



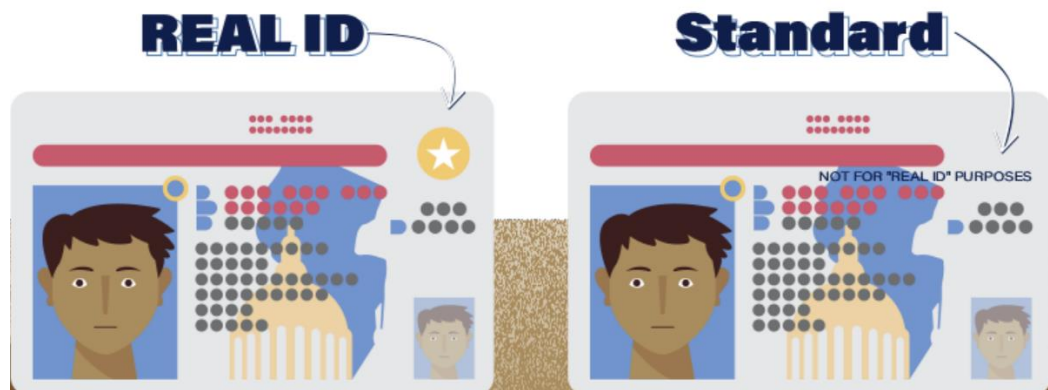
ACCESS FOR ALL

Philadelphia International Airport
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Latest Information

- The latest Covid-19 information can be located online <https://www.phl.org/COVID19>
- REAL ID Requirement: Beginning May 3, 2023, if you plan to use your state-issued ID or driver's license to fly within the U.S., make sure it is **REAL ID** compliant.
 - REAL ID is a new federal requirement for state-issued identification and driver's licenses. Your REAL ID will have star on it.



- If you are not sure if your ID complies with REAL ID, check with your state department of motor vehicles.
- Federally issued ID's, such as a passport, can still be used as identification at the Airport.

Part I – Introduction

Introduction

This Guide is part of the *Access for All* program for people with disabilities at the Philadelphia International Airport (PHL). It can be used to assist you when you are flying to or from PHL and it can help you understand what is available at the Airport. The goal of this document is to provide a guide for anyone with a disability who has never flown before, or flies infrequently, specifically from or to PHL. The document is available in multiple formats online on the PHL website and is downloadable in PDF format. You may print the entire PDF or select the section that is most helpful to your situation.

This Guide is divided into five sections so that someone traveling with a disability can get to the information they want based on travel stage:

- I. Introduction
- II. Preparing for Travel and Getting to the Airport
- III. Ticketing and security
- IV. The secure side of the Airport
- V. Ending your travels at PHL

This Guide covers multiple types of disabilities, such people who use wheelchairs, those with psychiatric or mental health impairments, people who are blind or have vision impairments, people on the autism spectrum, and those who are deaf or hearing impaired. It is also intended to provide information about concerns related to flying with medical conditions like bowel and bladder issues, breathing conditions, and other conditions. If you have never flown before, the Guide may answer many of your questions, but it will probably not answer all of them.

The Guide has many different stories that cover a variety of situations; however, they may not cover your specific situation. Everyone has an individual situation. As you read through the Guide, make your own scenarios so that you get the most out of the Guide. A lot of common information about flying that can easily be found on other websites is not in this guide. Resources, such as phone numbers and website links, are provided so that you can request assistance in advance of your flight.

Below is a brief scenario that shows the whole process from preparing for travel, getting to the Airport, ticketing, security, and going through the secure side of the airport.

Mike and Ed both have **Asperger's Syndrome** and are going on their first flight together.

First, they planned their trip! They used the PHL website to find information for their trip. They started with the interactive map at maps.phl.org to get a lay-out of the Airport and looked at the Airport's selection of food and shops at PHL Dining and Shopping | PHL.org. Next, they checked Art Exhibitions | PHL.org, to see what visual arts there would be to look at. It is nice to have something to do when you have free time, and before the trip is a great time to plan. Mike and Ed also used the PHL website to research the location of their gate, restrooms, and other amenities like the quiet room

While planning, they wanted to understand if their flight offers food or beverage, and the cost, if any. They also checked their airline's website to understand important information like cancelations, baggage weight limits, and related fees. Additionally, they used the airlines website to understand the layout of the plane and map out their aisle and seat number.

Their next step was to plan transportation to the Airport. After studying the options, they decided on the best option for them. If needed, they purchased tickets or scheduled with the transportation provider ahead of time to make sure that they have a ride that will get them there on time.

Mike and Ed arrived at the Airport early enough to get through ticketing and security and still have time to eat before the flight. After spending time in PHL shops and getting a bite to eat, they made their way to the gate. They asked the gate attendant if they could board early to give them time to find their seats. Upon entering the plane, they needed to find their seats. When they needed any assistance, they just asked the gate attendant!

When traveling, it is important to keep safety and health in mind. Mike and Ed told other people their destination and travel plans. Also, they made sure that valuables like money, electronics, credit cards, and passports, were not visible or kept where they are available to other passengers.

Mike and Ed also planned for the unexpected. It's a good idea to think of possible, realistic things that you can pre-plan for and avoid. They knew what they will do if there was a long layover or a hotel or flight cancelation; if medication was lost, or if medical equipment was damaged or malfunctioned during the flight. Planning helped them be sure that they could deal with unexpected problems and continue to have an enjoyable trip even if something did not go as planned.

Part II – Preparing for Travel and Getting to the Airport

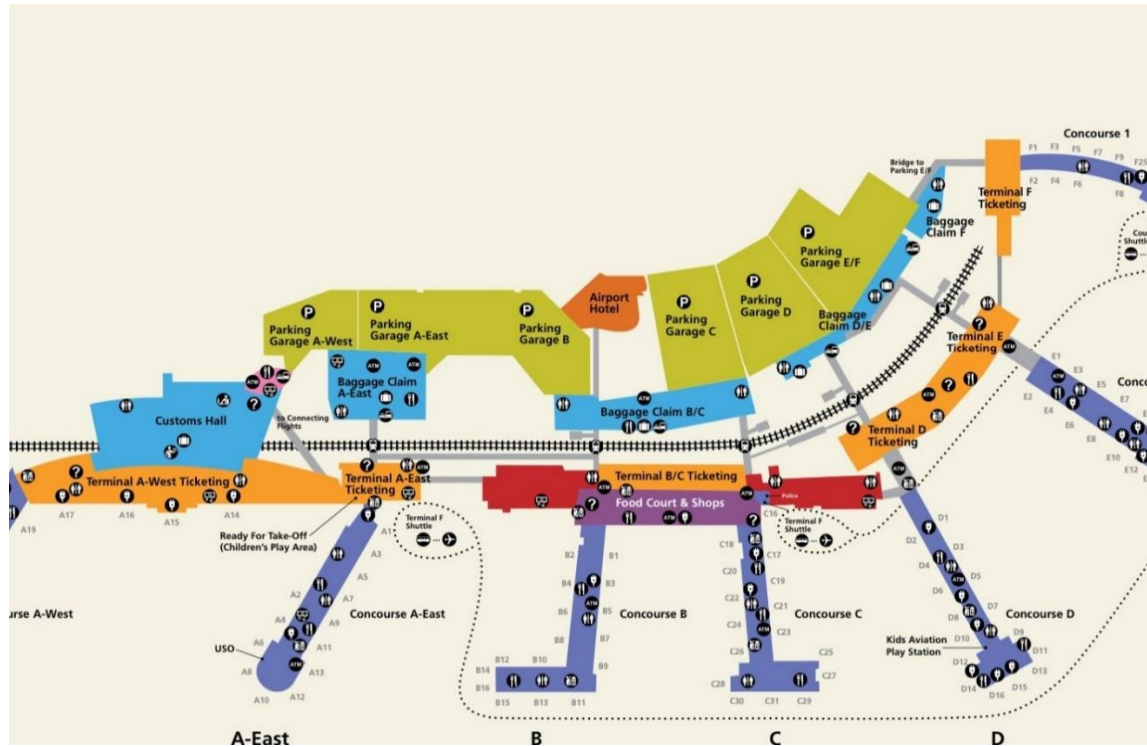
Preparing to Fly

Tips!

- Plan ahead
- Ask questions
- Request assistance if needed
- You can ask for a guest pass from your airline to have a friend or family member as an escort to help you through the airport.



In Part II of the Guide, we will discuss planning your trip, requesting assistance from the airlines and TSA Cares, and transportation options to get you to the Airport. The information in this part of the Guide is most useful before the trip to help you pre-plan and contact resources that will help make your trip successful.



Throughout this Guide we are going to discuss multiple stories including those of **Markus**, **Jo**, and **Katie**, as they prepare to fly for the first time.

Markus has a disability that affects his level of **sensitivity, hearing, and vision** and is traveling with his friend, **Jo**, who uses a **walker** to help with his balance.

Markus uses a hearing aid, a white cane (which he uses when in unfamiliar surroundings), dark glasses to reduce visual distractions, earmuffs for when he is in a loud or noisy place, and a variety of medications.

Markus knows that he needs to bring his hearing aid, extra batteries for the hearing aid, white cane, dark glasses, earmuffs, and medications.

Markus researched both Airports that he will be using to see if they have areas that are quiet, such as PHL's quiet room. He also researched AIRA, an app-based assistant that is available at PHL and many other Airports to help people with wayfinding. Although he is traveling with a friend, AIRA may be useful if he would like to spend time alone at the Airport. Markus packed a zippered backpack with his earmuffs, hearing aid and extra batteries, glasses, and enough medication to last twice as long as he will be traveling.

Katie is traveling alone and has a disability that affects her **ability to walk and stand**. Katie will bring her wheelchair, incontinence supplies, service animal supplies, portable oxygen concentrator, and medications. Katie is traveling alone and will need assistance wheelchair assistance at the Airport.

Katie reviewed the airline standards to make sure that her wheelchair met the height and weight requirements and she put a label on her chair to indicate her name, address, and phone number. She took pictures of the wheelchair noting any scratches or damages, and the serial number.

Then she focused on the incontinence supplies and medications. She would be traveling for one week. To be safe, she packed two weeks' worth of her supplies and medications in a carry-on zippered backpack. That could be taken on the plane in addition to her regular carry-on bag limit, as it only contained medical supplies. Next, she made sure that she had at least enough oxygen to last twice the length of the flight to her destination.

Finally, she ensured that she has the contact information of the medical supply companies at her destination so that she could obtain additional oxygen, wheelchair supplies and incontinence supplies if needed.

Pre-Planning Checklist:

There are things you can do while planning to ensure that you have a successful trip. Below are some ideas to get you started!

- ☐ Make sure you have the right documents and identification (ID)
- ☐ Make sure you have enough medication and the disability-related items that you need.
- ☐ Take photos of your medical equipment.
- ☐ Plan for transportation.
- ☐ Contact airlines to arrange for any assistance needed through the Airport or while on your flight.
- ☐ Contact PHL ADA to arrange for any assistance needed while at the Airport.
- ☐ Contact TSA Cares to arrange any assistance needed through TSA security or ask questions related to security.
- ☐ Familiarize yourself with maps of the Airport.
- ☐ Plan for meals and shopping and other fun things that you might like to do while you wait for your flight.



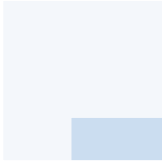
Before going to the Airport, **Jo** checked his mobile boarding pass to verify the terminal and gate he needed to get to for his flight. He also checked the time his flight was boarding to make sure he arrived at his gate at least one hour before his flight leaves. Jo planned to be at the gate when the plane started to board because he knew he would need extra time to board the plane with his walker.

Requesting Assistance from Airlines



Tips!

- Tell the airline what type of assistance you will need when making reservation.
- Request a wheelchair if you are unable to walk distances.



Tips!

- Be alert to gate and flight time changes and notify airline personnel of your need to move to a different gate.
- Plan to arrive at your departure gate as early as possible but at least 1 hour before scheduled departure.

If you are traveling with medical equipment or will need assistance to get from ticketing to the gate, contact the airlines as soon as possible but no later than 72 hours (when possible) before your flight to request any assistance you might need. This could include wheelchair assistance, guided assistance while at the Airport, or assistance while in flight.

Mobility and medical devices that fit over-head or under the seat can be brought onto the plane and do not count toward carry-on limits.

Crutches, canes, walkers, other assistive devices that can be collapsed to fit overhead or under-seat

Portable Oxygen Concentrators (POCs) and continuous positive airway pressure machines (CPAP)

Prescription medication and medical devices, as well as supplies needed for such

Items used for comfort such as seat cushions, armrests, or footrests

What you should know about the Air Carriers Access Act before you fly: The Air Carriers Access Act (ACAA) is a law that provides rules for the airlines about how they interact with people with disabilities and medical equipment.

