



Airport Resources for Travelers with Restricted Mobility



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GENERAL INFORMATION

Welcome to John F. Kennedy International, LaGuardia and Newark Liberty International, offering frequent flights and connections to many destinations in the U.S. and around the world. These Port Authority gateways, along with Stewart International Airport, are the best choice for travel in the New York-New Jersey region.

The Port Authority leases facilities to the airlines as well as other tenants. Many services, such as Skycaps, electric carts, wheelchairs, are provided courtesy of the airlines. If assistance is required, contact your airline in advance.

Most of the terminals and facilities at the airports are accessible. If you need assistance locating an accessible facility, ask Customer Care Representatives, who wear distinctive red jackets, for information.

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THINGS YOU SHOULD KNOW

If you are not accompanied by or met at the airport by a friend or relative, it is important to contact your airline about special needs. Make a reservation with your airline or travel agent well in advance of your trip, and request the assistance you may require, such as a wheelchair, specific seat assignments, medication storage, or certain kinds of foods.

- Confirm the request prior to your departure day.

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.

In addition, 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 carrier and passengers with disabilities. Complaints concerning wheelchair availability or alleged discrimination by air carrier personnel can be made to:

Aviation Consumer Protection Division

U.S. Department of Transportation

Voice 800-778-4838

TDD/TTY 866-754-4368

Email airconsumer@ost.dot.gov

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

PET RELIEF AREAS

All passenger terminals at the Port Authority's airports provide pet relief areas in conformance with the federal Air Carrier Access Act, which mandates such areas for service animals who travel with air passengers. Signs featuring the international symbol for pet relief designate the areas.

PLANNING YOUR TRIP

You may need the answers ahead of time to the following questions to make your trip easier:

Will I need assistance to get into the terminal from the parking lot or the place where I will be dropped off?

Will I need an airline representative to assist me (when boarding, arriving or claiming my baggage)?

Will the airline provide assistance on board the aircraft? If so, what kind of assistance will be available?

Are there accessible elevators, restrooms at my destination airport?

Will I be changing planes and will that require a terminal change?

Are there fees for any of these services?

To plan your trip at the Port Authority's airports, visit panynj.info, point to Commuting and Traveling and select the airport you'll be traveling through.



JOHN F. KENNEDY

While You're at John F. Kennedy International Airport

The terminals in the Central Terminal Area (CTA) at Kennedy International Airport are numbered 1 through 8. The terminals and parking lots in the CTA are divided into five areas, each of which is designated by a separate color.

Wi-Fi is available extensively at JFK. Almost all public areas in the passenger terminals are "hot spots" offering high-speed connectivity. You can jump online near ticketing, a boarding gate, workstations, and in the food courts. For information on how to connect, visit panynj.info, hover over Commuting and Traveling, select Kennedy Airport and point to Airport Guide for Shops, Restaurants, Services.

PARKING

For your convenience, the parking lots nearest to the entrances of each terminal have a limited number of reserved spaces for travelers with disabilities. To park in these spaces, official license plates bearing the disabled designation or other official documents 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.

TRAVELING AROUND THE AIRPORT

To travel between terminals and other airport facilities, use AirTrain JFK for free. AirTrain is ADA compliant and connects with all airline terminals, car rental facilities, the hotel shuttle station and parking lots.

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



GROUND TRANSPORTATION

For your safety, always avoid accepting a ride from car service drivers who approach you. Use only authorized transportation services to travel from the airport. Follow the green ground transportation signs to a Welcome Center for information on authorized, accessible transportation providers.

To ensure prompt service, reservations for an accessible vehicle should be made at least 24 hours in advance for all shared ride transportation options. To learn more about shared ride providers, visit panynj.info, point to Commuting and Traveling, select Kennedy International Airport, and Ground Transportation.

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.

Avis	800-230-4898
Budget	800-527-0700
Dollar	866-434-2226
Enterprise	800-736-8222
Hertz	800-654-3131
National	800-227-7368

TRAVELERS AID SERVICES

Travelers Aid, a nonprofit organization, 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 and/or referral to local social services agencies.

