

Accessibility **SERVICES** for Air Travelers





GENERAL INFORMATION

Welcome to the New York–New Jersey metropolitan area’s dynamic airport system: John F. Kennedy International, Newark Liberty International, LaGuardia, and Stewart International. Together, the Port Authority’s four airports comprise the busiest aviation system in the U.S. and one of the busiest in the world, offering flights to a multitude of destinations worldwide.

As global gateways, all of the airports offer facilities and services for travelers with disabilities. Use this brochure to become familiar with what is available at each airport.

If you need assistance locating an accessible facility while traveling through one of our airports, ask a Customer Care Representative, who wear distinctive red jackets or vests, for information. In addition, many of the representatives are multilingual—more than 25 languages are spoken.

We hope you enjoy your travel experience and thank you for flying from our airports.

- 1 General Information
- 4 John F. Kennedy International Airport
- 8 Newark Liberty International Airport
- 12 LaGuardia Airport
- 15 Stewart International Airport



GENERAL INFORMATION

Almost all of the terminals at Kennedy, Newark Liberty, LaGuardia, and Stewart are managed by the major airline in that terminal or by a terminal operating company. The airline or terminal operator provides accessibility services such as wheelchair assistance or electric carts.

If you are traveling independently, it is important to contact your airline in advance about special needs. When making the reservation, request the assistance you may require. Confirm the arrangements a few days prior to your flight.

The Transportation Security Administration handles security screening of passengers and baggage at all U.S. airports. Disabled travelers or their family members may call TSA Cares help line toll free with questions about screening procedures and what to expect at the security checkpoint. The TSA recommends passengers call approximately 72 hours ahead of travel.

Your airline will provide information about check-in times for passenger and baggage screening. A good rule of thumb is to arrive at least two hours in advance of a domestic departure and at least three hours before an international flight. Allow more time during peak travel periods — the year-end holidays, spring holidays and summer.

If you haven't flown recently, visit the TSA's website for such information as how to pack, travel with medications and procedures for pat-downs.

The Port Authority encourages the use of standard international symbols in directional and informational signs at its airports. Look for the symbols designating Pet Relief Areas, wheelchair accessibility, hearing disability, and TDD/TTY to locate facilities and services.

Under the Air Carrier Access Act and the federal Department of Transportation rules that implement it, domestic and international airlines must provide

boarding, deplaning and connecting assistance, including both personnel and equipment, to passengers with disabilities who have requested it.

All U.S. carriers are required to have a Complaints Resolution Official immediately available (even if by phone) to resolve disagreements which may arise between the air carrier and a passenger with a disability. Complaints concerning wheelchair availability or alleged discrimination by air carrier personnel can be made to the U.S. Department of Transportation.

Sometimes due to the weather or other conditions, airlines may adjust their flight schedules. Keep up with changes by signing up for alerts or following your air carrier on social media.

CONTACT INFORMATION

Aviation Consumer Protection Division U.S. Department of Transportation

Monday through Friday, 8:30 a.m. to 5 p.m. EST

Voice 202-366-2220
TDD/TTY 202-366-0511
Website www.dot.gov/airconsumer

Civil Rights Program Manager/ADA Coordinator

The Port Authority of New York and New Jersey
 2 Montgomery Street, 2nd Floor
 Jersey City, NJ 07302

Email title6@panynj.gov

TSA Cares Help Line

*Monday – Friday, 8 a.m. to 11 p.m. EST
 Weekends and Holidays, 9 a.m. to 8 p.m. EST*

Voice 855-787-2227
Email TSA-ContactCenter@tsa.dhs.gov
Website www.tsa.gov





JOHN F. KENNEDY

CENTRAL TERMINAL AREA

Kennedy International is the region's premier domestic and international gateway, with about 80 airlines serving more than 150 nonstop destinations. The airport, located in the borough of Queens, NY, is 15 miles from midtown Manhattan and is easily accessible from the Van Wyck Expressway.

Terminals are numbered 1 through 8. Curbside unloading for baggage and passengers is available in weather-protected areas in most cases, close to each terminal's entrance. Make arrangements with your airline at least 24 hours in advance to confirm assistance with baggage check-in, ticketing and movement to the gate area. Skycaps are available to assist with luggage. If you're traveling with a motorized wheelchair, ask the airline about policies regarding the batteries.

