

# TRANSPORTATION NETWORK DIRECTORY FOR PEOPLE WITH DISABILITIES AND ADULTS 50+ MONTGOMERY COUNTY, MD

## AIRPORT TRANSPORTATION

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**This is a project of the Montgomery County Commission on People with Disabilities. To submit an update, add or remove a listing, or request an alternative format, please contact: [DHHSWebsite@montgomerycountymd.gov](mailto:DHHSWebsite@montgomerycountymd.gov), 240-777-1246 (V), MD Relay 711.**

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 requests, they will 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.

### Airport Transportation – Getting Around Within the Airports

#### **Transportation Security Administration (TSA) Cares Helpline for Air Travelers with Disabilities and Medical Conditions**

Travelers may call TSA Cares prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA recommends that passengers call 72 hours ahead of travel for information about what to expect during screening. Travelers requiring special accommodations or concerned about checkpoint screening may request a Passenger Support Specialist ahead of time or can ask a checkpoint officer or supervisor for a Passenger Support Specialist when at the checkpoint. Passenger Support Specialists receive specialized disability training provided by TSA's Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement. Training for Passenger Support Specialists include how to assist with individuals with special needs, how to communicate with passengers by listening and explaining, and disability etiquette and disability civil rights.

**Hours:** Monday through Friday, 8:00 a.m. to 11:00 p.m. EST, and weekends and holidays from 9:00 a.m. to 8:00 p.m. EST. Travelers who are deaf or hard of hearing can use a relay service (711) or can e-mail [TSA-ContactCenter@tsa.dhs.gov](mailto:TSA-ContactCenter@tsa.dhs.gov)

**TSA Cares Helpline** ..... 1-855-787-2227 (Toll Free)  
[www.tsa.gov/travel/special-procedures](http://www.tsa.gov/travel/special-procedures)

#### **Baltimore-Washington International (BWI) Airport**

**Access:** There are public telephones equipped with TTY throughout the airport as well as at the information desks. Free video calls for people who are deaf or hard of hearing are available using the Purple Video Relay Service (VRS) located in the Central Terminal Back Hallway. Services are available for passengers with visual impairments and passengers should contact their airline for assistance when traveling through BWI Marshall. Elevators are located near public stairways and escalators as well as centrally located next to terminals in multi-level parking structures. Wheelchair accessible stalls are provided in all public restrooms throughout the terminal building. Family Assist Restrooms are equipped for people with disabilities. Travelers who are accompanied by a service animal can use the pet relief areas while at the airport.

**Parking:** Parking for those with disabilities is available in all BWI Marshall Parking facilities. All shuttle buses to and from BWI Marshall are wheelchair accessible. No waiting or parking is allowed curbside

drop off and pick up. For those people wishing to escort passengers with disabilities to airline check-in it is recommended they park in the hourly garage which is located in front of the terminal. Rates are \$2.00 per half hour for the first hour, then \$4.00 per hour or any part up to a daily maximum of \$22.00. All rates are subject to change without notice.

**Reservations:** When making your airline reservations, be sure to inform your travel agent or airline representative of any assistance needed while at the airport or onboard the aircraft. It is recommended that persons who need assistance arrive at the airport three hours before their scheduled domestic flight and four hours before an international flight.

**Wheelchair Service:** Wheelchair service is provided upon request. Must request service at time of reservation. Wheelchair providers vary by airline.

For more information, view the [BWI Travelers with Disabilities brochure](#):

[www.bwiairport.com/sites/default/files/disabilities.pdf](http://www.bwiairport.com/sites/default/files/disabilities.pdf)

<b>BWI Airport Information</b> .....	1-800-435-9294 (Toll Free)
.....	410-859-7227 (TTY)
<b>Maryland Aviation Administration ADA Coordinator</b> .....	410-859-7242 (V)
Leon Patterson, ADA Coordinator, <a href="mailto:adabwi@bwiairport.com">adabwi@bwiairport.com</a>	
<b>ASIG Wheelchair Request</b> .....	410-859-4181 (V)
Serves passengers of Southern Airways.	
<b>Prosegur Wheelchair Request</b> .....	410-841-9915 (V)
Serves passengers of Air Canada, Alaska Airlines, Allegiant, American, Boutique, British Airways, Contour, Delta and Spirit.	
<b>PrimeFlight</b> .....	216-218-9035 (V)
Serves passengers of JetBlue.	
<b>Prospect International Aviation</b> .....	410-859-8010 (V)
Serves passengers of Southwest and United.	
<b>Southwest Wheelchair Request</b> .....	1-800-435-9792 (Toll Free)
<u><a href="http://www.bwiairport.com/flying-with-us/accessibility">www.bwiairport.com/flying-with-us/accessibility</a></u>	

