**Do you have a Question?**

**(Frequently Asked Questions)**

*Rev. 11/2023*

**Assistive Technology for Phones**

**Q**: Where do I go to test an amplified phone?

**A:** You can visit the Mayor’s Office for People with Disabilities located at:

MOPD - City Hall Office:

121 N. LaSalle Street Room 104, Chicago, IL 60602

MOPD – Central West Community Center:

2102 W. Ogden Ave., Chicago, IL 60612

Email: [mopdinfo@cityofchicago.org](mailto:https://www.itactty.org/) for an appointment or call 312.746.5773 for more information.

Or visit the official ITAC website at <https://www.itactty.org/>to find the location nearest you.

**Q**: How often am I eligible for a new amplified phone through ITAC?

**A**: Every 3 years. Please call ITAC to order a new amplified phone at 1.800.841.6167

**Q**: How do the cell phone amplifiers work and where do I go to try them?

**A**: The cell phone “amplifier” is paired using Bluetooth technology. You may test the amplifier as well as receive additional instructions at one of the MOPD locations.

**911, 311, and 211**

**Q:** Who do I call?

**A:** When and who to call:

Call 911 for an immediate threat to life, bodily injury or major property damage call 911.

Call 311 for non-emergent and city service requests (e.g. animal control, garbage and recycling, parks, trees, transportation and streets)

Call 211 to seek services and connect Chicago and suburban residents to the help and assistance (e.g. childcare, clothing, education, employment, food, health care, immigration, and mental health services).

**Q:** What is Smart911?

**A**: In an emergency, seconds count. Smart911, a free service provided by the City of Chicago. Sign up to provide information to first responders. All information is private and will display on 9- 1-1 screen, (addresses, medical information, home information, description of pets and vehicles, and emergency contacts).

Register at <http://www.smart911.com>

**Disability Benefits**

**Q:** How do I apply for disability benefits?

**A:** Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs provide assistants to people who meet the requirements for disability. Contact Social Security office by calling 800-772-1213 or apply online at [www.SSA.gov](http://www.SSA.gov)

For more information about the information and documents needed, we recommend you print and review the [Adult Disability Checklist.](https://www.ssa.gov/hlp/radr/10/ovw001-checklist.pdf)

**Q:** How should I know before applying for disability benefits?

**A:** It may be helpful to request an appointment to file for disability benefits: A Social Security representative will interview you and complete an application for disability. You cut the time of the interview if you complete some of the information on the on-line application and bring all necessary documentation/information. By law, Social Security uses a very strict definition of disability:

* You must be unable to do any substantial work because of your medical condition(s)
* Your medical condition(s) must have lasted, or expected to last, at least one year, or be expected to result in your death.

**Food Assistance Program**

**Q**: I am looking for access to food, can you share any resources?

**A:** The MOPD Central West Community Center has a food pantry program for any individual who is 55 years of age or older. It is on the 4th Tuesday of the month from 1:00pm to 3:00pm. An early arrival is recommended.

Additional Resources for Food Assistance:

The Greater Chicago Food Depository offers programs for food assistance. To find the nearest food bank, it requires your zip code. Visit the link here: <https://www.chicagosfoodbank.org/> or call the Food Depository at

773-247-3663.

St Vincent DePaul has a suburban and Cook County food pantries:

Visit the link here to find the nearest location. <https://stvincentdepaulchicago.org/food-pantries/>

**Q:** What should I do if my SNAP/LINK benefits were stopped or cut, and I do not have access to food?

**A:** If your SNAP benefits were stopped or cut and you are still eligible to receive SNAP/LINK benefits, reach out to your DHS case manager/local office or call the Illinois Link Helpline at 1-800-678-LINK (5465) and listen for the language options of English, Arabic, Chinese, Polish, Spanish or Russian.

If SNAP/LINK is cut and in need of food, visit Food Depository website at <https://www.chicagosfoodbank.org/> or call 773-247-3663.

