlines provide free wheelchair services for their passengers. A trained staff member will escort and assist the traveler through the entire airport process. Please contact your airline in advance to request this service. For information on each airline serving ORD, visit

<https://www.flychicago.com/ohare/myflight/airlines/Pages/default.aspx>.

Getting Around ORD

Maps of ORD

Find accessible routes throughout the facility by using ORD's interactive map at <https://www.flychicago.com/ohare/map/Pages/default.aspx>. A PDF map of ORD is available at <https://www.flychicago.com/ohare/map/Pages/printablemaps.aspx> and included at the end of this guide.

Traveling In Between Terminals and Ground Transportation Facilities

The Airport Transit System (ATS) is a convenient, fast and reliable people mover system at ORD, offering fully-automated service every 3-5 minutes during peak hours, 24 hours a day, seven days a week. The ATS station platforms and train cars are fully ADA compliant. There are no longer wheelchair positions on the new train.

All parking shuttle buses kneel when requested and have two wheelchair positions with securing devices.

Elevators

ORD offers elevators in each of the Terminals and all parking garages. Elevators with Braille signage and raised numbers & audible information are in each of the terminals and parking garages. A list of elevators is available on [this webpage](#).

Restrooms

All restrooms located throughout the airport have wheelchair accessible facilities. In addition, there are All Gender Restrooms located in all terminals.

- *Terminal 1*: Gates B1 (2), B10, C19(2), and at Baggage Claim (2)
- *Terminal 2*: Across from the Children's Museum (2), Gate E5, and at Baggage Claim
- *Terminal 3*: In the Rotunda, Gates G11, H2, H5, H12 (2), K1, L10, L21, and at Baggage Claim (2)
- *Terminal 5*: Outside security near Checkpoint, Food Court Area
- *Multi Modal Facility (Rental Cars/Lot F)*: North and South Escalator Core on Level 1

Adult changing tables are available in Terminal 2 by Gate F3. The restroom also features a motorized hoist/patient lift, two accessible showers (roll-in and transfer types), an accessible toilet with grab bars, sink, emergency pull cords and an automatic door. Travelers needing to use this facility are encouraged to make reservations using [this form](#).

Service Animal Relief Areas (SARA)

Service Animal Relief Areas (SARA) are located on the outside security on the lower levels of Terminals 1, 2 and 5 and inside security in the Terminal 3 Rotunda and Main Hall. All animals must be accompanied and leashed by the owner.

Mother's Rooms

Mother's Rooms are available in each terminal and offer a clean and comfortable room for traveling mothers to nurse, use a breast pump or care for young children. Each Mother's Room features comfortable seating, a sink, electrical outlets, a diaper changing surface, soft lighting and is ADA compliant. The Mother's Rooms at O'Hare are open 24/7 and have been designed to be secure, spacious and sanitary.

There are Mother's Rooms in each terminal:

- *Terminal 1*: Concourse B, Gate B10
- *Terminal 2*: Concourse F at the crossover between Gates E5 and F9
- *Terminal 3*: In the Rotunda next to the Yoga Room, and at Concourse L, Gate L6
- *Terminal 5*: Concourse M, Gates M8, M20, M32 and M37
- *Multi-Modal Facility*: 2 Locations on Level 1 on both the North and South Side

Lactation Facilities

Lactation pods provide a safe, private space for mothers to nurse or pump while on the go. There are lactation pods in the following locations:

- *Terminal 1*: Concourse B, Gate B7, and Concourse C, Gates C11 and C23

- *Terminal 2*: Concourse E, Gate E1, and Concourse F, Gate F1 near the Family Lounge
- *Terminal 3*: Concourse G, Gate G12, and Concourse K, Gates K1, K5, and K19, and Concourse L, Gate L24

Ground Transportation at ORD

ORD's location offers easy access to Downtown Chicago and many other attractions in the Chicago area. Multiple convenient and affordable ground transportation options are available for passengers.

Please do not accept solicitations to assist with transportation or baggage from anyone that is not properly badged. Always seek out airport employees with ORD ID badges for assistance. Solicitation of ground transportation is an illegal activity. Illegal solicitors may be unlicensed and uninsured.

Parking

ORD offers a variety of parking options for your convenience. A list of parking options and capacity information is available at <https://www.flychicago.com/ohare/tofrom/parking/pages/general.aspx>. Accessible Parking is available in all parking areas. For details, call the Parking Garage Office at (773) 686-7530.

Public Transportation

Avoid parking and traffic by utilizing public transit to and from ORD. Service to Downtown Chicago from the airport is available via the Chicago Transit Authority-Blue Line or the *Metra commuter train*.

CTA Blue Line

The CTA offers both train and bus service throughout the City of Chicago and the surrounding suburbs. The trains in Chicago are known as the "L," and the Blue Line trains are the easiest and most affordable way to get to O'Hare via public transit.

The Blue Line offers 24 hour service with more frequent service during weekday morning and evening rush hours. You can also connect to most other CTA lines through the Blue Line. The Blue Line can be accessed on the lower level of the parking garage.

You can purchase fare with cash, credit, and mobile pay (Apple Pay, Google Pay, etc.). There are vending machines located outside the station. Regular fare for the Blue Line costs \$2.50 with discounted fares of \$1.75 available for seniors and disabled individuals or \$0.75 for students. For information on fares and costs to ride the Blue Line can be found at <https://www.transitchicago.com/fares/>. For additional information on the CTA, or to view the CTA's trip planning tools and information, visit [their website](#).

Metra commuter train

Metra offers commuter train service throughout the Chicagoland area. Metra's North Central Service train line offers weekday service connecting downtown Chicago's Union Station to the north central suburbs, terminating at Antioch.

Travelers coming from O'Hare International Airport terminals can use the O'Hare Transfer Station to access Metra's North Central Service trains to downtown or the suburbs. The Metra commuter train station can be accessed on the northeast side of O'Hare at Zemke and Mannheim Roads.

Tickets can be purchased from the conductor on the train. Metra fares are based on travel between zones. To calculate the price of a ride, use [this tool](#) and enter the departure and destination stations along the North Central Line.

Rental Cars

Rental car companies operating at ORD include:

- Alamo: (844) 354-6962
- Avis: (773) 825-4600
- Budget: (800) 218-7992
- Dollar: (800) 800-4000
- Enterprise: (855) 266-9289
- Fox: (323) 593-7485
- Hertz: (800) 654-3131
- National: (800) 367-6767
- Payless: (800) 729-5377
- ACE Rent A Car: (866) 551-8267
- Routes Car Rental: (847) 671-4000
- Sixt: (888) 749-8227
- Thrifty: (800) 847-4389

Rental car companies are located in the Multi-Modal Facility (MMF). To get to the MMF from the terminals or reverse, passengers should take the Airport Transit System (ATS). Two rental car companies, ACE Rent A Car and Routes Car Rental, are located at off-site facilities and have shuttles available at the MMF facility, bus bay 1.

Ride Apps

Currently, Lyft and Uber service ORD. Ride app services pick up passengers at the following locations outside of Terminal 2 between Doors 2A and 2E:

- *BLACK Zone A*: Outside North of vestibule 2A
- *BLUE Zone B*: Outside vestibule 2A
- *ORANGE Zone C*: Outside vestibule 2B
- *GREEN Zone D*: Outside vestibule 2E

Passengers should wait in the specific zones listed above until their driver arrives to the same zone before proceeding to the designated pick-up location. A waiting area inside is available between vestibules 2A and 2D.

Premium Service pickups (e.g., Uber Black, Lyft Lux Black) continue to be offered on the lower level of all terminals.

Courtesy Shuttles and Buses

The Bus/Shuttle Center is the central pickup location for the shuttles and regional buses. Travelers can access the shuttle and bus pickup on Level 1 of the Main Parking Garage between Elevator Centers 3 and 4. More information on available shuttles can be found at

<https://www.flychicago.com/ohare/tofrom/shuttles/pages/default.aspx>.

