

Special Needs Services

Visit us at [Skyharbor.com/BeforeTraveling/SpecialNeeds](https://www.skyharbor.com/BeforeTraveling/SpecialNeeds)

Sky Harbor is one of the most accessible airports in the world thanks to the advice provided by the Phoenix Mayor's Commission on Disabilities.

All terminals have: curb cuts; automatic doors; elevators; ramped access to all lobbies and gate areas; designated areas on inner curbs for vehicles with disability plates to load or unload; and wheelchair accessible telephones, automatic teller machines, restrooms and drinking fountains.

Wheelchairs

Flying into Sky Harbor? Request a wheelchair when checking in and tell a flight attendant during the flight. Flying out of Sky Harbor? Request a wheelchair from a Sky Cap at the curb or from a Sky Cap or the airline on the ticketing level of the terminal. You can also request wheelchair service ahead of time when you book your tickets with your airline. Ask your airline about traveling with power chair batteries.

** Using a wheelchair or other mobility device? Look for wheelchair accessible pathways and elevators in Terminal 2.**

Oxygen

If you need to travel with oxygen, be sure to discuss this with your airline when making reservations. The TSA website at <https://www.tsa.gov/travel/special-procedures> for more information.

Assistance Animals

When making reservations, let your airline know if you plan to travel with a service animal. Get tips on traveling with services animals from the TSA at <https://www.tsa.gov/travel/special-procedures>. Sky Harbor offers nine animal relief areas, including areas in the terminals post-security, listed at <https://www.skyharbor.com/ShopsFoodServices/Services/PetParks>.

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Accessible Restrooms with Caregiver Access

Each terminal has at least one family restroom with a private area to change clothing or disposable undergarments. Ask for directions at any Airport Information Desk.

Paging Assistance Locations

The names of those being paged are announced in the terminal and displayed on monitors throughout the Airport. To send or retrieve a paged message, look for Paging Assistance Locations throughout the terminals. Check out the terminal maps for locations at <https://www.skyharbor.com/Maps>.

Accessible Phones

Hearing aid compatible, amplified and text telephones (TTY) available in each terminal on each level and in baggage claim. Contact the Airport through 711 Relay or TTY @ 1-800-781-1010.

Special Needs Parking

Accessible parking is available in all garages closest to the elevators. In the East Economy lot, accessible parking is available north of the PHX Sky Train Station. In the West Economy Park & Walk, accessible parking is available at the east end closest to Terminal 2.

Over height or oversize parking is available in the uncovered economy parking areas and Oversized Vehicle parking area east of Terminal 4.

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Quiet Room

Did you know that America's Friendliest Airport® offers a place in its busiest terminal for people seeking a quiet setting? The Quiet Room inside the Airport Chapel, pre-security near the B Checkpoint in Terminal 4 offers a quiet space for meditation, prayer or a break from the fast-paced airport environment. Children or adults with an intellectual or developmental disability may visit the Quiet Room inside the Chapel for a respite from the sensory-overload that they might experience when coming to the airport. There is a child-sized table and chairs and quiet activities for children to use in the Chapel space. The hours of operation are 7 a.m. – 8 p.m. daily except Saturday. Hours on Saturday are 7 a.m. – 4 p.m.

PHX Sky Cart

PHX Sky Cart, a new electric cart service, is available to transport customers who need additional help connecting between Terminal 2 and Terminal 3.

Dial-A-Ride: A Public Service

Seniors and people with disabilities can access Dial-A-Ride daily from 7 a.m. to 7 p.m. Please call 602-253-4000 or visit their website at http://www.valleymetro.org/valley_metro/dial_a_ride.

Ground Transportation

Accessible taxi and van service vehicles are available: <https://www.skyharbor.com/ParkingTransportation/TaxisAndShuttles>. Travelers should proceed to the loading location and request one from the curb coordinator. The PHX Sky Train® (<https://www.skyharbor.com/PHXSkyTrain>) provides a fully accessible connection between the Airport terminals and Valley Metro Rail at the 44th Street Station.

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City Valley Metro Rail and Bus

There are several options for wheelchair-accessible public transportation to and from Phoenix Sky Harbor International Airport:

- Valley Metro bus [Route 13](#) stops at Terminal 2.
- Bus [Route 1](#), [Route 32](#) and [Route 44](#) connect with the Airport at the 44th Street PHX Sky Train[®] Station. The free PHX Sky Train[®] runs regularly and is only minutes away from Sky Harbor terminals.
- The 44th Street PHX Sky Train[®] Station is a direct connection to [Valley Metro Rail](#), which offers access into Phoenix, Tempe, and Mesa.

Call 602-253-5000 or visit <http://www.valleymetro.org/home/>.

Rental Cars with Hand Controls (advance notice recommended)

Avis: (800) 331-2323 **Budget:** (800) 826-5510

Hertz: (800) 654-2280 **National:** (800) 328-6323

Lift-Equipped Van Rentals

Performance Mobility: (602) 418-5076, (800) 859-8880, (800) 456-1371

Wheelers Accessible Van Rentals: (602) 333-1594, (866) 333-1594

For links to the websites of any of the above: visit

<https://skyharbor.com/BeforeTraveling/SpecialNeeds>.

TSA Cares Program

In an effort to assist those travelers with disabilities and medical conditions, the TSA has a help line that addresses travelers' questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares only takes calls Monday-Friday from 9:00 am – 9:00 pm EST and passengers need to call at least 72 hours in advance of their flight. Call 1-855-787-2227.

America's Friendliest Airport

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Americans with Disabilities Act (ADA)

Sky Harbor operates in compliance with the Americans with Disabilities Act (ADA), including investigation of any complaint communicated to the Airport regarding a denial of access to an Airport facility, service or program.

The ADA Coordinator for Sky Harbor is Mary Beth Thompson. The office of the ADA Coordinator administers Sky Harbor's overall ADA grievance procedure. Persons with ADA complaints specifically regarding Phoenix Sky Harbor International Airport are encouraged to contact us at skyharbor@phoenix.gov. If the response does not adequately resolve the complaint, a grievance can be filed. Grievance Procedures and Complaint forms are available at <https://skyharbor.com/BeforeTraveling/SpecialNeeds>.

You may also write to:

Mary Beth Thompson, ADA Coordinator
2485 E. Buckeye Road
Phoenix, AZ 85034

mary.beth.thompson@phoenix.gov
602-273-4062.