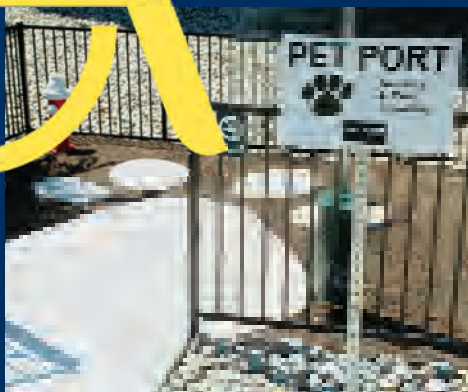
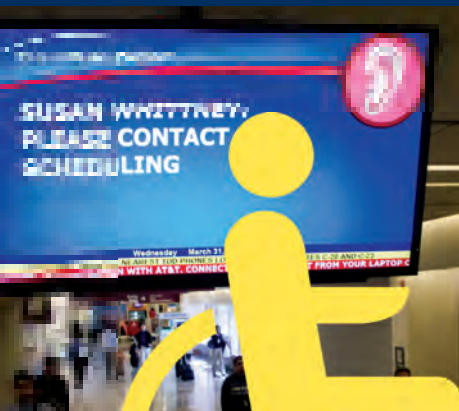




GETTING AROUND PHL



a guide for travelers with disabilities



PHL PHILADELPHIA INTERNATIONAL AIRPORT

www.phl.org

Contents

- 1 Welcome
- 1 Things You Should Know
- 3 Inside All Terminals
- 5 Parking & Ground Transportation
- 8 Important Telephone Numbers
- 9 Airline Reservation Numbers
- 10 Map
- 13 Location of TDD/TTY Public Pay Phones
- 14 Frequently Asked Questions



Welcome

Welcome to Philadelphia International Airport (PHL) (the Airport). We are keenly interested in serving the needs of all our travelers and we hope your travel experience through the Airport is an enjoyable one. We offer this brochure to familiarize you with the Airport's services and facilities that are available to travelers with disabilities. More current information about these services and facilities as well as general airport, airline and flight/gate information may be available at the Airport's website www.phl.org.

Philadelphia International Airport is owned and operated by the City of Philadelphia. However, it is important to know that many of the services provided to our travelers are provided directly and exclusively by the airlines and other agencies. The City of Philadelphia leases facilities to these parties. A list of airlines and agencies operating at Philadelphia International Airport is provided for your convenience inside this brochure.

Philadelphia International Airport is dedicated to offering premier air service while providing the highest levels of safety, security and customer service. We welcome any comments or suggestions that you might have pertaining to this brochure or the Airport's services. Please forward them to: Philadelphia International Airport, Public Affairs Office, Terminal D/E, 3rd Floor, Philadelphia, PA 19153. Or call 215-937-6840 (TDD/TTY, 215-937-6755). Fax: 215-937-6497. Or email: comments@phl.org.

People with disabilities who are planning to visit the City of Philadelphia can receive information relating to accessibility in the City by visiting the website www.phila.gov/aco.

Things You Should Know

Many services such as skycaps, sighted guides, or electric carts and wheelchairs are provided by the airlines. If assistance is necessary, advance notice may be given to the appropriate airline. This can be done by calling your airline directly or by contacting your travel agent. The Airport does not provide these services.

Security Checkpoints To help expedite your passage through the security checkpoint and for information on what items are prohibited onboard the aircraft, log onto the TSA website at www.TSA.gov or call 1-866-289-9673. Email: tsa-contactcenter@dhs.gov.

The TSA has specially designated lanes at security checkpoints for persons with disabilities.

Stringent new passenger and baggage screening requirements will take extra time. Plan to arrive **at least two**

hour before a domestic departure and **at least** three hours before an international departure; allow more time during peak travel periods. Please check with your airline for more specific check-in times.

Pet Ports

Seven specially designed animal relief areas are located on the Departing Flights road and outside the bag claim buildings. The Pet Ports were created to provide appropriate facilities for service animals traveling with passengers as well as pets and Airport security canines.

The Pet Port areas vary in size from 250 to 600 square feet. A four-foot high fence with a latching gate contains the areas. The interior has a 4-inch deep mulch surface, a bench, faux fire hydrant, biodegradable pet waste bag dispenser with receptacle, and a concrete dog paw print. Some areas contain landscaped beds along the exterior perimeter of the fence and a concrete sidewalk to exit the area. The facilities have been designed to accommodate animals and ensure that the Airport grounds are properly maintained.