Taxi Services

There are Taxi Stands at the lower level curb front (outside of Baggage Claim) at each terminal. Taxi service is available to Chicago and suburban destinations. Please make sure to use the designated Taxi Stands to ensure you have a licensed driver. **For your protection, do not accept rides from drivers outside the cab stand or on the departure level (second level) of the terminal roadways.** All taxis should have a working meter to calculate the fare based on time and mileage.

Fares are based on traffic conditions, but an average fare from O'Hare to downtown Chicago is \$30-40. For wheelchair accessible vehicles, please call 1-888-928-2227.

For more information on taxi service in Chicago, please see [the city's dedicated webpage for taxi service](#).

Chicago Midway International Airport (MDW)

5700 S Cicero Ave, Chicago, IL 60638

<https://www.flychicago.com/midway>

The Customer Service Desk is located on the Lower Level next to Baggage Claim, and on the Upper Level next to the Chicago Police outpost. Call 1-773-838-0600 for assistance. The desk operates from 5 a.m. to 9 p.m. daily. For TTY calls, contact the Illinois Relay Service by dialing 711 and request 1-733-838-0600.

MDW General Information

Phone: 1-773-838-0600

TTY: 711; 1-800-526-0844

Lost & Found: Several organizations at Midway International Airport handle lost and found items. When trying to locate a missing item, contact the organization closest to the location the item was last seen.

- *Near ticket counters, in gate areas, or on an airplane:* contact the airline using the information on [this webpage](#)
- *In public areas of the terminal:* contact the Midway Communication Center at (773) 838-0656 or Chicago Police at 1-773-838-9669
- *TSA Checkpoints / Security Lines:* TSA Contact Info: 1-773-498-1308 or MDWLOSTANDFOUND@TSA.DHS.GOV
- *In the parking facilities:* contact Standard Parking at 1-773-838-0753

- *Customs area*: contact U.S. Customs and Border Protection at 1-773-948-6330

MDW Accessibility page:

<https://www.flychicago.com/midway/ServicesAmenities/accessibility/Pages/default.aspx>

Airlines Servicing MDW

The following Airlines service MDW:

- Allegiant Air
- Avelo Airlines
- Delta Airlines
- Frontier Airlines
- Porter Airlines
- Southwest Airlines
- Volaris Airlines

More information on airlines serving MDW is available at

<https://www.flychicago.com/midway/myflight/airlines/pages/default.aspx>.

TSA and Security Checkpoints

The Transportation Safety Administration (TSA) has specially designed lanes at security checkpoints for persons with disabilities. To help expedite your passage through the security checkpoint, and for information on prohibited items onboard the aircraft, visit www.TSA.gov or call 1-866-289-9673. Email the TSA for more information at tsa_contactcenter@dhs.gov.

TSA Cares is a national helpline that provides travelers with disabilities, medical conditions, and other special circumstances additional assistance during the security screening process. To reach TSA Cares, call 1-855-787-2227. Call 72 hours prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint.

The TSA also provides on-site Passenger Support Specialists. Travelers requiring special accommodations, or who are concerned about the security screening process, may ask a TSA officer or supervisor for a Passenger Support Specialist who can provide on-the-spot assistance.

Wheelchair and Guided Assistance

Request wheelchair assistance on your airline's website or booking engine when you book your flight. This is the best way to ensure assistance is available in a timely manner. You may also request a wheelchair at your airline's ticket counter or from gate agents.

Airlines provide free wheelchair services for their passengers. A trained staff member will escort and assist the traveler through the entire airport process. Please contact your airline in advance to request this service. For information on each

airline serving MDW, visit:

<https://www.flychicago.com/midway/myflight/airlines/pages/default.aspx/>.

Getting Around MDW

Maps of MDW

Find accessible routes throughout the facility by using MDW's interactive map at <https://www.flychicago.com/midway/map/pages/default.aspx>. A PDF map of MDW is available at <https://www.flychicago.com/midway/map/Pages/printablemap.aspx> and included at the end of this guide.

Elevators

Elevators located in the terminal building provide access to all passenger levels of the airport complex. All elevators have Braille and raised numerals.

- *In the Terminal:* At the Federal Inspection Area (2), In the Interstitial Area (4), and at the Chapel in Concourse C (1)
- *In the Terminal Parking Garage:* At the South Elevator Center (2) Center Elevator Center (5), and East Elevator Center (2)
- *In the Economy Garage:* At the East Elevator Center (3) and West Elevator Center (3)

Restrooms

All restrooms located throughout the airport have wheelchair accessible facilities. In addition, there are five operational All Gender Restrooms located throughout the airport.

- *Concourse A:* Gates A9 (1), A4A (1), and at the Gate A4A walkway (2)
- *Concourse B:* Gate B15

Service Animal Relief Areas (SARA)

The outdoor SARA is fenced in with a bench and bags are provided for pet waste. It is located on the south end of the Lower Level terminal drive.

The indoor SARA is specially designed to accommodate passengers traveling with service animals or pets. The room is enclosed, has a door with a glass pane that opens and closes automatically, and is designed for wheelchair access. It is located at Concourse A, Gate A4A.

Mother's Rooms

Mother's Rooms are created specifically for traveling, nursing mothers to offer a tranquil space for mothers who are breastfeeding their children and would prefer to do so in a private setting. It features comfortable seating along with a sink and wash area. The Mother's Room at MDW is located in Concourse C, next to the Yoga Room

Lactation Rooms

Lactation pods provide a safe, private space to pump or nurse on the go. The lactation pod at MDW is located at Concourse A, Gate A5.

Ground Transportation at MDW

MDW's location offers easy access to Downtown Chicago and many other attractions in the Chicago area. Multiple convenient and affordable ground transportation options are available for passengers.

Please do not accept solicitations to assist with transportation or baggage from anyone that is not properly badged. Always seek out airport employees with MDW ID badges for assistance. Solicitation of ground transportation is an illegal activity. Illegal solicitors may be unlicensed and uninsured.

Parking

MDW offers a variety of parking options for your convenience. A list of parking options and capacity information is available at <https://www.flychicago.com/midway/tofrom/parking/pages/default.aspx>. Accessible Parking is available in all parking areas. For details, call the Parking Garage Office at 1-773-838-0756.

Public Transportation

Avoid parking and traffic by utilizing public transit to and from MDW. Service to Downtown Chicago from the airport is available via the Chicago Transit Authority Orange Line.

CTA Orange Line

The CTA offers both train and bus service throughout the City of Chicago and the surrounding suburbs. The trains in Chicago are known as the "L," and the Blue Line trains are the easiest and most affordable way to get to O'Hare via public transit.

The Orange Line train service operates from approximately 4:00 to 4:30 am to approximately 1:00 am every day with more frequent service during weekday morning and evening rush hours. Alternate overnight ("owl") service is available via the N62 Archer bus. Orange Line trains operate from Midway to downtown via elevated tracks. Once reaching downtown, trains travel clockwise around the Loop and make all stops back to Midway. The Orange Line connects to most other CTA train lines. The normal travel time from Midway to downtown is 20-25 minutes.

The fully-accessible station is located just east of the airport terminal building at the Midway Transportation Center and is connected to the airport via an enclosed walkway. Follow the signs in the airport that read "CTA Trains" or "Trains to City."

You can purchase fare with cash, credit, and mobile pay (Apple Pay, Google Pay, etc.). There are vending machines located outside the station. Regular fare for the Blue Line costs \$2.50 with discounted fares of \$1.75 available for seniors and disabled individuals or \$0.75 for students. For information on fares and costs to ride the Orange Line can be found at <https://www.transitchicago.com/fares/>. For

additional information on the CTA, or to view the CTA's trip planning tools and information, visit [their website](#).

