

Airport **Resources**
for Travelers
with **Disabilities**



Welcome to the Atlantic City International Airport offering service to Atlantic City as well as outbound travel to a host of market destinations. In an effort to develop awareness in our airport, we have provided an information guide for travelers with disabilities to make your trip as pleasant and convenient as possible.

The Atlantic City International Airport is a small hub regional airport with two runways and one terminal. The Airport is a linear design structure with two levels. The first level consists of Arrivals and Departures: All Customs and Border Protection, all baggage screening, baggage claim and ground transportation happen in Arrivals. All ticketing, baggage check-in and security screening happens in Departures. The second level consists of eateries, boarding gates and passport processing.

The Atlantic City International Airport prides itself on being an easy facility to use. Our dedicated workforce is committed to delivering the best service possible to ensure our customers' satisfaction. For those with disabilities, our Customer Service Representatives, along with our competent staff, Parking Department and Operations Department, will provide personal attention to assist you every step of the way.

We also have additional resources to make your trip a safe and convenient means of travel such as:

- Parking
- Elevators
- Companion Care Restrooms
- Wheelchairs
- Rental Cars
- Pet Relief Area
- Defibrillators
- Parking Shuttles
- Ground Transportation to the Bus & Rail Terminal
- Paging System

GENERAL INFORMATION

PARKING

All of the parking facilities at the Atlantic City International Airport have spaces designated for travelers with disabilities. Passengers using those spaces must display a placard or have a handicap license plate. Parking is available to the disabled as well as others airport users in our Parking Garage as well as Economy and Short-Term Parking lots. Parking lots are open 24 hours a day, 7 days a week.

ELEVATORS

For passengers with wheelchairs, elevators are located in the Transportation Security Administration (TSA) screening area located on the first level of the terminal as well as on the second level near the escalator to ground transportation/baggage claim.

FAMILY/COMPANION CARE RESTROOMS

Our public restrooms can accommodate people with disabilities. If you need assistance, you and the person assisting you may want to use these restrooms located on the first and second level of the terminal. Our Customer Service Representatives can help you find the companion care restrooms.

WHEELCHAIRS

Your airline can provide you with a wheelchair to and from your flight. Service should be requested from the airline in advance or at the ticket counter when you check in. If you need assistance from the car, the driver should pull up to the main terminal doors and inform one of our Customer Service Representatives that wheelchair assistance is required.



GENERAL INFORMATION

CAR RENTALS

For your convenience, car rental agencies are located on-property in the Parking Garage. For hand-operated vehicles, car rental agencies require at least 72 hours advance notice. Please contact the car rental companies directly regarding availability, reservations and costs.

Enterprise	609-646-7733
Budget	800-527-7000
Avis	800-331-1212
Hertz	800-654-3131

PET-RELIEF AREA

ACY has a designated pet-relief area located, outside the main terminal door on the first level. The area is wheelchair accessible. This area is identified with a sign.

DEFIBRILLATORS

Automated external defibrillators are installed throughout the terminal in key locations and identified by signage for use in cardiac emergencies. White signs labeled "Automatic External Defibrillators," with a red heart and a stylized image of an electrical charge, identify the locations.

GROUND TRANSPORTATION TO THE BUS & RAIL TERMINAL

Taxicab and Jitney Shuttle services is available outside the main terminal doors. Jitney Shuttle service provides limited travel to Atlantic City. Jitneys are wheelchair accessible and can accommodate scooters as well. Taxicabs can take you to your desired location. Both modes of transport can take you to the Atlantic City Bus & Rail Station for transit to New York City or Philadelphia. A Customer Service Representative can direct you or assist you to them.

PARKING SHUTTLES

Shuttle service begins at 4 a.m. from the economy parking lot and makes a continuous loop around the parking lot. Service is available for all arriving and departing flights. Shuttles are handicap accessible.

PAGING SYSTEM

A verbal paging system is used by the Operations Department and TSA for contacting a passenger in the terminal. Passengers should contact the Customer Service Desk or pick up a Courtesy phone in the terminal and dial 4702 or 2002.

CONTACT INFORMATION

Atlantic City International Airport	609-573-4700
Customer Service Desk	609-573-4725
Airport Operations	609-573-4702
Airport Parking	609-289-1066

WHAT TO EXPECT

The Atlantic City International Airport, operated by the South Jersey Transportation Authority with management services provided by the Port Authority of New York & New Jersey, provides accessibility services, such as skycap/porter service and wheelchair assistance to those who need them. Our competent staff – Parking Department, Operations Department along with our Customer Service Representatives – works as a team to provide you with an effortless experience.

If you are traveling independently, it is important to contact your airline about special needs. Make a reservation with your airline well in advance of your trip, and request the assistance you may require such as a wheelchair, specific seat assignments or inform them of certain food allergies. Confirm the request a few days prior to your flight. Customer Service Representatives can also assist you with wheelchairs.

The TSA handles security screening of passengers and baggage at the Atlantic City International Airport. The TSA has a Help Line, TSA Cares, for travelers or families of travelers with questions about screening policies, procedures and what to expect at the security checkpoint. The TSA recommends passengers call approximately 72 hours ahead of travel.

Passenger and baggage screening requirements will take extra time. Your airline will provide specific check-in times. A good rule of thumb to follow is to arrive at least two hours in advance of domestic departure and at least three hours before an international departure.

GENERAL INFORMATION

Also allow more time during peak travel periods – Thanksgiving and the year-end holidays, spring holidays and summer.

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

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 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 and Enforcement U.S. Department of Transportation

Monday through Friday, 9 a.m. to 5 p.m. EST

Voice	800-778-4838
TDD/TTY	800-455-9880
Email	airconsumer2@dot.gov
Website	www.airconsumer.dot.gov

CONTACT INFORMATION

TSA Cares 855-787-2227

Aviation ADA Coordinator

Port Authority of NY & NJ
225 Park Avenue South, 9th floor
New York, NY 10003

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