

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.



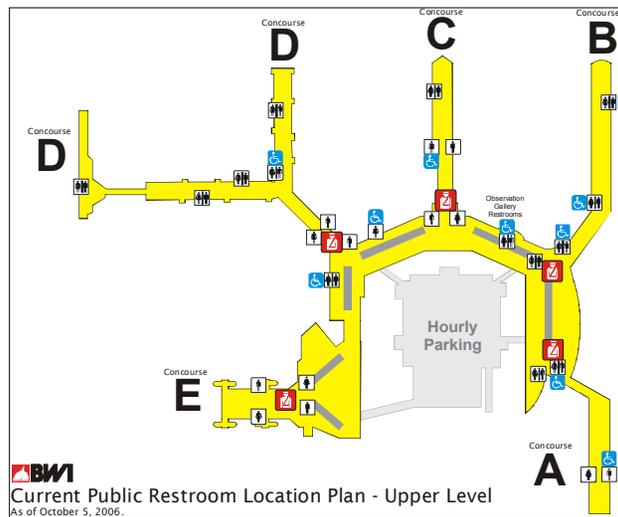
Service Animal Relief Area

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



The Pet Relief Area is located on the lower level of Concourse E, International Terminal, adjacent to the light rail station.

Seating is available in the area. Owners are asked to clean up after their animals using the waste disposal bags and receptacle provided.



Concourse A/B

Air Tran Airways
Southwest Airlines

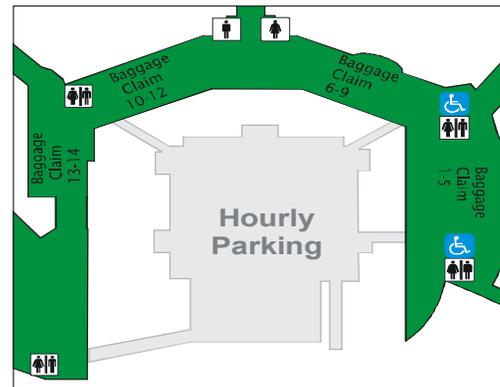
Concourse C

American Airlines
Spirit

Concourse E British Airways, Air Canada Jazz,
Air Mobility Command, Condor and All Charter Flights

Concourse D

Cape Air
Delta Air Lines
jetBlue Airways
United Airlines
US Airways



Baggage Claim 1-5 Southwest

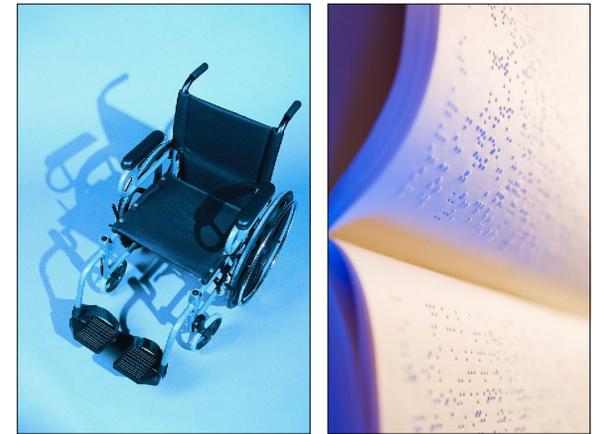
Baggage Claim 7-9 Air Tran, American

Baggage Claim 10-12 Cape Air, Jet Blue, Spirit
& US Airways

Baggage Claim 13-14 Delta, United Airlines



BALTIMORE/WASHINGTON
INTERNATIONAL
Thurgood Marshall
AIRPORT



**Travelers
with
Disabilities**

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

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

Ground Transportation

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

*Execucar 1-800-410-4444 TDD 1-866-472-4497
www.excecucar.com

Van/Shuttle

SuperShuttle 1-800-258-3826 TTY 866-472-4497
www.supershuttle.com

“GO” The Airport Shuttle 1-800-776-0323
www.theairportshuttle.com

***The Bay Runner 410-912-6000 or 410-822-5444**
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.

Public Buses

Howard Transit – 1-800-270-9553 TTY 410-313-6401

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 wheel chair 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 888-247-2262
TTY 800-361-8071

AirTran airtran.com 800-247-8726
TTY 800-455-9880

American aa.com 800-433-7300
TTY 800-543-1586

British Airways ba.com 800-247-9297
TTY 866-393-0961

Cape Air flycapeair.com 800-352-0714

Condor condor.com/us 866-960-7915

Delta delta.com 800-221-1212
TTY 800-831-4488

jetBlue jetblue.com 800-538-2583
TTY 800-336-5530

Southwest southwest.com 800-435-9792
TTY 800-533-1305

Spirit spirit.com 800-772-7117
TTY 800-955-8771

United united.com 800-241-6522
TTY 800-323-0170

US Airways usairways.com 800-428-4322
TTY 800-245-2966