

a guide for travelers with disabilities

GETTING AROUND

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PHL PHILADELPHIA INTERNATIONAL AIRPORT

www.phl.org

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This publication can be obtained in alternate format by contacting Rick Dempsey at 215-937-5513, by visiting www.phl.org, or by phoning the Airport's TDD/TTY number 215-937-6755.

Welcome

On behalf of the City of Philadelphia, welcome to Philadelphia International Airport, which is entirely smoke-free. This brochure is designed to familiarize you with the Airport's accessible services and facilities that are available to travelers with disabilities.

The City of Philadelphia leases facilities to the airlines as well as other tenants. Upon arriving at the Airport, many services such as skycaps, customer service representatives, sighted guides, or electric carts are provided compliments of the airlines. If assistance is necessary, advance notice should be given to the appropriate airline. This can be done by either calling your airline directly or by contacting your travel agent. If you experience difficulty in contacting your airline when you arrive at the Airport, you can call 6700 on an Airport courtesy phone (TDD/TTY, 215-937-6755) to obtain assistance from Airport operators. Philadelphia International Airport is dedicated to providing 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 E, Philadelphia, PA 19153. Or call 215-937-6937 (TDD/TTY, 215-937-6755). Or e-mail: comments@phl.org.

This brochure is designed to familiarize you with the Airport's accessible services and facilities that are available to travelers with disabilities. More current information about these services and facilities may be available at the Airport's website at www.phl.org.


Things You Should Know

Plan your trip to the Airport as carefully as you plan the rest of your itinerary.

By dialing 6700 from an Airport courtesy phone (TDD/TTY, 215-937-6755), elderly and disabled passengers can get wheelchair assistance from the airlines.

By dialing 1-800-PHL-GATE, or 1-800-745-4283, passengers can get up-to-date flight and gate information.

Passengers are encouraged to browse the Airport's website at www.phl.org for general airport, airline and flight/gate information. This site may contain information that is more up-to-date than this brochure.

The International Symbol of Accessibility designates areas accessible to people with disabilities, particularly individuals who use wheelchairs. 

For more information regarding the Airport and services offered, please call the Communications Center at 215-937-6937 (TDD/TTY, 215-937-6755). Or e-mail: comments@phl.org.

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.

Wheelchairs and electric cart service are provided by the individual airlines. When making an airline reservation, make it known that you will need a wheelchair or electric cart to transport you through the Airport. It is advisable to confirm this request prior to your departure day. Airline personnel at the Airport will facilitate this service.

Passengers with disabilities may request wheelchair assistance from the airlines. 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 each 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 7:00 AM through 11:00 PM, Eastern Standard Time).

Voice: 800-778-4838

TDD/TTY: 866-754-4368

E-mail: airconsumer@ost.dot.gov

Mail: Aviation Consumer Protection Division
U.S. Department of Transportation
400 7th Street, S.W., Room 4107
Washington, D.C. 20590

PHL has instituted a service to assist travelers with disabilities and elderly travelers who are already at the Airport in obtaining wheelchair assistance. To utilize this service, please call 6700 from an Airport courtesy telephone (TDD/TTY, 215-937-6755).

Airport Mobile Lifts The Airport has two mobile lifts that are available to provide boarding and deplaning assistance to passengers with disabilities who are flying on commuter aircraft. These lifts are free of charge to passengers. Please contact your individual airline in advance to ensure this equipment is available and/or necessary.

Stringent new passenger and baggage screening requirements will take extra time. Plan to arrive at least one hour before a domestic departure and at least two hours before an international departure. Please check with your airline for more specific check-in times.

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.

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 866-289-9673.

Inside All Terminals

Inside all terminals you will find the following:

Travel and information centers are located in the terminals near the security checkpoints (in Terminal F, near Gate F-10). General 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 and D and from 7:00 AM to 11:00 PM in all other terminals.

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

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

All pay telephones are hearing aid compatible and have volume controls.