If you have never applied for SNAP/LINK, you can apply for SNAP/LINK at via phone by calling 1.800.843.6154 (Voice); Nextalk at 1.800.324.5533,711 TTY relay or

<https://abe.illinois.gov/abe/access/>or 1-800-678-5465.

Persons with disabilities who require alternative means of communication (e.g. Braille, large print, audiotape, American Sign Language, etc.) may contact USDA through the Federal Relay Service at 1.800.877.8339.

**Q**: How do I apply for the Home Delivered Meal Program?

**A:** To apply for Home Delivered Meals please speak with a Disability Specialist at MOPD to complete a phone pre-screening to evaluate criteria eligibility. HDM programs are provided via Illinois DRS or MOPD.

**Healthcare / Medical Care**

**Q**: How can I access dental assistance?

**A:** Resources for dental assistance:

* Dental UIC Clinic 312.413.2835
* ILLINOIS MASONIC 773.871.1461/ MAIN # 773.975.1600
* CPL Cares at Harold Washington library provides dental, primary health care, education access and housing linkage from Heartland Alliance on Thursdays from 10:30am – 2:30pm.

**Q:** How do I get medical assistance in Illinois?

**A**: You can apply over the phone by calling the DHS Help Line at 1.800.843.6154. Make sure to request the case number when you have completed the over the phone application.

**A:** Additional Resources:

* [Cook County Health Services](https://cookcountyhealth.org/)  or call 312.864.0200
* CPL Cares at Harold Washington library provides dental, primary health care, education access and housing linkage from Heartland Alliance on Thursdays from 10:30am – 2:30pm.

**Q**: How can I apply for assistance paying for my medication?

**A**: Call the Illinois Department of Public Health at 1.800.825.3518 or 217.524.5983; TTY: 1.800.547.0466

**Q:** What should I do if I need someone to bring me down the stairs for my medical appointments since my building is inaccessible (Lift Assist)?

**A:** Resources:

* Contact Ambulatory Community Health Network at 312 864-0719
* Call 311 for the Chicago Fire Department
* See [MOPD’s Home Modification Program](https://www.chicago.gov/city/en/depts/mopd/provdrs/hous/svcs/accessible_home_modificationprogram-ages0-5911.html) for permanent accessibility options at your residence. Or call 312.743.5767 or email MOPDHomeMod@cityofchicago.org

**Q**: How do I get respite as a caregiver:

**A:** IL Division of Rehabilitation Services (Illinois DRS) has a Respite Service that provide:

* Temporary care for adults and children with disabilities aimed to relieve stress to families.
* Respite services may also be provided for vacation, rest, errands, family crisis or emergency.
* Services may include personal assistant, homemaker, or home health.
* For more information call (800) 843-6154

**Housing:**

*Property Taxes, Maintenance, etc*.

**Q:** How do I get a discount on my property taxes?

**A:** Cook County Assessor's Office 118 North Clark Street, Room 320

Chicago, IL 60602 or call 312.443.7550

<https://www.cookcountyassessor.com/>

**Q:** Can you help me locate a nursing home or assisted living placement for a family member?

**A:** Contact Access Living of Metropolitan Chicago at 312.640.2100 or work with Primary Care Physician to refer nursing facilities.

**Q:** Are there resources that assist people with disabilities who need help purchasing furniture or appliances?

**A:** Sharing Connections brings together community members by enabling families to share their gently used furniture and household items. For more information visit their website at[**https://www.sharingconnections.org/**](https://www.sharingconnections.org/)

or call 630.971.0565 ext. 230

**Q:** What should I do if my landlord is discriminating against me because of my disability?

**A:** Resources for if you are experiencing discrimination in your residence:

* Equip for Equality at 312-341-0022
* Lawyers’ Committee for Better Housing 312-347-7600,
* ADA Great Lakes Technical Assistance Center 800-949-4232,
* Dept of Housing & Urban Development (HUD) Region V 312-913- 8453 or 800-765-9372, or email: [complaintsoffice5@hud.gov](mailto:complaintsoffice5@hud.gov),
* City of Chicago Commission on Human Relations (CCHR) 312-744- 4111

**Q:** How do I schedule an accessibility plan review?

**A:** To schedule a building permit review for accessibility,

contact 312-744- 4496 or email [mopdcompliance@cityofchicago.org](mailto:mopdcompliance@cityofchicago.org)

**Q**: I would like to be more independent, but my home is inaccessible, and I cannot enter/leave my home without assistance. Do you have any programs that could aid with this?