The Pet Port areas are located:

On the Departing Flights Road

- Between Terminals A-West and A-East;
- Between Terminal B/C ticketing and the Airport Communications Center;
- After Terminal E;
- After Terminal F.

On the Arrivals side

- Adjacent to Terminal A-East bag claim along the Arriving Flights road;
- Adjacent to Terminal B bag claim along the Commercial Vehicle Roadway;
- Adjacent to Terminal E bag claim along the Commercial Vehicle Roadway.

Flight and Gate Information

Passengers can get up-to-date flight and gate information by dialing 800-PHL-GATE (800-745-4283) or visiting www.phl.org

Boarding and Deplaning Procedures

Boarding and deplaning procedures are the responsibility of the individual air carrier. Please contact an airline representative or your travel agent prior to your trip to the Airport for questions or concerns.

Mobility Assistance Throughout the Airport

Individual airlines provide wheelchair service; US Airways provides electric cart as well as wheelchair service to its passengers. When making an airline reservation, advise your airline that this service will be needed at the Airport. It is advisable to confirm this request prior to your departure day. Airline personnel at the Airport will facilitate this service.

The airlines are required, under the Air Carrier Access Act, to provide wheelchair assistance upon request. If wheelchair assistance is not provided, then the passenger may request to speak with the airline's Complaints Resolution Official (CRO). Each airline must have at least one CRO available at the airport during times of scheduled carrier operations. The CRO can be available by telephone.

Complaints dealing with wheelchair availability or those alleging discriminatory treatment by air carrier personnel can be directed to the U.S. Department of Transportation's Aviation Consumer Protection Division, which can be contacted as follows. (Hours are Monday – Friday, 9:00 am through 5:00 pm, Eastern Standard Time).

Voice: 1-800-778-4838

TDD/TTY: 1-800-455-9880

E-mail: airconsumer2@dot.gov

Regular Mail: Aviation Consumer Protection Division (C-75-D)
U.S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Luggage Carts

1,400 self-service luggage carts are available at 34 locations for a fee of \$4.00. The luggage cart dispensers, or depots, provide pictograms with instructions in plain text. The depots also accept cash and credit cards.

Inside All Terminals

Inside all terminals you will find the following:

Airport information counters are located in the terminals near the security checkpoints (in Terminal F a counter is also located near Gate F-10). In Terminals A-West, B and C, counters are located beyond the security checkpoint. In Terminals A-East, D, E and F counters are located both inside and outside the security checkpoint area. General Airport information and assistance as well as worldwide airport operating and weather conditions are just a few of the technological amenities available to all passengers. This complimentary service is offered 24 hours in Terminals B, D and F, and from 7:00 am to 11:00 pm in all other terminals.

Elevators are available between the lower and upper levels, in the bag claim areas and all parking garages. Elevators with Braille signage and raised numbers are in each of the terminals and parking garages.

Moving walkways are available in 10 locations: on the walkway between Terminal A-East and Terminal A-West, on the connector bridge between the Terminal A-West bag re-check area and Terminal A-East, on the 3rd floor walkway in Terminal A-West, on the walkway between Terminals A-East and B, between Terminals B and C behind

the row of shops, on the walkway between Terminals C and D and along the pedestrian bridges on the way to bag claim in Terminals B, C, D and E. (See Map on Page 8)

Accessible restrooms are located throughout the Airport. These facilities are indicated by the International Symbol of Accessibility. Companion Care restrooms are also located throughout the Airport.

All pay telephones are hearing aid compatible and have volume controls. Currently, there are approximately 30 public payphones attached with Telecommunication Devices for the Deaf (TDD/TTY) located throughout the Airport in Terminals A-West through F. Signs are located at every bank of public payphones advising of the location of the nearest TDD/TTY; the location of the nearest TDD/TTY phone is also located on the visual paging monitors throughout the Airport. Users may dial "PHL" from any TDD/TTY phone located at the Airport to be connected to the Airport Communications Center for information; this is a free call. Wheelchair accessible telephones are located throughout the terminals. All pay telephones and TDD/TTYs in the Airport can access the Telecommunications Relay Service by dialing "711." This service permits persons with a hearing or speech disability to use the telephone system via a TDD/TTY or other device to call persons with or without such disabilities.