Currently, there are 31 Telecommunication Devices for the Deaf, TDD/TTY public pay phones located throughout the Airport in Terminals A-West through F. (See locator guide on page 10)

Automated Teller Machines, or ATMs, are in 15 locations throughout the Airport; 14 of these are equipped with ear-phone jacks for audio access. For your convenience, directions are provided in 5 languages: English, French, German, Japanese and Spanish.

The Philadelphia Airport Marriott hotel is conveniently connected to Terminal B by a skybridge. 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.

Moving walkways are available in 10 locations: on the link between Terminal A-East and Terminal A-West, on the connector bridge between the Terminal A-West baggage re-check area and Terminal A-East, on the 3rd floor walkway in Terminal A-West, on the link between Terminals A-East and B, between Terminals B and C behind the row of shops, on the link between Terminals C and D and along the pedestrian bridges on the way to baggage claim in Terminals B, C, D and E. (See Map on Page 6)

Parking & Ground Transportation

Dropping off and picking up passengers is facilitated by designated areas in front of each terminal on both the Departures Roadway and outside each baggage claim in the passenger pick-up area on the Arrivals Roadway. The Short-Term parking lots on the ground level across from baggage claim areas contain several 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.

Vehicles such as wheelchair-lift equipped vans that are unable to enter garages due to height restrictions can park in the Short-Term parking spaces on the ground level across from the baggage claim areas. Vehicles that have handicapped license plates or a placard can park in the Short-Term spaces at a reduced rate.

Travelers who will need ground transportation in wheelchair accessible vehicles from PHL should make arrangements in advance of their arrival at the Airport. The Airport's website, www.phl.org, has a list of these providers. Additional information is available by calling the PHL Ground Transportation hotline at 215-937-6958.

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 baggage claims in the short-term lots. Some helpful tips for deciding which parking option to use are as follows:

- Short-Term 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 1 1/2 hours.
- Before coming to the Airport, know which baggage claim your party will be arriving at.
- 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.

The Philadelphia Parking Authority may be reached at 215-683-9842.

Economy Parking

In Economy Parking, free shuttle buses equipped with mobile lifts are available 24 hours a day. They circulate between the lot and the terminals every 10 minutes.

SEPTA's Airport Rail Line (R1) can be accessed off the pedestrian walkway between the main terminal and the baggage 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. Trains arrive and depart every 30 minutes. The R1 provides direct service to five stations: Eastwick, University City, 30th Street (Amtrak connections), Suburban and Market East. All stations, except Suburban, are accessible. Regional rail connections can be made at 30th Street, Suburban and Market East stations.

One-way tickets can be purchased on board trains at every terminal at the Airport for \$5.50. Passengers can connect onto other SEPTA regional rail lines by purchasing another separate ticket or buying a combination ticket in advance. For information on SEPTA services, including how to obtain a bridge plate, call 215-580-7800. TDD/TTY users can call 215-580-7853. SEPTA's website can also be accessed for additional information at www.septa.org.

SEPTA's Customized Community Transport, CCT Connect service picks up registered passengers, seniors and disabled, at Zone 1 located outside of each baggage claim area. To schedule a pick-up, registered users may call 215-580-7700. TDD/TTY users can call 215-580-7712.

Car Rental information phones are available at all baggage claim areas for the following car rental agencies with offices on the Airport grounds: Alamo, Avis, Budget, Dollar, 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 baggage 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 located in each baggage claim area.

Taxis, vans, limousines, local SEPTA buses and CCT Connect stop at all baggage claim areas. To arrange for taxi, van or limousine service, it is best to make reservations in advance. Reservations can also be made from ground transportation phones in all baggage claim areas at the Airport. The following is a list of phone numbers for the different modes of transportation available.