Airlines are required to assist passengers as they go through different portions of the Airport. This includes assisting them:

- from ticketing to the gate, through security, and onto the aircraft to the seat;
- from the aircraft seat on an arriving flight through the Airport to the gate of the connecting flight (if there is a connection);
- from the connecting flight to the seat on the aircraft; and

- from the seat on an arriving flight through the Airport to the baggage claim area, terminal entrance, or vehicle pick-up location or other pick-up location such as public or ground transportation.

Airlines must assist passengers in the key areas of the Airport, like helping at ticket counters, baggage claim, and through security. Airlines can assist passengers in carrying their luggage when passengers are unable to due to their disability. To receive this service, passengers must let wheelchair attendants and guides know that they are not able to independently carry luggage.



Markus decided that he would like assistance through the Airport. When Markus requested assistance from his airline to move through the Airport, the airline must provide a **guide** in a timely manner. The service should be reserved before arriving at PHL. When Markus arrived at the Airport, he told the attendant that he needed a guide to help him to the gate.

Katie uses a wheelchair and needs to bring her portable oxygen concentrator, battery charger for her wheelchair, service animal, and medications.

While planning the flight, Katie contacted the airline to request assistance to get her to the plane and told them she also needed a wheelchair when she gets off the plane. The airline was required to provide **wheelchair assistance** in a timely manner. The service should be reserved prior to arriving at PHL. When Katie arrived at the Airport, she had to tell the airline staff that she needed the service.

Rosa wanted to check her **electric wheelchair** and use the wheelchair service provided by the airline to get through the Airport. She contacted her airline to ask how her wheelchair would be handled. She was told that her wheelchair would be checked into baggage where she could check her luggage in. She labeled her wheelchair with her name, address, and telephone number. Once she reached her destination, her wheelchair was waiting for her at baggage claim.

Sherry decided to use her **manual wheelchair** to get through the Airport. She contacted her airline to ask how her wheelchair would be handled when she boards the plane. She was told that her wheelchair would be checked in at the gate as she boards the plane. She labeled her wheelchair with her name, address, and telephone number. Once she reached her destination, her wheelchair was waiting for her at the gate.

Important reminders!

- Be alert to gate and flight time changes and notify airline if you need to go to a different gate.
- If you need additional time or assistance to board the airplane, notify the gate attendant.
- When you arrive at your destination look over your equipment to make sure it's in good and working condition before you leave the Airport.
- If you encounter concerns with your equipment or travel experience as a person with a disability, ask for the Complaint Resolution Officer (CRO) for the Airlines. CROs are available for every airline, either in person or by phone.
- If you are being escorted through the Airport, airlines must escort you to the entrance to a bathroom unless it would cause a delay for the airplane to depart.

Contact Information for Airlines Disability Assistance

Airline	URLs to Airline's Disability Assistance
<u>Air Canada</u>	https://www.aircanada.com/us/en/aco/home/plan/accessibility.html#/
<u>Air Lingus</u>	https://www.aerlingus.com/travel-information/special-assistance/disability-assistance/
<u>Alaska Air</u>	https://www.alaskaair.com/content/about-us/customer-commitment/customer-commitment-special-needs
<u>American Airlines</u>	https://www.aa.com/i18n/customer-service/contact-american/special-assistance.jsp
<u>British Airways</u>	https://www.britishairways.com/en-us/information/disability-assistance
<u>Delta</u>	https://www.delta.com/us/en/accessible-travel-services/wheelchair-services
<u>Frontier</u>	https://www.flyfrontier.com/travel/travel-info/special-services/
<u>Jet Blue</u>	https://www.jetblue.com/at-the-airport/accessibility-assistance
<u>Lufthansa</u>	https://www.lufthansa.com/us/en/faq-special-needs?faqcat=80804&faqname=health%20and%20accessibility
<u>Qatar Airways</u>	https://www.qatarairways.com/en/services-special.html
<u>Southwest Airlines</u>	https://www.southwest.com/html/customer-service/unique-travel-needs/customers-with-disabilities-pol.html?clk=GFOOTER-CUSTOMER-ASSISTANCE
<u>Spirit</u>	https://customersupport.spirit.com/en-US/category/?id=CAT-01037
<u>Sun Country</u>	https://www.suncountry.com/help-center/special-services
<u>United</u>	https://www.united.com/ual/en/us/fly/travel/special-needs/disabilities.html

Please note that the information contained in this Guide is intended for informational purposes only and is not legal advice. When information is from a third-party resource please rely on the primary resource for updates.

Requesting Assistance from TSA Cares



Contact TSA Cares at least 72 hours before your trip

<https://www.tsa.gov/contact-center/form/cares>

(855) 787-2227

Federal Relay: 711

Weekdays: 8 a.m. to 11 p.m. ET

Weekends/Holidays: 9 a.m. to 8 p.m. ET

If there is less than 48 hours before your trip, please call TSA Cares.

There are resources available to help you answer your questions and to get the assistance you need. The Transportation Security Administration (TSA) offers a service called TSA Cares that can provide personal assistance through security or answer questions that let you know what to expect when you are going through security at the Airport. Read the section on Security and contact TSA Cares for additional questions. TSA Cares is there to help.

A passenger has mental health disability that would be made worse if she must stand in a long security line. She called TSA Cares and asked for a personal assistant to help her through security.

A passenger has a pacemaker and ileostomy. She is curious how the machine will affect her pacemaker. She called TSA Cares and talked through the alternative ways that one could be screened.

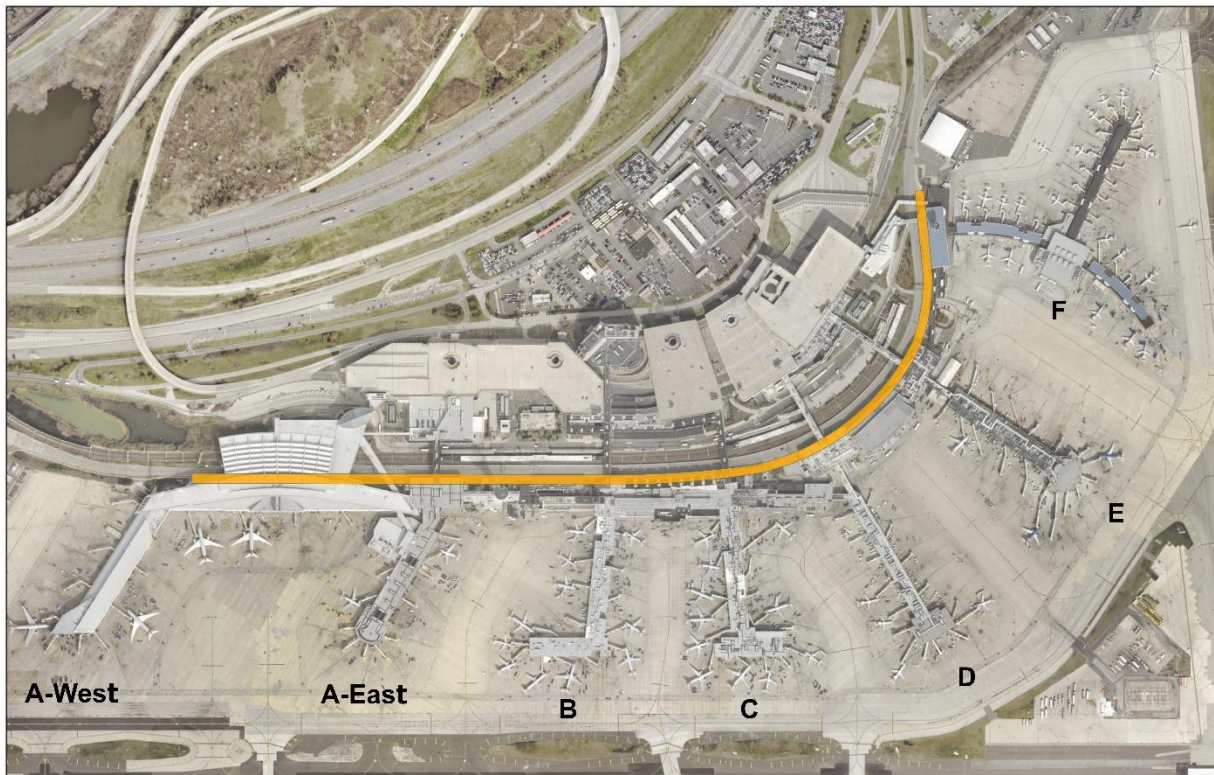
A Deaf person was concerned about the general process in security. He contacted TSA Cares and they explained what he should expect when he was at the security checkpoint.

A passenger who is blind traveling with an assistive device was unsure of how the device would be treated in security. TSA Cares talked with him about what to expect when they examine the assistive device.

Getting to the Airport

Part of planning your trip includes planning how you are going to get to the Airport. Give yourself plenty of time and be prepared for any situation such as traffic, delayed arrival of an accessible vehicle, bus, taxi or train, and the time to get from your transportation arrival point to the ticketing and baggage counter.

Airport drop-off locations are shown as the orange line on the map.



Transportation Options to the Airport

When being dropped off by car, shared ride or taxi, request to be dropped off at the Departures terminal for your specific airline. You can be dropped off curbside near the ticketing and check-in counter for your airline. Each departure terminal has a designated accessible drop-off area with a curb ramp.

Wheelchair accessible transportation services to and from the Airport

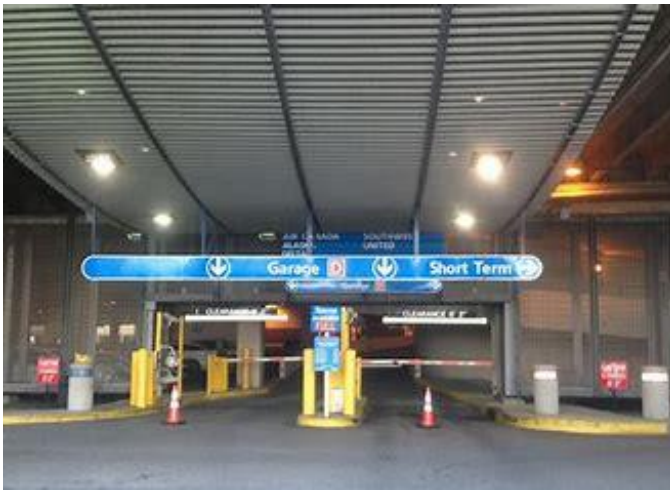
There may be multiple options available for wheelchair accessible transportation to and from the airport. These services may be operated as independent businesses, or as part of car share programs. Be aware that some accessible car services only provide transportation to medical appointments. As PHL becomes aware of accessible car services that can serve the airport we will add them to this section.

Sarah Car Care

Sarah Car Care, Inc is a transportation provider that aims to improve mobility for all travelers by removing barriers to transportation services and expanding transportation mobility options. They provide reliable, safe, and high-quality transportation in Philadelphia and the surrounding areas. “As our customer, you are the most important asset to our business. Our team members know that we are not doing our customers a courtesy by delivering a service, the customers are doing us a courtesy by giving us an opportunity to serve them. Contact Sarah Car Care, Inc to learn more about your transportation mobility options”. Call (888) 311-8340

Jada planned a vacation with her family of four. Her son, Jaylen, uses a **power wheelchair**. She called Sarah Car Care at 888-311-8340 to schedule transportation to and from the Philadelphia International Airport.

Parking – Driving to the Airport and leaving your car



Philadelphia International Airport offers Short-Term and Garage Parking at the Airport.

Short-Term Parking is in the ground level of the garages and Long-Term is on the upper levels of the garages. Accessible parking spaces are located close to the elevators in Garage Parking, and near that baggage claims in Short-Term Parking. When driving into the Airport, follow the signs directing you to parking.

Over-height wheelchair accessible vehicles with a height of more than 6 ft can either use Short-Term C, D, E, or F parking or the Economy Lot when it is available. Wheelchair accessible buses are available from the Economy Lot to each terminal.

Angelo drove his 8-foot-high wheelchair accessible van to the Airport. He parked for one week while he is a business trip. His flight leaves from Terminal B He parked in an accessible space in Short-Term parking in Terminal C, because his vehicle cannot go in the Garage space in Terminal B.

To get to ticketing from the Short-Term garage you will need take the elevator to get to the pedestrian bridge connecting to the terminal. Follow the signs to the terminal and ticketing. Take the elevator or escalator down to the airline counters to check-in and check your baggage. Choose the garage that is closest to your departure terminal. If you are departing from Terminal A-East, A-West, or B, plan to park and make your way from parking in Terminal C to the Terminal where you are departing.

