



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

## 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: [MCCPWD@montgomerycountymd.gov](mailto:MCCPWD@montgomerycountymd.gov).**

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 and 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.

TSA Cares assistance is only available for assistance through the screening checkpoint. **If you need in-flight assistance or wheelchair assistance from the curb to the aircraft, please contact your airline.**

**Online Form – Requests for TSA Cares Assistance:** [www.tsa.gov/contact-center/form/cares](http://www.tsa.gov/contact-center/form/cares)

**Hours:** Monday through Friday, 8 a.m. to 11 p.m. EST, and weekends and holidays from 9 a.m. to 8 p.m. EST. Travelers who are deaf or hard of hearing can use a relay service (711) or email [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) Thurgood Marshall Airport**

**Parking and Shuttle Buses:** Parking for those with disabilities is available in all BWI Airport parking facilities. All shuttle buses to and from BWI Airport 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 \$6.00 per hour or a daily maximum of \$30.00. All rates are subject to change without notice.

**Traveling with Service Animals:** Trained service animals are allowed in the airport at any time. Maryland state law requires all non-service animals to be transported in a carrier while inside the terminal. Please contact your airline for details of their animal regulations. Travelers who are accompanied by service or other domestic animals can enjoy the convenience of four Animal Relief Areas while at the airport – two are pre-security and two are post-security. TSA passenger screening canine teams may be operationally deployed at the airport, especially near checkpoints. The canines are working animals that are trained to detect traces of explosives concealed on passengers or their belongings. Passengers traveling with animals are asked to use a checkpoint where the working dogs are not assigned at a particular time. Passengers traveling with service animals may continue to use the checkpoint with working dogs. More information: <https://bwiairport.com/at-bwi/resources/traveling-with-animals/>.

**Services for the Visually Impaired:** BWI Airport has teamed up with Aira. The service connects blind and low-vision individual to highly trained, remotely-located agents via a smart phone app. Learn more by visiting Aira's website: [www.aira.io](http://www.aira.io).

**Telecommunications Devices for the Deaf (TDD):** There are public telephones equipped with Telecommunications Devices for the Deaf (TDD) throughout the airport. There are also TDD phones at the information desks located on the upper level Concourse A/B, lower level in the Southwest Airlines baggage claim 1-5 area, lower level Concourse E as well as the MAA Pathfinders office.

**Free Video Calls for the Deaf and Hard of Hearing:** Free video calls are available using the Purple Video Relay Service (VRS). The phone is located in the Central Terminal Back Hallway adjacent to Dunkin Donuts.

**Restrooms:** Unisex bathrooms are especially equipped for people with disabilities. It is possible for a person with a disability to use them with or without an attendant. Two pre-security unisex bathrooms are located to the right (just past Hudson News) and to the left of Concourse D security, behind the airline ticket counters. Three family restrooms are equipped with an adult changing station. One is located pre-security near M&T Bank, one inside security in the connector between terminals B and C across from Firkin & Flyer, and another in concourse D next to gate D7.

**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:** Airlines provide wheelchair service for passengers. Passengers should request service at time of reservation. For those needing to make arrangements, please contact your airline to add that request to your reservation. For last-minute arrangements, please use one of the contact numbers below. Wheelchair providers vary by airline.

Passengers of Southwest, Sun Country and United can request wheelchair assistance via Prospect Air Wheelchair Services by calling 410-981-1251. Hours of operation are 6 a.m. to 1:30 a.m., 7 days a week.

Prosegur serves all other airlines at BWI Marshall Airport. Passengers interested in requesting wheelchair service should call 410-841-9915. Hours of operation are 4 a.m. to midnight, 7 days a week.

When dropping off departing passengers, please inform your service provider to meet the passenger at the outer curb.

**BWI Airport Information** ..... 1-800-435-9294 (Toll Free)  
..... 410-859-7227 (TTY)

**Maryland Aviation Administration ADA Coordinator** ..... 410-859-7242 (V)

[www.bwiairport.com/flying-with-us/accessibility](http://www.bwiairport.com/flying-with-us/accessibility) • Email: [adabwi@bwiairport.com](mailto:adabwi@bwiairport.com)

## Dulles International Airport (IAD)

**Elevators:** 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.

**Ground Transportation:** Airport shuttle buses are equipped with wheelchair lifts/ramps and audible announcements. Rental car shuttles are all equipped with wheelchair ramps/lifts.