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### Dulles International Airport (IAD)

**Access:** Elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. At some elevators, an elevator voice announces arrival at each floor. Airport shuttle buses are equipped with wheelchair lifts/ramps and audible announcements. Dulles has designated Pet Relief Areas for service animals that accompany passengers. Parking facilities are accessible for persons with special needs. Restrooms are fully accessible with toilet stalls for individuals with disabilities. Wheelchair accessible TDD phones can be found at various locations throughout each building.

**Wheelchairs:** You may arrange for a wheelchair at any terminal through your airline or with any Skycap at the airport. Please notify your airline in advance of your visit so that they can better serve your needs.

**Parking:** Parking facilities are accessible for persons with special needs. Specially designated parking spaces are available for all vehicles displaying a government-issued plate or placard for individuals with disabilities. In the Terminal Hourly and Terminal Daily lots, these spaces are located on the closest possible path to the Terminal or to ground shuttle transportation. In the Economy lots, spaces are located adjacent to shuttle bus shelters. Airport shuttle buses are equipped with wheelchair lifts/ramps and audible announcements.

**ADA:** The Airports Authority's ADA Coordinator is designated, in accordance with the Americans With Disabilities Act (ADA) and the Rehabilitation (Rehab) Act, to coordinate the Airports Authority's efforts to comply with the ADA and the Rehab Act, including investigation of any complaint communicated to the Airport regarding a denial of access to an Airports Authority facility, service or program, where the denial of access was based on disability.

**General Information:**..... 703-572-2700 (V)  
..... 703-572-2400 (TTY)  
[www.flydulles.com/iad/disability-services](http://www.flydulles.com/iad/disability-services)  
**Airport Authority’s ADA Coordinator – Bruce Heppen** ..... 703- 417-8983 (V) or 703-417-8615 (V)  
[www.mwaa.com/about/ada-grievance-procedure-and-form](http://www.mwaa.com/about/ada-grievance-procedure-and-form) • E-mail: [bruce.heppen@mwaa.com](mailto:bruce.heppen@mwaa.com)

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### Reagan National Airport

**Access:** Elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. Airport shuttle buses are equipped with wheelchair lifts and audible announcements. Reagan has designated Pet Relief Areas for service animals that accompany passengers. Parking facilities are accessible for persons with special needs. Restrooms are fully accessible with toilet stalls for individuals with disabilities. In Terminals B and C, TTY units are located throughout the Airport and are clearly marked with blue and white signs above each unit. In addition, each group of pay phones has a clear path to a wheelchair accessible unit. All pay telephones are equipped with volume control, are hearing-aid compatible, and have Braille or raised numbers.

**Wheelchairs:** You may arrange for a wheelchair at any terminal through your airline or with any Skycap at the airport. Please notify your airline in advance of your visit so that they can better serve your needs.

**Parking:** Reagan National Airport's parking facilities are accessible for persons with special needs. Specially designated parking spaces are available for all vehicles displaying a government-issued plate or placard for individuals with disabilities.

**ADA:** The Airports Authority’s ADA Coordinator is designated, in accordance with the Americans With Disabilities Act and the Rehabilitation Act, to coordinate the Airports Authority’s efforts to comply with the ADA and the Rehab Act, including investigation of any complaint communicated to the Airport regarding a denial of access to an Airports Authority facility, service or program, where the denial of access was based on disability.

**General Information:** ..... 703-417-8000 (V)  
..... 703-417-2400 (TTY)  
[www.flyreagan.com/dca/services-patrons-disabilities](http://www.flyreagan.com/dca/services-patrons-disabilities)  
**Airport Authority’s ADA Coordinator – Bruce Heppen** ..... 703- 417-8983 (V) or 703-417-8615 (V)  
[www.mwaa.com/about/ada-grievance-procedure-and-form](http://www.mwaa.com/about/ada-grievance-procedure-and-form) • E-mail: [bruce.heppen@mwaa.com](mailto:bruce.heppen@mwaa.com)

## Airport Transportation – Getting To and From the Airport

### Amtrak – BWI and Reagan Airports

**BWI Airport:** Amtrak Trains provide service to the BWI Marshall Rail Station, where free shuttles serve the airport terminal. Shuttle service operates 24 hours per days 365 days per year. Shuttles run approximately every 10 minutes except between the hours of 1:00 a.m. and 5:00 a.m. where service operates every 25 minutes. At the MARC/Amtrak station, shuttles stop adjacent to the rail station garage, directly across from the rail station. At the BWI Marshall Airport terminal, shuttles stop at each designated airline check-in counter.