Isabella uses a **manual wheelchair** and drives a hatchback. She parked for three days while on a trip. She parked in D Terminal Garage parking because her vehicle is less than 6-feet-high and there are parking spaces near the elevators that allow her to quickly access D Terminal ticketing.

Taxicab

List of taxicabs as provided by PPA. Please note that other Taxicabs may be available.

Name	Phone
215 Get A Cab*	<u>215-467-6666</u>
Germantown Taxicab*	<u>215-438-8888</u>
Philadelphia Taxicab Service, Inc.	<u>215-666-6666</u>
Yellow Cab Co.	<u>215-333-3133</u>

* CERTIFIED WHEELCHAIR ACCESSIBLE VEHICLE (WAV) DISPATCHER

If a WAV taxicab dispatcher cannot provide a WAV taxicab to a requesting customer within 20 minutes, the request for service shall be forwarded by the WAV taxicab dispatcher to the other WAV taxicab dispatchers. **Complaints/Contact:** The Philadelphia Parking Authority, Taxicab Division 2415 S. Swanson St. Philadelphia, PA 19148
Taxicomplaint@philapark.org

SEPTA Airport Regional Rail Line Train

Jo took the SEPTA train to the Airport. He departed the train at E Terminal and used the elevator to go upstairs. Jo had his boarding pass on his phone and did not need to check any bags, therefore, he followed the signs from the train platform and went directly to Security.

[SEPTA's Airport Regional Rail Line](#) can be accessed from the pedestrian walkways between the terminals and the baggage claims at Terminals **A-East**, **B**, **C** and **D**, and **E** (Terminal F passengers can access the train platform at Terminal E).

The SEPTA Airport Regional 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 5:07 AM to 12:07 AM. Amtrak and New Jersey Transit connections can be made at 30th Street Station. Connections to the Market Frankford Line can be made at 30th Street, Suburban and Jefferson (Market East) Stations. Connections to the Broad Street Line can be made at Suburban Station. For information about SEPTA fares, visit septa.org.

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. You will go up the elevator or stairs to get to the connecting pedestrian bridge. Follow the signs to the terminal and ticketing. Take the elevator or escalator down to the airline counters to check-in and check your baggage.

SEPTA's Bus Service

Bus transportation to and from the Airport is provided by Routes 37 (South Philadelphia), 108 (69th Street Transportation Center) and 115 (Suburban Square in Ardmore). SEPTA uses Zone 1 located outside of each bag claim area (Terminal A use A-East, Terminal F use Terminal E).

Get off the bus at the terminal from which your flight is departing. You will then go through the baggage claim area, up over the pedestrian connecting bridge via elevator, escalator, or stairs. Follow the signs to the terminal and ticketing. You will take the elevator or escalator down to the airline counters to check-in and check your baggage. For information about SEPTA buses, visit septa.org.

SEPTA's Customized Community Transport (CCT Connect) Seniors and People with Disabilities

Service picks up registered passengers at Zone 1 located outside of each bag claim area. To schedule a pick-up, registered users may call [215-580-7700](tel:215-580-7700) (TDD/TTY 215-580-7712)

Helpful PHL Links

Accessibility at PHL PHL.org	Services and Amenities PHL.org
PHL Flight Information PHL.org	PHL Dining and Shopping PHL.org
Airline Information PHL.org	Art Exhibitions PHL.org

Notice: The transportation information contained in this section contains third-party information. Please check with the transportation provider directly for the most up-to-date and accurate information. *Please note that the information contained in this Guide is intended for informational purposes only and is not legal advice. When information is from a third-party resource please rely on the primary resource for updates.*

Part III – Ticketing and Security

Ticketing and Checking In

Tips!

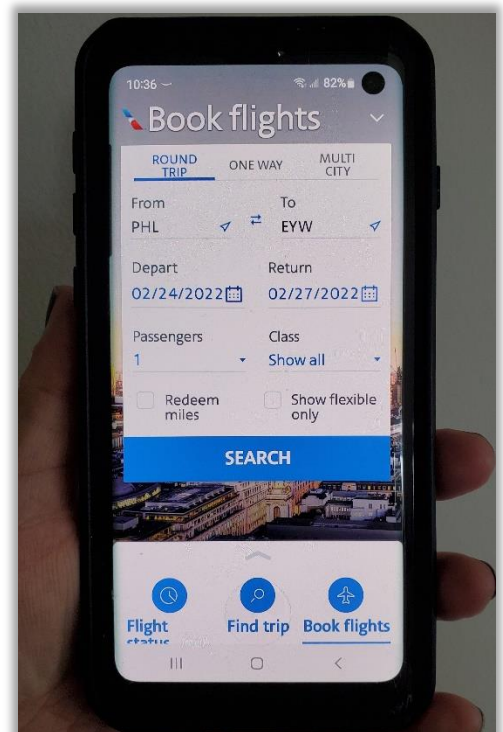
- Download mobile apps for your airline to your phone, tablet, or computer
- Check-in on-line for your flight to save time at the airport

There are multiple ways you can check-in for your flight at PHL:

Option 1 - Check-in online

You can check-in up to 24 hours before your flight departs on your computer or mobile device. If you provided your email when you purchased your ticket, the airline will send you an email the day before you leave, letting you know that online check-in is available for your flight. If you have downloaded the airline's mobile app, you can also check-in for your flight on the app.

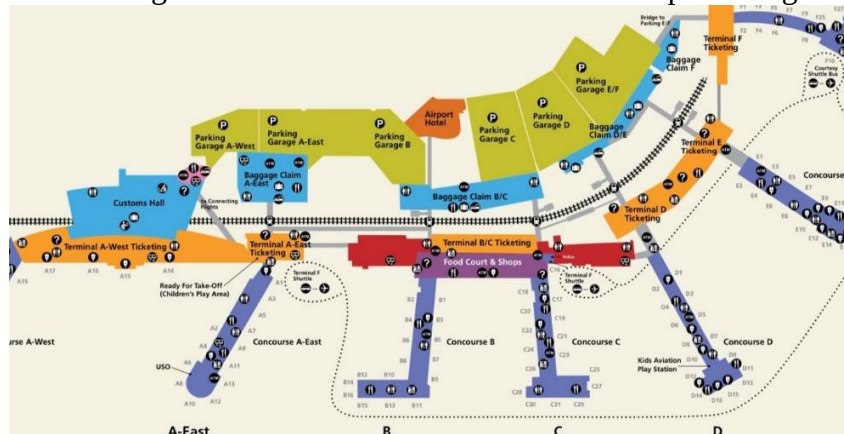
After you have checked-in online you can print a paper copy of your boarding pass, have the boarding pass emailed to you to use as a mobile boarding pass, or save your mobile boarding pass to your phone. If you are using the airline's app on your mobile phone, you can access your mobile boarding pass right from the app on your phone.



Option 2 - Airline Ticketing Counter

Ticketing counters are located inside the departures area of each terminal. Look for the ticket counter for your specific airline. An airline ticketing agent will check you in for your flight and will take any bags or items that you want to check in. The agent will issue you a paper ticket and a baggage claim ticket if you have checked your luggage, medical device, or wheelchair.

Ticketing counter locations are shown on the map in orange.



Option 3 - Ticketing and Baggage Kiosks

Most airlines offer self-check-in ticketing and baggage kiosks as an alternative to going to the ticket counter. The kiosks are touch screen computers that will ask questions to help guide you through the check-in process. The kiosks also provide the option to check your bags. If there is a fee to check your bag, the kiosk takes credit card payments. When your check-in is completed, the kiosk will print a paper ticket.

If you have checked bags, the kiosk will provide instructions on what to do with your bags. Many kiosks print the baggage tag for you to place on the handle of your luggage then instruct you to drop your bag at a designated bag drop off location. If the kiosk does not print a baggage tag, you will be instructed to go to the baggage counter where an airline employee will print the baggage tag and put it on your luggage for you. You will also be issued a baggage claim ticket(s) for items you have checked in.

If you have a connecting flight before you reach your final destination, you will be issued multiple boarding passes, one for each flight.

There are no fees related to checking wheelchairs or other mobility devices. Some airlines charge a fee for checked luggage. Check with your airline in advance to find out if there is a cost for checked bags.

Your boarding pass will include important information such as your flight number, your seat assignment, the time your flight leaves, and the terminal and gate number where your plane is located. For example, if your flight is departing from Terminal C and the gate is number 23, it will probably be listed as Gate C23 on your boarding pass. The boarding pass also tells you what time boarding begins. This is important if you need special assistance or extra time getting on the plane.

Markus contacted his airline one week before his flight to request assistance when he arrives at the Airport. Markus took a taxi to the Airport and told the driver to drop him off at the departure terminal for his airline. Markus was dropped off at the ticketing area of the Airport. When he

entered the Airport, he told airline staff that he needed a guide for assistance through the Airport. The guide helped Markus with check-in for his flight. Once check-in was completed and Markus had his boarding pass and baggage claim tickets, the guide then took Markus through security and to his departure gate.

Katie was dropped off by a friend at the departure terminal for her flight, who let her off in front of the door of the terminal. There are designated loading zones for people to unload wheelchairs in front of the terminal. Upon entering the Airport, Katie can go to the ticketing area with ticket counters, the ticket kiosks, and the disability assistance areas.

Katie headed to the ticket counter. When she reached the ticketing agent, the agent asked where she was flying to and asked for her photo ID to verify her identity. Katie told the ticketing agent that she had requested wheelchair assistance when she booked her flight. The agent confirmed her request and asked Katie if she was checking any baggage. She told the agent that she needed to have her wheelchair checked and one suitcase. The agent tagged both items and handed Katie baggage claim tickets for each.

To determine the terminal that you are flying from, you can search the airline and flight number online. The airline websites typically shows the terminal along with the flight details. For Example: For American Airlines Flight 676 you would search for AA676

Airline Codes

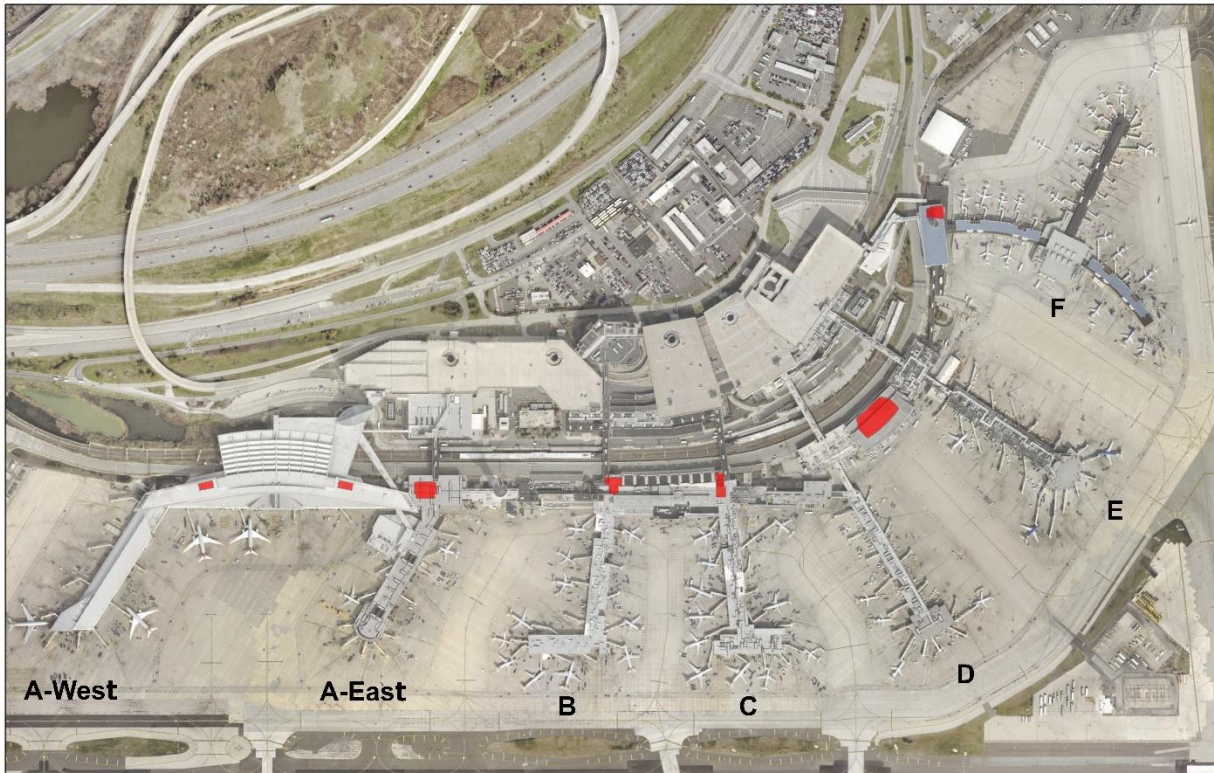
American Airlines	AA
American Eagle	AA
Delta Airlines	DL
Frontier Airlines	F9
Southwest Airlines	WN
Spirit Airlines	NK
JetBlue	B6
Air Canada	AC or XB
Air Canada Jazz	JZA
Qatar	QR
Aer Lingus	EI
Alaska Airlines	AS
Lufthansa	LH
British Airways	BA
United Airlines	UA

If you need assistance or information while in the airport, contact the Airport Communications Center from a white courtesy phone where you will dial 6937 or by calling with your cell phone: 215-937-6937. Press “0” to speak to an attendant.

