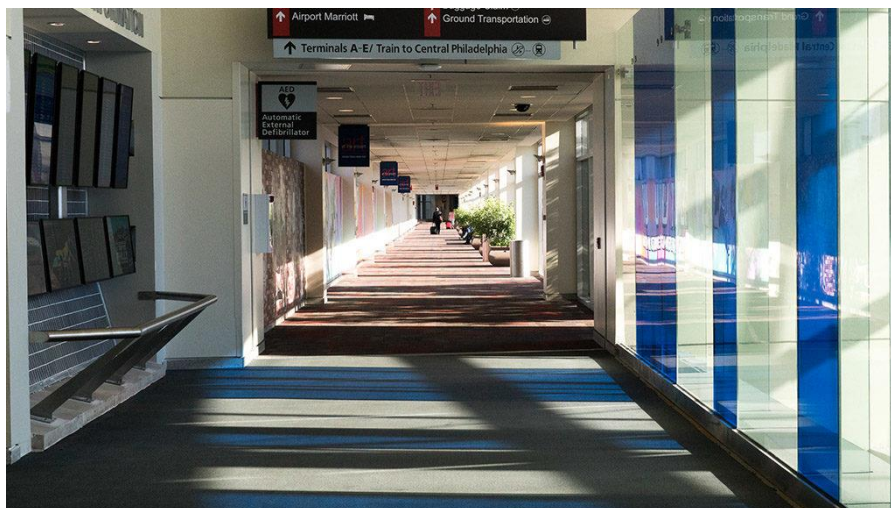

Part IV – The Secure Side of the Airport

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.



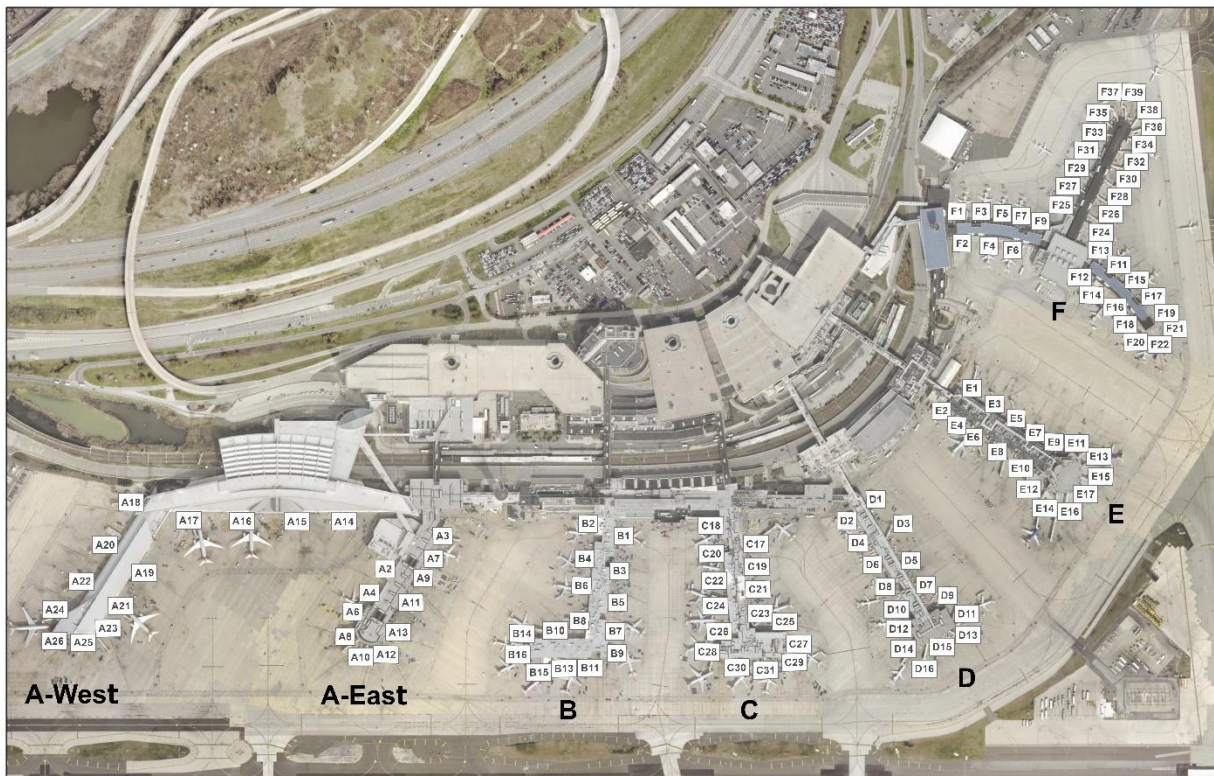
If you need assistance or information while in the airport, you can contact the Airport Communications Center from a white courtesy

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?

