

GETTING AROUND PHL



a guide for travelers with disabilities

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## 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](http://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](mailto: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](http://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](http://www.TSA.gov) or call 866-289-9673. Email: [tsa-contactcenter@dhs.gov](mailto:tsa-contactcenter@dhs.gov). Follow on Twitter [@AskTSA](https://twitter.com/AskTSA)

Travelers or families of passengers with disabilities and medical conditions may call **TSA Cares** toll-free at 855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. The hours of operation are: Monday through Friday, 8:00 am – 11:00 pm Eastern Time. Travelers who are deaf or hard of hearing can use a relay service to contact TSA Cares or email: [TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov). TSA recommends that passengers call at least approximately 72 hours ahead of travel.

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](http://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; American Airlines 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 any wheelchair related issues occur, 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 that are unresolved by the air carrier regarding wheelchair issues or those alleging discriminatory treatment on the basis of disability by air carrier personnel may be directed to the U.S. Department of Transportation's Disability Hotline which can be contacted as follows. (Hours are Monday – Friday, 9:00am through 5:00pm, Eastern Standard Time).

**Voice:** 800-778-4838

**TDD/TTY:** 800-455-9880

**E-mail:** <http://www.dot.gov/airconsumer>

#### Regular Mail:

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

#### AIRPORT AUTISM ACCESS PROGRAM

Philadelphia International Airport (PHL) has collaborated with autism specialists, the U.S. Department of Homeland Security's Transportation Security Administration (TSA), The Gray Center, and participating airlines at PHL to develop the Airport Autism Access Program. This Program provides opportunities for children with autism and their families to become familiar with traveling through PHL, and includes Social Stories™ by Carol Gray and a simulated airport experience. For more information about this Program, please visit the Airport's website [www.phl.org](http://www.phl.org) or contact [accessibility@phl.org](mailto:accessibility@phl.org)

## 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 in the Hub). 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 as well as worldwide airport operating and weather information, and Airport and regional tourism brochures are available at all counters. This complimentary service is offered 24 hours in Terminals B, D and F, and from 7:00am to 11:00pm 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 10)

**Restrooms accessible to individuals with disabilities** are located throughout the Airport terminal facility in approximately 47 separate locations. These facilities are indicated by the International Symbol of Accessibility. Companion Care Restrooms are situated adjacent to the men's and women's restrooms in more than 40 of these 47 locations.

**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 Relay Service (VRS) and Telecommunications Relay Service (TRS) video phones** are available for persons with hearing/speech impairments. The units are located on the wall in Terminal C near Gate C-16 and in Terminal F near Gate F-9. 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; calls to other countries may be made using a calling card or credit card.

**Automated Teller Machines, or ATMs.** New state-of-the-art Automated Teller Machines, or ATMs, have been installed in 18 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 161 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; Fax, 215-683-9828; or visit [www.philapark.org](http://www.philapark.org). Your comments and suggestions can also be sent to [airport@philapark.org](mailto: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](http://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 800-PHL-GATE (800-745-4283), or by checking flight information at [www.phl.org](http://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 (the new F bag claim is scheduled to open in mid-2016; check [phl.org](http://phl.org) for updates). American Airlines 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 20 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 4:25am and 11:25pm, and from the Airport to Center City from 5:07am to 12:07am. The Airport Line stops at Terminals A-East, B, C-D and E. Fare is \$8.00 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 Jefferson 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 Jefferson 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 \$2.25, transfers are \$1.00. For more information on schedules and fares, contact SEPTA at 215-580-7800 (TDD/TTY, 215-580-7853), or visit [www.septa.org](http://www.septa.org). Please note that riders with disabilities may travel at a discounted rate on all SEPTA services. Follow on Twitter [@septaphilly](https://twitter.com/septaphilly).