Security Process

After you have checked in for your flight and checked your baggage, you will go to security.

TSA security checkpoint locations are shown on the map in red.



Everyone who is flying must go through security. If you request from your airlines to have a friend or family member escort you to your gate because of your disability, then that person must also go through security. The TSA operates security and processes thousands of passengers every year. To do this, they have rules that they expect people to follow.

When arriving at security, people will often have to queue up in a line. During this time, it is a good idea to get prepared so that when it is your turn you go through quickly and without problems.



Get Ready

- Get your boarding pass ready
- Have your Driver's license or ID ready
- Have liquid medications available for inspection
- Empty water bottles that are more than 3 oz
- Remove coat or outer layer of clothing
- Remove shoes and belts
- Remove electronics such as computers from your bag
- Prepare to tell TSA if you have a medical device
- Remove all backpacks, baskets, and other items that can be detached from your mobility devices
- Ensure that you do not have any prohibited items

If you are not able to stand for at least 10 minutes, you may want to contact your airline in advance for wheelchair assistance.

To simplify the process, we have created a 4-step model that will help you understand what happens during Security. The steps include the following:

- Step 1: Identification Clearance,
- Step 2: Clearance of Personal Items in x-ray,
- Step 3: Individual Clearance, and
- Step 4: Questions and Conclusion.

Please read below for more information on each step.



Step 1: Identification Clearance

When you are called to the security desk, have your boarding pass and your ID ready to give to the TSA officer. They will verify your boarding pass and your ID and then hand them back to you. You can put your ID and boarding pass away in a safe location until you need it again.

Every passenger over the age of 18 years old must show their airplane boarding pass and a government-issued ID. TSA will only accept official government-issued ID that includes your photograph. The most common IDs include:

- Driver's licenses or other state photo identity cards issued by Department of Motor Vehicles (or equivalent)
- U.S. passport
- U.S. passport card
- DHS trusted traveler cards (TSA PreCheck, Global Entry, NEXUS, SENTRI, FAST)
- U.S. Department of Defense ID, including IDs issued to dependents
- Permanent resident card



Tips!

- If you travel frequently, consider applying for one of the U.S. Department of Homeland Security (DHS) Trusted Traveler Programs
- A fee will be charged for each program application and is valid for five (5) years
- TSA PreCheck is the most popular program for US domestic travel
- DHS Trusted Program Traveler website: <https://tp.dhs.gov/>

This list of IDs is not complete and may change, if you have another type of ID, you can check the TSA website:

<https://www.tsa.gov/travel/security-screening/identification>

Step 2: Clearance of Personal Items through the X-Ray Machine

After your ID is checked, you will be directed to another line that has tables connected to a conveyor belt. When you reach this point, put your carry-on baggage and items that you removed in the bins and place the bin on the conveyor so that it can go through X-ray.



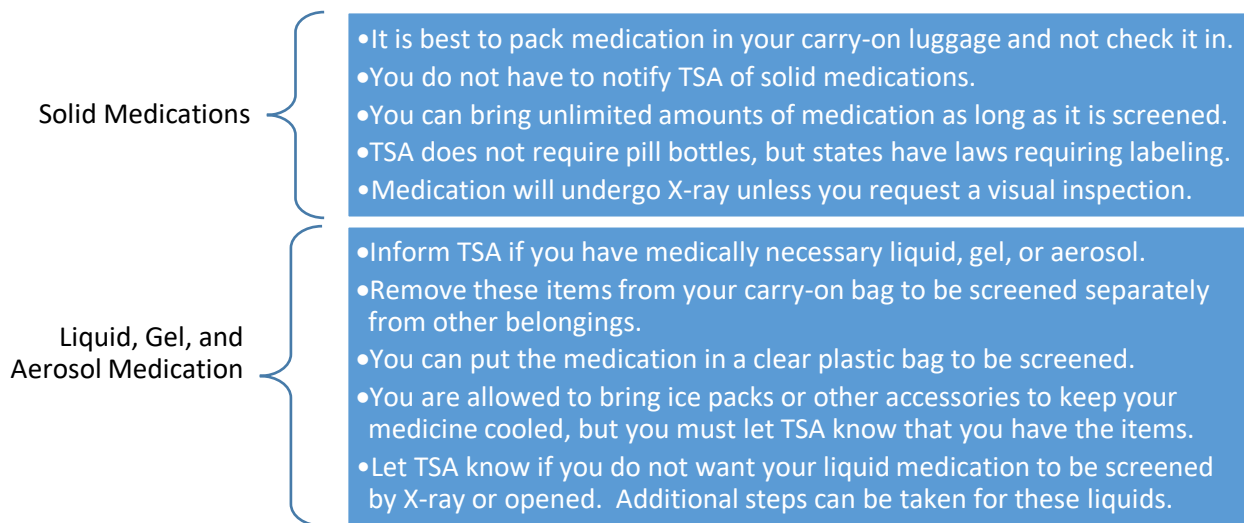
Follow all the instructions provided by the TSA officers. You may be asked to take off your shoes, belt, and coat. You can place them in the bins provided, along with any items like keys, phone, or wallet.

If you are traveling with a computer laptop or a tablet, you should place those in another bin. If you have medical equipment that can go through X-ray and can fit on the conveyor, then it

will also be placed on the belt. If the medical equipment or other items cannot fit in the machine, or should not be X-rayed, TSA will screen these separately.

Also, if you cannot be separated from your equipment, let the TSA agent know. Solid medication can stay in your bag and will go through X-ray. See the following graphic about medications for more information!





If you have medication that is not solid, liquid, gel, or aerosol you may want to contact TSA Cares before your trip to determine if there are restrictions. This category would include powders, edibles, and other similar medications.

Step 3: Individual Clearance

The next step is to obtain an individual screening. Screening can either be done in a scanner or by pat-down.

In the scanner, people must stand with their arms above the head for at least five (5) seconds. If you are not able to do this, let the TSA agent know.

People who are not able to go through the scanner and equipment that cannot be X-rayed will undergo a screening from a TSA agent. The screening will include a physical pat-down and testing for residue. The pat-down will be conducted by a TSA agent of the same gender. The screening occurs in public view; however, people can request the screening take place in a private area if desired.

Once **Katie** reached security with her **electric wheelchair**, she got her ID and other documents ready. She removed her backpack from her wheelchair so that it could go through the X-ray machine. As she was not able to stand and go through the individual clearance, the TSA agent performed a pat-down of her body and the wheelchair.

Assistance for People with Cognitive, Intellectual, Psychiatric, Developmental and Other Disabilities

If you are a person with a disability who needs assistance through security, you have options:

1

- You can request a “guest pass” at ticketing to have a friend or family member assist you through security and to your gate. Not all airlines offer this option, but many do!

2

- You can contact TSA Cares to ask for a personal assistant through security (TSA Cares does not assist people through the airport, only security), or

3

- You can call your airlines and request wheelchair assistance or an escort to go with you from ticketing, through security, and to your gate.

TSA officers can screen travelers on the autism spectrum, those with Alzheimer’s disease, dementia, aphasia, mental health conditions, traumatic brain injuries, cognitive, intellectual, developmental, and other disabilities without separating them from their traveling companions if this is needed. Inform the TSA officer about the best way to approach and conduct the screening especially if it is necessary to touch the passenger during the screening.

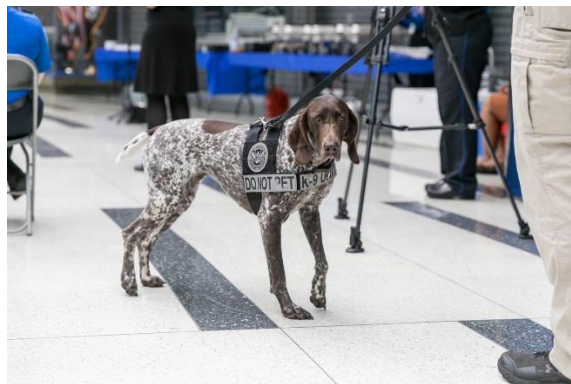
Physical inspection may include a pat-down from a same-gender TSA officer, inspection of the device, a self-performed pat-down where you touch the outside of your clothing, followed by a test of your hands for any trace of explosives, and other tests for explosives.



The following devices, equipment, and items may be subject to inspection:

X-Ray	•Walkers, crutches, canes, and other mobility aids and devices •White canes, Braille machines, note-takers, and other aids •Medical machines (i.e. nebulizer, CPAP, BiPAP, and APAP, etc) should be removed from carrying case for X-ray. Facemask and tubing may remain in case. You can put machine in clear plastic bag for X-ray.
Physical Inspection	•Wheelchairs, scooters and other mobility devices that do not fit in the X-ray machine will be screened. You may remain seated for the pat-down. •Inform the TSA officer if you have a stimulator, port, tube, ostomy, monitor, pump, or other medical device attached to your body. If the device is removable, consider if it can go in the X-ray machine. •Inform the TSA officer if you have an artificial joint, implant, pacemaker, defibrillator or another internal medical device. You should not be screened by a metal detector if you have certain internal medical devices. •Service dog collars, harnesses, leashes, backpacks, vests and other items need to be screened. Items that are necessary to maintain control of the service dog or indicate that the service dog is on duty do not need to be removed from the dog. You may walk through the scanner with your dog and have the option to request a pat-down.

You may see TSA dogs or police dogs while at the Airport. Please do not pet or interact with these animals. They are here to keep you and the Airport safe!



Items that Cannot be Brought Through Security – Prohibited Items

TSA maintains a searchable list of almost 500 items that are prohibited. Some of these items change (such as certain types of plants or food) so check the list or call TSA if you have a question. Some items will likely always be banned; we've included some of those items below:

Guns, firearms, and explosives

Knives, martial arts weapons, and other weapons

Ammunition

Items that are heavy and can be used to injure others. Items in this group can include everyday items like kettlebells and frying pans.

Toys that look like weapons

Liquids more than 3 oz, unless medically necessary

Fireworks or flammable items such as electric lighters

Hazardous liquids in any amount including bleach, paint thinner, or other liquids that may make people sick if the container were to spill. Note that these are not allowed in checked baggage, either.

<https://www.tsa.gov/travel/special-procedures>

<https://www.tsa.gov/travel/travel-tips/can-you-pack-your-meds-pill-case-and-more-questions-answered>

<https://www.tsa.gov/travel/security-screening/whatcanibring/all>

If you notice that you have a prohibited item with you once you are at the Airport you have options if you have enough time to deal with it before your flight! Be aware that certain weapons will be confiscated by the police (not TSA) if brought into the TSA line and the person may be charged with a crime. You can put prohibited items in your vehicle. You can give the item to a friend or family member if someone is with you at the Airport and they are not going on the flight. If the item is allowed in checked baggage, then you can add it to checked baggage. If the above options do not work, you can surrender most items to TSA.

Step 4: Questions and Conclusion

Finally, answer any questions, if asked, by TSA and pick up your belongings. When your personal items and your physical body has been cleared, you are ready to pick up your items that went through the X-ray, put on your shoes, coat, and belt and make your way into the terminals.

This information was obtained from the TSA website. Information may change so it is best to go to the website and ensure that you know before you go!

A Note about International Travel

If you are flying internationally, some of the processes, rules and procedures will be different than when you fly domestically. Please take the time to review the PHL video on [Customs for international travel](#), read the [FAA guidelines for transporting medications internationally](#), review *Flying Internationally* on [PHL.org/about/accessibility](#), and research the entry requirements for each country where you are traveling.