**A**: Yes, please complete an application for MOPD’s Home Modification by calling 312.743.5767 or email [MOPDHomeMod@cityofchicago.org](mailto:MOPDHomeMod@cityofchicago.org). You may download the application from the on the [MOPD HomeMod](ttps://www.chicago.gov/city/en/depts/mopd/provdrs/hous/svcs/accessible_home_modificationprogram-ages0-5911.html) webpage.

**Q:** I am not able to shovel the snow off my sidewalks. Who should I contact to get assistance with this?

**A:** It is the responsibility of the homeowner to remove snow from their sidewalk. As a homeowner, if you require assistance, ask a neighbor, or contact your alderman for assistance.

If you rent, the landlord needs to ensure the removal of snow.

* Report locations that DO NOT clear their sidewalks by calling 311.

**Q:** I am a person with a disability and need access to a homeless shelter. Can you assist?

**A:** Call 311 to request shelter or other homeless services.

Residents in crisis seek shelter primarily though the 311 system, police stations or hospital emergency rooms.

Additional Housing and Mental Health Resources for undomiciled residents (homeless):

* CPL Cares at Harold Washington library provides housing and mental health services in partnership with Thresholds on Wednesdays from 10:00am to 12:30pm
* CPL Cares at Harold Washington library provides in partnership with the Night Ministry provides linkage for housing, health care and human connection for those who struggle with homelessness and poverty on Mondays from 12:00noon to 3:00pm

**Independent Living Services**

**Q:** What is an Adult Day program?

**A:** Adult Day Service (ADS) is designed for adults who want to remain in the community but who cannot be home alone during the day due to physical, social and/or mental reasons.

**Q:** What Adult Day programs are available?

**A:** Please call a MOPD Disability Specialist at 312.746.5773 (option #1) to provide you with additional information about Adult Day Programs.

Additional Resources for Adult Day Care Program:

* Adult Day Care programs for individuals under the age of 60 please call IDHS Help Line at 1.800.843.6154.
* For individuals over the age of 60 please call Senior Help Line at 7.800.252.8966
  + For more information for older adults please go to the Illinois Department of Aging website at ilaging.illinois.gov

**Legal Services**

**Q:** Who should I contact if I need a lawyer or legal assistance?

**A:** Listed below are some not-for-profile sources of assistance with discrimination claims and related issues in civil rights, employment, and housing loss. (this is not a complete list).

Additional Resources for Legal Assistance:

* Equip for Equality <https://www.equipforequality.org/> Telephone: 312.341.0022, TTY 800.610.2779
* Center for Disability and Elder Law <https://www.cdelaw.org/> Telephone:312-376-1880
* Coordinated Advice & Referral Program for Legal Services (CARPLS) <https://www.carpls.org/> English:312.738.9200 and Hearing impaired: 312.738.9433
* CPL Cares (Harold Washington Library)
  + Legal Council for Health Justice, egal services for people with disabilities, on Mondays from 10:00am to 1:00pm
  + Legal Aid – Chicago walk-in at Harold Washington Library on Wednesdays from 12noon to 3:00pm
* [The Legal Aid – Chicago](https://legalaidchicago.org/)
  + https://legalaidchicago.org or call 312.341.1070
* [Lawyers Committee for Better Housing](https://www.lcbh.org/)
  + https://www.lcbh.org/ or call 312.347.7600 ext. 13
* [UIC Law School Fair Housing Legal Clinic](https://law.uic.edu/experiential-%20%20education/clinics/) or
  + website at https://law.uic.edu/experiential- education/clinics/
  + Call 312.786.2267