You can find Travelers Aid volunteers at the Welcome Centers in all of JFK's terminals. The main office is currently located in Terminal 4 on the Concourse Level, next to the TSA Security Checkpoint. Office hours are from 10:00 a.m. to 6:00 p.m., seven days a week and the telephone number is 718-656-4870. Visit their Web site at travelersaid.org.



MEDICAL INFORMATION

For medical emergencies, call the Port Authority Police at 718-244-4335 or dial 211 from any public phone at the airport. The Police are on-site at the airport and are available 24 hours a day, every day.

The nearest pharmacy is Wakefield Pharmacy, which is located a short distance from the airport at 135-25 Lefferts Blvd., Jamaica, NY, 718-843-3900. Over-the-counter medicine can be purchased in some stores in the terminals. At JFK there is no pharmacy that can fill prescriptions.

Doctors are available, 24 hours a day, seven days a week, at a privately operated medical office. Building #198 can be accessed by calling 1-877-JFK-DOCS (877-535-3627) for the free shuttle to the medical facility. For more information, call 718-656-5344.

HOTEL ACCOMMODATIONS

There are many hotels in the vicinity of Kennedy International. Most have accessible rooms, including roll-in showers. Accessible shuttle transportation from the airport is available from the hotels in the following list. To check on availability, go to the Arrivals Areas in the following locations:

- **Hotel Courtesy Telephones** are located in each terminal.
- **Terminal 1, Terminal 4 and Terminal 7**
Call *Accommodations Plus, Inc.*, 1-800-733-7666
\$5 service charge for making the reservation.
- **Terminal 3**
Call *Meegan Services*, 1-800-441-1115
\$5 service charge for making the reservation.
- Take AirTrain JFK to AirTrain Station Federal Circle. There is no charge for making a reservation at the Federal Circle Station.

The following hotel information is offered as a courtesy to travelers and is subject to change.

Best Western JFK Airport 718-977-2100
144-25 153rd Lane
Jamaica, NY 11434

No. of accessible rooms: 6
No. of accessible rooms with roll-in showers: 4
Airport shuttle: Equipped for wheelchairs.
Call and ask for accessible shuttle.
Shuttle hours of operation: Daily, around-the-clock

Crowne Plaza Hotel, JFK Airport 718-489-1000
151-20 Baisley Boulevard
Jamaica, NY 11434

No. of accessible rooms: 8
No. of accessible rooms with roll-in showers: 2
Airport shuttle: Equipped for wheelchairs.
Call and ask for accessible shuttle.
Shuttle hours of operation: Daily, around-the-clock

Days Inn JFK Airport 718-527-9025
144-26 153rd Court
Jamaica, NY 11434

No. of accessible rooms: 3
No. of accessible rooms with roll-in showers: 1
Airport shuttle: Equipped for wheelchairs.
Call and ask for accessible shuttle.
Shuttle hours of operation: Daily, around-the-clock

Hampton Inn 718-322-7500
144-10 135th Avenue
Jamaica, NY 11436

No. of accessible rooms: 12
No. of accessible rooms with roll-in showers: 2
Airport shuttle: Equipped for wheelchairs.
Call and ask for accessible shuttle.
Shuttle hours of operation: Daily, between 4 a.m. and 2 a.m.



JOHN F. KENNEDY

Hilton Garden Inn 718-322-4448

148-18 134th Street
Jamaica, NY 11430

No. of accessible rooms: 10

No. of accessible rooms with roll-in showers: 2

Airport shuttle: Equipped for wheelchairs.

Call and ask for accessible shuttle.

Shuttle hours of operation: Daily, around-the-clock

Additional accessibility: Pool is wheelchair accessible.

Holiday Inn JFK Airport 718-659-0200

144-02 135th Avenue
Jamaica, NY 11436

No. of accessible rooms: 11

No. of accessible rooms with roll-in showers: 5

Airport shuttle: Equipped for wheelchairs.

Call and ask for accessible shuttle.