Video Phones The Airport has 2 video phones: Across from Gate C-16 and in Terminal F near Gate F-10. These units provide Video Relay Service (VRS) and Telecommunications Relay Service (TRS). VRS uses a video interpreter to help people who have hearing and speech impairments communicate with anyone anywhere. TRS provides a similar service but utilizes a text/typing interpreter to communicate instead of video. The VRS and TRS services are free for domestic calls and for international calls to most countries; calls to other countries may be made using a calling card or credit card.

The Aero Clinic, located on the Terminal A/B walkway, offers a variety of acute care services, including treatment for respiratory, digestive and urinary illnesses and skin conditions, and minor injuries, and provides vaccinations and health screenings. Some medical insurance is accepted. The Clinic is open 7 days a week, 7 a.m. to 7 p.m.

Automated Teller Machines, or ATMs. New state-of-the-art Automated Teller Machines, or ATMs, have been installed in 17 locations throughout the Airport. These "talking ATM's" are all equipped with earphone jacks for audio access. Braille identifiers are also provided in many different areas of the machines. For your convenience, directions are provided in multiple languages. Additional ATMs are scheduled for installation in new locations throughout the Airport.

Automated External Defibrillators, or AEDs, are located in the public areas of the terminal. There are approximately 100 units in the terminals and their locations adhere to American Red Cross spacing standards (1 minute walking

time between units). These devices can be used to automatically diagnose potentially life threatening cardiac symptoms and may be used to treat them.

The Philadelphia Airport Marriott Hotel is conveniently connected to Terminal B by a sky bridge. The 419-room facility, which includes 20 rooms meeting ADA standards, was designed with business travelers in mind and is equipped with in-room work stations, roll-in type showers, workout room with lap pool, meeting and banquet facilities and a full-service restaurant.

Visual Paging The Airport has installed 169 new, large, easy-to-read LCD monitors throughout the terminals that visually convey information broadcast over the public address system. Like audio announcements, visual messages can be presented in several languages. The monitors also direct persons to the nearest TDD/TTY phone to obtain messages. The Airport has approximately 30 TDD/TTY phones that can contact the Airport Communications Center at no cost. Callers wishing to page someone in the Airport can call (215) 937-6937 (TDD/TTY: 215-937-6755), or 6937 from a white courtesy phone inside the Airport.

Parking & Ground Transportation

Dropping off and picking up passengers at the Airport is facilitated by the existence of designated areas in front of each terminal on both the Departing Flights road and outside each bag claim in the passenger pick-up area on the Arriving Flights road. The Short-Term parking lots on the ground level across from bag claim areas contain Handicapped Parking spaces; these areas are clearly marked with the International Symbol of Accessibility and are on accessible routes equipped with curb ramps to facilitate entering the terminal.

Oversize wheelchair equipped vans that are unable to enter the garages due to the height limit (6 feet) can park in Short-Term (ground level of the garages) and will be charged the less-expensive Garage rate for visits less than 24 hours. (Note: Overnight parking is not permitted in the Short-Term lots). These vehicles must have Handicapped license plates or placard displayed. For visits longer than 24 hours, oversize vehicles that cannot enter the garages can park in the Economy Lot.

The Philadelphia Parking Authority operates Short-Term, Garage and Economy parking facilities at the Airport. Handicapped parking spaces are located close to the elevators in the garages, bus stops in the Economy Parking lot and bag claims in Short-Term (ground level of the garages) lots. Some helpful tips for deciding which parking option to use are as follows:

- Short-Term (ground level of the garages) parking is recommended for brief visits of up to 1 hour.

- Garage parking is less expensive than Short-Term parking for visits of more than 3 and 1/2 hours.
- Economy Parking Lot – The Airport operates a free shuttle bus that is wheelchair accessible and has "kneeling" capability.

For more information on the Airport's parking facilities, contact the Philadelphia Parking Authority at 215-683-9842; TDD/TTY, 215-683-9825; Fax, 215-683-9828; or visit www.philapark.org. Your comments and suggestions can also be sent to airport@philapark.org. The mailing address is: One Main Toll Plaza, Philadelphia International Airport, Philadelphia, PA 19153.

Travelers who will need ground transportation in wheelchair accessible vehicles from the Airport should make arrangements in advance of their arrival. The Airport's website, www.phl.org, has a list of these providers.