**Pet Relief Areas:** Dulles has designated Pet Relief Areas for service animals that accompany passengers. More information: [www.flydulles.com/travel-information/services-amenities/pet-relief-areas](http://www.flydulles.com/travel-information/services-amenities/pet-relief-areas).

**Public Parking:** Parking facilities are accessible for persons with special needs. Specially designated parking spaces are available for the disabled in vehicles displaying a government-issued plate or placard for use by the disabled. 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.

**Public Restrooms:** Restrooms are fully accessible with toilet stalls for individuals with disabilities. Most toilet stalls have infrared flush devices. All sinks in each restroom are placed at an accessible height, and infrared devices are used to activate the water at most locations. Baby changing stations have been placed at an accessible height in both men's and women's rest rooms at most locations. A unisex companion care restroom is provided adjacent to the public restrooms at many locations.

**Public Telephones:** In the Terminal and all Concourses, wheelchair accessible Telecommunication Device for the Deaf (TDD) telephones can be found at various locations throughout each building. All TDD telephones have clear, accessible pathways for wheelchair patrons.

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

**Sunflower Lanyards:** The Hidden Disabilities Sunflower Program was first launched in May 2016 at London Gatwick Airport. This program allows individuals with invisible disabilities to be discreetly identified. This program serves as a prompt for someone to let other people know they may need a helping hand, patience, or simply more time. Lanyards can be picked up from the USO Lounge, across from Baggage Claim 12, or the Information Desks, by Baggage Claims 6 and 11, between 8 a.m. and 8 p.m. daily.

**ADA:** The Metropolitan Washington Airports Authority's (MWAA) 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)  
[www.flydulles.com/customer-service/disability-services](http://www.flydulles.com/customer-service/disability-services)

**MWAA ADA Coordinator – Bruce Heppen** ..... 703-417-8983 (V) or 703-417-8615 (V)  
[www.mwaa.com/policies-regulations/civil-rights-patrons/ada-grievance-procedure-and-form](http://www.mwaa.com/policies-regulations/civil-rights-patrons/ada-grievance-procedure-and-form)

Email: [bruce.heppen@mwaa.com](mailto:bruce.heppen@mwaa.com)

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## Reagan National Airport

**Elevators:** The elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. At some elevators, an electronic voice announces arrival at each floor.

**Ground Transportation:** Airport shuttle buses are equipped with wheelchair lifts and audible announcements.

**Pet Relief Areas:** Reagan has designated Pet Relief Areas for service animals that accompany passengers. These are located outside the terminal. More information: [www.flyreagan.com/travel-information/services-amenities/pet-relief-areas](http://www.flyreagan.com/travel-information/services-amenities/pet-relief-areas).

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

**Public Restrooms:** Restrooms are fully accessible with toilet stalls for individuals with disabilities. Most toilet stalls have infrared flush devices. All sinks in each restroom are placed at an accessible height, and infrared

devices are used to activate the water at most locations. Baby changing stations have been placed at an accessible height in both men's and women's restrooms at most locations.

**Public Telephones:** In Terminal 2, 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.

**Sunflower Lanyards:** The Hidden Disabilities Sunflower Program was first launched in May 2016 at London Gatwick Airport. This program allows individuals with invisible disabilities to be discreetly identified. It serves as a prompt for someone to let other people know they may need a helping hand, patience, or simply more time. Lanyards can be picked up from the USO or pre-security Information desks between 10 a.m. and 6 p.m. located at: North and South security checkpoint desks; Baggage claim 6 and 10; Terminal 1 Baggage Claim 2; and USO Terminal 1.

**ADA:** The Metropolitan Washington Airports Authority's (MWAA) ADA Coordinator is designated, in accordance with the ADA 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)

**MWAA 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) • Email: [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 to 15 minutes except between the hours of 1 a.m. and 5 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 drop you off near each designated airline check-in counter. Shuttles pick up on the lower level, outside of baggage claim at four designated stops to take you back to the rail station.

**BWI Marshall Rail Station** ..... 410-672-6169 (V)

<https://bwiairport.com/to-from-bwi/transportation/transit/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.wmata.com/rider-guide/stations/national-airport.cfm](http://www.wmata.com/rider-guide/stations/national-airport.cfm)

**Amtrak Schedules and Info**..... 1-800-872-7245 (Toll Free)

..... 1-800-523-6590 (TTY)

..... 202-906-3260 (Union Station)

[www.amtrak.com](http://www.amtrak.com) • [www.unionstationdc.com/rail](http://www.unionstationdc.com/rail)

**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. For cab service to BWI Marshall Airport, please consult your local cab company.