TAXIS

Liberty 215-389-8000
Olde City 215-338-0838
PHL 800-936-5111
Quaker City 215-728-8000
Victory 215-225-5000
Yellow Cab 215-333-3333























VANS

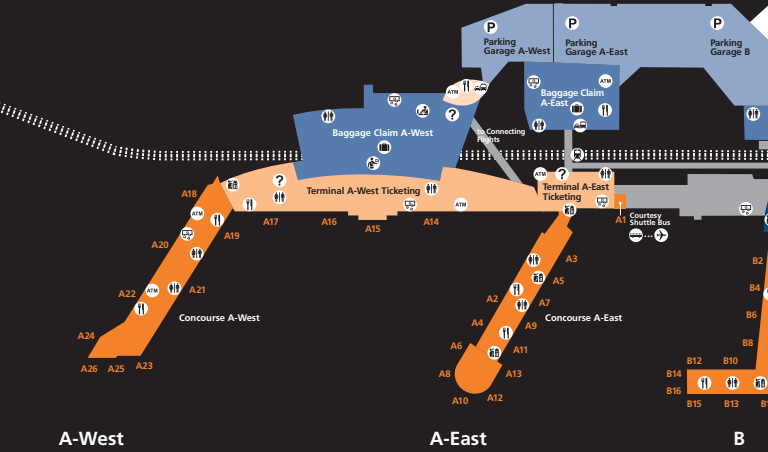
Dave's Best 215-288-1000
Lady Liberty 215-724-8888
Rapid Rover 215-492-2084
Sky Shuttle 800-825-3759
Tropiano 215-616-5370