Rental Cars

Rental car companies operating at MDW include:

- Alamo: (800) 327-9633
- Avis: (800) 331-1212
- Budget: (800) 527-7000
- Dollar: (800) 800-4000
- Enterprise: (800) 566-9249
- Hertz: (800) 654-3131
- National: (800) 227-7368
- Corporate Rent A Car: (331) 208-5100

Midway's Rental Car Facility hosts all of its rental companies in one convenient location, located at 5150 W. 55th Street. Rental Car pick-up is located at Lower Level Door 2 in the center lane. Shuttles operate 24/7 and are scheduled to run every 15 minutes.

Ride Apps

Currently, Lyft and Uber service MDW. Ride app services pick up passengers at the following locations at the Terminal Lower Level outside of Baggage Claim, Doors 2-4:

- *Blue Zones "A & B":* Use Doors 2-3
- *Orange Zones "C & D":* Use Doors 3-4
- *Green Zones "E & F":* Use Door 4

Courtesy Shuttles and Buses

Pickup locations for the various shuttles and regional buses varies:

- *Airport parking shuttles:* Use Door 4 on the Terminal Lower Level to the pickup at the inner lane
- *Off-site parking shuttles & charter buses:* Use Door 5 or 6 on the Terminal Lower Level and head to the pickup location in the Parking Garage
- *Hotel shuttles:* Use Door 2 on the Terminal Departure Ticketing Level

More information on available shuttles can be found at <https://www.flychicago.com/midway/tofrom/shuttles/pages/default.aspx>.

Taxi Services

Taxi stands are located on the lower level curbside of the terminals in the innermost lane, and are available on a first come, first serve basis. Please make sure to use the designated Taxi Stands to ensure you have a licensed driver. **For your protection, do not accept rides from drivers outside the cab stand or on the departure level (second level) of the terminal roadways.** All taxis should have a working meter to calculate the fare based on time and mileage.

Fares are based on traffic conditions, but an average fare from Midway to downtown Chicago is \$35-40. For wheelchair accessible vehicles, please call Curb Mobility, 1-888 928-2277 or 1-888-WAV-CABS.

For more information on taxi service in Chicago, please see [the city's dedicated webpage for taxi service](#).

Convention On-Site Accessibility

The ACPA24 Convention will utilize one hotel: The Hyatt Regency Chicago. Below are accessibility considerations for this facility.

The Hyatt Regency Chicago
151 E Wacker Dr, Chicago, IL 60601 | 1-312-565-1234

Accessibility at The Hyatt Regency Chicago

The Hyatt Regency has mobility and hearing accessible room types and features. When making your reservations in the ACPA24 Housing portal, indicate any needs you have in relation to your accommodations at that time. If you need assistance contact Brian Hopkins, ACPA Director of Convention & Events, at bhopkins@acpa.nche.edu.

The Hyatt Regency Chicago will host all programs and events taking place at ACPA24. As a note, The Hyatt Regency Chicago has two different towers (East and West Towers) connected by underground tunnels. Many of the meeting rooms, facilities, and amenities are located on the lower levels, accessible by escalator or elevator.

Accessibility Features Offered

The following accessibility features and amenities are available at the Hyatt Regency Chicago:

- Accessible On-Site Restaurants
- Accessible Vanities
- Alarm Clock Telephone Ringers
- Assistive Listening Devices provided for meetings upon request
- Bathtub Grab Rails
- Bathtub/Shower Seat
- Closed Caption TVs in Rooms
- Concierge Desk is Accessible
- Electronic Room Key
- Emergency strobe light
- Entrance to On-Site Business Center is Accessible
- Entrance to On-Site Fitness Center is Accessible
- Flashing Door Knockers

- Lowered beds for guests in the ADA rooms in the West Tower
- Lowered deadbolts on Guest Room Doors
- Lowered lever handles on Guest Room Doors
- Lowered light switches
- Lowered night stands
- Lowered thermostats
- Lowered viewports on Guest Room Doors
- Main Entrance in Accessible
- Meeting Spaces are Accessible
- Mobility-Accessible Rooms
- Non-Slip Grab Rails in Guest Room Bathrooms
- Public Restrooms are Accessible
- Registration Desk is Accessible
- Roll-in Showers in Guest Room Bathrooms
- Safety Chains and/or Latches on Guest Doors
- Strobe light smoke detectors in Guest Rooms
- TTY/TTD Compatible
- Toilet Seat at Wheelchair Height

For more information about the physical features of our accessible rooms, common areas or special services relating to a specific disability please call 1-504-581-1000 or visit <https://www.hyatt.com/en-US/hotel/illinois/hyatt-regency-chicago>.

Parking

This hotel offers valet parking only onsite. The cost is \$79.00 overnight. Limit one vehicle per room. Vehicle height limit is 6 ft, 8 inches.

Offsite self-parking is available close to the hotel, the closest option being 111 East Wacker. Pricing and specific locations are available at the parking vendors' websites.

Service Animal Relief Area (SARA)

The Service Animal Relief Area (SARA) is located outside behind the hotel at the corner of East South Water Street and North Stetson Avenue.

Offsite Amenities & Accessibility Considerations

Accessibility at Various Attractions in the City

Headed out for fun before or after sessions? Be sure to check out some of the guides created by the Chicago Visitors' Bureau, *Choose Chicago*, and further accessibility information available below:

- [Chicago Museums](#): Different museums offer a variety of physical accessibility and sensory-friendly options to welcome disabled guests

- **[Millenium Park](#)**: Enjoy the iconic Millenium Park with various disability-inclusive tours, sensory-friendly features, and complimentary wheelchairs available
- **[Navy Pier](#)**: No trip to Chicago is complete without visiting the iconic Navy Pier. Be sure to plan ahead for accessibility needs using the helpful tools provided by the Navy Pier.
- **[Sensory-Friendly Venues](#)**: Need a change of pace while in the city? Check out some attractions and opportunities in the city that offer specific sensory-friendly amenities
- **[Theatre & Performance](#)**: Looking to take in theatre, music, dance, or other live performance while at Convention? See your options for accessibility support at many of the local venues for live performance.
- **[Chicago River Tours](#)**: Various companies operate tours of the Chicago River throughout the city, with many boasting accessible boats, seats, bathrooms, and other facilities on their tours. Those interested in taking a river tour should consult with the tour company's website prior to purchasing tickets and accessing the boarding facility for their tour.
- **[Willis Tower](#)**: Headed to the iconic Willis Tower and the Skydeck? Be sure to prepare for your visit by reviewing the accessibility options available to guests.

Accessible Transportation in the City

Chicago boasts a plethora of accessible options for transportation in the city.

Buses

All of Chicago's CTA bus routes use accessible buses for riders with disabilities. For more on their accessibility features, please see [the CTA's Accessibility FAQ page](#).

"L" Train

The trains in Chicago are known as the "L." All CTA train cars are accessible to disabled individuals and include features such as:

- Priority seating and designated wheelchair areas
- Accessible doors and ramps
- Braille signage
- Interior LED signs displaying announcement text (on certain cars)
- Automated voice announcements for routes and stops

A majority of Chicago's rail stations are accessible, with features and updates being added regularly. CTA personnel and customer assistance buttons are available at every rail station. Other accessibility features at rail stations include:

- Audio and Braille on fare vending machines
- Wheelchair accessible fare gates
- Braille station and platform signage

- Elevators and/or ramps
- Tactile platform edging
- Gap filler boards to bridge the space between the platform and the rail car

For more detailed information about accessibility, including a list of accessible “L” stations for each route, please consult [the CTA’s Accessibility website](#).

Parking

Vehicles with eligible local disability placards are exempt from paying parking meters in Chicago. The city also honors disabled parking placards from most states and foreign countries, though these placards don’t receive a meter exemption. Learn more about accessible parking and transportation in Chicago through [this webpage](#).

Taxis and Rideshare

Passengers can request a ride in a wheelchair-accessible vehicle by calling 1-888-WAV-CABS (1-888-928-2227) or by downloading the CURB app.

Passengers can also request a wheelchair-accessible vehicle in Chicago through the appropriate rideshare app. Learn more about accessible pick-ups in some of the more popular rideshare apps, such as [Uber](#) or [Lyft](#).