Helpful PHL Links

Accessibility at PHL PHL.org	Services and Amenities PHL.org
PHL Flight Information PHL.org	PHL Dining and Shopping PHL.org
Airline Information PHL.org	Art Exhibitions PHL.org

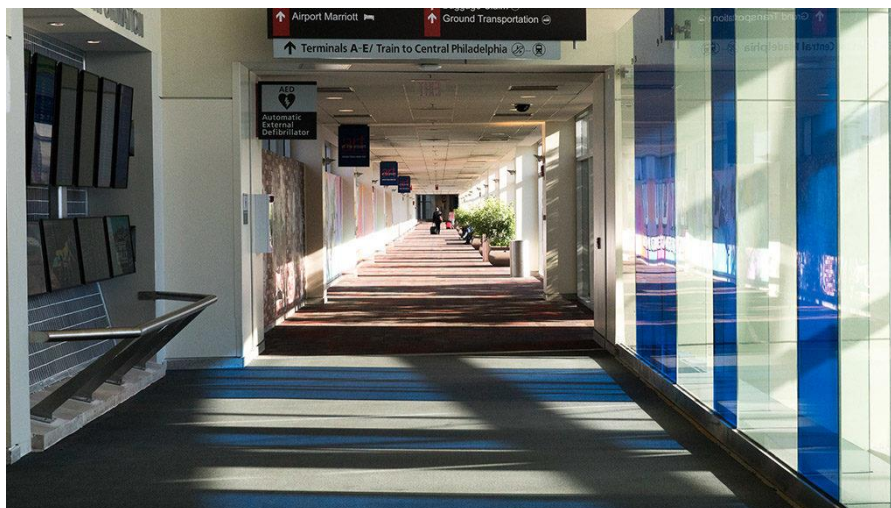
Please note that the information contained in this Guide is intended for informational purposes only and is not legal advice. When information is from a third-party resource please rely on the primary resource for updates.

Part IV – The Secure Side of the Airport

About Philadelphia International Airport

Welcome to the secure side of Philadelphia International Airport! There are many things to see and do while you make your way to your gate. PHL is a large-hub airport that serves more than 33 million passengers annually. It is located about seven (7) miles from Center City Philadelphia. PHL is owned by the City of Philadelphia. PHL covers 2,598 acres, has four (4) runways and seven (7) Terminals.

Airlines at PHL offer service to domestic and international locations. Airlines include Alaska Airlines, American Airlines, British Airlines, Delta Air Lines, Delta Connection, Frontier Airlines, Spirit Airlines, JetBlue, Lufthansa, Qatar Airways, Southwest Airlines, Sun Country Airlines, United Airlines, and more.



In this section of the Guide, we will highlight a few of the great things to do at PHL and discuss some disability-specific topics that may be important to you! First, we discuss animals – both service animals and pets. Then, we talk about PHL programs that are available.



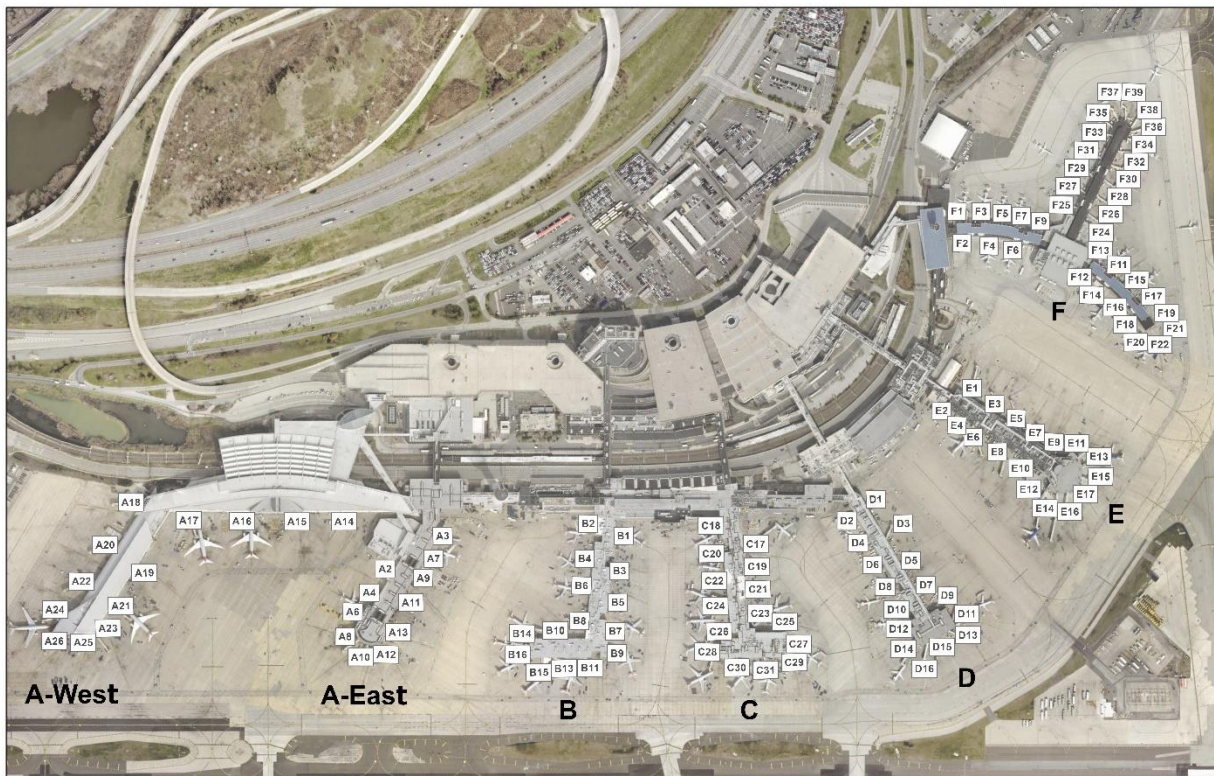
If you need assistance or information while in the airport, you can contact the Airport Communications Center from a white courtesy

phone where you will dial 6937 or by calling with your cell phone: 215-937-6937. Press “0” to speak to an attendant.

All seven (7) terminals at PHL have numbered departure gates. Terminal A is divided into Terminal A-East (gates numbered A-2 through A-13) and Terminal A-West (gates numbered A-14 through A-26).



Gate locations for each terminal are shown as numbered boxes on the map.



Service Animals in the Airport



Tips!

- People can bring service animals into all public areas of the Airport.
- Bring your animal's vaccination tag or record with you and show it to personnel if asked.



Tips!

- Shops within the Airport cannot require documentation that an animal has been certified, trained, or licensed as a service animal.
- If asked, inform if the dog is a service animal and what task(s) it has been trained to assist you with.

Katie has a **service animal** that is trained to help her with her disability. Katie can bring this animal into all public areas of the Airport. Katie went into a restaurant where a clerk asked her if hers was a service animal. Katie replied “Yes, it is, and has been trained to assist with balance”. As Katie did not normally talk about her disability, she practiced saying this a few times before she arrived at the Airport.

If a shop in the Airport has a policy that does not allow pets, they must still allow service animals. To learn more about the law that covers service animals in the Airport or what is required – keep reading!

PHL shops and restaurants must make reasonable accommodations to their services and rules, as needed for a person with a disability to participate in their programs. Accommodations are only unreasonable if they would result in an undue burden, create a direct threat to the safety or health of others, or fundamentally alter the type of service being provided. Public entities can also exclude any service animal that is out of control or not housebroken.



In the Airport, the only recognized service animals are dogs that are trained to perform a task to assist a person with a disability and sometimes miniature horses. Pets and comfort animals are not covered under the law while in the Airport.

PHL requires vaccination for all animals, including service animals. PHL businesses will accept all types of official verification for vaccination including ID tags and veterinarian paperwork.

If a service animal is excluded for a legitimate reason, PHL restaurants, stores and shops must still give the person with a disability the opportunity to receive service, without having the service animal in the restaurant or shop. For example, if a service dog is excluded from a restaurant for being out of control, the restaurant can serve the individual a take-out meal. The alternative accommodation must be negotiated between the entity and person with a disability and allow the person with a disability to enjoy the benefit of the program, service, or activity in the same way as people without disabilities.

Mark has a service dog that is trained to help him with his seizer disorder, and he is a member of his Airline Club. When he went into the Club, he told them that his was a service animal. They asked to see the dog's vaccination records. Mark showed them the tag from the dogs' collar or paperwork from the veterinarian showing his dog has been vaccinated for rabies.

Service Animals on Airplanes



Tips!

- There is a different law for service animals in airports then there is for service animals on airplanes. The Air Carriers Access Act (ACAA) applies on the Airplane.



Tips!

- Airlines require Department of Transportation forms for people traveling with service animals before flight.

When on the plane, or in parts of the Airport used specifically for the airlines, there is a different law that covers service animals. The Air Carriers Access Act (ACAA) covers service animals on airplanes. According to the law, a service animal is dog that is trained to do work or perform tasks for the benefit of person with a disability. Airlines can now treat emotional service animals as pets. Individuals should check airline policy to determine the requirements. Horses and animals other than dogs do not qualify under this law.

Since **Katie's** animal is a trained **service dog**, the rules are very similar to service animals in airports. However, in addition, Katie needed to fill out the required Department of Transportation forms to board the Airplane. Katie completed her Department of Transportation Form and sent it to her airline 48 hours before her flight, so that she was cleared and ready to fly with her service dog when she arrived. If she needed help with the forms, the airlines are required to assist. When seated on the plane, Katie had to make sure that her service dog either fit in her lap or in her foot space.

Airlines can ask:

- Is the animal required to accompany the user because of a disability?
- What work or task has the animal been trained to perform?

Nikita has **autism** and was at her gate with her **service animal** but did not have her Department of Transportation Forms completed. She told the gate attendant that she needed the form and asked for help filling it out. The gate attendant read the form, and Nikita told her what to write. To prepare for the form, Nikita knew the date of her dogs last vaccination, when the vaccination expires, and the name and phone number of the person or organization who trained the dog.

Service animals can be denied if they do not behave or are not under the control of the handler. Also, animals can be denied if they pose a direct threat, the animal is disruptive in the cabin, or if current forms are not completed. Service animals must be harnessed, leashed, or tethered in the aircraft or in carrier-controlled spaces. Airlines can limit passengers to two service animals. Airlines can require that service animals fit on the passenger's lap or in the passenger's foot space without encroaching onto another's space. Airlines can require two forms:

1. U.S. Department of Transportation Service Animal Air Transportation Form

This form is used whenever you are flying with a service animal no matter how long the flight will take. The form can be obtained from [U.S. Department of Transportation Service Animal Air Transportation Form](#)

*DOT Animal Transportation
Form for flights less than 8 hours*

The image shows the official U.S. Department of Transportation Service Animal Air Transportation Form. It includes sections for:

- Animal Handler Information:** Name, Phone, Email, and Animal's Name.
- Animal's Health:** Vaccination status, date of last vaccination, and date of expiration.
- Animal's Training and Behavior:** Training organization, date of training, and a declaration of the animal's behavior.
- Animal's Appearance:** A declaration of the animal's appearance and a statement of the handler's knowledge.

 The form is designed to be filled out by the handler and signed by the handler at the bottom.

2. U.S. Department of Transportation Service Animal Relief Attestation Form

This form is only used on flights that are longer than eight (8) hours and it is used to assure the Airlines that your animal will not relieve itself during the flight. The form can be obtained from [United States Department of Transportation Service Animal Relief Attestation Form](#).

DOT Form Flight longer than 8 hours

According to the Department's Regulation (49 CFR 38.207), an airport that has a contract or agreement with a person or entity required to transport service animals must accept a request for a DOT Form. The DOT Form must be submitted to the airline at least 48 hours before the flight. The DOT Form must be submitted to the airline at least 48 hours before the flight. The DOT Form must be submitted to the airline at least 48 hours before the flight.

**United States Department of Transportation
Service Animal Relief Attestation Form
Flight Segments Eight Hours or Longer**

Service Animal Handler's Name _____
Address _____
Phone Number _____
Email Address _____
Flight Departure Location: _____
Flight Destination Location: _____

Check the following boxes to certify:

☐ I certify that my animal will not need to relieve itself on the flight, or

☐ I certify that my animal can relieve itself in a way that does not create a health or sanitation issue on the flight.

Describe how the animal will refrain from relieving itself, or will relieve itself without posing health or sanitation problem (e.g., the use of a dog diaper): _____

☐ I understand that airlines may charge passengers with disabilities traveling with a service animal for the cost to repair any damage caused by a passenger's service animal as the airline charges passengers without disabilities for similar kinds of damage.

Signature of the Animal Handler _____ Date _____

Be sure to fill out the correct forms! The proper forms should be submitted to your airline at least 48 hours prior to travel. The form can also be filled out at the gate if you need assistance completing the form or if you book travel less than 48 hours before flight. Airlines are required to assist in completing the forms, if needed.