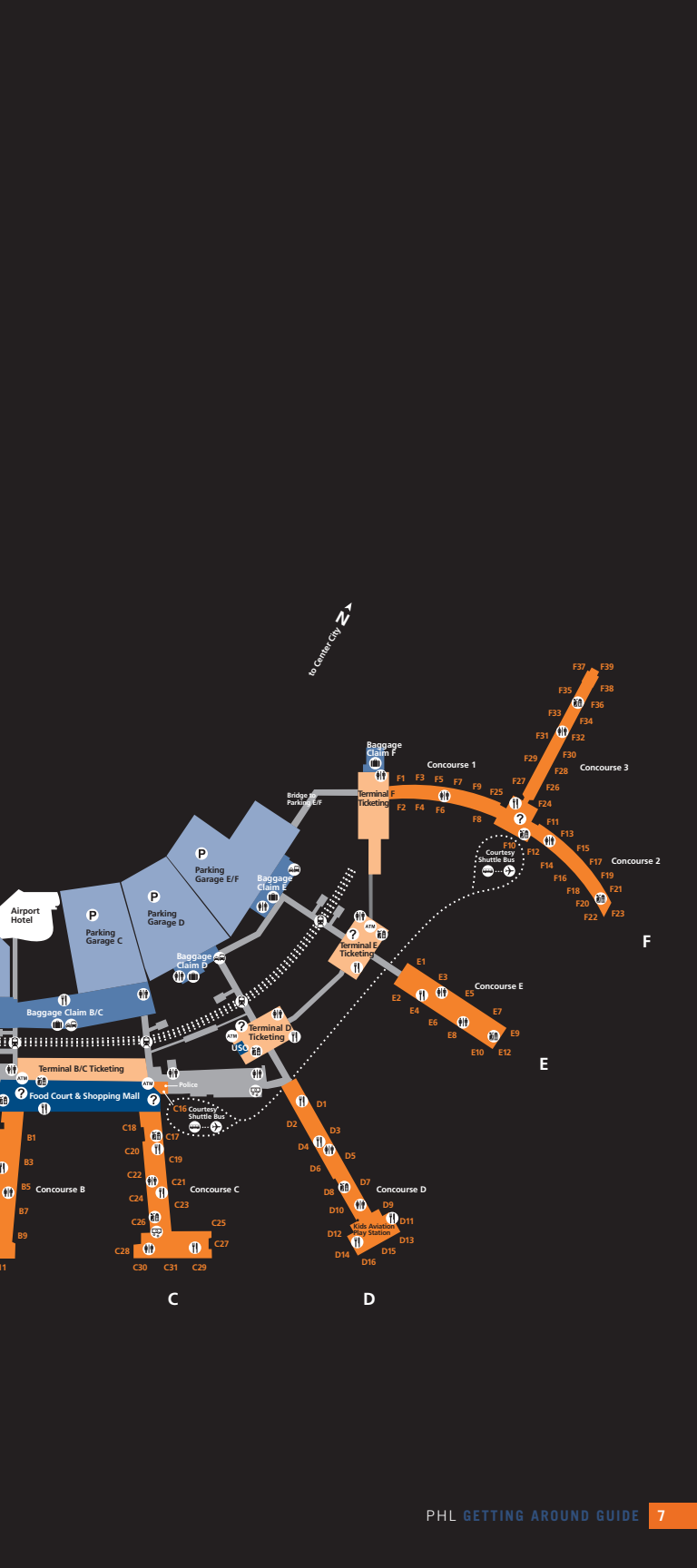
LIMOUSINES

Airport I 800-535-5466
Paoli Limo 610-647-7333
USA Limo 800-872-6070

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
-  Restrooms
-  Automated Teller
-  Food and Beverages
-  News / Gifts
-  Concourse / Gates
-  Terminal / Ticketing
-  Terminal Connectors
-  Baggage Claim
-  Airport Hotel
-  Parking Garage
-  Food Court & Shopping Mall
-  International Arrivals Hall





Important Telephone Numbers

| Organization | Phone # | TDD/TTY # |
|---------------------------------------------------------------------------------------------|----------------|----------------|
| ADA Information Line at US DOJ | 1-800-514-0301 | 1-800-514-0383 |
| Airport Communications Center 24 hours (Provides General Information/ Airport Paging) | 215-937-6937 | 215-937-6755 |
| Airport Operator Assistance for Wheelchair and Skycap Services | 215-937-6700 | 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 | | 1-800-654-5988 |
| Philadelphia Parking Authority | 215-683-9842 | not available* |
| SEPTA (Bus and Rail Information) | 215-580-7800 | 215-580-7853 |
| SEPTA CCT Connect Reservations | 215-580-7700 | 215-580-7712 |
| Transportation Security Administration | 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 |
| 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 France | 1-800-237-2747 | not available* | A-West |
| Air Jamaica | 1-800-523-5585 | not available* | A-East |
| AirTran Airways | 1-800-825-8538 | 770-996-9000 | D |
| America West Airlines | 1-800-235-9292 | 1-800-245-2969 | B |
| 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 | not available* | 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 Airlines | 1-800-221-1212 | 1-800-831-4488 | E |
| Frontier Airlines | 1-800-432-1359 | not available* | A-East |
| Lufthansa German Airlines | 1-800-645-3880 | 866-846-4283 | A-West |
| Midwest Airlines | 1-800-452-2022 | 1-800-872-3608 | A-East |
| Northwest Airlines | 1-800-225-2525 | 1-800-328-2298 | E |
| 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-USA-3000 | not available* | A-East |

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

If you encounter a problem or have a complaint, ask to speak to the airline's Complaints Resolution Official (CRO). All airlines must have a CRO available in person or by telephone during scheduled carrier operations.

TDD/TTY Public Pay Phone Locations

TERMINAL A-West

Concourse –

- on restroom walls near Gates A-15 and A-17.
- Gates A-18, A-19, A-21, A-22.

International Arrivals Hall– Third Floor.

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

TERMINAL A-East

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

Ticketing – Underneath the escalators opposite American Airlines ticketing counter.

Concourse – On corridor wall opposite Gate A-2 and Gate A-7.

A-B CONNECTOR

At entrance to moving sidewalk going from Terminal B to Terminal A-East, across from Laptop Lane, Etc.