**Q:** How do I gain guardianship of my adult disabled child(ren)?

A: For additional information please go to the [Illinois Guardianship and Advocacy Commission](https://gac.illinois.gov/) or call 1.866.274.8023, TTY 1.866.333.3362

* For a legal guardian to be appointed, a petition must be filed in the courts by an “interested person”. The petition includes basic information such as name, date of birth, address of the person alleged to need guardianship.
* The individual with a disability has the right to object to the guardianship requests. For more information please call:
  + Chicago #312.814.2121
  + Springfield #217.782.6830 (Springfield)

**Q:** What should I do if my landlord is discriminating against me because of my disability?

A: Legal Resources for housing/landlord discrimination:

* Equip for Equality at #312.341.0022 for ADA rights regarding discrimination,
* Lawyers’ Committee for Better Housing #312-347-7600,
* ADA Great Lakes Technical Assistance Center #1.800.949.4232
* Dept of Housing & Urban Development (HUD) Region V #312-913- 8453 or #1.800.765.9372, or email: [complaintsoffice5@hud.gov](mailto:complaintsoffice5@hud.gov),
* City of Chicago Commission on Human Relations (CCHR) #312.744.4111

**Q:** Where do I file an ADA complaint against a local business?

**A:** There are two different processes to file a complaint:

1) against the City of Chicago

To file a complaint alleging discrimination on-the- basis of disability in the provision of services, activities, programs, or benefits by the City of Chicago can call (312) 744-4474 or file it in person at 740 N. Sedgwick, Suite 400, Chicago IL 60654 (from 9:00am to 3:00pm)

2) against a Local Business

To file a complaint against a local business:

* Illinois ADA Project Manager with Equip for Equality #877.ADA.3601; TTY #1.800.610.2779
* ADA Great Lakes – #1.800.949.4232, Commission on Human Relations (CCHR) #312.744.4111

Additional Resource to file a discrimination complaint:

* Complaints must be submitted to the Commissioner of the Mayor’s Office for People with Disabilities, the designated ADA/Rehabilitation Act Coordinator for the City of Chicago, using the following contact information: Rachel Arfa, Commissioner, Mayor’s Office for People with Disabilities, City of Chicago 121 N. LaSalle ST, Suite 104, Chicago, IL 60602, or email: [Rachel.Arfa@cityofchicago.org](mailto:Rachel.Arfa@cityofchicago.org)

**Q:** How do I file a complaint against Pace Paratransit?

**A:** You can call the Mobility Services Helpline at (312) 663-4357 and speak with a call agent or if you need to file a complaint or commendation regarding ADA paratransit service, contact Pace Customer Relations at #1.800.606.1282 and select option 2.

**Q:** Where can I get more information regarding service animals?

**A:** Illinois Attorney General Service Animal Guide: <https://illinoisattorneygeneral.gov/rights/servanimals.html>

Additional Resources:

* Illinois Disability Rights Bureau phone #312.814.5684 or for more information on service animals or other requirements.
* Paws Giving Independence (PGI) at Telephone #309.839.2754 provides highly trained service and companion dogs for children and adults with disabilities. For more information see their website at: https://[givingindependence.org](https://givingindependence.org/)

**Q:** How do I know if my rights have been violated under the ADA?

**A:** For consultation on ADA rights violations:

* ADA Great Lakes #1.800.949.4232
* Equip for Equality 312-341-0022

**Q:** Is O’Hare airport accessible?

**A:** O’Hare Airport has an [Accessibility Guide](https://www.flychicago.com/ohare/ServicesAmenities/accessibility/Pages/default.aspx). You may contact their disability (ADA) coordinator at #773.894.3728 or email them at [ORD\_ADAcoordinator@cityofchicago.org.](mailto:ORD_ADAcoordinator@cityofchicago.org)