At all of the airport's terminals, restrooms/companion restrooms, drinking fountains, elevators, signs, visual paging systems, video phones, telephones for the hearing impaired and restaurants comply with the Americans with Disabilities Act. Pet Relief Areas are identified by signs featuring the international symbol.

Wi-Fi is available extensively at JFK. Most public places in almost all terminals are hot spots offering high-speed connectivity. You can jump online near ticketing, boarding gates, workstations, and in the food courts. Visit our website for information on limited free Wi-Fi and how to connect.

PARKING

The terminals and parking lots are divided into five areas, each specified by a separate color. For your convenience, the parking lots nearest the terminal entrances have a limited number of spaces for travelers with disabilities. To park in the spaces, official license plates issued by a municipality or state of residence must be prominently displayed. Parking charges for these vehicles are equal to the lowest rate available at the airport.

Accessibility Services



If a friend or family member is meeting you, keep in mind there is no parking in front of the terminals, not even for a moment. The airport's free Cell Phone Lot allows drivers to wait in comfort until arriving passengers have left the aircraft, collected baggage and are ready to be picked up. The lot is located just off the Van Wyck Expressway, less than five minutes from all terminals.

TRAVELING AROUND THE AIRPORT

To travel on the airport between terminals, the hotel shuttle and car rental station, and parking lots, take AirTrain JFK free. All AirTrain stations have elevators and there are two wheelchair locations in each vehicle. Destination announcements are made on board the trains.

AirTrain JFK is available 24 hours a day, every day. The service connects to New York City Transit's subways and buses and to the Long Island Rail Road, providing public transit access to New York City. The connecting areas of Jamaica and Howard Beach Stations are accessible as well. Visit the Metropolitan Transportation Authority's website for information on subway and LIRR accessibility, and fares.

Autolink airline connection service is available for connections to some flights at no charge. To make arrangements for transportation between terminals via Autolink, you must contact your airline at least 48 hours in advance.

GROUND TRANSPORTATION

Transportation is available in a range of services and prices. To insure prompt service, make a reservation for an accessible vehicle at least 24 hours in advance. Visit our website for information on shared ride and other providers.

TRAVEL TIP: For your safety, always avoid accepting a ride from any driver who approaches you. Use only authorized providers for ground transportation. Follow the green signs to a Welcome Center to obtain transportation from an authorized provider.



CAR RENTALS

Vehicles with hand controls are available from on-airport car rental companies. All require at least 24-hour advance notice. Please contact the car rental company directly regarding availability, reservations and costs. To pick up your vehicle, take AirTrain free to the Federal Circle Station.

TRAVELERS AID SERVICES

A non-profit organization, Travelers Aid has professional and volunteer staff who provide emergency assistance to customers who are disabled or elderly traveling alone. Services include connecting stranded passengers with support resources such as contacting family members, arranging for temporary housing, emergency food or clothing or referral to local social services agencies. Travelers Aid volunteers are located at the Welcome Centers in each terminal.

MEDICAL INFORMATION

For medical emergencies, dial 211 free from any public phone. Port Authority Police are located at the airport 24 hours a day every day. Automated External Defibrillators are installed in key locations and identified by signs.

Over the counter medicine can be purchased in some stores in several terminals. Nearby pharmacies include Wakefield Pharmacy and CVS, located a short distance from the airport.

A privately operated medical office is open 24 hours a day, seven days a week on the airport. See the contact list for more information.

HOTEL ACCOMMODATIONS

Many hotels near Kennedy International have accessible rooms, including roll-in showers. Hotel courtesy telephones are located on the Arrivals Level at Terminal 1, Terminal 4 and Terminal 7 for a service fee and at AirTrain JFK's Federal Circle Station. There is no service charge for making a reservation at Federal Circle.