TERMINAL B

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

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

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

TERMINAL C

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

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

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

TERMINAL D

Baggage Claim – On wall in Continental/ America West carousel area.

Ticketing – On wall adjacent to Continental ticketing counter.

Concourse – On women’s restroom wall across from Gate D-6.

TERMINAL E

Baggage Claim – On restroom wall opposite the escalator

Ticketing – On pedestal opposite Northwest Airlines ticket counter.

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

TERMINAL F

Baggage 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. What kinds of facilities and services are available to travelers with disabilities?

A. The Airport has a variety of accessible facilities and services. Elevators and escalators are located throughout the terminals and parking garages. Elevator panels contain braille signage and raised numbers.

Accessible restrooms are located throughout the Airport and are identified by the International Symbol of Accessibility.

Most public telephones are compliant with ADA (Americans with Disabilities Act) height specifications to facilitate use by individuals in wheelchairs. In addition, there are currently 31 telephones with Telecommunications Devices for the Deaf in various terminals throughout the Airport.

Curb ramps to facilitate wheelchairs are located on the Departures Roadway in front of all terminals and on the Arrivals Roadway outside all baggage claim areas. Parking spaces designated "Handicapped" can be used only by vehicles with the required license plate or placard visibly displayed.

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

A. Wheelchairs and electric cart service are provided by the individual airlines. When making an airline reservation, make it known that you will need a wheelchair or electric cart to transport you through the Airport. It is also advisable to confirm your request prior to your departure day. Airline personnel at the Airport will facilitate this service. If these arrangements have not been made in advance, when you arrive at the Airport, you can receive assistance from an Airport Operator by calling 6700 on an Airport courtesy phone (TDD/TTY, 215-937-6755).

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

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. 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 agency directly.

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

A. Designated temporary loading and unloading spaces are located on the Departures Roadway 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.

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

A. Those picking up passengers with disabilities are encouraged to park in the garages and meet passengers in baggage claim areas or just before the security checkpoints. Designated spaces for picking up passengers with disabilities are located on the Arrivals Roadway and are marked "Reserved Loading." Elevators, which are located in all baggage claim areas, can be used to access the garages. If assistance is needed with 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 link between Terminal A-East and Terminal A-West, on the connector bridge between the Terminal A-West baggage re-check area and Terminal A-East, on the 3rd floor walkway in Terminal A-West, on the link between Terminals A-East and B, between Terminals B and C behind the row of shops, on the link between Terminals C and D and along the pedestrian bridges on the way to baggage claim in Terminals B, C, D and E.

Q. Can I get prescriptions filled in the Airport?

A. No. The Airport does not have a pharmacy. Press Relay and Hudson News sell a variety of non-prescription medications.

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

A. Yes. The SEPTA Airport Rail Line (R1) platforms are accessible from the pedestrian walkway between the terminal and the baggage claim areas. The R1, which provides service from the Airport to Center City, has accessible stations at Eastwick, University City, 30th Street Station and Market East. Trains leave every terminal every 30 minutes. One-way fare from the Airport is \$5.50. Passengers can connect onto other SEPTA regional rail lines at Suburban Station, 30th Street Station or Market East Station by paying an additional separate fare or buying a combination ticket on the Airport train in advance. Amtrak 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. For more information, contact SEPTA at 215-580-7800 (TDD/TTY, 215-580-7853).

In addition, SEPTA's CCT Connect service picks up passengers at Zone 1 located outside of each baggage claim area. At least one-week advance reservation is needed. To schedule a pick-up, call 215-580-7700 (TDD/TTY, 215-580-7712).

Philadelphia International Airport

Terminal E

Philadelphia, PA 19153

215-937-6937

215-937-6700 (for assistance with
mobility issues)

1-800-PHL-GATE (1-800-745-4283)

TDD/TTY: (215) 937-6755

Fax: (215) 937-6497

www.phl.org

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