



Richard M. Daley, Mayor



Rosemarie S. Andolino, Commissioner

CDA Web Alert

April 16, 2010

Mayor Daley Announces Disability Awareness and Assistance Program for O'Hare and Midway International Airports

Program Will Provide Best Possible Travel Experience for Passengers with Disabilities

Mayor Richard M. Daley today announced a new disability awareness and assistance program at O'Hare International Airport.

The program trains O'Hare and Midway airport employees on how to more effectively recognize and help travelers who may require additional assistance.

"Chicago is home to some 600,000 people with disabilities and as long as I have been Mayor, an important goal of mine has been to promote the full inclusion of people with all types of disabilities into the fabric of our community," Daley said at a news conference held at O'Hare International Airport's Terminal 1.

The Chicago Department of Aviation (CDA), in partnership with the Mayor's Office for People with Disabilities (MOPD), developed a training program that includes a customized video for airport personnel, including key management and staff.

"Under the leadership of Mayor Richard M. Daley, the Chicago Department of Aviation is constantly exploring new ways to provide the highest level of service and assistance possible to each and every passenger who travels through our airports, we have created this Awareness and Assistance program to better meet the needs of our customers with disabilities," said CDA Commissioner Rosemarie S. Andolino.

"The Department of Aviation's steps to enhance the level of customer service offered to passengers with disabilities at our airports underscores our efforts to realize Mayor Daley's vision of making Chicago the most accessible city in the nation," said Commissioner Karen Tamley of the Mayor's Office for People with Disabilities.

Also, in attendance at the news conference were Dr. Joseph E. Nyre, President and CEO of the Hope Institute for Children and Families and the Autism Program of Illinois (TAP) as well as representatives from several disability organizations.

View details on-line about our program at www.flychicago.com.

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The Chicago Department of Aviation (CDA) is self-supporting, using no local or state tax dollars for operations or capital improvements at O'Hare and Midway International airports. Together, Chicago's airports generate more than \$45 billion in annual economic activity and create 540,000 jobs for the region. Please visit www.flychicago.com to learn more about the Chicago Department of Aviation.

The CDA continues to incorporate and expand sustainable initiatives for airport planning, operations and maintenance, concessions and tenants in accordance with the CDA Sustainable Airport Manual (SAM), released in August 2009. To view case studies, lessons learned and new technologies, and for more information on the SAM, please visit www.airportgoinggreen.org.

The O'Hare Modernization Program (OMP), introduced by Mayor Richard M. Daley in June 2001, transforms O'Hare's airfield from an outdated system of intersecting runways into a modern parallel runway configuration. The program will reduce overall delays at the Airport by 79 percent, and bad weather delays by 95 percent. It will create 195,000 new jobs and \$18 billion in additional economic activity each year. Please visit www.oharemodernization.org to learn more about the OMP.

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