Assurances contained on the form are as follows:

Animal Health

- Dog is vaccinated for rabies. Date of last vaccination. Date vaccination expires in the dog.
- To my knowledge, Dog does not have fleas or ticks or a disease that would endanger people or other animals.

Animal Training and Behavior

- Dog has been trained to do work or perform tasks to assist me with my disability.
- Dog has been trained to behave in a public setting.
- I understand that a properly trained dog remains under the control of its handler. I understand that a properly trained dog does not act aggressively by biting, barking, jumping, lunging, or injuring people or other animals. It also does not urinate or defecate on the aircraft or in the gate area.
- I understand that if Dog shows that it has not been properly trained to behave in public, then the airline may treat as a pet by charging a pet fee and requiring to be transported in a pet carrier.
- To the best of my knowledge, Dog has not behaved aggressively or caused serious injury to another person/dog.

Other Assurance

- I understand that Dog must be harnessed, leashed, or tethered while in the airport and on the aircraft.
- I understand that if Dog causes damage, then the airline may charge me for the cost to repair it, if the airline would also charge passengers without disabilities to repair the similar kinds of damage.
- I am signing an official document of the U.S. Department of Transportation. My answers are true to the best of my knowledge. I understand that if I knowingly make false statements on this document, I can be subject to fines and other penalties. Signature of the Service Animal Handler

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The estimated burden to complete this form is 15 minutes. The OMB control number for this information collection is 2105-0576. The authority for the collection expires on December 31, 2023.

Warning: It is a Federal crime to make materially false, fictitious, or fraudulent statements, entries, or representations knowingly and willfully on this form to secure disability accommodations provided under regulations of the United States Department of Transportation (18 U.S.C. § 1001).

SAMPLE FORM ONLY – DO NOT USE



U.S. Department of Transportation Service Animal Air Transportation Form

Service Animal Handler's Name: _____ Phone: _____
 Service Animal User's Name (if different from Handler): _____ Phone: _____
 Service Animal Handler's Email: _____ Animal's Name _____
 Description of the Animal (including weight): _____

Animal Health

☐ _____ is vaccinated for rabies. Date of last vaccination: _____ Date vaccination expires in the dog: _____
 [Insert Animal's Name]
☐ To my knowledge, _____ does not have fleas or ticks or a disease that would endanger people or other animals.
 [Insert Animal's Name]
 Veterinarian's Name (signature not required): _____ Phone: _____

Animal Training and Behavior

☐ _____ has been trained to do work or perform tasks to assist me with my disability.
 [Insert Animal's Name]
 Name of Animal Trainer or Training Organization: _____ Phone: _____
☐ _____ has been trained to behave in a public setting.
 [Insert Animal's Name]
☐ I understand that a properly trained dog remains under the control of its handler. I understand that a properly trained dog does not act aggressively by biting, barking, jumping, lunging, or injuring people or other animals. It also does not urinate or defecate on the aircraft or in the gate area.
☐ I understand that if _____ shows that it has not been properly trained to behave in public, then the airline may treat
 [Insert Animal's Name]
 _____ as a pet by charging a pet fee and requiring _____ to be transported in a pet carrier.
 [Insert Animal's Name] [Insert Animal's Name]
☐ To the best of my knowledge, _____ has not behaved aggressively or caused serious injury to another person/dog.
 [Insert Animal's Name]
 If you cannot check the box above, please explain: _____

Other Assurance

☐ I understand that _____ must be harnessed, leashed, or tethered at all times in the airport and on the aircraft.
 [Insert Animal's Name]
☐ I understand that if _____ causes damage, then the airline may charge me for the cost to repair it, as long as the airline
 [Insert Animal's Name]
 would also charge passengers without disabilities to repair the similar kinds of damage.
☐ I am signing an official document of the U.S. Department of Transportation. My answers are true to the best of my knowledge. I understand that if I knowingly make false statements on this document, I can be subject to fines and other penalties.

Signature of the Service Animal Handler: _____ Date: _____

Service Animal information links for airlines serving PHL

Airline	URLs to Airline Service Animal Information
<u>Air Canada</u>	https://www.aircanada.com/us/en/aco/home/plan/accessibility.html#/
<u>Alaska Airlines</u>	https://www.alaskaair.com/content/travel-info/accessible-services/specialservices-support-animals
<u>Aer Lingus</u>	https://www.aerlingus.com/travel-information/special-assistance/disability-assistance/
<u>American Airlines</u>	https://www.aa.com/i18n/customer-service/contact-american/special-assistance.jsp
<u>British Airways</u>	https://www.britishairways.com/en-us/information/disability-assistance
<u>Delta</u>	https://www.delta.com/us/en/accessible-travel-services/wheelchair-services
<u>Frontier</u>	https://www.flyfrontier.com/travel/travel-info/special-services/?mobile=true
<u>Jetblue</u>	https://www.jetblue.com/at-the-airport/accessibility-assistance/service-dogs-animals
<u>Lufthansa</u>	https://www.lufthansa.com/be/en/service-dogs
<u>Qatar</u>	https://www.qatarairways.com/en/baggage/animals.html
<u>Southwest</u>	https://search.southwest.com/s/search.html?collection=southwest-search&query=trained+service+animals
<u>Spirit</u>	https://customersupport.spirit.com/en-us/category/article/KA-01492
<u>Sun Country</u>	https://www.suncountry.com/help-center/special-services
<u>United</u>	https://www.united.com/ual/en/us/fly/travel/animals.html

Pets in the Airport and on Airplanes

If you are traveling with a pet that is not a service animal, you will follow various pet policies and the animal will not be covered by the Air Carriers Access Act or the Americans with Disabilities Act. While your well-behaved pet is welcome in the terminals when you are waiting for or deplaning a flight, some shops and stores may have different rules for pets than of service animals. Pets may or may not be allowed in certain shops and stores in the Airport. PHL requires proof of vaccinations of all animals.

Shea has a dog that gives her great comfort, and she wanted to take the dog with her on her trip. The dog was not trained to help her with a disability, so it was considered **a pet**. To determine what was needed to take her dog on the plane, Shea read the pet policy on the airline's website.

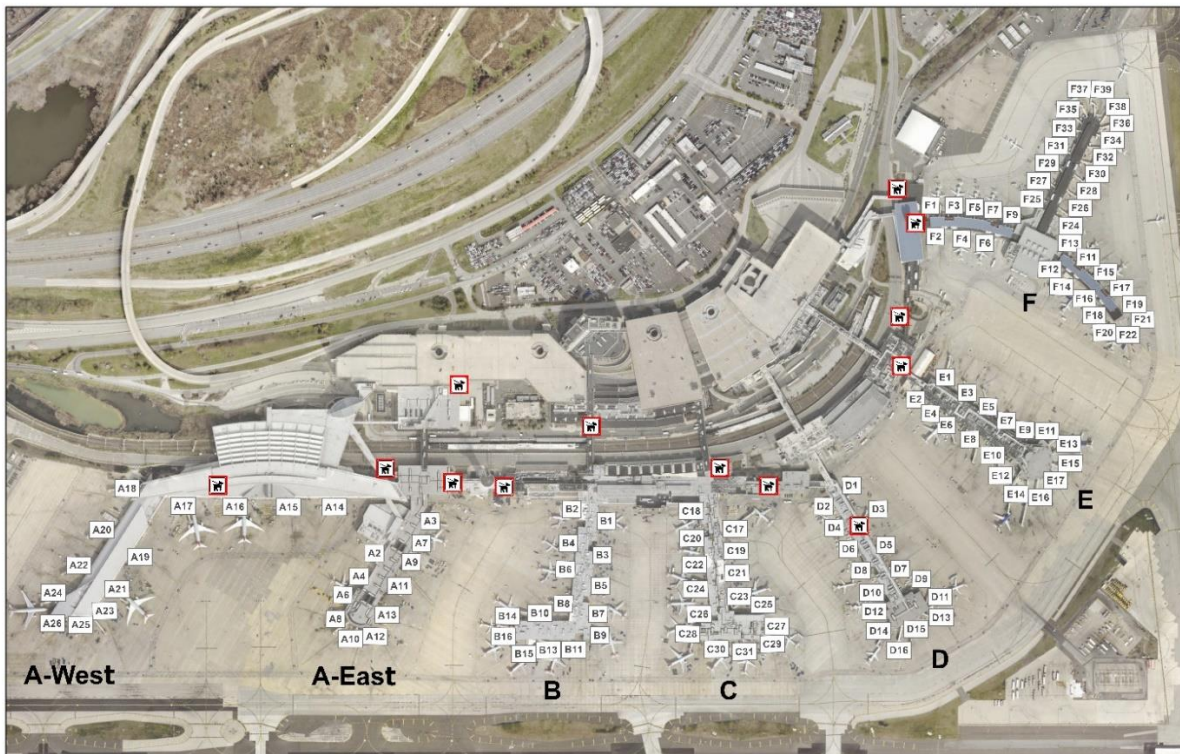
Airline pet policies dictate if pets can fly in the cabin or be transported via the cargo hold of the plane. Please read the airline's webpage to understand the pet policy and, if needed, contact the airline with questions.

Airline	URLs to Airline Pet Policies and Information
<u>Air Canada</u>	https://www.aircanada.com/us/en/aco/home/plan/special-assistance/pets.html#/
<u>Aer Lingus</u>	https://www.aerlingus.com/travel-information/baggage-information/travelling-with-pets/
<u>Alaska Airlines</u>	https://www.alaskaair.com/content/travel-info/policies/pets-traveling-with-pets/
<u>American Airlines</u>	https://www.aa.com/i18n/travel-info/special-assistance/pets.jsp
<u>British Airways</u>	https://www.britishairways.com/en-us/information/travel-assistance/travelling-with-pets
<u>Delta</u>	https://www.delta.com/us/en/pet-travel/overview
<u>Frontier</u>	www://flyfrontier.com/travel/travel-info/family-pets/?mobile=true
<u>JetBlue</u>	https://www.jetblue.com/traveling-together/traveling-with-pets
<u>Lufthansa</u>	https://www.lufthansa.com/be/en/travelling-with-animal
<u>Qatar Airways</u>	https://www.qatarairways.com/en-us/baggage/animals.html
<u>Southwest</u>	https://www.southwest.com/html/customer-service/traveling-with-animals/pets/index-pol.html
<u>Spirit</u>	https://www.southwest.com/html/customer-service/traveling-with-animals/pets/index-pol.html
<u>Sun Country</u>	http://suncountry.com/help-center/traveling-with-kids-or-pets
<u>United</u>	https://www.united.com/ual/en/us/fly/travel/animals.html

Service Animal Relief Areas (SARA)

Seven external animal relief areas are located on the Departing Flights road and outside the baggage claim buildings. The spaces were created to provide facilities for service animals traveling with passengers as well as pets and Airport security dogs.

The map shows the current Service Animal Relief Areas (SARA) locations outside the Airport and inside at each terminal. The SARAs are indicated on the map by a red box with a black dog inside.



Each terminal has an animal relief area that is available for all service animals, pets, and other animals that visit PHL. Temporary relief areas are being replaced with permanent rooms, so the locations of the current facilities could change.

Internal SARA



External Pet Port



Temporary SARA - Internal



If you need assistance or information while in the airport, you can contact the Airport Communications Center from a white courtesy phone where you will dial 6937 or by calling with your cell phone: 215-937-6937. Press “0” to speak to an attendant.

Please note that the information contained in this Guide is intended for informational purposes only and is not legal advice. When information is from a third-party resource please rely on the primary resource for updates.

Programs Provided by PHL

Tips!

- PHL offers many programs and services specifically for people with disabilities

Tips!

- PHL ensures that all of the programs and services available to the public are accessible and useable to people with disabilities

PHL provides programs specially for people with disabilities and ensures that all the programs that are available for the public are accessible and useable to people with disabilities. To learn more about these programs please contact accessibility@phl.org.

For a list of current disability specific programs please check online at <https://www.phl.org/about/accessibility/communications>

Below are a few of the available programs:



Picture of
Sunflower
Lanyards
and
woman
waving

Sunflower Lanyards	•Available at the information booths for people have non-visible impairments who may need a little extra assistance
Star Program	•PHL food and shops use the Star Program to identify locations that exceed the ADA standards
Accessible Quiet Room	•The quiet room is in the Terminal D-E Connector
Access for All	•PHL's program to assist people with disabilities to become familiar with the airport and flying
"Contact Us" Form	•Easy method for contacting the PHL ADA Office via the internet without using email or phone
Sorenson Buzz Cards	•An App that can be used by guests to enhance communication
Photo Project	•PHL ensures that its stock photos represent diversity including people with disabilities
Visual Paging	•To page someone using visual paging call 215-937-6937. Message is displayed on visual monitors
AIRA	•Service that connects blind and low-vision people to remote agents used for wayfinding while at PHL
Accessible facilities and amenities	•PHL seeks to exceed the ADA in designing our space.
New Programs	•PHL adds new programs on a regular basis including programs like Social Stories which will be available soon.



