
Part II – Preparing for Travel and Getting to the Airport

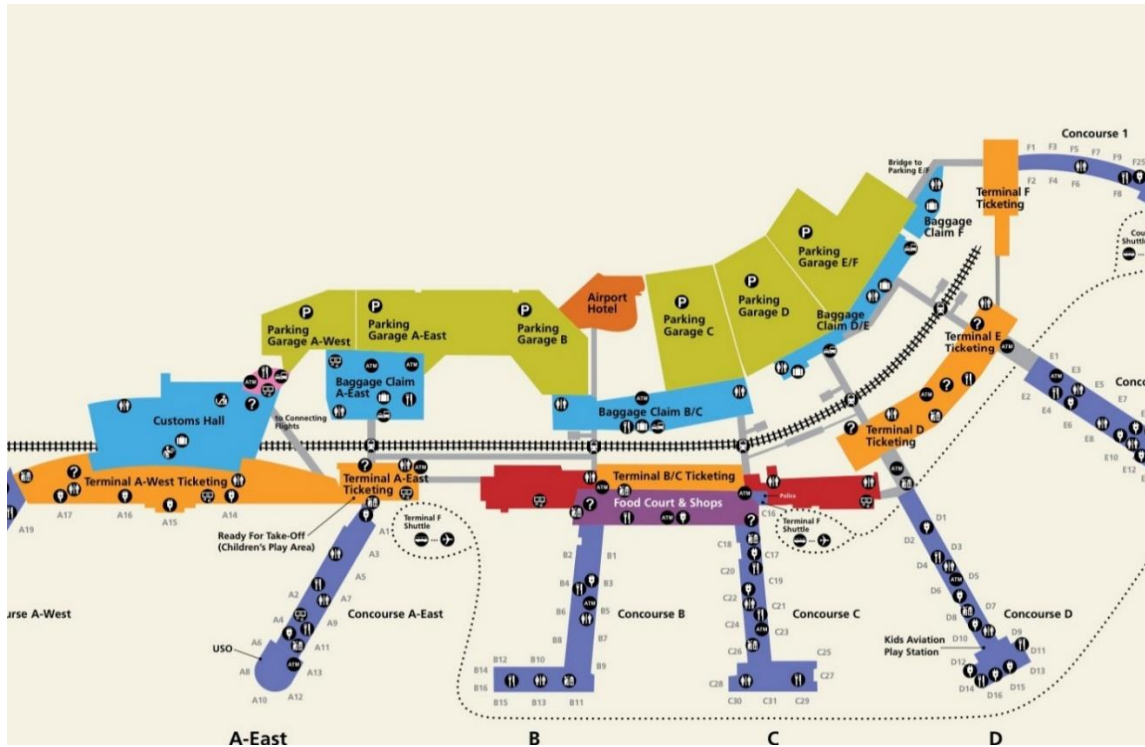
Preparing to Fly

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 do so 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](tel:(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.

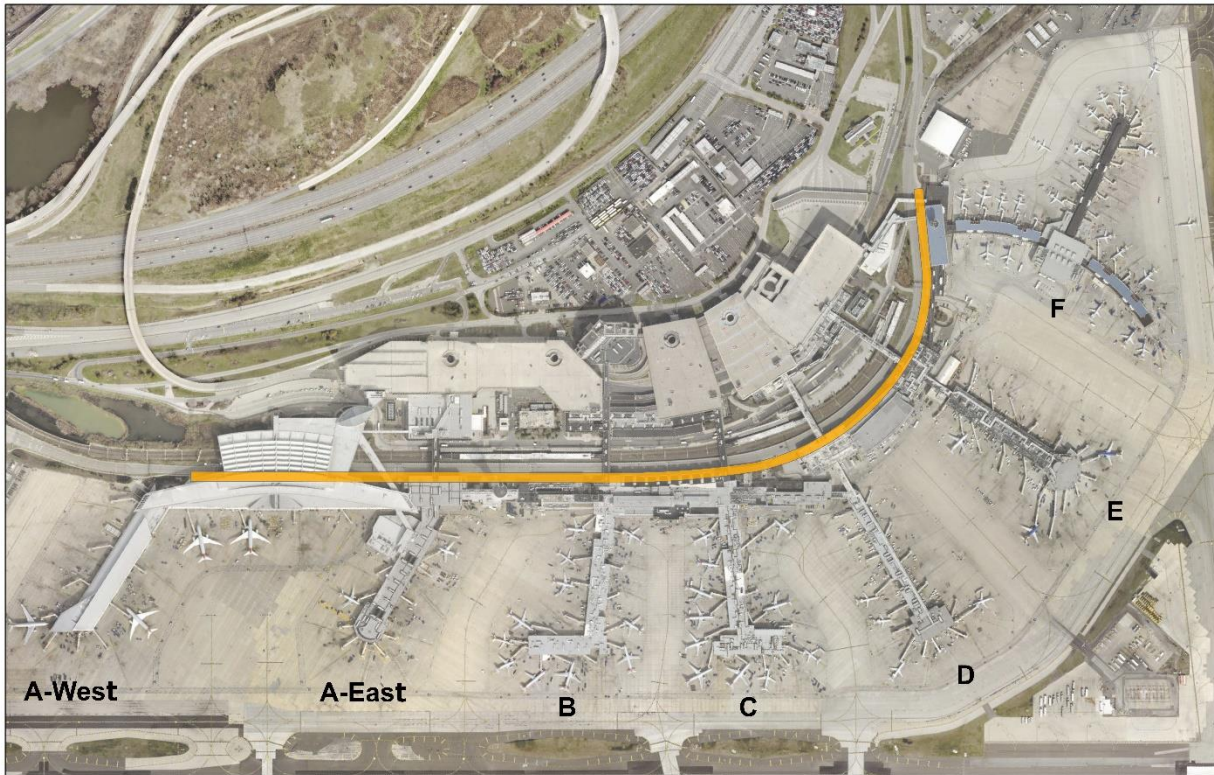
A Deaf person was concerned about the general process in security. He contacted TSA Cares and they explained what he should expect when he was at the security checkpoint.

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

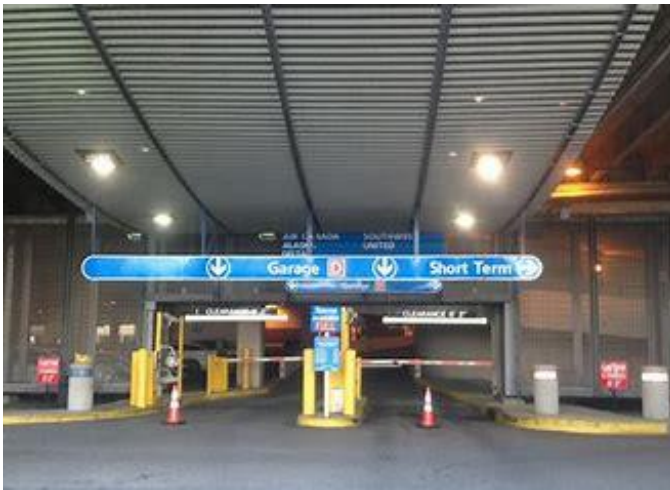
There may be multiple options available for wheelchair accessible transportation to and from the airport. These services may be operated as independent businesses, or as part of car share programs. Be aware that some accessible car services only provide transportation to medical appointments. As PHL 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 (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.*