**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](http://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. 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	800-514-0301	800-514-0383
Airport Communications Center 24 hours (General Information/ Airport Paging)	215-937-6937	215-937-6755
Airport Police 24 hours	215-937-6918	Not Available*
Atlantic Aviation	215-492-7060	Not Available*
Flight Insurance and Foreign Currency Exchange	215-492-8880	Not Available*
Pennsylvania Relay Service Philadelphia	800-654-5988	800-654-5984 or 711
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*

## Ground Transportation



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

## Airline Reservation Numbers



Airline	Phone #	TDD/TTY #	Terminal
Air Canada	888-247-2262	800-361-8071	D
Alaska Airlines	800-ALASKAAIR	800-682-2221	D
American Airlines	800-433-7300	800-543-1586	A-East, A-West, B, C
American Eagle	800-433-7300	800-543-1586	F
British Airways	800-247-9297	866-393-0961	A-West
Delta Air Lines	800-221-1212	800-831-4488	E**
Frontier Airlines	800-432-1359	Not Available*	A-East
Jet Blue	800-538-2583	800-336-5530	E
Lufthansa	800-645-3880	866-846-4283	A-West
Qatar Airways	877-777-2827	877-578-2757	A-West
Southwest Airlines	800-435-9792	800-533-1305	E
Spirit Airlines	801-401-2200	800-955-8771	A-East
United Airlines	800-241-6522	800-323-0170	D
United Express	800-241-6522	800-323-0170	D

\*Contact the Pennsylvania Relay Service, 800-654-5984 or 800-654-5988 for TDD/TTY.

\*\*Delta Air Lines: ticketing — Terminal E; gates and baggage claim — Terminal D.

\*\*\*American Airlines' Transatlantic arrivals and departures — Terminal A-West.

\*\*\*\*Terminal F baggage claim has been temporarily re-located to D/E baggage claim.

## Car Rental Numbers



Company	Phone #	TDD/TTY #
Alamo	800-327-9633	Not Available*
Avis	800-331-1212	800-331-2323
Budget	800-527-0700	800-826-5510
Dollar	800-800-4000	800-358-5856
Enterprise	800-261-7331	866-534-9270
Hertz	800-654-3131	800-654-2280
National	800-227-7368	800-328-6323



## 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](http://www.phl.org), or by contacting the Airport by phone (215) 937-6937 (TDD/TTY: 215-937-5557), or email [contactPHL@phl.org](mailto:contactPHL@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.

### CHARGING STATIONS

For your convenience, the Airport offers charging stations throughout the secure side of all terminals. Most of the Airport's charging stations are identified with Power Up at PHL branding. Delta Air Lines (Terminal D), Southwest Airlines (Terminal E) and JetBlue (Terminal E) also offer charging stations in their gate areas and several concessions provide power outlets in their establishments. Free WiFi is available throughout the terminals.

### 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.

### MOTHERS' NURSING STATION

The Airport is proud to partner with Minute Suites on the secure walkway between Terminals B and A-East to offer nursing mothers private rooms for breastfeeding and expressing milk.

Nursing mothers can access a Mothers' Nursing Station private room free of charge for the first 30 minutes.

Traveling mothers can also use one of PHL's 42 Companion Care or family restrooms which have electrical outlets.

### POSTAL SERVICES

Traveler Worldwide Money on the A-East/B walkway offers postal services. Parcel drop boxes are located at The UPS Store on the A-East/B walkway.

### WIRELESS INTERNET ACCESS

Philadelphia International Airport (PHL) offers free high speed Internet access to all travelers every day in all terminals. To utilize this service, passengers must have a computer with built in Wi-Fi technology or an 802.11b network interface card. To begin surfing the Internet, passengers need to launch their browser. Examples of browsers include Internet Explorer and Mozilla Firefox. Afterwards, passengers will be redirected to the PHL Wi-Fi Splash screen.