**Q:** How do I file a complaint with the O’Hare airport?

**A:** You can either file a complaint by calling 311 while in Chicago or by contacting the Chicago Department of Aviation. You can also go to their website at [flychicago.com](https://www.flychicago.com/Pages/default.aspx)

**Q**: Is Midway airport accessible?

**A:** There are accessibility options at Chicago Midway.

* For Wheelchair/Mobility Assistance please use:
  + Upper level door #2 and
  + Upper level door #4
* Please visit the <https://www.tsa.gov/travel/special-procedures> to learn more about security screening for travelers with disabilities and medical conditions.

**In-Home Services (Personal Assistance Services )**

**Q**: How do I get in-home services (e.g. Personal Assistance or Homemaker):

**A:** Call and speak with a Disability Specialist at #312.746.5773 for a phone pre-screening

There are two programs that offer a Personal Assistance, (homemaker):

* Illinois Department of Rehab Services (IL DRS) through their [Home Services Program.](https://www.dhs.state.il.us/page.aspx?item=29738)
* MOPD has a limited number of participants in the [Personal Assistance and Independent Living Program.](https://www.chicago.gov/city/en/depts/mopd/supp_info/personal-assistance-and-independent-living.html) A resident must meet qualifications and allow an in-home assessment. MOPD on average provides 4 to 6 hours of in-home services per week or every other week. *Note: contact IL DRS if a higher level of care is needed.*

**Q:** How do I get paid for being a homemaker for a family member?

**A**: Call the Illinois Department of Rehabilitation Services (IL DRS} at

#1.800.843.6154 or complete an online referral form at [dhs.state.il.us](https://wr.dhs.illinois.gov/wrpublic/wr/dynamic/referral.jsf)

and search for [Home Services Program](https://www.dhs.state.il.us/page.aspx?item=29738)

If you need assistance completing the online referral, please contact a MOPD disability specialist at 312.746.5773, (option #1).

**Q:** Can a family member be paid for providing personal assistance?

**A:** Yes, also known as a *preferred worker* and is provided through IL DRS. The identified family member will need to meet the background and training requirements. Please discuss this with your IL DRS rehabilitation counselor.

**Q:** Who can receive personal assistance services?

**A:** The program is for people with severe disabilities under the age of 60 who need help with daily living activities in their home such as household tasks (e.g. light housekeeping, laundry, meal prep) and personal care (grooming).

Requirements:

* An in-home assessment and here are some of the eligibility criteria (not exclusive):
  + Be under age 60 at the time of application.
  + Have a significant disability lasting 12 months or longer, or for the duration of life.
  + For MOPD in-home services, be a resident of the City of Chicago.

**Q:** Who do I contact if there is an issue w/ my in-home services?

**A:** Contact a supervisor from the in-home service agency.

**Q:** How long will I have to be on the wait list for in-home services?

**A:** There currently is a nation-wide shortage of Personal Assistance workers. IL DRS and MOPD currently maintain a waitlist. Please follow up with where your application was processed.

**Q:** If there is a problem with my in-home service agency, can I switch to a different one?

**A:** No, please resolve issues at the current agency to prevent future occurrences

**Q:** How long will it take for me to get my assistive devices/equipment?

**A:** Once your in-home assessment has been completed, your ILP worker will follow through on the ordering and arranging for delivery process.

**Q:** How do I put my meals on hold temporarily??

**A:** Please call your in-home service worker (ILP worker) and inform them of the dates you will need your home delivered meals held.

**Q:** Can my ILP Worker help me w/ things other than MOPD services?

**A:** Services are determined by your in-home assessment. If you need additional services, please contact your in-home service worker (ILP worker) and/or their supervisor.

**Q:** Can I keep my in-home worker (homemakers) when I transfer to senior services?

**A:** Only, if that individual works in an approved senior service agency.

**Q**: Why can’t I get in-home services through IL DRS and MOPD?

**A:** Duplicative services from the City of Chicago and the State are not allowed.

**Transportation**

**Q**: How do I apply for the RTA Ride Free Permit program?

**A:** If you have a disability, are under 60 years old and an Illinois resident, visit MOPD and a Disability specialist will assist you.

