

# Services

## Telephones

There are public telephones equipped with Telecommunications Devices for the Deaf (TDD) throughout the airport. There are also TDD phones at the information desks.

For Assistance through **Maryland Relay** dial **7-1-1** or **1-800-201-7165**.

## Elevators

Elevators are located near public stairways and escalators. They also are centrally located next to terminals in multi-level parking structures.

## Restrooms

Wheelchair accessible stalls are provided in all public restrooms throughout the terminal building.

## Family Assist Restrooms

These bathrooms are equipped for people with disabilities. It is possible for a person with a disability to use them with or without an attendant.

## Service Animal Relief Areas

BWI Marshall Airport travelers who are accompanied by service or other domestic animals can now enjoy the convenience of pet relief areas while at the airport.

One Pet Relief Area is located at the end of Concourse E on the lower level outside door #19, near the International Terminal and adjacent to the light rail station.

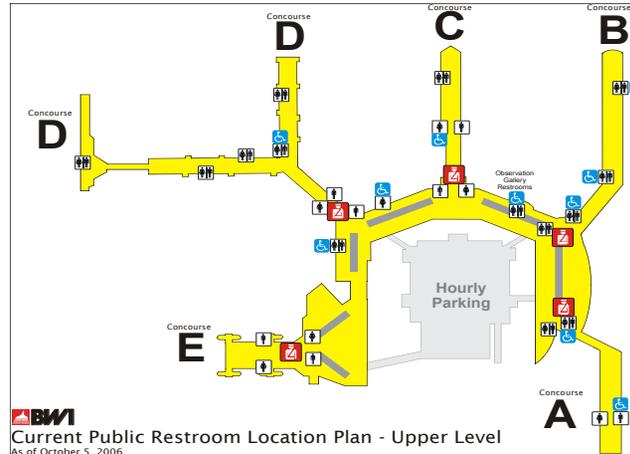
The second Pet Relief Area is located in front of the Hourly Garage. It can be accessed three ways:

From Concourse B, use the B skywalk to access the Hourly Garage, take the Tower B elevator down to Level 3 (marked "3"). Follow the white lined path to the right and look for a concrete wall opening and red awning overhead on the right-hand side. The paver pathway leads to the pet relief area.

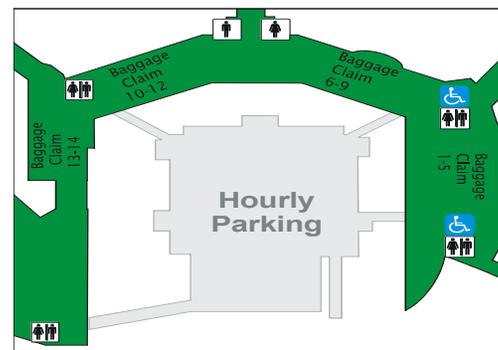
From Concourse D, use the D skywalk to access the Hourly Garage, take the Tower D elevator down to Level 3 (marked "3"). Follow the white lined path to the left and look for a concrete wall opening and red awning overhead on the left-hand side. The paver pathway leads to the pet relief area.

From Concourse C, take the center elevator down to the Tunnel level (marked "T"). Follow the tunnel to the Hourly Garage. Take the Tower C elevator up to Level 3 (marked "3"). Follow the white lined path to the right and look for a concrete wall opening and red awning overhead on the right-hand side. The paver pathway leads to the pet relief area.

Seating is available in both areas. Owners are asked to clean up after their animals by using the waste disposal bags and receptacles provided.



<b>Concourse A/B</b> Southwest	<b>Concourse D</b> Air Canada Allegiant Air Delta Air Lines Alaska Airlines American Airlines United Airlines	<b>Concourse E</b> Air Mobility Command British Airways Condor and All Charter Flights WOW
<b>Concourse C</b> Alaska Airlines American Airlines	jetBlue Airways Spirit	



**Baggage Claim 1-5** Southwest  
**Baggage Claim 7-9** Alaska Airlines, American, US Airways  
**Baggage Claim 10-12** jetBlue, Spirit  
**Baggage Claim 13-14** Delta, United Airlines



# Travelers with Disabilities

**Maryland Aviation  
Administration  
1-800-I-FLY-BWI  
www.bwiairport.com**

**MAA ADA Coordinator  
Neal Heaton  
410-859-7290**

## Ground Transportation

It is recommended that you make prior arrangements and inquiries before taking any of the listed ground transportation options from BWI Marshall. Make sure to inform representatives of any special needs you may have and ask about their accessibility services.