Water Taxi

Chicago Water Taxi does have limited wheelchair accessible route options that are subject to availability and must be reserved in advance. Please call 1-312-337-1446 to inquire about availability.

Alcoholics Anonymous and Narcotics Anonymous

While some Chicago area AA meetings have resumed in person, many continue to occur in a virtual or hybrid model. Use the following links to find current meeting opportunities in and around the Chicago area.

Chicago AA Home: <https://www.chicagoaa.org/>

To find a meeting, attendees are encouraged to use [the meeting finder on the Chicago AA webpage](#).

Chicago NA home: <https://chicagona.org/meetings/>

To find a meeting, attendees are encouraged to use the meeting finder on the the main page of [the Chicago NA website](#) and search for “North City Area” or “South City Area.”

Drug Stores

CVS
205 N Columbus Dr, Chicago, IL 60601
1-312-861-0315

0.2 miles away from The Hyatt Regency (on the same side of the river)

CVS

205 Michigan Ave, Chicago, IL 60601

1-312-938-4091

0.2 miles away from The Hyatt Regency (on the same side of the river)

Walgreens

410 N Michigan Ave, Chicago, IL 60611

1-312-321-0951

0.3 miles away from The Hyatt Regency (on the opposite side of the river)

Walgreens

30 N Michigan Ave, Chicago, IL 60602

1-312-332-3540

0.4 miles away from The Hyatt Regency (on the same side of the river)

Medical Supply and Equipment Rental

The ACPA24 Convention Planning Team does not have access to personal use devices such as wheelchairs, scooters, or canes. However, there are several businesses in the local area that can provide options for individuals who may need to temporarily rent or purchase medical equipment.

Carnegie Sargent's Pharmacy and Health Center

845 N Michigan Ave #902W, Chicago, IL 60611

1-312-280-1220

0.9 miles away from The Hyatt Regency (on the opposite side of the river)

Chicago United Med Equipment & Supply

14 S Leavitt St, Chicago, IL 60612

1-312-291-9999

3.4 miles away from The Hyatt Regency (west of the river)

DC Medical Supplies Company

2419 W Madison St, Chicago, IL 60612

1-312-733-9441

3.6 miles away from The Hyatt Regency (west of the river)

Site & Location Maps

The Hyatt Regency Chicago Maps

A mobile version of the Hyatt Regency Chicago map is available on [their website](#). Most important to note is that the facility is split into the East Tower (where the majority of Association activities will take place) and the West Tower, where some receptions, major Convention events, and additional