Additional information is available by calling the Ground Transportation hotline at 215-937-6958 or visiting a ground transportation counter in the bag claim areas (Terminal F passengers can access ground transportation and information in Terminal E bag claim).

- Find out which terminal your party will be arriving at before you come to the Airport. Up-to-date flight information can be obtained by dialing 1-800-PHL-GATE (1-800-745-4283), or by checking flight information at www.phl.org to learn the anticipated departure or arrival time and the terminal gate. Passengers can be picked up outside the bag claim on the Arriving Flights road at the terminal where the flight arrived. Terminal F passengers can be picked up on the Arriving Flights road at Terminal E bag claim. US Airways passengers who have checked bags and are arriving on domestic flights at Terminal A-West/A-East can be met at B/C bag claim.
- Economy Parking is an ideal selection for lengthy visits. Parking in these areas requires use of free shuttle buses, all of which are wheelchair accessible and have "kneeling" capability. These buses are available 24 hours a day and circulate between the Economy Lot and the terminals every 10 minutes.

The Airport provides a free **Cell Phone Waiting Lot** on Airport less than one minute from the baggage claim areas. To reach the lot from I-95 North or South or Route 291, follow the signs to Philadelphia International Airport. Take the Arriving Flights roadway into the Airport and follow the signs for the Cell Phone Waiting Lot.

SEPTA's Airport Rail Line can be accessed off the pedestrian walkway between the main terminal and the bag claim area in Terminals A-East, B, C, D, E. Elevators are located on the SEPTA platforms and pedestrian bridges. The train platforms are equipped with bridge plates to assist people who use wheelchairs in crossing the gap between the train and the platform. Yellow safety stripes are at the edges of all platforms.

The SEPTA Airport Rail Line runs every 30 minutes between the Airport and Center City. Trains operate from Center City to the Airport between 4:25 AM and 11:25 PM, and from the Airport to Center City from 5:09 AM to 12:09 AM. The Airport Line stops at Terminals A-East, B, C-D and E. Fare is \$7.00 one way and tickets can be purchased on board the train; tickets may be purchased at off-Airport SEPTA ticket counters for a lesser rate. Connections can be made for an additional fee to other regional rail lines at 30th Street, Suburban Station and Market East stations. Amtrak and New Jersey Transit connections can be made at 30th Street Station. Connections to the Market Frankford El can be made at 30th Street, Suburban and Market East Stations. Connections to the Broad Street Subway can be made at Suburban Station.

SEPTA bus service is provided by the Routes 37 (to/from South Philadelphia), 108 (to/from 69th Street Terminal) and 115 (to/from Suburban Square in Ardmore) buses, which are accessible. Bus fare costs \$2.00, transfers are \$.75.

For more information on schedules and fares, contact SEPTA at 215-580-7800 (TDD/TTY, 215-580-7853), or visit www.septa.org.

SEPTA's Customized Community Transport (CCT Connect) service picks up registered passengers, seniors and individuals with disabilities at Zone 1 located outside of each bag claim area. To schedule a pick-up, registered users may call 215-580-7700 (TDD/TTY 215-580-7712), or log onto www.septa.org.

Car rental information phones are available at all bag claim areas for the following car rental agencies with offices on the Airport grounds: Alamo, Avis, Budget, Dollar, Enterprise, Hertz and National.

Vehicles equipped with hand controls are available at all of these agencies, however, as much as 72 hours advance notice is required. Such requests must be made at the time the vehicle is reserved. If you require a TDD/TTY phone to call any of the rental agencies, public pay phones with TDD/TTY equipment are available in each of the bag claim areas. Some ground transportation companies provide shuttle service with vans equipped with electric lifts. For more information on such services, please see a representative at the ground transportation counter in the bag claim areas (Terminal F passengers can access ground transportation and information in Terminal E bag claim).

Taxis, vans, limousines, local SEPTA bus Routes 37 and 108 and CCT Connect stop at all bag claim areas, with the exception of Terminal F where passengers can access ground transportation outside Terminal E bag claim.

To arrange for shuttle van or limousine service, it is best to make reservations in advance. Reservations can also be made from ground transportation phones in all bag claim areas at the Airport. The following is a list of phone numbers for the different modes of transportation available.