**BWI Taxi Service 410-859-1100**  
[www.BWIAirportTaxi.com](http://www.BWIAirportTaxi.com)

**\*Execucar 1-800-410-4444 TDD 1-866-472-4497**  
[www.execucar.com](http://www.execucar.com)

### Van/Shuttle

**Supreme Airport Shuttle 1-800-590-0000**  
[www.supremeairportshuttle.com](http://www.supremeairportshuttle.com)

**\*The Bay Runner 410-912-6000 or 410-822-5444**  
[www.bayrunners.com](http://www.bayrunners.com)

For transportation to and from the airport, customers are required to make advanced reservations. Please specify whether or not an accessible vehicle is required or if a service animal will be accompanying you.

### Rail

**Amtrak 1-800-USA-RAIL TTY 1-800-523-6590**

**MTA MARC 1-800-325-RAIL TTY 410-539-3497**

**MTA Light Rail 1-866-743-3682 TTY 410-539-3497**

Many stations have platforms that are level with the train, including BWI Marshall. Others have wheelchair lifts only.

Some stations have ticket vending machines. Each ticket machine has Braille and raised letter instructions. Audio instructions can also be obtained, however, customers must use their own headset.

There are bumpy tiles near the edge of the platform to alert customers who are blind or have low vision that they are nearing the edge of the platform.

### TSA Cares

TSA announces launch of TSA Cares toll free helpline for travelers with disabilities and medical needs. Visit <https://www.tsa.gov/news/releases/2011/12/22/tsa-announces-launch-tsa-cares-toll-free-helpline-travelers-disabilities> for more information. **Call 1-855-787-2227**

### Public Buses

**RTA of Central MD – 1-800-270-9553**

**MTA 17 Service 1-866-743-3682 TTY 410-539-3497**

**MTA 99 Service 1-866-743-3682 TTY 410-539-3497**

**WMATA (Washington, DC) B-30 Express Service**  
**202-637-7000 TTY 202-638-3780**

All buses are equipped with wheelchair lifts and/or kneeling capability. All buses feature two wheelchair securement areas and priority seating for seniors and people with disabilities near the front of the bus.

**\* Not wheelchair accessible**

## Parking



### Parking

Parking for the disabled is available in all BWI Marshall Parking Facilities.

All shuttle buses to and from BWI Marshall are wheelchair accessible.

Both the Hourly and Daily garages are clearly marked with their vertical clearances. To obtain prior vertical clearances, call Maryland Parking at **410-859-9230**.

### Drop Off and Pick Up

Public roadways entering BWI Marshall are open to all vehicles. No waiting or parking is allowed curbside. All unattended vehicles will be cited and towed.

For those people wishing to escort passengers with disabilities, please park in the Hourly Garage which is located in front of the terminal. Rates are \$2 per half hour for the first hour, then \$4 per hour or any part up to a daily maximum of \$22. All rates are subject to change without notice.

## Airlines

When making airline reservations, be sure to inform your travel agent or airline representative of any assistance needed while at the airport or onboard the aircraft. In all cases, tell the airline of your needs and request they be documented as part of your reservation. It is recommended that persons needing special assistance arrive at the airport three hours before their scheduled domestic flight and four hours before an international flight. Please inform the airline service providers to meet you at the outer roadway curb.

### Airline website, phone & TTY numbers:

**Air Canada** [aircanada.com](http://aircanada.com)

888-247-2262

TTY 800-361-8071

**Allegiant Air** [allegiantair.com](http://allegiantair.com)

702-505-8888

**Alaska Airlines** [alaskaair.com](http://alaskaair.com)

800-252-7522

**American** [aa.com](http://aa.com) 800-433-7300

TTY 800-543-1586

**British Airways** [ba.com](http://ba.com) 800-247-9297

TTY 866-393-0961

**Condor** [condor.com/us](http://condor.com/us) 866-960-7915

**Delta** [delta.com](http://delta.com) 800-221-1212

TTY 800-831-4488

**jetBlue** [jetblue.com](http://jetblue.com) 800-538-2583

TTY 800-336-5530

**Southwest** [southwest.com](http://southwest.com) 800-435-9792

TTY 800-533-1305

**Spirit** [spirit.com](http://spirit.com) 801-401-2200

TTY 800-955-8771

**United** [united.com](http://united.com) 800-241-6522

TTY 800-323-0170

WOW Air [wowair.com](http://wowair.com) 866-512-8364