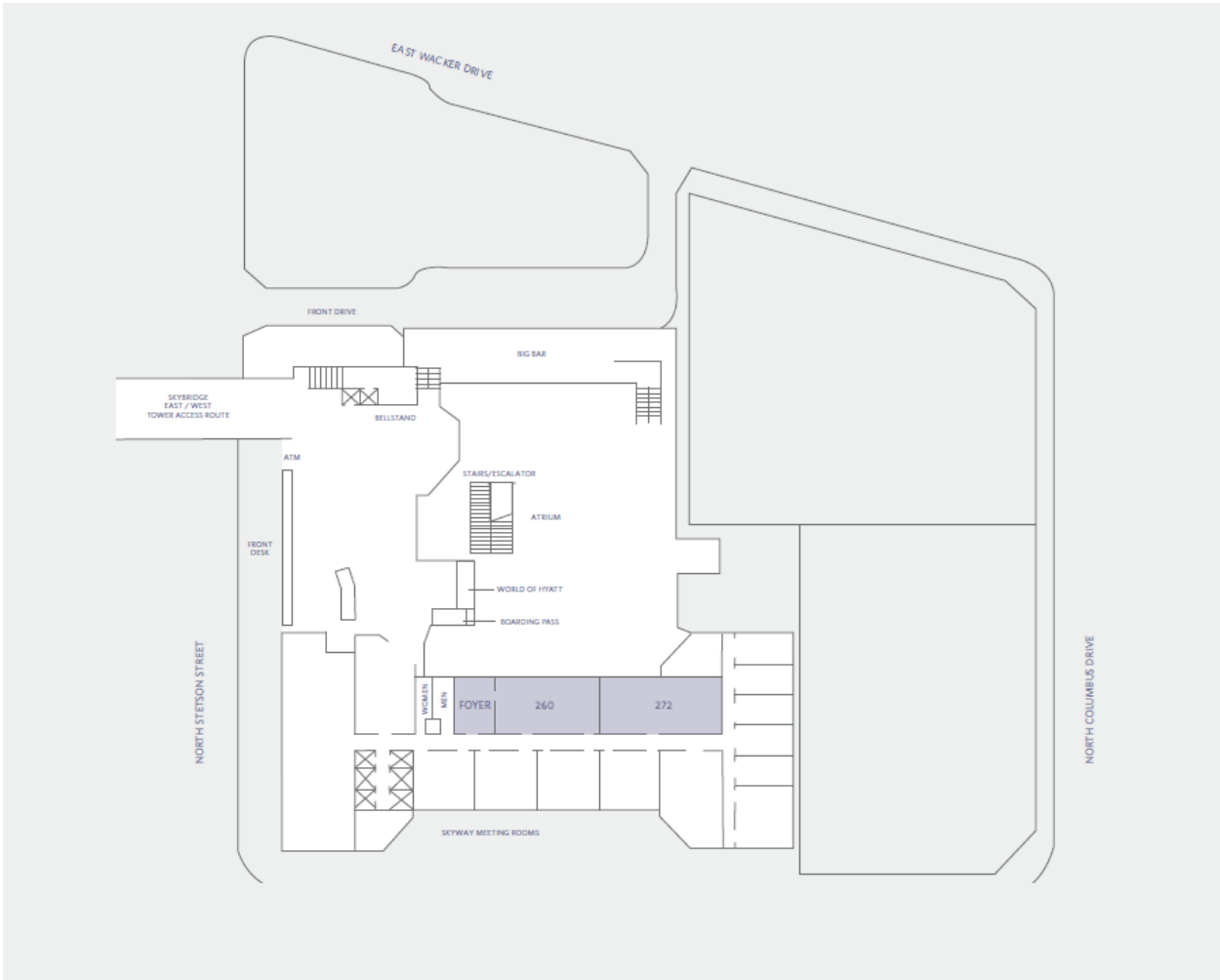
Full Hotel View

HYATT
REGENCY®
CHICAGO

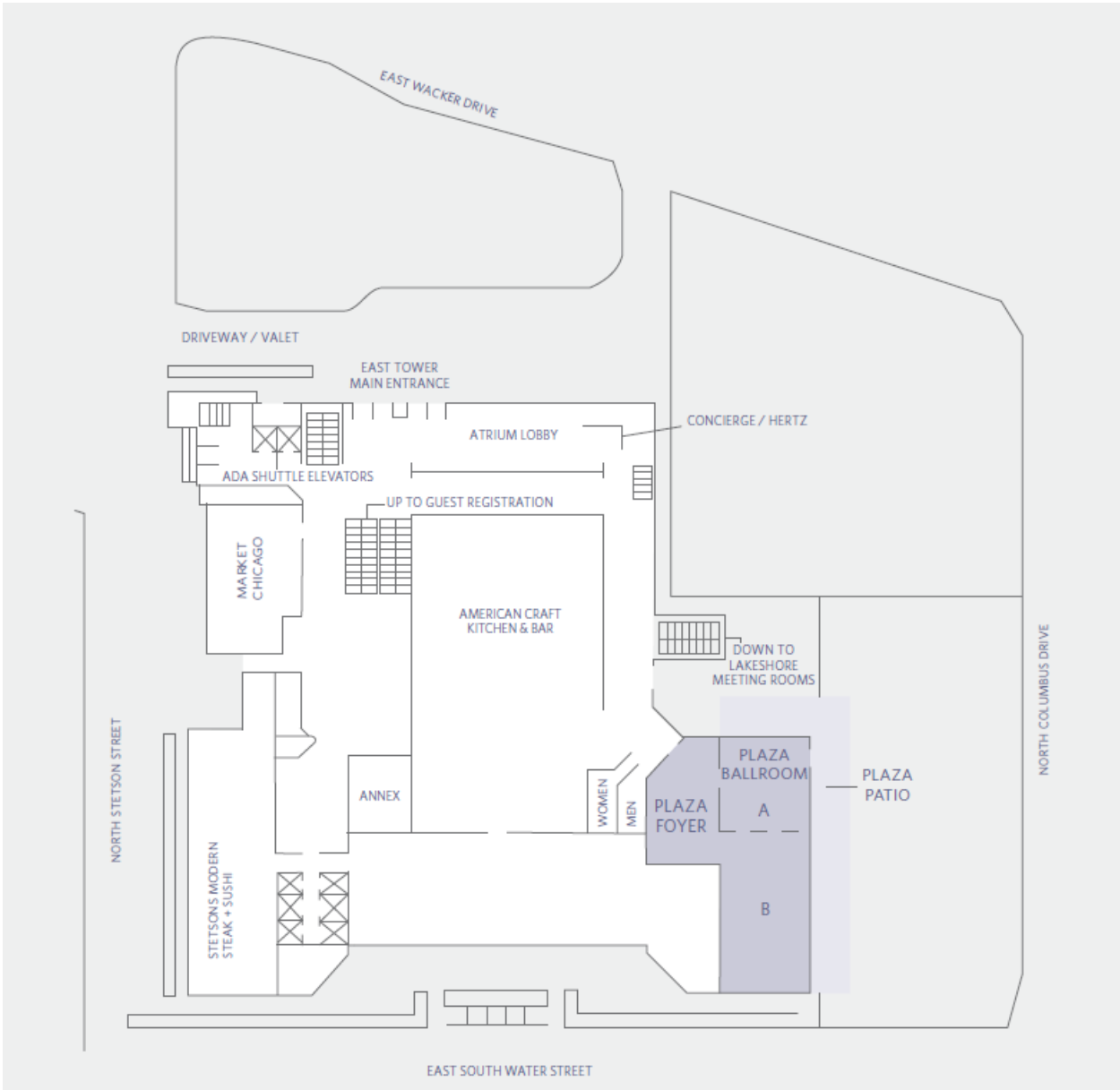
WEST TOWER



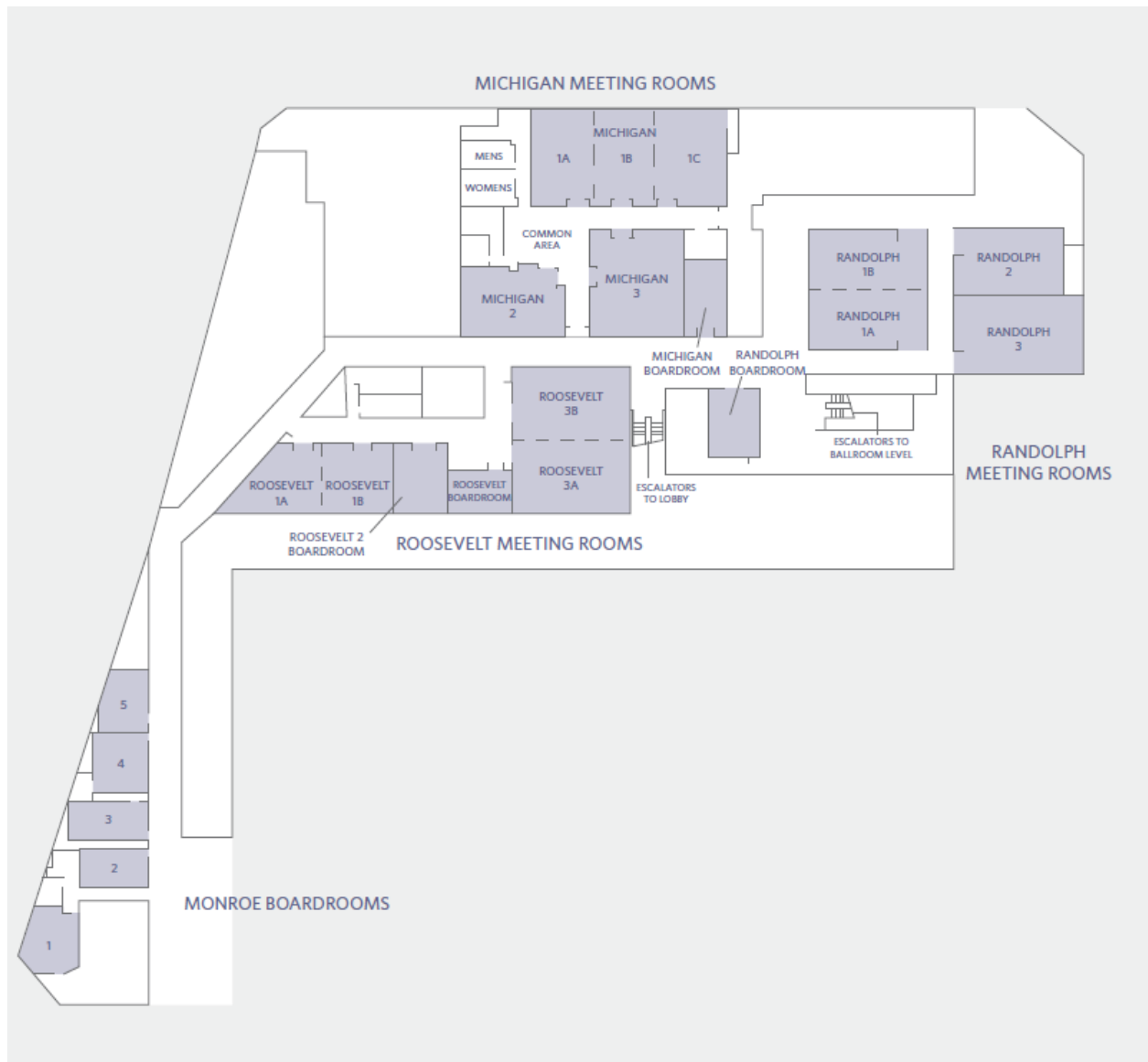
Skyway Level- East Tower



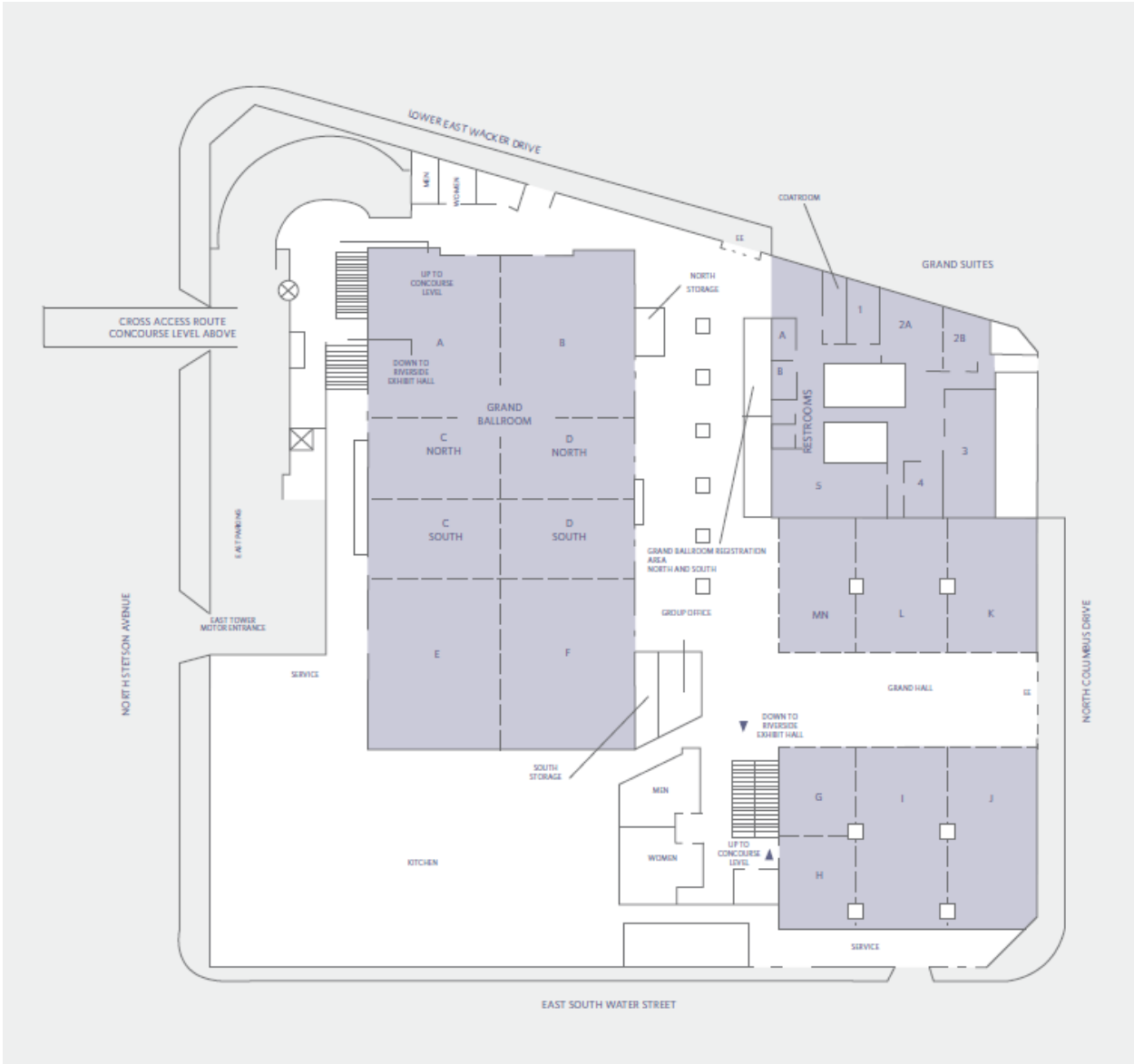
Lobby Level- East Tower



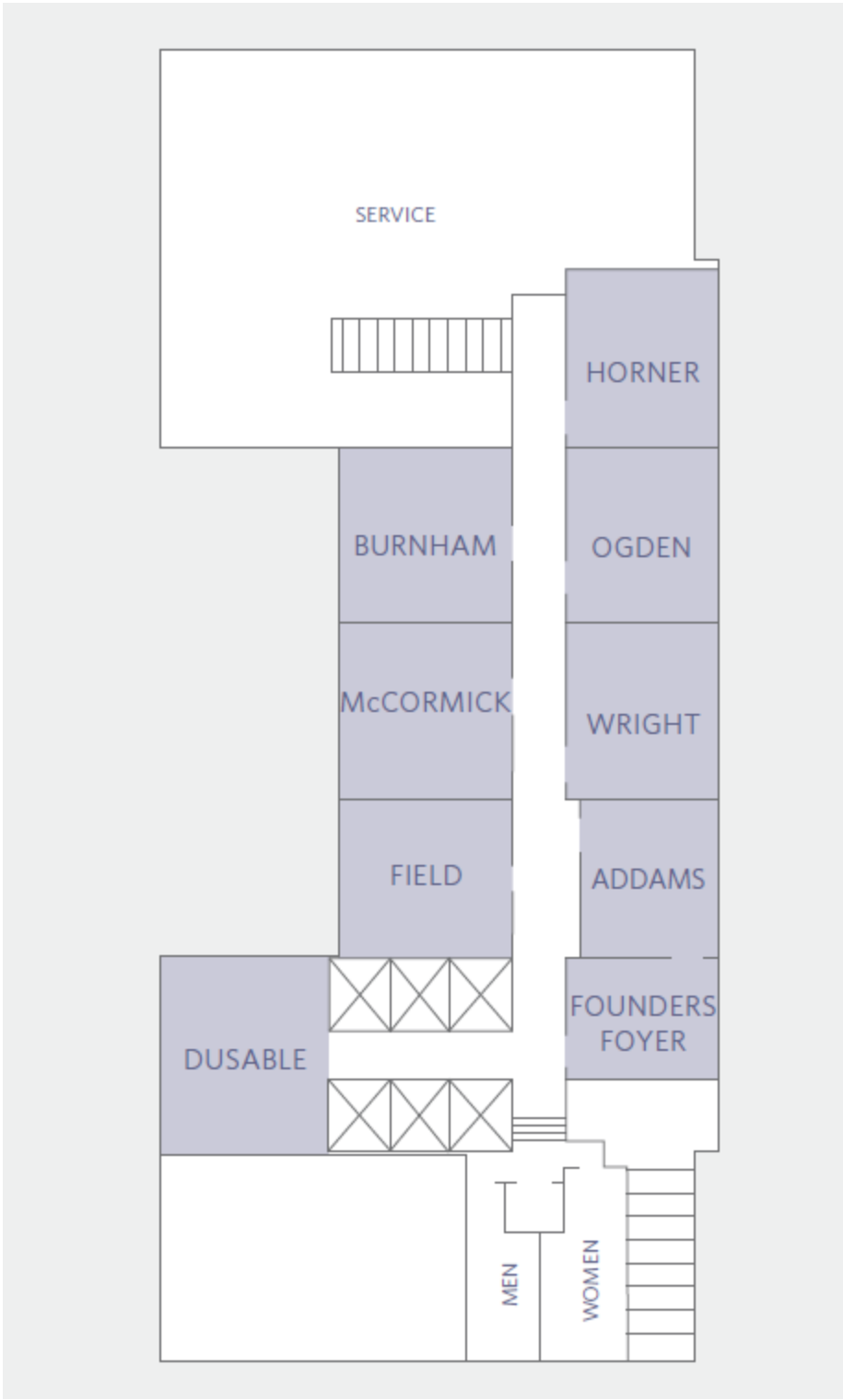
Concourse Level- East Tower



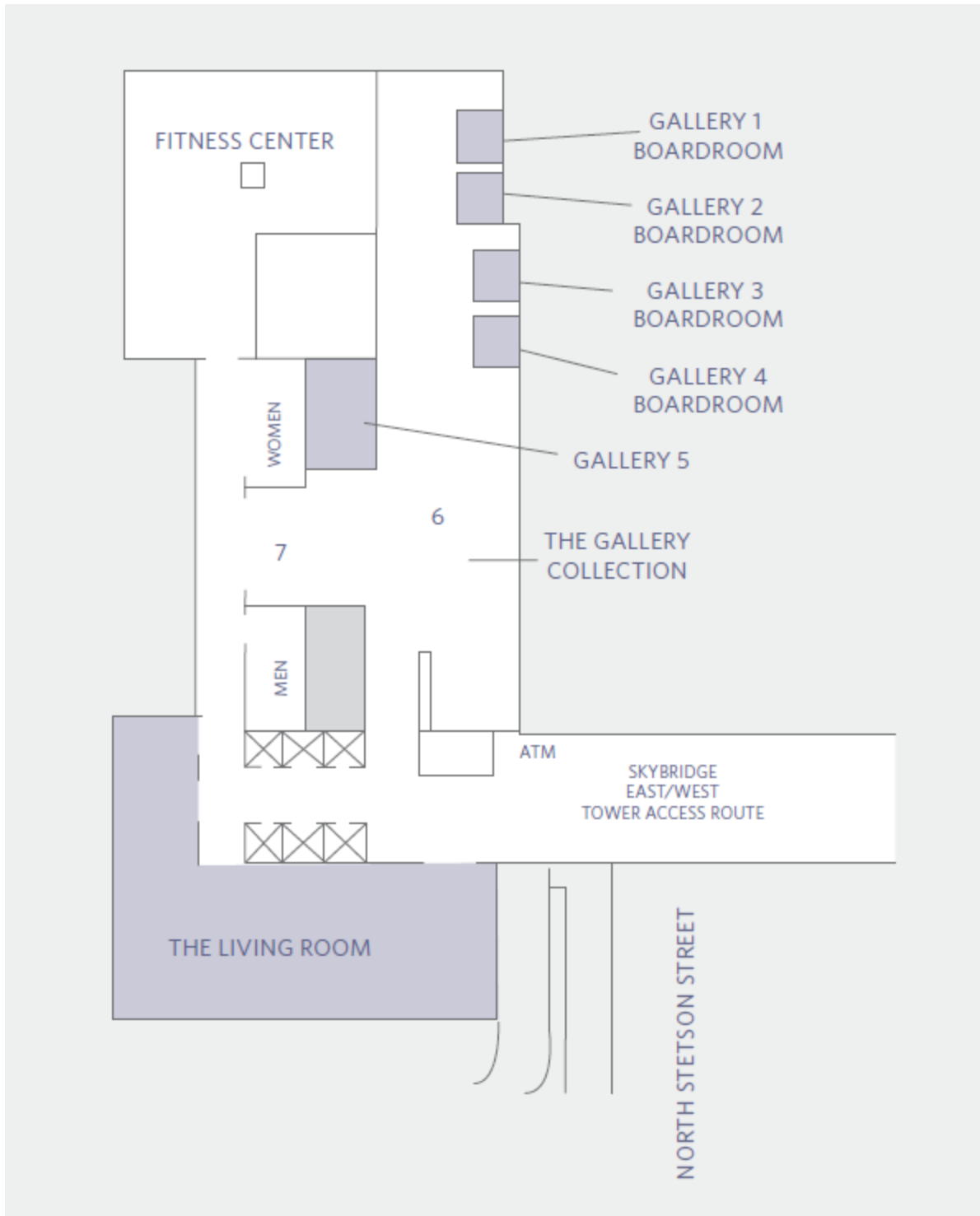
Ballroom Level- East Tower



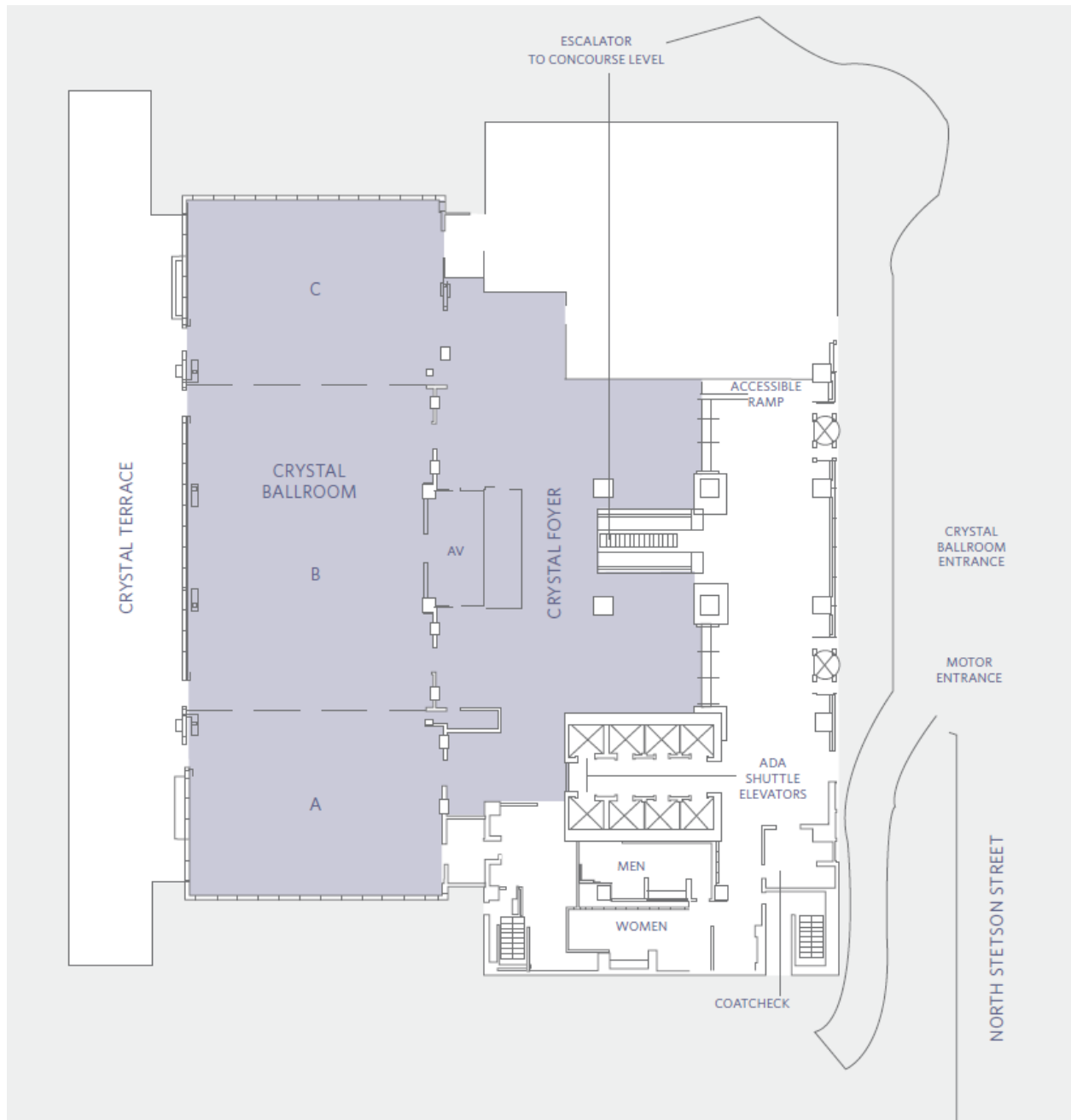
Third Floor- West Tower



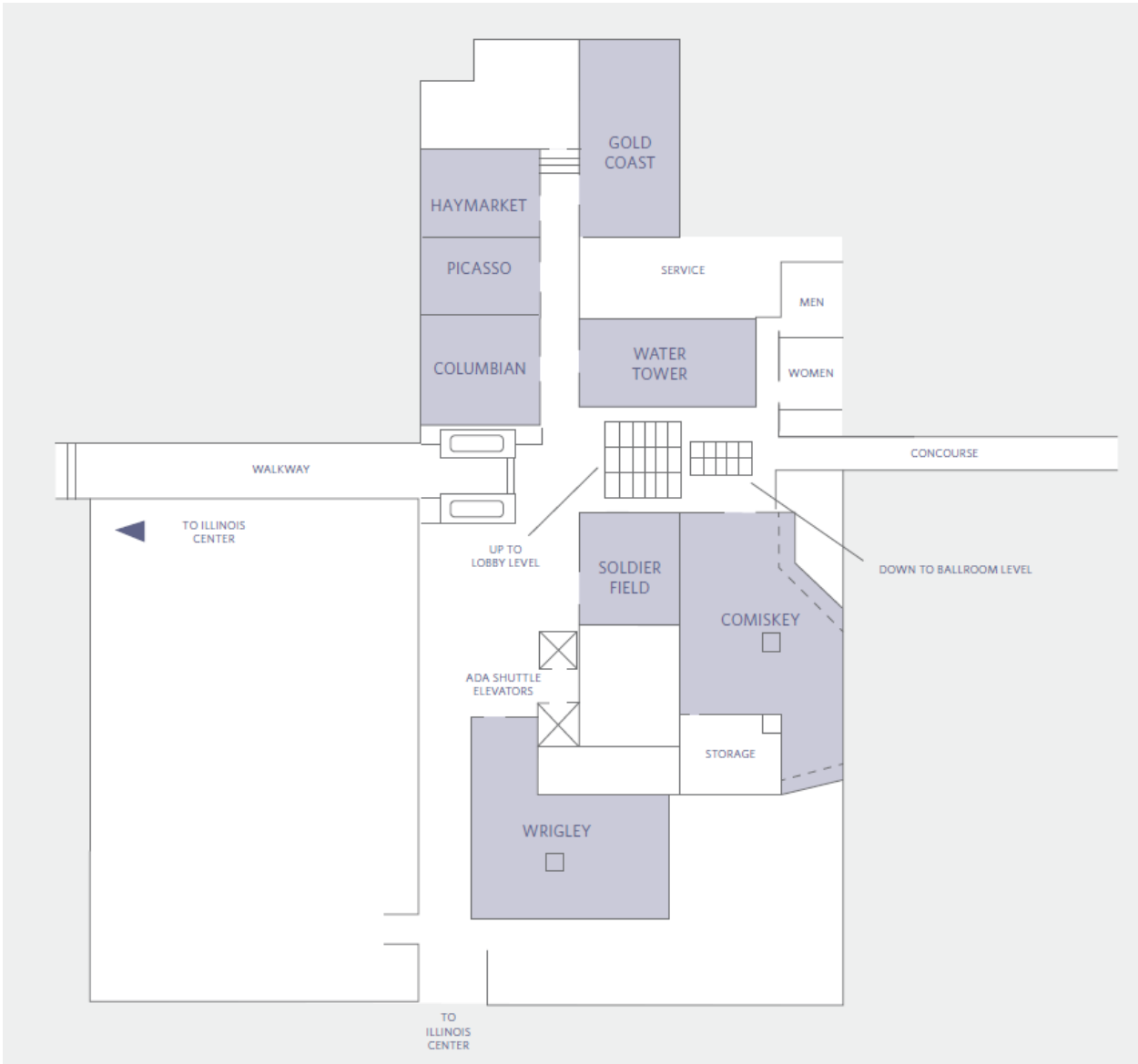
Skyway Level- West Tower



Lobby Level- West Tower



Concourse Level- West Tower



Ballroom Level- West Tower



O'Hare International Airport (ORD) Maps