Shuttle hours of operation: Daily, around-the-clock

IMPORTANT PHONE NUMBERS

JFK Information 718-244-4444

Port Authority Police 718-244-4335

Lost & Found 718-244-4335

AirTrain JFK Information 877-535-2478

Travelers Aid Services 718-656-4870

MTA NYC Transit
Customers with disabilities 718-596-8585
TDD/TTY 718-596-8273

NJ Transit
TDD/TTY 800-772-2222
800-772-2287

TDD/TTY Nationwide 877-439-7889



LAGUARDIA

While You're at LaGuardia Airport

The Central Terminal Area at LaGuardia Airport consists of the Marine Air Terminal, the Central Terminal Building, US Airways and Delta.

Almost all public areas in the passenger terminals are "hot spots" offering high-speed connectivity. You can jump online near ticketing, a boarding gate, workstations, and in the food courts. For information on how to connect, visit panynj.info, hover over Commuting and Traveling, select LaGuardia and point to Airport Guide for Shops, Restaurants, 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

Use the free wheelchair accessible on-airport buses that connect LaGuardia's terminals and parking lots. The Route A Bus serves all terminals including the Marine Air Terminal. The Route B Bus serves U.S. Airways, Delta and the Central Terminal Building.



GROUND TRANSPORTATION

For your safety, always avoid accepting a ride from car service drivers who approach you. Use only authorized transportation services to travel from the airport. Follow the green ground transportation signs to a Welcome Center for information on authorized, accessible transportation providers.

To ensure prompt service, reservations for an accessible vehicle should be made at least 24 hours in advance for all shared ride transportation options. To learn more about shared ride providers, visit panynj.info, point to Commuting and Traveling, select LaGuardia Airport, and Ground Transportation.

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.

Avis	800-230-4898
Budget	800-527-0700
Dollar	866-434-2226
Enterprise	800-736-8222
Hertz	800-654-3131
National	800-227-7368

MEDICAL EMERGENCIES

For medical emergencies, call the Port Authority Police at 718-533-3911 or dial 211 from any public phone at the airport. The Police are on-site at the airport and are available 24 hours a day, every day.



HOTEL ACCOMMODATIONS

There are many hotels in the vicinity of LaGuardia. To check on availability, go to the Welcome Center on the Arrivals Level at any terminal and locate the hotel courtesy phone bank. Call the hotel directly for vacancy information and shuttle pickup.

The following hotel information is offered as a courtesy to travelers and is subject to change.

Clarion Hotel 718-335-1200

9400 Ditmars Boulevard
Flushing, NY 11369

No. of accessible rooms: 6

No. of accessible rooms with roll-in showers: 4

Airport shuttle: Equipped for wheelchairs.

Call and ask for accessible shuttle.

Shuttle route information: Any terminal at LaGuardia

Shuttle hours of operation: Daily, around-the-clock

Holiday Inn LaGuardia Airport 718-651-2100

37-10 114th Street
Corona, NY 11368

No. of accessible rooms: 12

No. of accessible rooms with roll-in showers: 3

Airport shuttle: Equipped for wheelchairs.

Call and ask for accessible shuttle.

Shuttle hours of operation: Daily, around-the-clock

New York LaGuardia Marriott Hotel 718-565-8900

102-05 Ditmars Boulevard
East Elmhurst, NY 11369

No. of accessible rooms: 6

No. of accessible rooms with roll-in showers: 5

Airport shuttle: Equipped for wheelchairs.

Call and ask for accessible shuttle.

Shuttle hours of operation: Daily, around-the-clock



LAGUARDIA

LaGuardia Airport Hotel 718-426-1500

100-15 Ditmars Boulevard
East Elmhurst, NY 11369

No. of accessible rooms: 6

No. of accessible rooms with roll-in showers: 3

Airport shuttle: Equipped for wheelchairs.

Call and ask for accessible shuttle.

Shuttle hours of operation: Daily, 4:40 a.m. to 1 a.m.

IMPORTANT PHONE NUMBERS

Port Authority Police 718-533-3900

Lost & Found 718-533-3988

MTA NYC Transit
Customers with disabilities 718-596-8585
TDD/TTY 718-596-8273

NJ Transit
TDD/TTY 800-772-2222
800-772-2287

TDD/TTY Nationwide 877-439-7889



NEWARK LIBERTY

While You're at Newark Liberty International Airport

The Central Terminal Area at Newark Liberty International Airport consists of Terminals A, B and C.