Important Telephone Numbers



Organization	Phone #	TDD/TTY #
ADA Information Line at US DOJ	1-800-514-0301	1-800-514-0383
Aero Clinic	215-365-6301	
Airport Communications Center 24 hours (General Information/Airport Paging)	215-937-6937	215-937-6755
Airport Police 24 hours	215-937-6918	not available*
America's Cash Express	215-492-1897	not available*
Atlantic Aviation	215-492-7060	not available*
Flight Insurance and Foreign Currency Exchange	215-492-8880	not available*
Pennsylvania Relay Service	1-800-654-5984	1-800-654-5988
Philadelphia Parking Authority	215-683-9842	215-683-9825
SEPTA (Bus and Rail Information)	215-580-7800	215-580-7853
SEPTA CCT Connect Reservations	215-580-7700	215-580-7712
Transportation Security Administration	1-866-289-9673	not available*
U.S. Customs	215-863-4271	not available*
U.S. Immigration	215-594-4100	not available*
USO	215-365-8889	not available*

Car Rental Numbers



Company	Phone #	TDD/TTY #
Alamo	1-800-327-9633	1-800-328-6323
Avis	1-800-331-1212	1-800-331-2323
Budget	1-800-527-0700	1-800-826-5510
Dollar	1-800-800-4000	1-800-358-5856
Enterprise	1-800-261-7331	1-866-534-9270
Hertz	1-800-654-3131	1-800-654-2280
National	1-800-227-7368	1-800-522-9292

Airline Reservation Numbers

Airline	Phone #	TDD/TTY #	Terminal
Air Canada	1-888-247-2262	1-800-361-8071	D
Air Jamaica	1-800-523-5585	not available*	A-East
AirTran Airways	1-800-247-8726	not available*	D*
American Airlines	1-800-433-7300	1-800-543-1586	A-East
American Eagle	1-800-433-7300	1-800-543-1586	A-East
British Airways	1-800-247-9297	1-866-393-0961	A-West
Continental Airlines	1-800-525-0280	1-800-343-9195	D
Continental Express	1-800-525-0280	1-800-343-9195	D
Delta Air Lines	1-800-221-1212	1-800-831-4488	E*
Frontier Airlines	1-800-432-1359	not available*	A-East
Lufthansa	1-800-645-3880	866-846-4283	A-West
Midwest Airlines	1-800-452-2022	1-800-872-3608	A-East
Southwest Airlines	1-800-435-9792	1-800-533-1305	E
United Airlines	1-800-241-6522	1-800-323-0170	D
United Express	1-800-241-6522	1-800-323-0170	D
US Airways	1-800-428-4322	1-800-245-2966	A-West*, B/C
US Airways Express	1-800-428-4322	1-800-245-2966	F
USA 3000	1-877-872-3000	1-800-906-3000	A-East