Interactive maps are available on [Fly Chicago's website](#) and include an accessibility filter to view accessible bathrooms and features available throughout the airport. Below are copies of static maps available on Fly Chicago's website as well.

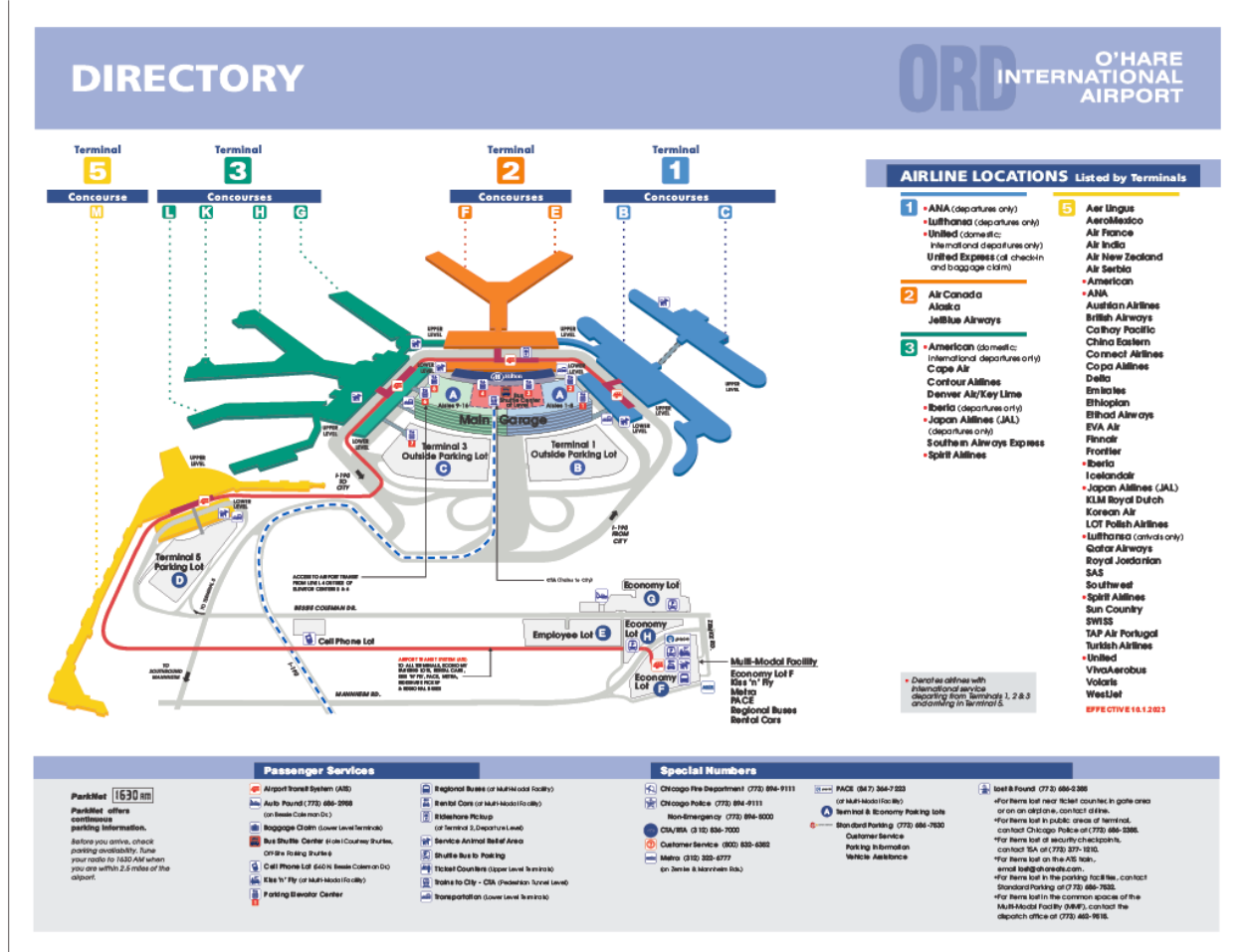
Terminal 3

[illegible]

Terminal 5

[illegible]

Complete Directory of all Terminals



Midway International Airport (MDW) Maps

Interactive maps are available on [Fly Chicago's website](https://www.flychicago.com) and include an accessibility filter to view accessible bathrooms and features available throughout the airport. Below are copies of static maps available on Fly Chicago's website as well.