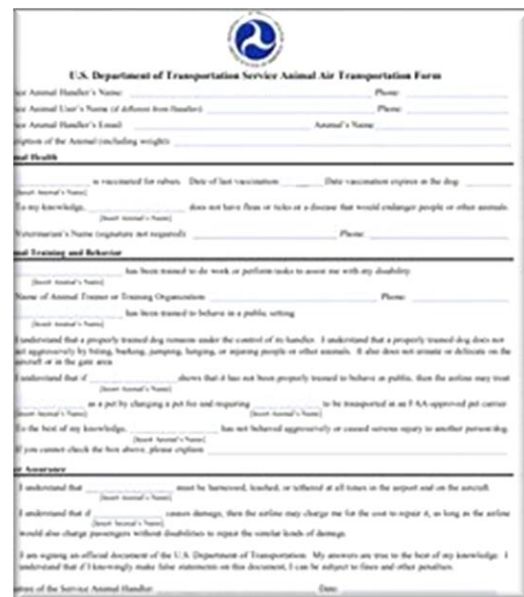
Nikita has **autism** and was at her gate with her **service animal** but did not have her Department of Transportation Forms completed. She told the gate attendant that she needed the form and asked for help filling it out. The gate attendant read the form, and Nikita told her what to write. To prepare 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 form is titled "U.S. Department of Transportation Service Animal Air Transportation Form" and features the DOT logo at the top. It is divided into several sections for information entry:

- Animal Handler Information:** Fields for the handler's name, phone, email, and the animal's name.
- Animal Information:** Fields for the animal's breed, weight, and sex.
- Vaccination Status:** A section for the handler to indicate if the animal is vaccinated for rabies, with fields for the date of vaccination and the expiration date.
- Behavioral Information:** A section for the handler to indicate if the animal has been trained to work or perform tasks to assist with a disability, and if the animal has been trained to behave in a public setting.
- Training and Behavior:** A section for the handler to indicate if the animal has been trained to work or perform tasks to assist with a disability, and if the animal has been trained to behave in a public setting.
- Agreement:** A section for the handler to agree to the terms of the form, including a statement that the animal is not a pet and is not being transported as cargo.

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 38.101), an airport that has a contract or agreement with a person or persons to transport service animals must accept a valid DOT Service Animal Relief Attestation Form. The DOT Service Animal Relief Attestation Form is a Federal form to make sure that the Airlines or other carriers, under a representative authority and liability on the basis of the DOT Service Animal Relief Attestation Form, are in compliance with the Department's Regulation (49 CFR 38.101).

**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 _____ 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 would also charge passengers without disabilities to repair the similar kinds of damage.
 [Insert Animal's Name]
☐ 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.