## TDD/TTY Public Pay Phone Locations



### TERMINAL A-WEST

**International Arrivals Hall:**  
3rd Floor

**Ticketing:** at opposite ends of the building, adjacent to restrooms

**Concourse:**

- Outside restroom at Gate A-15
- Outside restroom at Gate A-16
- On wall at Gate A-18
- On wall at Gate A-21

### TERMINAL A-EAST

**Bag Claim:** On the wall near the doors that lead to the parking garage

**Ticketing:** Underneath the escalators opposite American Airlines ticket 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 United Airlines carousel area

**Ticketing:** On wall adjacent to United Airlines 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 wall opposite Delta Air Lines ticket counter

**Concourse:** On the wall between Gates E-3 and E-5

### TERMINAL F

**Ticketing:** On pedestal, across from the Information Counter

**Concourse:**

- On wall near entrance to Gate F-7
- On wall at entrance to Gate F-13
- On wall across from the entrance to Gate F-23





## Frequently Asked Questions



### Q. HOW CAN I GO ABOUT GETTING WHEELCHAIRS OR ELECTRIC CART SERVICE?

A. Individual airlines provide wheelchair service; American Airlines 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](mailto: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.

Height restrictions in the garages are as follows: Short-Term Lots A and B -- 6'2"; Short-Term Lots C, D, E, F — 14'6"; Garages A, B, C, D — 6'2"; Garages E, F — 6'8". Accommodations will be made for specially equipped vans and/or oversized vehicles that cannot enter specific Garages (upper levels) due to height restrictions. Specially equipped or oversized vehicles displaying State issued disabled/handicapped person or disabled veteran placards or license plates will be permitted to park in the Short-Term (ground level) lots at the less-expensive Garage rates.

Please note that special exit accommodations may be necessary for oversized vehicles (over 6'2") that enter Garages A, B (upper levels) or Short-Term Lots A, B (ground level). Call 215-683-9842 for assistance.

### 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.

#### 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 Jefferson. The Airport Line runs every 30 minutes between the Airport and Center City. Trains operate from Center City to the Airport between 4:25am and 11:25pm, and from the Airport to Center City from 5:07am to 12:07am. The Airport Line stops at Terminals A-East, B, C-D and E.

Fare is \$8.00 one way. Connections can be made to other regional rail lines for an additional fee at 30th Street, Suburban and Jefferson. 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 Jefferson 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 \$2.25, transfers are \$1.00. For more information, contact SEPTA at 215-580-7800 (TDD/TTY, 215-580-7853), or visit [www.septa.org](http://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).

#### Q. DOES THE AIRPORT OFFER A FACILITY WHERE ONE CAN LIE DOWN AND TAKE A NAP BEFORE BOARDING THEIR FLIGHT?

A. Minute Suites, located on the Terminal A/B walkway post-security, offers private suites for an hourly fee that include a sofa, a workstation and TV.

#### Q. WHOM MAY I CONTACT AT THE AIRPORT IF I HAVE OTHER QUESTIONS OR NEED ADDITIONAL INFORMATION ABOUT ACCESSIBILITY/ADA RELATED ISSUES?"

A. Contact the Airport's ADA Coordinator:

**Lucinda West**, ADA Coordinator  
Division of Aviation  
Philadelphia International Airport (PHL)  
Terminal D-E, Third Floor  
Philadelphia, PA 19153  
Telephone: 215-937-5536  
Fax: 215-863-3887  
TDD/TTY: 215-863-3969  
E-mail: [accessibility@phl.org](mailto:accessibility@phl.org)

Philadelphia International Airport  
Terminal D/E  
Philadelphia, PA 19153  
215-937-6840  
800-PHL-GATE (800-745-4283)  
TDD/TTY: 215-937-6755  
Fax: 215-937-6497  
[www.phl.org](http://www.phl.org)  
 @PHLAirport

*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.*

Lucinda West, ADA Coordinator  
Division of Aviation  
Philadelphia International Airport (PHL)  
Terminal D-E, Third Floor  
Philadelphia, PA 19153

Telephone: is 215-937-5536  
Fax: 215-863-3887  
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E-mail: [accessibility@phl.org](mailto:accessibility@phl.org)