**BWI Marshall Rail Station**..... 410-672-6169 (V)  
[www.bwiairport.com/en/travel/ground-transportation/trans/amtrak](http://www.bwiairport.com/en/travel/ground-transportation/trans/amtrak)

**Reagan Airport:** Reagan National Airport is located near two Amtrak rail stations and both are easily accessed using Metrorail. Amtrak Union Station can be accessed by using Metrorail’s Red Line. Amtrak Alexandria Station is adjacent to the King Street Station on Metrorail’s Blue Line and Yellow Line – the same Metrorail lines which serve Reagan. View the Metrorail Map for more details:  
[www.metwashairports.com/dca/metrorail-station](http://www.metwashairports.com/dca/metrorail-station)

**Amtrak Schedules and Info**..... 1-800-872-7245 (Toll Free)  
..... 1-800-523-6590 (TTY)  
[www.amtrak.com](http://www.amtrak.com)

**BWI Taxi Service – BWI Airport**

Service available 24 hours a day. Taxi service desks are located at the baggage claim on the Lower Level near doors 5 and 13. Reservations are not required when requesting service at the airport. Wheelchair accessible vehicles are available but should be requested in advance to ensure availability. Service greater Baltimore area, Northern Virginia, Pennsylvania, and New York, as well as Reagan and Dulles airports.

..... 410-859-1100 (V)

**Greyhound Bus – Reagan National Airport**

Reagan National Airport is located near two Greyhound Bus terminals. Both can be accessed using the Metrorail system. Purchase tickets online.

- **Greyhound Washington, D.C. Terminal:** Located at Union Station, 50 Massachusetts Avenue. Taxi service is also available at Union Station.
- **Greyhound Springfield, VA Terminal:** Located at 6770 Frontier Drive, adjacent to the Springfield/Franconia Station on Metrorail’s Blue Line.



..... 1-800-231-2222 (Toll Free)

..... 1-800-345-3109 (TTY)

[www.flyreagan.com](http://www.flyreagan.com) • [www.greyhound.com](http://www.greyhound.com)

**Metrobus – Dulles Airport**

Metrobus Route 5A is an express bus service between Dulles International Airport and Washington, DC (L'Enfant Plaza) via the following stops: Washington Dulles International Airport, Herndon-Monroe Park & Ride Lot (VA), Rosslyn Station (VA) and L'Enfant Plaza Station (VA). Exact Fare Required \$7.50 using SmarTrip® and cash \$3.75 for seniors and people with disabilities.



Photo courtesy WMATA

**General Information**..... 202-637-7000 (V)

..... 202-638-3780 (TTY)

[www.wmata.com/bus](http://www.wmata.com/bus) • [www.wmata.com/schedules/timetables/upload/5A\\_170625.pdf](http://www.wmata.com/schedules/timetables/upload/5A_170625.pdf)

**Metrorail – Dulles and Reagan Airports**

**Dulles Airport:** The Silver Line Express Bus provides non-stop service between Dulles Airport and the Wiehle-Reston East Metro Station (Silver Line) for \$5.00 each way (cash or credit only; SmarTrip® cards are not accepted). Busses run Monday through Thursday from 6:00 a.m. to 10:20 p.m., Friday from 6:00 a.m. to 10:40 p.m., Saturday from 7:45 a.m. to 10:40 p.m., and Sunday from 7:45 a.m. to 9:40 p.m. with service every 15 minutes during peak times and 20 minutes during off-peak times. From the Wiehle-Reston East Metro Station, you can board Metro’s Silver Line. Tickets for the Silver Line Express Bus can be purchased at the ticket counter located inside the vestibule of Arrival Door 4 on the Baggage Claims Level of the Main Terminal.

[www.flydulles.com/iad/silver-line-express-bus-metrorail-station](http://www.flydulles.com/iad/silver-line-express-bus-metrorail-station)

**Reagan Airport:** Reagan can be accessed by taking the Metrorail on the Blue or Yellow line. The Metrorail Station is connected to the concourse level of terminals B and C.