John traveled with Sheena, his seven-year-old daughter with **autism**. It was Sheena's first time flying. They arrived at the Airport early and had over an hour before their flight began to board. John took his daughter to the Accessible Quiet Room. He packed headphones and a tablet with games and movies for Sheena to watch. He also had a coloring book and crayons for her to draw.

World Class Concessions – Food and Shops

Tips!

- Restaurants, food, and shopping options are located on the secure side on the airport.
- Outside of the secure area (ticketing and baggage claim), food options are very limited

MarketPlace PHL, LLC, is a contractor for the City of Philadelphia responsible for the management of the PHL Food & Shops program throughout Philadelphia International Airport. Voted Best Overall Concessions Program in 2019, the award-winning PHL Food & Shops program offers more than 170 shops, restaurants, and services to the millions of passengers that travel through PHL each year. Restaurants and shops include local Philly favorites, as well as regional and national brands.



Markus has a **restricted diet**, and his flight is going to be four hours long. He knew he needed to take food on his flight. He called his airline to find out what food options were available on his flight and learned that they would not be offering any food options that he could eat. He researched the restaurant options available at PHL and learned that he could buy bottled water and fruit juice in the terminal before getting on the plane. To make sure that he had exactly what he needed to eat, Markus decided to bring his own food to eat while on the plane. He placed the food in his carry-on bag, so he had easy access to it while in flight. He decided to buy a bottle of water and a bottle of juice at the Airport after he went through TSA security and before he boarded his flight.



Information Desks



Navigating an airport can be overwhelming as airports are active and always evolving. A friendly face can put travelers at ease. For the past 20 years, members of Philadelphia International Airport's (PHL) Volunteer Navigators program have welcomed and assisted millions of guests that have passed through the airport's terminals.

Information desks are staffed by Volunteer Navigators and managed by Travelers Aid International. PHL Volunteer Navigators provide passenger sunflower lanyards and are trained to use Google Translate, the Philadelphia knowledge base called

HelpScout, and to use FlightAware to track flights for passengers.

Volunteer Navigators, lend a hand throughout the Airport at information desks and throughout the terminals. Volunteers are available to direct passengers to their gates and to baggage claim areas, provide information about ground transportation, suggest dining options, and assistance to help guests enjoy the Airport. The information desk also acts as a tourist information center offering information on local accommodation, onward transport connections and attractions in the Philadelphia metro area. Whatever questions passengers have, the volunteers will provide friendly and accurate information.

Jo looked for a Flight Information Display board and looked for his flight under “Departures”. The Flight Information Display showed that his flight had changed and was leaving from a new gate number in a different terminal. Jo went to the information desk and asked for directions to the new terminal and gate number shown on the Flight Information Display.



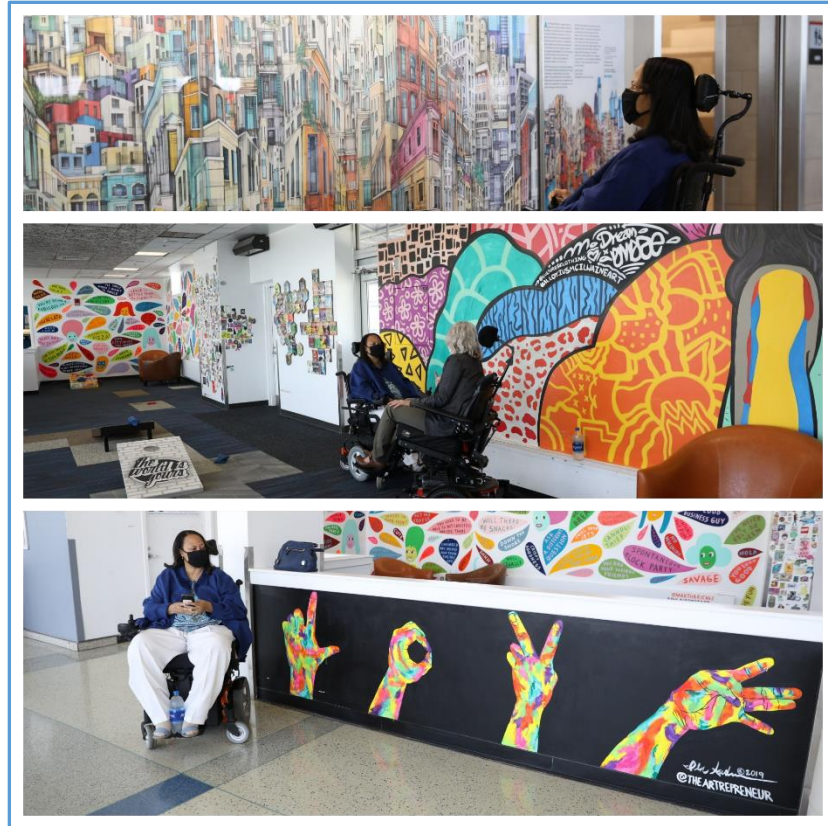
Tips!

- Information is also available by using the white courtesy phones located throughout the airport.
- A directory of phone number extensions is listed on the wall next to the white phone.
- Passengers can also call using a cell phone by dialing 215-937- and the 4 digit extension listed on wall.

Visual Arts Program

The Exhibitions Program at PHL is a visual arts initiative to humanize the Airport environment, provide visibility for Philadelphia’s unique cultural life, and to enrich the experience of the traveling public at Philadelphia International Airport. The program is committed to inclusivity and exhibits artwork by an array of diverse artists, including those with disabilities. Past exhibitions have featured selected work from Bryn Mawr Rehab's Art Ability collection, sculptural work by Kambel Smith, a large-scale painting by Jaither West, painting installation by Robert Straight, and architectural models by Robin Fredenthal.

The Airport's Youth Art Gallery has presented numerous exhibitions by organizations for students with a variety of disabilities including the former Don Guanella School, Bryn Mawr Rehab Art Ability, Overbrook School for the Blind, NHS Human Services, and Philadelphia Autism Project.



Disability Reasonable Accommodation and Complaint Process

Contact PHL ADA Office if:

- You have a disability related complaint about the Airport facilities, programs, or services.
- An accommodation is needed while you are in the Airport (such as an exemption to a policy or procedure).
- You would like to participate in or have input about a program for people with disabilities at PHL.
- You have other questions about disability related topics in the Airport.

ADA OFFICE

"Contact us" online
www.phl.org/about/accessibility/ada

Email: accessibility@phl.org

Phone: 215-863-2745

Philadelphia International Airport (PHL) has a Director of Access and Accessible Programs to handle disability related questions, comments, and concerns. The fastest way to get assistance is via the contact form online or email.

In some cases, information is needed from medical providers, therefore, if you are requesting an accommodation, please know that you may need time to get additional information and plan for this.

Tamika has **cerebral palsy** and **depression**. She was interested in the accommodation policies for people with disabilities and had questions that she wanted to discuss. To start, she sent an email to accessibility@phl.org.

You may read our full ADA Policy at www.phl.org/about/accessibility/ada

The policy helps people understand what PHL will do in the following situations:

- Reasonable Accommodations
- Grievances
- Service Animals
- Training at PHL around disability related issues
- Maintenance of Accessible Features
- Self-evaluation

Shawn, a senior citizen with **limited mobility**, visited PHL and then decided that he wanted to talk about his experience at PHL related to his disability. Shawn went to the website and sent a message to the Director of ADA. Since he used the web contact form during business hours, he knew he would generally expect to get a response the same day, but if not, within 24-hours. Also, Shawn provided details in his initial contact so that the Director was better able to respond.

Other disability scenarios in the Airport

Debbie used her **electric wheelchair** to get to the gate. She noticed that the battery power had started to decrease so she found an accessible charging station where she could take some time to charge her wheelchair.

Shaquan, a passenger with **irritable bowel syndrome** was able to easily locate the restrooms in the terminal at PHL when getting off the plane.

Matt, a child with **Autism**, was traveling with his father, **Steve**. Steve learned that he could visit the non-secure side of the Airport before his flight, call TSA Cares for help through Security on the day of the flight and download the Security Social Story from www.PHL.org/about/accessibility

Layovers

If your trip includes stopping at PHL (a layover) before flying to your final destination, you should become familiar with the terminals and gates before your trip so that you can easily get to your connecting gate. In some cases, you may need to change terminals. All the terminals at PHL are connected so that you could walk from the A Terminals to Terminal F. There are also two free shuttle buses. One can take you between Terminal F and Terminal C and the other travels between Terminal F and Terminal A-East.

Rosa's flight had a layover in Philadelphia before continuing to her final destination. Rosa had requested wheelchair service provided by the airline for when she got off the plane at PHL. Her flight landed at PHL in Terminal F. Her connecting flight left from Terminal C. The wheelchair attendant took Rosa to the free shuttle bus. When the shuttle bus arrived, the shuttle attendant deployed a ramp for the wheelchair to board the shuttle. The wheelchair attendant stayed with Rosa on the shuttle and took her to her boarding gate. Following the rules of the ACAA, the attendant must not leave the Rosa unattended for more than 30 minutes, unless Rosa explicitly stated that it was okay for the attendant to leave.

If you have a longer layover that provides you time to explore PHL, you may want to consider food and shopping options. If you want to stretch your legs, you can walk to another terminal to see what options PHL has to offer.

Sherry checked her manual wheelchair at the gate before she boarded the plane. When she got off the plane in Terminal D for her layover in Philadelphia, her wheelchair was waiting for her at the gate. Sherry had a two-hour layover before her next flight. She wanted to go a restaurant in Terminal F to get something to eat. Sherry used the pedestrian connectors between terminals and followed the signs to Terminal F.

After eating, Sherry took the free shuttle bus from Terminal F to Terminal B. When the shuttle bus arrived at Terminal F, the shuttle attendant deployed a wheelchair ramp and Sherry got on the bus. When the shuttle arrived at Terminal B, the shuttle attendant deployed the ramp and waited for Sherry to maneuver off the shuttle.

Helpful PHL Links

Accessibility at PHL PHL.org	Services and Amenities PHL.org
PHL Flight Information PHL.org	PHL Dining and Shopping PHL.org
Airline Information PHL.org	Art Exhibitions PHL.org

Please note that the information contained in this Guide is intended for informational purposes only and is not legal advice. When information is from a third-party resource please rely on the primary resource for updates.

Part V – Ending your Travels at PHL

Ending your Travel Journey at PHL

Your first experience at the Philadelphia International Airport may be at the very end of your travel journey if this is your destination. If so, this is a great place to start reading this Guide.

People with disabilities may have some different experiences and needs when ending their travel journey than passengers without disabilities. Think these out, plan, and prepare.



Wheelchairs and Scooters Checked at the Gate

If you checked a wheelchair, scooter, or other mobility device at the gate when you boarded the plane, it will be brought up from the plane's cargo hold when you land. You will wait on the plane with the crew until everyone else has de-boarded. When your device is available the crew will assist you off the plane.

When you get to your device, look it over for obvious damage. You are required to go through a process if the device is damaged. You can start that process at the Airport by mentioning any damage to the airline staff. If it is difficult to communicate with the airline staff, you can ask for Complaint Resolution Officer (CRO). Every airline is required to have a CRO available either at the Airport or via telephone.

Sherry checked her wheelchair at the gate before she boarded the plane. When she got off the plane, her wheelchair was waiting for her at the gate.

Wheelchair Assistance Provided by the Airline Through the Airport

If you need someone to help you through the Airport with either a wheelchair or as an escort, you will either have made the request with your reservation or will ask your airline attendant. You may have to wait a reasonable amount of time for a wheelchair attendant, especially if it was not scheduled in advanced.



The wheelchair attendant met **Katie** at the gate to take her to baggage claim. Before getting to baggage claim, Katie wanted to stop at the bathroom. She requested to go to a unisex companion bathroom. The attendant waited outside the door of the bathroom for Katie. When Katie arrived at baggage claim, she told the wheelchair attendant that she needed assistance getting her bag from the carousel, as she is not able to lift with her disability. Katie's ride would not be there for forty-five minutes. The ACAA rules mandate that the attendant must not leave the Katie unattended for more than 30 minutes, unless Katie explicitly stated that it was okay for the attendant to leave her unattended. Once Katie had her bag and was at the correct location to be picked up, she decided that she could wait alone and let the attendant know that the attendant could leave.

Baggage Information and Wheelchairs Checked with Baggage

Tips!