CONTACTS

Kennedy International	718-244-4444 <i>recorded</i>
AirTrain JFK	877-535-2478
Ground Transportation	800-AIR-RIDE (247-7433)
Lost & Found	718-244-4225
Parking	718-244-4168 <i>recorded</i>
Port Authority Police	718-244-4335
Travelers Aid	718-656-4870
Airport Medical Office JFK International Airport Building 22A	718-244-1644
CVS Pharmacy 157-5 Cross Bay Blvd. Howard Beach, NY 11414	718-848-4507
Wakefield Pharmacy 135-25 Lefferts Blvd. Jamaica, NY 11420	718-843-3900
MTA NYC Transit, LIRR	511
MTA NYC Transit TDD/TTY	711

CAR RENTALS

Advantage	800-777-5500
Alamo	888-233-8759
Avis	718-244-5406
Budget	718-656-1890
Dollar	800-800-4000
Enterprise	718-553-7013
Hertz	718-656-7600
National	718-632-8300
Payless	800-729-5377
Thrifty	800-331-3550



NEWARK LIBERTY

HOTEL ACCOMMODATIONS

Accommodations Plus, Inc.
\$10 service charge 800-733-7666

Meegan Services
\$5 service charge 800-441-1115

CENTRAL TERMINAL AREA

Newark Liberty is a major international and domestic hub, with service from 25 airlines to nearly 160 nonstop destinations. Located 14 miles from Manhattan, Newark Liberty is easily accessible from the NJ Turnpike.

Three terminals comprise the airport: Terminal A, home primarily to major domestic carriers; Terminal B, the airport's international terminal and Terminal C, a United Air Lines hub. Unloading is available in weather-protected curbside areas close to each terminal's entrance. Make arrangements with your airline at least 24 hours in advance to obtain assistance with baggage check-in, ticketing and transport to the gate. Also ask your airline about its policies regarding batteries if you're traveling with a motorized wheelchair. Airline skycaps are available to assist with luggage.

Passengers with disabilities will find ADA-compliant facilities such as visual paging systems, video phones, telephones for the hearing impaired, restrooms/companion restrooms, drinking fountains, elevators, and signs in every terminal. Signs featuring the international symbol identify Pet Relief Areas.

High-speed connectivity via Wi-Fi is available in most public places in the terminals. Visit our website for information on limited free Wi-Fi and how to connect.

Accessibility Services



PARKING

The parking lots near the entrances of each terminal have a number of spaces designated for travelers with disabilities. To park in these spaces and receive the lowest parking rate, official license plates or permits issued by a municipality or state of residence must be prominently displayed.

TRAVELING AROUND THE AIRPORT

AirTrain Newark provides a quick, free means of traveling between the terminals and most parking lots. All AirTrain stations have elevators and there are wheelchair locations in each train. Destination announcements are made on board the trains. AirTrain Newark operates 24 hours a day every day; between midnight and 5 a.m., shuttle service will require a transfer of trains. AirTrain Newark connects to NJ TRANSIT and Amtrak at Airport Station for public transit to New York City and points north, Philadelphia and other cities south. Contact NJ TRANSIT and Amtrak for information on accessibility and fares.

Specially designed electric carts are available at Terminal C. Upon request to your airline, the carts will transport you from the check-in area to the ticket counter and then to the departure gate. For more information, please contact your airline in advance.

GROUND TRANSPORTATION

Transportation options are available in a range of prices. Be sure to make a reservation for an accessible vehicle at least 24 hours in advance. Visit our website for information on shared ride and other providers.

TRAVEL TIP: Use approved transportation only. Always avoid accepting a ride from a driver who approaches you. At the airport, follow the green signs to a Welcome Center to obtain transportation from an authorized provider.



NEWARK LIBERTY

CAR RENTALS

Vehicles with hand controls are available from on-airport car rental agencies. All require at least 24-hour advance notice. Please contact the car rental companies directly regarding availability, reservations and costs. Take AirTrain Newark free to pick up your rental car at Station P2 or P3.

TRAVELERS AID SERVICES

Travelers Aid, a not-for-profit organization, provides both professional and volunteer staff who offer emergency assistance to customers who are disabled or elderly traveling alone. Services include, but are not limited to, connecting stranded passengers with support resources such as contacting family members, arranging for temporary housing, emergency food or clothing and/or referral to local social services agencies. Visit a Welcome Center in any Newark Liberty terminal to learn where Travelers Aid Representatives are located or call the Travelers Aid main office.