* An online Benefit Access Application can be filled out by a Disability Specialist at one of the MOPD Locations (121 N. LaSalle, Room 104 or 2102 W. Ogden).
* Or you may fill out the application at[: Benefit Access Program Benefits](https://ilaging.illinois.gov/benefitsaccess.html)
* Remember to bring the following items.
* Social Security Number(s), (for self & spouse if married and living together)
* Date of Birth-State ID/Driver’s License
* Latest Federal U.S. 1040 Income Tax & all other income
* Latest SSA 1099 Social Security Benefit statement
* If you receive VA Benefits, you must submit proof of 100% disability & Income for the previous year.
* Proof of disability: Schedule A Form (Physician Statement) from your licensed physician indicating your disability status and/or SSI/SSDI award letter.

\*You can also apply for your RTA Free Ride Permit online at: <https://fares.rtachicago.org/>

Additional assistance for Reduce or Free Ride Permit:

* IDOA Senior Helpline at 1800-252-8966 to apply for Free Ride Permit.
* RTA at (312) 913-3110 to find a site nearest you.

**Q**: How do I get a discount on my license plate sticker?

**A:** You can apply on the Illinois Department of Aging website [Benefits Access Application](https://ilaging.illinois.gov/benefitsaccess.html) see at Disability Specialist at a MOPD location

BAA link: <https://www2.illinois.gov/aging/Pages/default.aspx>

* Once application is reviewed and approved:
* contact the Secretary of State’s Office for an application for your disability license plates at (217) 782-2709.
* When you buy a license plate or renew your license plates sticker, you must submit the notification (from IDOA) to verify that you are qualified for the discount.

**Q:** How do I get a discount on my city sticker?

**A:** Visit:

City Clerk’s Office 121 N. Lasalle, RM 107

Chicago, Il 60602

312.742.5375

<https://www.chicityclerk.com/>

**Q:** Where can I find information regarding purchasing an accessible vehicle?

**A:** Resources for accessible vehicles:

* Mobilityworks.com
* [Shirley Ryan Ability Lab Life Center](https://www.sralab.org/lifecenter) (Library) has an online resource for accessible cars, vans, rental vans and modification vendors.

<https://www.sralab.org/lifecenter/resources/listing-accessible-cars-vans-rental-vans-and-modification-vendors>

**Q:** How do I get the hanging placard for disabled parking?

**A:** If you have a qualifying temporary or permanent disability you may be eligible for a disabled parking placard. Go online to [www.ilsos.gov](http://www.ilsos.gov/)

Secretary of State facilities are not authorized to issue Persons with Disabilities License Plates or permanent parking placards. Disability license plates and permanent placards may only be issued through the Springfield office. For more information, please contact:  
  
Illinois Secretary of State  
Persons with Disabilities License Plates/Placard Unit  
501 S. Second St. Rm. 541  
Springfield, IL 62756  
217-782-2709  
217-782-2434  
217-782-3166

**Q**: How do I apply for disabled residential parking sign in front of my home?

**A:** For Chicago residents, complete an application along with a $70 fee and give it to your alderman or send it to:

P.O.Box 803100, Chicago IL 60680, attn: disabled permit section

* An application can be downloaded from the Department of Finance or from this link: [Application for Disabled Parking Signs](https://www.chicago.gov/content/dam/city/depts/rev/supp_info/ParkingMeter/Disabled_Parking_Permit_Application.pdf)
* For more information please see the Department of Finance webpage titled [Residential Disabled Parking Signs Information](https://www.chicago.gov/city/en/depts/fin/supp_info/revenue/parking_forms/residential_disabledparkingsigns.html)

**Q:** I received a letter that I was denied a parking spot outside of my home, what do I do now?

**A:** Please call #312.744.7050 and verbally provide information indicating you wish to appeal. Or, write an appeal to the Mayor’s Office for People with Disabilities at 121 N. LaSalle, Room 104, Chicago IL 60602 (attn: appeal for disabled parking) within 10 business days of denial.

