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## **Part V – Ending your Travels at PHL**

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## Ending your Travel Journey at PHL

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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.



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## Wheelchairs and Scooters Checked at the Gate

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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.

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## Wheelchair Assistance Provided by the Airline Through the Airport

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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.

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## Baggage Information and Wheelchairs Checked with Baggage

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### 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

<b>Airline</b>	<b>Terminal</b>	<b>Contact</b>
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.

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## Ground Transportation Options from the Airport

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Tips!

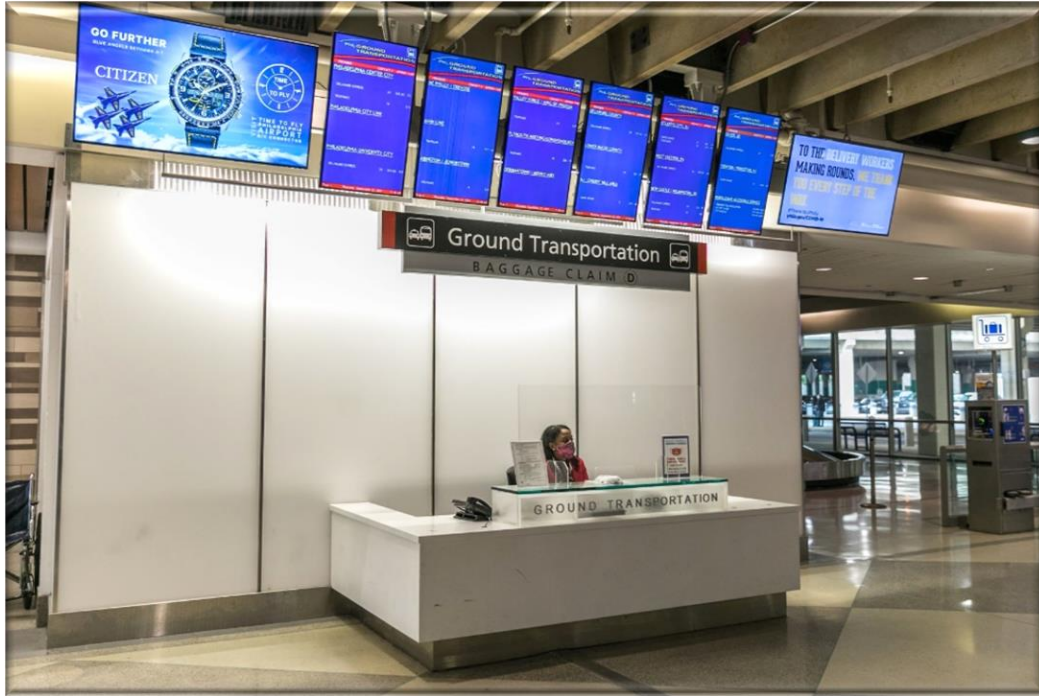
- Know where your pick up location will be.
- Ask for and verify the location if being pick up by shared ride or taxi.

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.

<b>Transportation Zones located in each baggage claim</b>	
<b>Located on Commercial Road (adjacent to SEPTA Train Tracks)</b>	
SEPTA Bus/CCT Connect	Zone 1
Rental Car Shuttles	Zone 2
Parking Shuttles (off-airport parking lots)	Zone 3
Hotel Courtesy Shuttles	Zone 4
<b>Located on Arrivals Road (near garage parking)</b>	
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.

<b>Transportation Assistance by Terminal</b>	<b>White Courtesy Phone Extension</b>	<b>Calling from your Cell phone</b>
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
<b>215 Get A Cab*</b>	<u>215-467-6666</u>
<b>Germantown Taxicab*</b>	<u>215-438-8888</u>
<b>Philadelphia Taxicab Service, Inc.</b>	<u>215-666-6666</u>
<b>Yellow Cab Co.</b>	<u>215-333-3133</u>

\* CERTIFIED WHEELCHAIR ACCESSIBLE VEHICLE (WAV) DISPATCHER

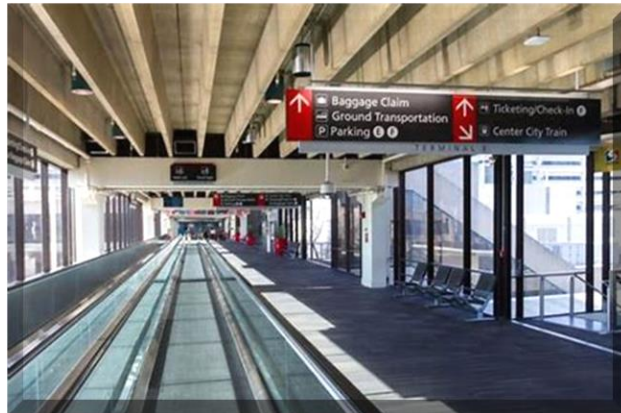
If a WAV taxicab dispatcher cannot provide a WAV taxicab to a requesting customer within 20 minutes, the request for service shall be forwarded by the WAV taxicab dispatcher to the other WAV taxicab dispatcher. **Complaints/Contact:** The Philadelphia Parking Authority, Taxicab Division 2415 S. Swanson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

[Taxicomplaint@philapark.org](mailto: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](http://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](http://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)

*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.*