MEDICAL INFORMATION

For medical emergencies, dial 211 free from any public phone on the airport. Port Authority Police are on-site at the airport 24 hours a day every day.

HOTEL ACCOMMODATIONS

There are many hotels near Newark Liberty. Stop by the Welcome Center on the Arrivals Level at any terminal and locate the hotel courtesy phone bank. Call the hotel directly for information on vacancies, accessibility and shuttle pick-up.

Accessibility Services



CONTACTS

Newark Liberty International 973-961-6000
recorded

Ground Transportation 800-AIR-RIDE (247-7433)

Lost & Found 973-961-6243

Parking 888-397-4636

Port Authority Police 973-961-6230

Travelers Aid 973-623-5052

Airport Medical Office

Newark Liberty International Airport
Building 339, 2nd floor 973-679-1805

Monday through Friday, 8:30 a.m. to 5:30 p.m. EST

Amtrak 800-872-7245

Amtrak TDD/TTY 800-523-6590

NJ TRANSIT 973-275-5555

NJ TRANSIT TDD/TTY 800-772-2287

PATH 800-234-PATH (7284)

U.S. TDD/TTY 711

CAR RENTALS

Advantage 800-777-5500

Alamo 973-849-4315

Avis 973-961-4300

Budget 800-527-0700

Dollar 800-800-4000

Enterprise 973-792-0312

Hertz 973-621-2000

National 973-849-2060

Payless 973-242-2124

Thrifty 800-331-3550



LAGUARDIA

CENTRAL TERMINAL AREA

A leading domestic gateway for leisure and business travel, LaGuardia offers nonstop service to more than 65 nonstop destinations on 11 airlines. Located in Queens, NY, off the Grand Central Parkway, LaGuardia is eight miles from midtown Manhattan.

The airport's Terminal A, also known as the Marine Air Terminal, is currently home to the Delta Shuttle; major U.S. domestic airlines and Air Canada offer service from Terminal B; Terminals C and D are hubs for Delta Air Lines and several other carriers.

Unloading is available in weather-protected curbside areas close to each terminal's entrance. To obtain assistance with baggage check-in, ticketing and movement to the gate, make arrangements with your airline at least 24 hours in advance. Skycaps are available to assist with luggage. Ask your airline about its policies regarding batteries if you're traveling with a motorized wheelchair.

ADA-compliant facilities, such as visual paging systems, video phones, telephones for the hearing impaired, restrooms/companion restrooms, drinking fountains, elevators, signage, and restaurants, are available in every terminal. Pet Relief Areas, designated by signs featuring the international symbol, are located outside each terminal.

Most public places in the terminals are hot spots offering high-speed connectivity via Wi-Fi. You can jump online near ticketing, boarding gates, workstations, and in the food courts. Visit our website for information on limited free Wi-Fi and how to connect.

PARKING

The parking lots near the entrances of each terminal have spaces designated for travelers with disabilities. To park in these spaces and receive the lowest rate, official license plates or permits issued by a municipality or state of residence must be prominently displayed.

TRAVELING AROUND THE AIRPORT

Free buses, which are wheelchair accessible, connect LaGuardia's terminals and parking lots. The Route A

Accessibility Services



bus serves all terminals every 15 minutes between 6 a.m. to 10:30 p.m. The bus arrives every 25 minutes between 4 a.m. to 6 a.m., and 10:30 p.m. to 12:30 a.m. The Route B bus serves Terminals B, C and D every 5 minutes (depending on traffic) between 10 a.m. to 8 p.m., and every 10 to 15 minutes from 5 a.m. to 10 a.m. and 8 p.m. to 2 a.m.

Specially designed electric carts are also available to transport disabled passengers. Request a cart from your airline for transportation from the check-in area to the ticket counter and the departure gate during operating hours. For more information, please call your airline in advance.

GROUND TRANSPORTATION

Transportation is available in a range of services and prices. To insure a prompt pick-up, make a reservation for an accessible vehicle at least 24 hours in advance. Visit our website for information on shared ride and other providers.

TRAVEL TIP: Don't take a chance. Always avoid accepting a ride from a driver who approaches you. Use approved transportation only. To obtain transportation from an authorized provider at the airport, follow the green signs to a Welcome Center.