**Q:** How do I apply for paratransit services?

**A:** Call RTA’s ADA Paratransit Certification Program at #312.663.4357 between

8:30 am – 5:00pm, Monday thru Friday

* Applications are available in regular or large print English, Spanish, Braille, CD or audiotape
* You may also call MOPD at #312.744.7050 if you are under 60 and reside in Chicago
* If 60 years or older and reside in Chicago, call DFSS Senior Services program at #312.744.4016 or visit 121 N. LaSalle St., #100, Chicago IL 60602

**Q:** How do I get TAP vouchers?

**A:** To qualify, you must be certified by the RTA as being eligible for ADA paratransit service. For more information about ADA paratransit eligibility, contact RTA at #312.663.4357

* Once certified, call (833) 722-8327
* Card will be mailed and will need to be activated before you can add rides to the card.

**Q:** Who is eligible for a free ride card?

**A:** Seniors (65 years of age or older) and persons with disabilities and meet the following criteria:

* Must reside in Illinois
* Meet income eligibility requirements: For 2022, total yearly income from 2021 must be less than $33,562 for a 1person household;
* $44,533 for a 2 person household

For assistance in applying for a Ride Free card using Benefits Access Application (BAA):

* Call MOPD at 312.746.5773
* DFSS Senior Services at (312) 744-4016 if 60 years of age or older

**Q:** How do I file an ADA complaint against the CTA?

**A:** Call CTA at #1.888.968.7282 or email: [feedback@transitchicago.com](mailto:feedback@transitchicago.com)

* You may also speak with CTA’s ADA Dept at (312) 681-2608

**Q:** How do I file a complaint against an accessible taxicab?

**A:** Call 311 or email: bacppv@cityofchicago.org/bacp

**Q:** How do I file a complaint against Pace Paratransit?

**A:** You can call the Mobility Services Helpline at (312) 663-4357 and speak with a call agent or if you need to file a complaint or commendation regarding ADA paratransit service, contact Pace Customer Relations at (800) 606-1282- select option 2.

**Q:** How do I request an accessible taxicab?

**A:** The accessible taxi hailing app is now Curb, which you can download from Apple iTunes or Google Play.

Or call, WAV Taxi request phone number, #1.888.WAV.CABS or #1.888.928.2227

**Trainings & Special Event’s**

**Q:** Does MOPD currently have any events planned?

**A:** Please contact our MOPD office at 312.744.7050 or write [MOPDInfo@cityofchicago.org](mailto:MOPDInfo@cityofchicago.org) or more information about current events and happenings.

There’s more information on our website at chicago.gov/city/en/depts/mopd.html or click this link: [Chicago MOPD](https://www.chicago.gov/city/en/depts/mopd.html)

**Q**: How do I schedule a Disability Awareness training?

**A**: To schedule a Disability Awareness training, you can either email [MOPDInfo@cityofchicago.org](mailto:MOPDInfo@cityofchicago.org) or call 312.744.7050 and ask to speak to the training coordinator.

**Utility Assistance**

**Q:** What resources exist to assist people with disabilities pay their utility bills?

**A:** CEDA/Community and Economic Development Association #312.782.2332

A prescreening is completed inquiring about income and household size.

**Questions**

**Q:** What if I need more information or have another question?

**A:** Call us at the Mayor’s Office for People with Disabilities, our offices are open from 8:30am – 4:30pm Monday – Friday. To speak to a Disability Specialist please choose Option #1.

**MOPD City Hall**

Room 104

121 N. LaSalle Street, Chicago IL 60602

(312) 744-7050

**MOPD Central West Community Center**

2102 West Ogden Avenue, Chicago IL 60602

(312) 746-5773