<http://metwashairports.com/dca/metrorail-station>

**General Information**..... 202-637-7000 (V)

..... 202-962-2033 (TTY)

**MTA Intercounty Connector (ICC) Bus Service – BWI Airport**

The ICC Bus Route 201 operates between the Gaithersburg Park & Ride lot located at I-270 and MD 124 and BWI Marshall Airport. Route 201 stops at Shady Grove Metro, the Georgia Avenue Park & Ride, the Burtonsville Park & Ride, and Arundel Mills Mall. At BWI, the bus stops at Concourses A (Southwest Airlines) and E (International Terminal), dropping off passengers on the upper level and picking up passengers on the lower level. Buses depart BWI hourly on weekdays from 5:05 a.m. to 11:05 p.m. and on weekends and holidays from 9:05 a.m. to 11:05 p.m.



**Reduced Fares:** One-way full fare is \$5.00. Adults 65+ and persons with disabilities are eligible for a one-way reduced fare for \$4.00. One-way fares can be purchased on the bus using major debit/credit cards or cash using exact change. No change will be given if you overpay. No debit/credit card one-way fares can be purchased for future trips. To be eligible for reduced fares you must show one of the following: a valid MTA Senior/Disability photo ID card, or any valid government issued photo ID with proof of age, or a valid disability ID from another transit agency with any valid government issued photo ID, or a Medicare card with any valid government photo ID. All coaches are wheelchair accessible. Free parking at Park & Ride lots.

**Transit Information Contact Center** ..... 410-539-5000 (V)  
..... 1-866-743-3682 (Toll Free)  
..... 410-539-3497 (TTY)

[www.bwiairport.com/to-from-bwi/transportation/transit/mta-icc-bus](http://www.bwiairport.com/to-from-bwi/transportation/transit/mta-icc-bus)

<http://mta.maryland.gov/commuter-bus>

**MTA Light RailLink Service – BWI Airport**

Light Rail service is available to downtown Baltimore, Timonium, and Hunt Valley from BWI Marshall Airport. To go to Penn Station, please exit the train at Mt. Royal Avenue, and take the Penn Station Light Rail. The BWI Marshall Light Rail Station is located immediately outside the lower level of the terminal building, adjacent to Concourse E. Fare for both trains is \$1.80 each way. Reduced fares are available for persons with disabilities and adults 65+.

**Operating Hours:** Monday through Friday, 5:00 a.m. to 11:00 p.m., Saturday 6:00 a.m. to 11:00 p.m., and Sunday and Holidays 11:00 a.m. to 7:00 p.m. Main line runs every 10 to 15 minutes on weekdays and every 15 minutes on weekends. Branches run every 20 to 30 minutes on weekdays and every 30 minutes on weekends. PennCamden shuttle runs every 30 minutes daily.

**Information and Schedules** ..... 410-539-5000 (V)  
..... 1-866-743-3682 (Toll Free)  
..... 410-539-3497 (TTY)

[www.mta.maryland.gov/light-rail](http://www.mta.maryland.gov/light-rail)

**MTA Local Bus Service – BWI Airport**

MTA offers bus service on the #75 bus from BWI Marshall Airport connecting to Parkway Center, Arundel Mills Mall, Airport 100 Park, and the Patapsco Light Rail Stop. MTA also offers weekday peak service on the #107 bus from BWI Marshall Airport connecting to UMBC, CCBC Catonsville, Bloomsbury & Frederick, Rolling & Security Blvd., Liberty & Milford Mill, and the Old Court Metro Subway Station. All buses are equipped with wheelchair lifts and/or kneeling capability. All buses feature two wheelchair securement areas and priority seating for older adults and people with disabilities near the front of the bus.

**Reduced Fares for Adults 65+ or People with Disabilities:** One-way is .90 cents; a day pass is \$2.20; and a monthly pass is \$22.00. There is an additional .60 cent charge for each Express BusLink ride.