CAR RENTALS

Hand-operated vehicles are available from on-airport car rental agencies. All require at least 24-hour advance notice. The agencies at LaGuardia provide frequent free shuttle bus service between the terminals and their pickup/drop-off locations. Please contact the car rental companies directly regarding availability, reservations and costs.

MEDICAL INFORMATION

For medical emergencies, dial 211 free from any public phone. The Port Authority Police are on-site at the airport and are available 24 hours a day every day. Automated External Defibrillators are installed in key locations and identified by signs.

Dental services are available weekdays in LaGuardia's Terminal B. See the contact list for more information.



LAGUARDIA

HOTEL ACCOMMODATIONS

To check on availability at the hotels near LaGuardia, stop by the Welcome Center on the Arrivals Level at any terminal and locate the hotel courtesy phone bank. Call the hotel directly for information on vacancies, accessibility and shuttle pick-up.

CONTACT INFORMATION

LaGuardia 718-533-3400 *recorded*

Parking 347-468-3927 *recorded*

Port Authority Police 718-533-3900

Lost & Found 718-533-3400

Dental Services
Terminal B, Room 3636 718-507-7800

Monday through Friday, 8:30 a.m. to 5 p.m. EST

MTA NYC Transit 511

MTA NYC Transit TDD/TTY 711

U.S. TDD/TTY 711

CAR RENTALS

Advantage 800-777-5500

Alamo 888-233-8749

Avis 718-507-3600

Budget 718-639-6400

Dollar 800-800-4000

Enterprise 718 457-2900

Hertz 718-478-5300

National 718-429-5893

Payless 800-729-5377

Thrifty 800-331-3550



STEWART

CENTRAL TERMINAL AREA

Stewart is one of the region's best-kept secrets, providing easy air travel for customers in New York, New Jersey, Connecticut and Pennsylvania. Located 57 miles from New York City at the intersection of I-87 and I-84, the airport's modern terminal and easy access make it a convenient alternative.

Unloading is available in a weather-protected curbside area outside the terminal's entrance. Make arrangements with your airline at least 24 hours in advance to obtain assistance with baggage check-in, ticketing and movement to the gate. Also ask your airline about its policies regarding batteries if you're traveling with a motorized wheelchair.

Passengers with disabilities will find ADA-compliant facilities such as telephone for the hearing impaired, restroom/companion restroom, drinking fountain, elevator and signage. In addition, signage featuring the international symbol directs the way to the Pet Relief Area located outside the terminal.

High-speed connectivity via Wi-Fi is available in most public places in the terminal. Visit our website for information on limited free Wi-Fi and how to connect.

PARKING

The parking lot across the street from the terminal's entrance has spaces designated for travelers with disabilities. To park in the spaces and receive the lowest parking rate, official license plates or permits issued by a municipality or state of residence must be prominently displayed.

GROUND TRANSPORTATION

Stewart has a variety of transportation options to the four East Coast states it serves. Travelers can choose from train service on Metro-North or Amtrak, bus service on the Shortline or Leprechaun bus lines, or private taxis and limousines.



STEWART

CAR RENTALS

Hand-operated vehicles are available from on-airport car rental agencies. All require at least 24-hour advance notice. Please contact the car rental companies directly regarding availability, reservations and costs. All car rental companies are located on the main level directly across from the security screening and baggage claim area.

HOTEL ACCOMMODATIONS

There are many hotels in the vicinity of Stewart International. To check on availability, stop by the Welcome Center at Arrivals and locate the hotel courtesy phone bank. Call the hotel directly for vacancy information and shuttle pick-up.

CONTACT INFORMATION

Stewart International	845-838-8200
Lost & Found	845-838-8200
Parking	845-567-0048
Amtrak	800-872-7245
Metro-North Railroad	877-690-5116
Leprechaun Lines	800-624-4217
ShortLine Bus	800-631-8405

CAR RENTALS

Avis	845-564-4400
Budget	845-567-3029
Enterprise	845-567-3760
Hertz	845-567-0180
National	845-567-3760

Accessibility Services

www.panynj.gov

 twitter.com/NY_NJairports

www.parkintheairport.com

Sign up for Airport Info-alerts:

www.pairportinfo.com

Port Authority
**Customer
Care**