..... 410-859-1100 (V)  
[www.bwiairporttaxi.com](http://www.bwiairporttaxi.com)

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**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, NE.
- **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) • [www.wmata.com/rider-guide/stations/national-airport.cfm](http://www.wmata.com/rider-guide/stations/national-airport.cfm)

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**Metrorail – Dulles Airport and Reagan National Airport**

**Dulles Airport:** The Silver Line Metrorail station at Dulles is connected to the main terminal by an indoor pedestrian tunnel with moving sidewalks. The tunnel provides convenient access to the airport’s ticketing and baggage claim levels. The Smithsonian National Air and Space Museum’s Udvar-Hazy Center, rental cars, and hotels are also nearby. Signs guide customers to the tunnel, which also links the terminal with Parking Garage 1. Passengers are advised to consult Metrorail’s website for station information, fares and operating hours.

[www.flydulles.com/parking-transportation/dulles-airport-metrorail-station](http://www.flydulles.com/parking-transportation/dulles-airport-metrorail-station)

**Reagan National Airport:** Reagan can be accessed by taking the Metrorail on the Blue or Yellow line. The Metrorail system has an elevated Metrorail station connected to the concourse level of Terminal 2

[www.flyreagan.com/parking-transportation/metrorail-station](http://www.flyreagan.com/parking-transportation/metrorail-station)

**Metrorail General Information**..... 202-637-7000 (V) / 202-638-3780 (TTY)  
**Dulles Airport General Information** ..... 703-572-2700 (V)  
**Reagan National Airport General Information** ..... 703-417-1806 (V)

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**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 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. Daily service from 4 a.m. to 11:28 p.m. on weekdays and service from 4 a.m. to 12:22 a.m. on weekends and holidays. Free parking at Park & Ride lots. All coaches are wheelchair accessible.

**Reduced Fares for Adults 65+ or People with Disabilities:** One-way full fare is \$6.00. Adults 65+ and persons with disabilities are eligible for a one-way reduced fare for \$5.00. One-way fares can be purchased on the bus using major debit or credit cards or cash using exact change. No change will be given if you overpay. No debit or 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.

**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)  
<https://mta.maryland.gov/commuter-bus> • Email: [commuterbus@mta.maryland.gov](mailto:commuterbus@mta.maryland.gov)

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### MTA Light RailLink Service – BWI Airport

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.

**Standard Fare:** \$2.00 one-way.

**Reduced Fares for Adults 65+ or People with Disabilities:** \$1.00 one-way.

**Operating Hours:** Monday through Friday, 4 a.m. to 1:30 a.m., Saturday 4:30 a.m. to 1 a.m., and Sunday and Holidays 10 a.m. to 9 p.m. Main line runs every 10 minutes on weekdays and every 15 minutes on weekends. Branches run every 30 minutes on weekdays and every 30 minutes on weekends. The Penn-Camden shuttle service is temporarily suspended as of July 12, 2022 and service is being substituted with a bus bridge operating every 30 minutes.

**Transit Information Contact Center**..... 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)

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### MTA Local Bus Service – BWI Airport

MTA offers bus service on the #75 bus from BWI Airport connecting to Parkway Center, Arundel Mills Mall, Airport 100 Park, and the Patapsco Light Rail Stop. Service operates 24 hours per day, 7 days a week.

**Standard Fare:** \$2.00 one-way.

**Reduced Fares for Adults 65+ or People with Disabilities:** One-way is \$1.00.

**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-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/Amtrak Train – BWI Airport

BWI Airport offers free, frequent and convenient shuttle service between the MARC/Amtrak station and the BWI Airport Terminal. Shuttle service operates 24 hours per day 365 days per year. At the MARC/Amtrak station, shuttles stop adjacent to the rail station garage, directly across from the rail station. At the BWI 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.

[www.amtrak.com/stations/was](http://www.amtrak.com/stations/was)

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

[www.amtrak.com/stations/bal](http://www.amtrak.com/stations/bal)

**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>

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

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. 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.

**Reservations**..... 703-572-8294 (V)

[www.flydulles.com/parking-transportation/washington-flyer-taxi-service](http://www.flydulles.com/parking-transportation/washington-flyer-taxi-service)