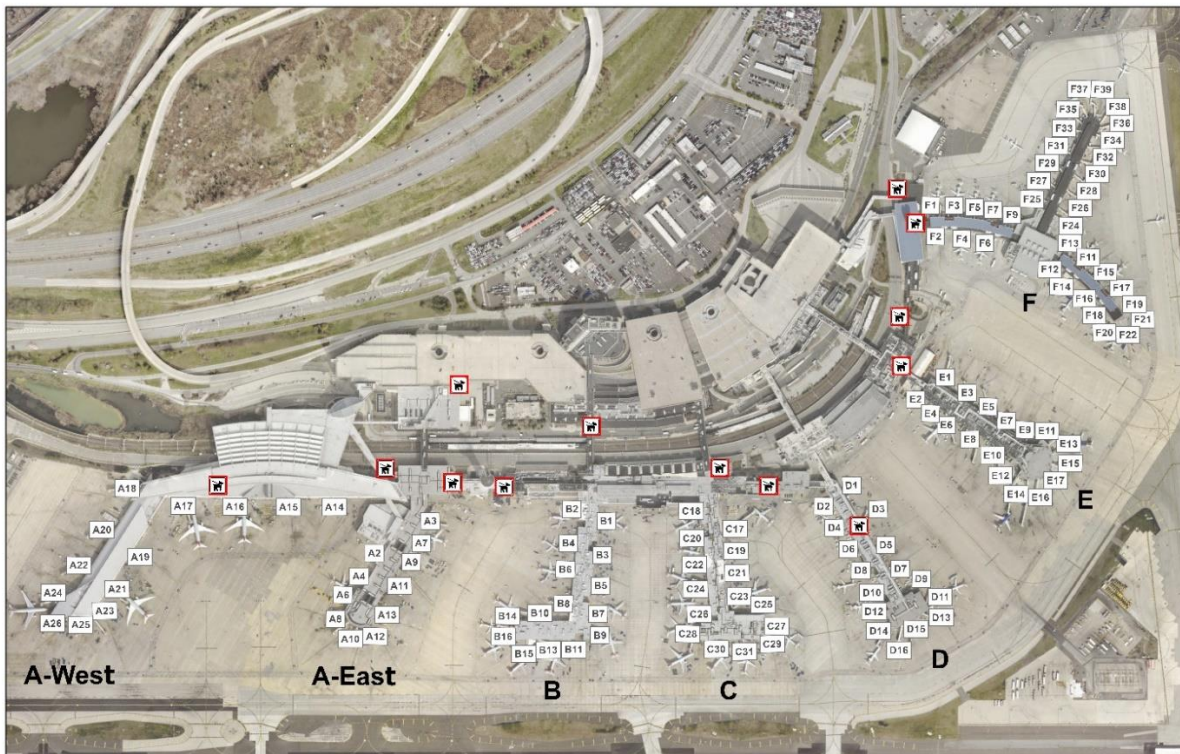
Airline pet policies dictate if pets can fly in the cabin or be transported via the cargo hold of the plane. Please read the airline's webpage to understand the pet policy and, if needed, contact the airline with questions.

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.



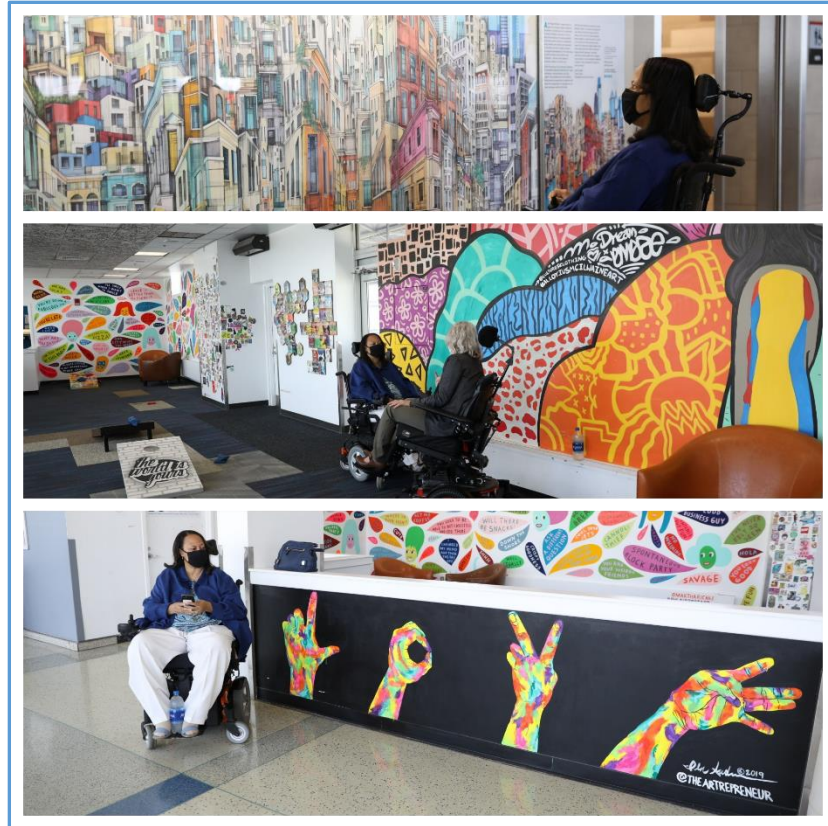
Tips!

- 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

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