Wi-Fi is available at Newark Liberty International in most public areas in the passenger terminals. You can jump online near ticketing, a boarding gate, workstations, and in the food courts. For information on how to connect, visit panynj.info, hover over Commuting and Traveling, select Newark Liberty and point to Airport Guide for Shops, Restaurants, 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, easy and reliable means of traveling between the terminals and the parking lots. The entrance to the AirTrain station is at the departure gate near the middle of each terminal. Trains run between terminals A, B and C and AirTrain parking lots P3 and P4 24 hours a day. Elevator service is available from the concourse entrance level to the station platform. AirTrain Newark is free for travel around the airport.

Specially designed electric carts are available at Terminal C for disabled passengers. These carts are available upon request from your airline to transport you to your departure gate after security screening. For more information, please call your airline in advance.



NEWARK LIBERTY

GROUND TRANSPORTATION

For your safety, always avoid accepting a ride from car service drivers who approach you. Use only authorized transportation services to travel from the airport. Follow the green ground transportation signs to a Welcome Center for information on authorized, accessible transportation providers.

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.

COMPANIES LOCATED ON AIRPORT PROPERTY

Avis	800-230-4898
Budget	800-527-0700
Dollar	866-434-2226
Hertz	800-654-3131
National	800-227-7368

COMPANIES LOCATED OFF AIRPORT PROPERTY

Enterprise	800-325-8007
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TRAVELERS AID SERVICES

Travelers Aid, a nonprofit organization, furnishes both professional and volunteer staff who provide emergency assistance services to distressed airport customers, primarily international travelers. Services include, but are not limited to, connecting stranded passengers with support resources and/or referral to local social services agencies; assisting customers in contacting family members, locate food, shelter, transportation, or airport services; aiding customers who are separated from traveling companions.

You can find Travelers Aid volunteers at the Welcome Centers in each terminal or reach them at the Travelers Aid Main Office at 973-623-5052.



MEDICAL EMERGENCIES

For medical emergencies, call the Port Authority Police at 973-961-6230 or dial 211 from any public phone at the airport. The Police are on-site at the airport and are available 24 hours a day, every day.

HOTEL ACCOMMODATIONS

There are many hotels in the vicinity of Newark Liberty. To check on availability, go to the Welcome Center on the Arrivals Level at any terminal and locate the hotel courtesy phone bank. Call the hotel directly for vacancy information and shuttle pickup.

The following hotel information is offered as a courtesy to travelers and is subject to change.

Courtyard by Marriott Newark Elizabeth	908-436-9800
87 Glimcher Realty Way Elizabeth, NJ 07201	

No. of accessible rooms: 9

No. of accessible rooms with roll-in showers: 4

Airport shuttle: Equipped for wheelchairs.

Call and ask for accessible shuttle.

Shuttle hours of operation: Daily, around-the-clock

Renaissance Newark Airport	908-436-4600
1000 Spring Street Elizabeth, NJ 07201-2114	

No. of accessible rooms: 13

No. of accessible rooms with roll-in showers: 5

Airport shuttle: Equipped for wheelchairs.

Call and ask for accessible shuttle.

Shuttle hours of operation: Daily, around-the-clock



NEWARK LIBERTY

Wyndham Garden Hotel 973-824-4000
Newark Airport
 550 South Street
 Newark, NJ 07105

No. of accessible rooms: 8

No. of accessible rooms with roll-in showers: 8

Airport shuttle: Equipped for wheelchairs.

Call and ask for accessible shuttle.

Shuttle hours of operation: Daily, around-the-clock

IMPORTANT PHONE NUMBERS

Newark Liberty Information 888-397-4636

Port Authority Police 973-961-6230

Lost & Found 973-961-6230

NJ Transit 800-772-2222

TDD/TTY 800-772-2287

MTA NYC Transit

Customers with disabilities 718-596-8585

TDD/TTY 718-596-8273

TDD/TTY Nationwide 877-439-7889