*Delta ticketing, Terminal E; gates and baggage claim, Terminal D

*Air Tran ticketing, Terminal D; gates and baggage claim, Terminal E

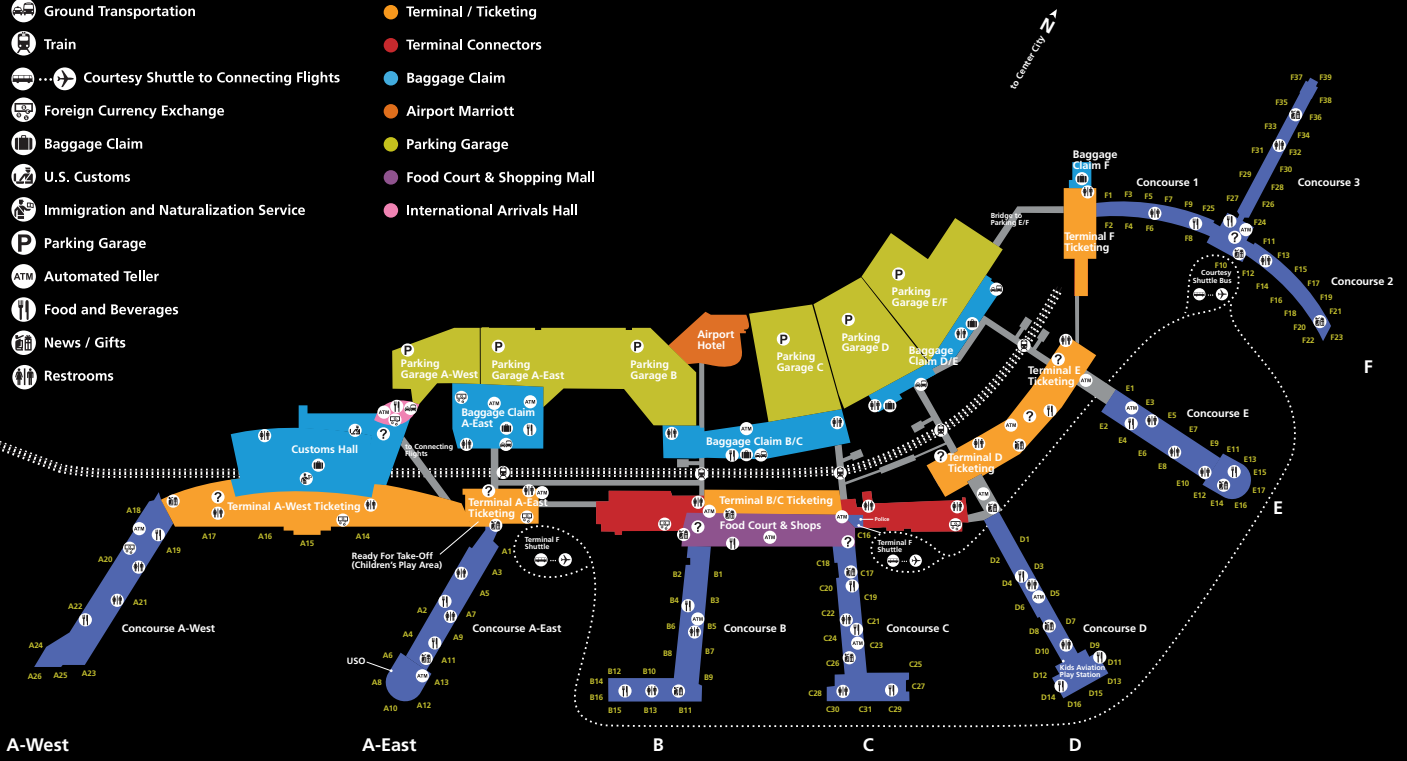
Contact the Pennsylvania Relay Service, 1-800-654-5984 or 1-800-654-5988 for TDD/TTY. A-West— US Airways transatlantic arrivals and departures.

Ground Transportation

Taxis	Vans/Limousines
All City Cab 215-467-6666	AAA Airport One Direct 1-800-535-5466
Capital 215-235-2200	American Limo 484-368-7041
City Cab 215-492-6500	Atlantic Sedan Service 610-659-8513
Crescent 215-365-3500	Call-First Transit 302-427-3736
Liberty 215-389-8000	Dave's Best 215-288-1000
Olde City 215-338-0838	Delaware Express 1-800-648-5466
Philadelphia Coach 215-744-7777	Lady Liberty 215-724-8888
PHL Cab 215-232-2000	Pennywise Sedan Service 1-866-255-7686
Quaker City 215-728-8000	Rapid Rover 856-428-1500
Victory 215-225-5000	Tropiano 1-800-559-2040
Yellow Cab 215-333-3333	

Philadelphia International Airport Terminal Map

- Airport Information
- Ground Transportation
- Train
- Courtesy Shuttle to Connecting Flights
- Foreign Currency Exchange
- Baggage Claim
- U.S. Customs
- Immigration and Naturalization Service
- Parking Garage
- Automated Teller
- Food and Beverages
- News / Gifts
- Restrooms
- Concourse / Gates
- Terminal / Ticketing
- Terminal Connectors
- Baggage Claim
- Airport Marriott
- Parking Garage
- Food Court & Shopping Mall
- International Arrivals Hall



Additional Information About Services & Facilities at PHL

There are additional services and facilities at Philadelphia International Airport that may enhance your travel experience, including the following. More up to date information may be available at our website, www.phl.org, or by contacting the Airport by phone (215) 937-6937 (TDD/TTY: 215-937-5557), or email comments@phl.org.

Award-Winning Concession Program

Philadelphia Marketplace features more than 160 national name brand and local retail shops, food and beverage locations, and services.

Exhibitions Program

The Airport presents 26 permanent and rotating exhibits depicting fascinating works of art throughout the terminal complex.

Wireless Internet Access

The airport offers free Wireless Internet access to everyone, every day. To utilize this service, users must have a computer with built-in Wi-Fi technology or an 802.11b network interface card.