chicago midway
Go eat, shop & relax at the new MDW.

CONCOURSE B

CONCOURSE A

Central Market
See map below for details

Concourse A Food Hall
See map below for details

Main Terminal

CONCOURSE C

Legend

- EAT
- SHOP
- RELAX
- SERVICES & AMENITIES
- OPEN 24 HOURS
- Toilets for Women & Men
- Assisted Care Toilet
- Pet Relief Area
- Chicago Police Dept.
- Ticket Counters
- Elevator
- Baggage Claim Lower Level
- Pay-On-Foot
- Parking
- Rental Cars
- CTA Orange Line Train to City
- Airport Information
- Automated External Defibrillator (AED)

Concourse A Food Hall

Central Market

Concourse A

Concourse A Food Hall



EAT

Arami
 Billy Goat Tavern
 Cielo Cantina
 Einstein Bros. Bagels
 Nuts on Clark
 Reilly's Daughter
 Woodgrain Neapolitan Pizzeria

SHOP

iStore

SERVICES & AMENITIES

ATM Gate A8; Outside Concourse A Food Hall
 Pet Relief Concourse A Food Hall

Central Market (in between all three Concourses)

Central Market



EAT

Big Bowl
Central Market Express
Garrett Popcorn Shops
Geno's Bistro
TallBoy Taco

SHOP

Chicago Market
Sarah's Candles

RELAX

Chapel Mezzanine Level
Mother's Room Concourse C
Yoga Room Concourse C

SERVICES & AMENITIES

ATM Central Market, Gate A1
Chicago Police Dept. Concourse C
USO Concourse C

Parking and Transportation at MDW