**Transit Information Contact Cente** ..... 410-539-5000 (V)  
..... 1-866-743-3682 (Toll Free)  
..... 410-539-3497 (TTY)

[www.bwiairport.com/to-from-bwi/transportation/transit/mta-bus-services](http://www.bwiairport.com/to-from-bwi/transportation/transit/mta-bus-services)

<https://mta.maryland.gov/local-bus>

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**MTA MARC Train – BWI Airport**

BWI Marshall Airport offers free, frequent and convenient shuttle service between the MARC/Amtrak station and the BWI Marshall Airport Terminal. Shuttle Service operates 24 hours per day 365 days per year. Shuttles run approximately every 6 to 8 minutes except between the hours of 1:00 am and 5:00 am when service operates every 25 minutes. At the MARC/Amtrak station, shuttles stop adjacent to the rail station garage, directly across from the rail station. At the BWI Marshall Airport terminal, shuttles stop at each designated airline check-in counter. On your return, shuttles pick up on the lower level, outside of baggage claim at four designated stops to take you back to the rail station.

**From Washington, DC:** You can board Marc Trains at Washington’s Union Station located at 50 Massachusetts Avenue NE. The BWI Marshall Rail Station is on MARC’s Penn Line.

**From Baltimore City:** You can board MARC trains at Baltimore's Penn Station located at 1500 North Charles Street.

- MTA Customer Call Center**..... 1-866-743-3682 (Toll Free)
- BWI Marshall Rail Station**..... 410-672-6169 (V)
- Union Station Ticket Office** ..... 202-906-3104 (V)
- Penn Station Ticket Office**..... 410-291-4165 (V)

[www.bwiairport.com/to-from-bwi/transportation/transit/mta-marc-train](http://www.bwiairport.com/to-from-bwi/transportation/transit/mta-marc-train)

<https://mta.maryland.gov/marc-train>

**Silver Line Express – Washington Flyer Bus – Dulles Airport**

**SERVICE ALERT**

Beginning Memorial Day weekend and continuing through the summer, the Silver Line Express Bus will temporarily suspend service between Dulles International Airport and the Wiehle-Reston East Metrorail Station as a result of WMATA’s Silver Line shutdown. While bus service is suspended, the Fairfax Connector Route 983 and the Metro 5A will continue offering service. Metro also will be providing free shuttle service between the impacted stations and the Ballston Metro station. For more information, visit [WMATA's website](#).

There are five stations impacted by the closure: McLean, Tysons, Greensboro, Spring Hill, and Wiehle-Reston East.

Dulles International Airport Silver Line Express provides non-stop service between Washington Dulles International Airport and the Wiehle-Reston East Metro Station for \$5.00 (cash or credit card only; SmartTrip® cards not accepted.) Busses run from 6:00 a.m. to 10:40 p.m. on weekdays and from 7:45 a.m. to 10:45 p.m. on weekends with service every 15 minutes during peak times and 20 minutes during off-peak times. From the Wiehle-Reston East Metro Station, you can board Metro’s new Silver Line and connect to any destination in the Metrorail system quickly and conveniently. There is no charge for children under 2 years of age on the Silver Line Express. Tickets for the Flyer Coach can be purchased at the ticket counter located inside the vestibule of Door 4 on the Arrivals Level of the Main Terminal. Passengers boarding at Wiehle-Reston East Metro Station can purchase their Silver Line Express fare when they arrive at Washington Dulles International Airport.

**Information**..... 703-572-7661 (V)

[www.flydulles.com/iad/silver-line-express-bus-metrorail-station](http://www.flydulles.com/iad/silver-line-express-bus-metrorail-station)

**SuperShuttle – BWI, Dulles and Reagan Airports**

Offer door-to-door shared ride van service, non-stop van service, private sedan or private SUV. Shuttles operate on an on-demand basis. No reservations are needed for outbound service from the airport, but tickets must be purchased at the SuperShuttle ticket counter located in the baggage claim area. Serves BWI, Dulles, and Reagan National Airports. Book online, via the SuperShuttle mobile application, or call to make a reservation.

**Reservations** ..... 1-800-258-3826 (Toll Free)  
[www.supershuttle.com](http://www.supershuttle.com)

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**Washington Flyer Taxi – Dulles Airport**

Serves Dulles with 24-hour service to and from the airport. Reservations required when going to the airport. Can accept reservations at any time, however reservations placed 24 hours ahead of time are preferred to ensure vehicle availability and pick-up in a timely manner. No reservation is required when leaving the airport. At the airport follow the signs for Ground Transportation or Taxi to the lower level of the main terminal, down the ramp to Door 2 and Door 6. Wheelchair-accessible vehicles can accommodate one person in his/her wheelchair plus three additional passengers.

..... 703-572-8294 (V)  
[www.flydulles.com/iad/washington-flyer-taxi-service](http://www.flydulles.com/iad/washington-flyer-taxi-service)