Performing Arts Program

An exciting variety of entertainment is offered to celebrate holidays and special events, usually across from the Terminal B/C Food Court.

Children's Play Area

The Airport offers interactive aviation-themed play areas for young travelers in Terminal D near Gate D-8 and in Terminal A-East near Gate A-1.

The Aero Clinic

Located on the A/B walkway, the Aero Clinic offers a variety of acute care services, including treatment for respiratory, digestive and urinary illnesses and skin conditions, and minor injuries, and provides vaccinations and health screenings. Some medical insurance is accepted. The Clinic is opened 7 days a week, 7 a.m. to 7 p.m.

Postal Services

The UPS Store on the Terminal A-East/B walkway is a full-service postal facility. Mailboxes are located at Gates A-17, A-1, on the Terminal C/D walkway near Terminal D, and at Gate F-10. Parcel drop boxes are also located at The UPS Store and on the Terminal C/D walkway near Terminal D.



TERMINAL A-West

Concourse – On the wall between Gates A-15 and A-17.

International Arrivals Hall – Third Floor.

Ticketing – at opposite ends of the building, adjacent to restrooms.

TERMINAL A-East

Bag Claim – On the wall near the doors that lead to the parking garage.

Ticketing – Underneath the escalators opposite American Airlines ticketing counter.

Concourse – On the wall opposite Gate A-2.

A-B WALKWAY

At entrance to moving sidewalk going from Terminal B to Terminal A-East.

TERMINAL B

Bag Claim – On the walls adjacent to restrooms at both ends of the building.

Ticketing – On pedestal, opposite ticket counter position number 27.

Concourse – On the wall between Gates B-3 and B-5.

TERMINAL C

Bag Claim – On the walls adjacent to restrooms at both ends of the building.

Ticketing – On pedestal, opposite ticket counter position number 27.

Concourse – On the wall between Gates C-20 and C-22.

TERMINAL D

Bag Claim – On wall in Continental carousel area.

Ticketing – On wall adjacent to Continental ticketing counter.

Concourse – On the wall across from Gate D-6.

TERMINAL E

Bag Claim – On the wall near the restroom opposite the escalator.

Ticketing – On pedestal opposite Delta Air Lines ticket counter.

Concourse – On the wall between Gates E-3 and E-5.

TERMINAL F

Bag Claim – On the wall between baggage carousels.

Ticketing – On pedestal near front doors opposite the ticket counters.

Concourse –

- on wall near entrance to Gate F-7.
- adjacent to Food Court area at beginning of Concourse to Gates F24-29.
- on wall at entrance to Gate F-11.
- on wall across from the entrance to Gate F-23.
- on the wall next to Gate F-30.



Frequently Asked Questions



Q. How can I go about getting wheelchairs or electric cart service?

A. Individual airlines provide wheelchair service; US Airways provides electric cart as well as wheelchair service to its passengers. When making an airline reservation, advise your airline that this service will be needed at the Airport. It is advisable to confirm this request prior to your departure day. Airline personnel at the Airport will facilitate this service.

Q. Does the Airport have bus service that's equipped for wheelchairs?

A. Yes. An Airport shuttle bus provides service to and from the Economy Parking Lot and between the various terminals and is fully equipped to accommodate wheelchairs. The buses are operated by First Transit, which can be contacted at 215-365-3477. Any problems regarding the shuttle bus should be reported to the Airport Communications Center at 215-937-6937 (TDD/TTY, 215-937-6755). Comments can be e-mailed to: comments@phl.org.

Q. What is the recommended procedure for dropping off passengers with disabilities?

A. Designated temporary loading and unloading spaces are located on the Departing Flights Road in front of each terminal. These areas are clearly marked with the International Symbol of Accessibility and are on accessible routes equipped with curb ramps to facilitate entering the terminal. These spaces are designated areas only for dropping off or picking up passengers and vehicles may never be left unattended in front of the terminal building due to safety and security regulations, or they will be ticketed and towed.



Handicapped parking is also available near the elevators in the Garages and in Short-Term parking on the ground level of the Garages. Vehicles parked in Handicapped spaces must have handicapped license plates or placard displayed. Oversize vehicles such as wheelchair equipped vans that cannot enter the garages due to height limitations (6 feet) can park in the Short-Term lots at the less-expensive Garage rate for visits less than 24 hours. These vehicles must have handicapped license plates or placard displayed.