- Restaurants, food, and shopping options are located on the secure side on the airport.
- Outside of the secure area (ticketing and baggage claim), food options are very limited.
- Vending machines are available in baggage claim.

The baggage claim area is connected to the terminals by a pedestrian bridge. Once you are off the plane, follow the signs through the terminal to Baggage Claim. You will exit the secure area of the terminal through sliding doors and will cross a pedestrian bridge. Continue to follow the Baggage Claim signs and take the elevator, escalator, or stairs down one level to the baggage claim area.

Most checked bags and regular-sized luggage will arrive on a circular carousel. Many terminals at PHL have multiple carousels which are numbered. If the baggage carousel number for your flight is not announced, look for a baggage information board that lists the carousel number on which your bags can be retrieved. If you cannot find or do not know the correct carousel number, just ask someone!

Each airline has a baggage office located at PHL in their designated baggage terminal(s). If you have checked your wheelchair or larger medical device with your luggage, you will need to go to the baggage office for your specific airline. Larger checked items such as wheelchair and specialized equipment that require special handling may be located just outside the baggage office. If you do not see your wheelchair or checked medical device, you may need to go inside the baggage office to request your wheelchair or other special equipment. Have the baggage claim tag given to you when you checked in for your wheelchair or other device ready in case you need to show it to the baggage agent.



When you get to your device, look it over for obvious damage. You are required to go through a process if the device is damaged. You can start that process at the Airport by mentioning any damage to the Airline staff. If it is difficult to communicate with the Airline staff, you can ask for Complaint Resolution Officer (CRO). Every airline is required to have a CRO available either at the Airport or via telephone.

Katie checked her wheelchair along with her bag when she checked in for her flight. The wheelchair attendant took her to her airline's baggage office. Her wheelchair was outside of the baggage office, along with other large luggage. It was in a restricted area, roped off, with a baggage attendant standing nearby. Katie told baggage attendant that she needed to get her wheelchair. The baggage attendant asked to see the baggage claim tag Katie received when she checked her wheelchair. The baggage attendant confirmed that the tag number on the wheelchair matched the claim tag that Katie handed to her. Katie inspected her wheelchair and found that the seat has been damaged. The wheelchair was usable, but she told the baggage attendant she needed to report the damage. Katie took a photo of the damage with her cell phone as documentation. The baggage attendant provided Katie with the information needed to process her request.

How to Contact Baggage Claim

Airline	Terminal	Contact
Air Canada	Terminal D	888-689-2247
Alaska Airlines	Terminal D	877-815-8253
American Airlines	Terminal A-East, B, C, F	800-371-4771
British Airways	Terminal A-West	267-233-5011
Delta	Terminal D	800-325-8224
Frontier	Terminal E	801-401-9000 (Say "Baggage")
JetBlue	Terminal E	215-365-3153 (ext. 1223313)
Lufthansa	Terminal A-West	215-937-9732
Qatar Airways	Terminal A-West	215-863-6935
Southwest	Terminal E	267-233-5427
Spirit	Terminal D, E	877-888-5926
Sun Country	Terminal D	651-905-2737
United	Terminal D	800-335-2247

If you need assistance or information while in the airport, you can contact the Airport Communications Center from a white courtesy phone where you will dial 6937 or by calling with your cell phone: 215-937-6937. Press "0" to speak to an attendant.

Ground Transportation Options from the Airport

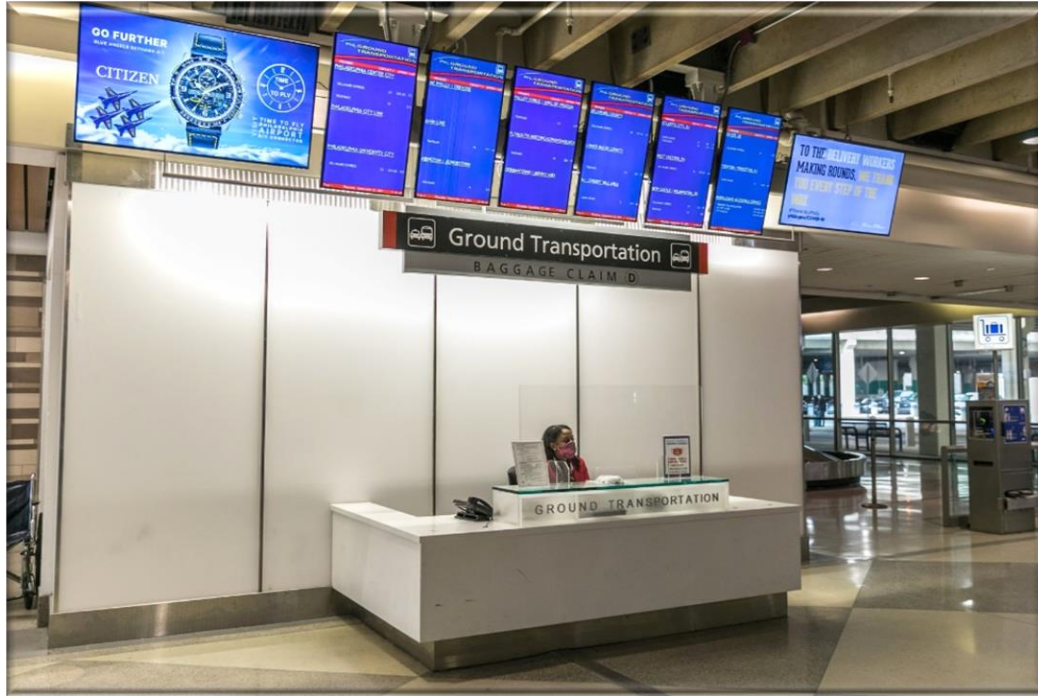
Tips!

- Know where your pick up location will be.
- Ask for and verify the location if being pick up by shared ride or taxi.

Once your plane has landed at PHL you will most likely be heading to baggage claim to pick up your checked bags and to meet your ride or to get a taxi, train, or bus either home or to your destination. Transportation pick-up locations are located outside of the baggage claim area. To reach the baggage claim, once you depart the plane follow the signs through the terminal to Baggage Claim. You will exit the secure area of the terminal through sliding doors and will cross a pedestrian bridge. Continue to follow the Baggage Claim signs and take the elevator, escalator, or stairs down one level to the baggage claim area.

Each baggage claim area has signs located over the exit doors to direct you the pickup locations for each ground transportation option. Pick up locations at outside PHL baggage areas are by zone. Before you exit baggage, find the correct zone for your transportation type. Follow the signs directing you to that zone.

Transportation Zones located in each baggage claim	
Located on Commercial Road (adjacent to SEPTA Train Tracks)	
SEPTA Bus/CCT Connect	Zone 1
Rental Car Shuttles	Zone 2
Parking Shuttles (off-airport parking lots)	Zone 3
Hotel Courtesy Shuttles	Zone 4
Located on Arrivals Road (near garage parking)	
Taxi	Zone 5
Hired Limo or vans	Zone 6
Shared Ride apps (Lyft/Uber)	Zone 7
Charter Bus	Zone 8



If you need additional assistance with ground transportation leaving PHL or have questions about where to find your transportation zone, you can contact the Airport Communications Center from a white courtesy phone where you will dial 6937 or by calling with your cell phone: 215-937-6937. Press “0” for assistance.

Each terminal also has a phone number to call for ground transportation assistance. From a white courtesy phone, you will dial 6937 or by calling with your cell phone: 215-937- plus the extension for the terminal where you are located.

Transportation Assistance by Terminal	White Courtesy Phone Extension	Calling from your Cell phone
A-West	x 6958	215-937-6958
A-East	x 4620	215-937-4620
B	x 4622	215-937-4622
C	x 4622	215-937-4622
D	x 4624	215-937-4624
E	x 4553	215-937-4553
F	x 4699	215-937-4699

Personal Car Pick Up

When being picked up by personal car, let the person picking you up know which baggage claim terminal you will be waiting at. There is no specific zone for personal vehicle pick up. When you leave the baggage claim area, exit the doors for zones 1 – 4. You may need to cross over one road to get to the pickup island for private cars. There are clearly marked designated pedestrian crosswalks outside each terminal.

Cell Phone Waiting Lot

The Airport provides a free Cell Phone Waiting Lot that is available 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.



Wheelchair accessible transportation services to and from the Airport

There may be multiple options available for wheelchair accessible transportation to and from the airport. These services may be operated as independent businesses, or as part of car share programs. Be aware that some accessible car services only provide transportation to medical appointments. As PHL becomes aware of accessible car services that can serve the airport we will add them to this section.

Sarah Car Care

Sarah Car Care, Inc is a transportation provider that aims to improve mobility for all travelers by removing barriers to transportation services and expanding transportation mobility options. They provide reliable, safe, and high-quality transportation in Philadelphia and the surrounding areas. “As our customer, you are the most important asset to our business. Our team members know that we are not doing our customers a courtesy by delivering a service, the customers are doing us a courtesy by giving us an opportunity to serve them. Contact Sarah Car Care, Inc today to learn more about your transportation mobility options”. Call (888) 311-8340.

Taxis and Shared Ride



If being picked up by shared ride or taxi, look for the sign for taxi and shared ride. Head to Zone 5 for taxi service and Zone 7 for shared ride.

If you need a wheelchair accessible taxi, ask for assistance at the transportation information desk. There are also taxi dispatchers located at Zone 5. Inform the dispatcher that you need a Wheelchair Accessible Vehicle.

List of taxicabs as provided by PPA. Please note that there may be other Taxicabs available.

Name	Phone
215 Get A Cab*	<u>215-467-6666</u>
Germantown Taxicab*	<u>215-438-8888</u>
Philadelphia Taxicab Service, Inc.	<u>215-666-6666</u>
Yellow Cab Co.	<u>215-333-3133</u>

*** CERTIFIED WHEELCHAIR ACCESSIBLE VEHICLE (WAV) DISPATCHER**

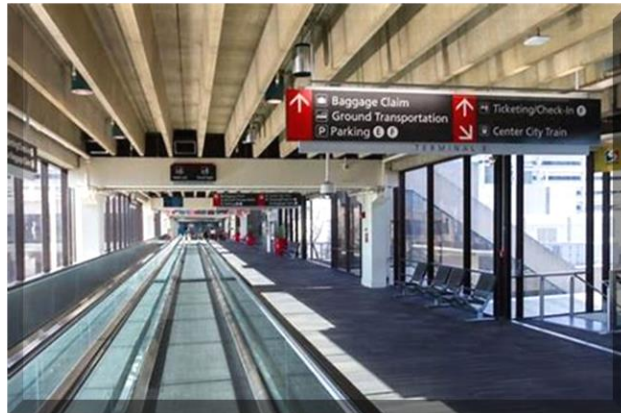
If a WAV taxicab dispatcher cannot provide a WAV taxicab to a requesting customer within 20 minutes, the request for service shall be forwarded by the WAV taxicab dispatcher to the other WAV taxicab dispatcher. **Complaints/Contact:** The Philadelphia Parking Authority, Taxicab Division 2415 S. Swanson St. Philadelphia, PA 19148

Taxicomplaint@philapark.org

SEPTA Airport Regional Rail Line Train

[SEPTA's Airport Regional Rail Line](#) can be accessed from the pedestrian walkways between the terminals and the baggage claims at Terminals **A-East**, **B**, **C** and **D**, and **E** (Terminal F passengers can access the train platform at Terminal E).

The SEPTA Airport Regional 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 5:07 AM to 12:07 AM. For information about SEPTA fares, visit septa.org.



The train platform can be reached on the ground level from the baggage claim area. If you go to the train platform directly from baggage claim, note that you will go outside and cross a road to access the train platform. If you access the train platform from the pedestrian bridge, you will take the elevator or escalator down to the train platform.

Train platforms are equipped with wheelchair ramps. While traveling on SEPTA in Philadelphia in a wheelchair you will learn that not all stations or trains are accessible. Additionally, some trains can load smaller wheelchairs, but it may be difficult to load a power chair due to the configuration of entering the train in a 30" - 32" hall and then making a 90-degree turn into a 32-inch door with a high threshold.

SEPTA's Bus Service

Bus transportation to and from the Airport is provided by Routes 37 (South Philadelphia), 108 (69th Street Transportation Center) and 115 (Suburban Square in Ardmore). SEPTA uses Zone 1 located outside of each bag claim area (Terminal A use A-East, Terminal F use Terminal E). For information about SEPTA buses, visit septa.org.

SEPTA's Customized Community Transport (CCT Connect) Seniors and People with Disabilities

Service picks up registered passengers at Zone 1 located outside of each bag claim area. To schedule a pick-up, registered users call [215-580-7700](tel:215-580-7700) (TDD/TTY 215-580-7712)

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