Q. Can I rent a car with hand controls?

A. Yes. Most rental car agencies require at least 72 hours notice for vehicles with hand controls. You should contact the car rental company directly.

Q. What is the recommended procedure for picking up passengers with disabilities?

A. To pick up passengers with disabilities who are waiting at curbside outside the baggage claim on the Arriving Flights road, vehicles may stop in designated spaces marked "Reserved Loading." If the passenger is not ready to be picked up at curbside or is being met inside the baggage claim or the terminal, motorists can park in the Short-Term Lot on the ground level of the Garages across from the baggage claim or in the Garages. Elevators are located in all baggage claim areas and can be used to access the Garages. Handicapped parking is also available near the elevators in the Garages and in Short-Term parking. Vehicles parked in Handicapped spaces must have handicapped license plates or placard displayed. Oversize vehicles such as wheelchair equipped vans that cannot enter the garages due to height limitations (6 feet) can park in the Short-Term lots at the less-expensive Garage rate for visits less than 24 hours. These vehicles must have handicapped license plates or placard displayed. If assistance is needed in transporting luggage, skycap service is available in all baggage claim areas.

Q. Does the Airport have moving walkways?

A. Yes. Moving walkways are available in 10 locations: On the walkway between Terminal A-East and Terminal A-West, on the connector bridge between the Terminal A-West bag re-check area and Terminal A-East, on the 3rd floor walkway in Terminal A-West, on the walkway between Terminals A-East and B, between Terminals B and C behind the row of shops, on the walkway between Terminals C and D and along the pedestrian bridges on the way to bag claim in Terminals B, C, D and E.

Q. Can I get prescriptions filled in the Airport?

A. The Airport does not have a pharmacy. CNBC News, Hudson News and Stellar News sell a variety of non-prescription medications. Also, the Aero Clinic on the A/B walkway near Terminal B offers a variety of acute care services including treatment of respiratory, digestive and urinary illnesses, skin conditions, minor injuries and provides vaccinations and health screenings as well as some non-prescription medications.

Q. Are there accessible public transportation services available at the Airport?

A. Yes. The SEPTA Airport Rail Line platforms are accessible from the pedestrian walkway between the terminal and the bag claim areas. The Airport Line, which provides service from the Airport to Center City, has accessible stations at Eastwick, University City, 30th Street Station, Suburban Station and Market East. The Airport Line runs every 30 minutes between the Airport and Center City. Trains operate from Center City to the Airport between 4:25 AM and 11:25 PM, and from the Airport to Center City from 5:09 AM to 12:09 AM. The Airport Line stops at Terminals A-East, B, C-D and E. Fare is \$7.00 one way. Connections can be made to other regional rail lines for an additional fee at 30th Street, Suburban and Market East. Amtrak and New Jersey Transit connections can be made at 30th Street Station. Connections to the Market-Frankford El can be made at 30th Street, Suburban and Market East stations. Connections to the Broad Street Subway can be made at Suburban Station.

SEPTA bus service is provided by the Routes 37 (to/from South Philadelphia), 108 (to/from 69th Street Terminal) and 115 (to/from Suburban Square in Ardmore) buses, which are accessible. Bus fare costs \$2.00, transfers are \$.75. For more information, contact SEPTA at 215-580-7800 (TDD/TTY, 215-580-7853), or visit www.septa.org.

In addition, SEPTA's CCT Connect service picks up passengers at Zone 1 located outside of each bag claim area. To schedule a pick-up, call 215-580-7700 (TDD/TTY, 215-580-7712).

Philadelphia International Airport

Terminal D/E
Philadelphia, PA 19153
215-937-6840
1-800-PHL-GATE (1-800-745-4283)
TDD/TTY: (215) 937-6755
Fax: (215) 937-6497
www.phl.org

Complaints and comments about this information and/or ADA/Accessibility services and facilities at Philadelphia International Airport may be directed to the following. Requests for this document in an alternate format may also be directed to the following.

Richard T. Dempsey
ADA Coordinator
Division of Aviation
Philadelphia International Airport
Terminal D/E, 3rd Floor
Philadelphia, PA 19153
Telephone: 215-937-5513
Fax: 215-863-3844
TDD/TTY: 215-937-6755
E-mail: accessibility@phl.org

