



## **FREQUENTLY ASKED QUESTIONS (FAQS)**

### **1. WHEELCHAIR SERVICE**

**I will need a wheelchair when I arrive at the airport for my departing flight. How do I get one?**

*Wheelchair service is provided through the airlines. Passengers may reserve wheelchair service in advance by calling their airline or requesting it online via their airline's website. It is also available on demand. Please note that during peak periods, there are typically delays in obtaining wheelchair service. However, it is available within a reasonable amount of time and these services and methods of delivery are confirmed to be in compliance with ADA and ACAA requirements.*

**If I get a wheelchair service to my departure gate where I must wait for an extended period, how can I visit the restroom or purchase food prior to my flight?**

*The companies that are contracted by the airlines to provide wheelchair services typically set up staging areas for their passengers who request wheelchairs. These staging areas are monitored by their employees to ensure that passengers who need to go to the restroom can be assisted. Additionally, passengers who would like to get something to eat may request a brief stop to get "food to go" when they are being transported to/from their gate. However, food and beverage assistance is not available on demand; only when in the process of being transported to/from gates.*

**Can the person pushing me in my wheelchair also handle my baggage?**

*The wheelchair service representative will transport ONE piece of carry-on luggage. Passengers who need assistance with additional luggage may avail themselves of the porter ("Skycap") services offered by the airline.*

**Are there carts that can take me through the airport to my gate?**

*There are some carts in various areas of the airport, but they cannot be pre-arranged. Carts cannot carry manual wheelchairs. Passengers who need assistance with transporting items may avail themselves of the porter ("Skycap") services offered by the airline. Power chairs should be operated by the owner to the ticket counter and from there, checked in with the airline at the gate where they will be transferred to an aisle chair for boarding. The power chair is transferred to the cargo hold of the aircraft by air carrier personnel.*

### **2. RENTAL CAR CENTER**

**After my flight arrives at the airport, I will need wheelchair service. After I retrieve my bags, how do I get from baggage claim to the rental car center?**

*Prior arrangements are required. Please notify the ADA coordinator in advance if you need assistance to the Rental Car Central from the terminal.*

**When I return to the airport from my departing flight, how can I get from the Rental Car Center to my departure gate if I need wheelchair service?**

*Arrangements for wheelchair service from the Rental Car Center to the airport should be made directly with the passenger's selected rental car company. These arrangements can be made in advance by contacting the rental company, or upon arrival at the rental car company's counter by requesting to be transported to the terminal for a departing flight. The rental companies may opt to transport by wheelchair OR by dropping the passenger off in a vehicle at the terminal curbside, at which point wheelchair service is available from the curbside porters ("Skycaps") AND at the ticket counters.*

### **3. PARKING**

**Where is disabled parking located at the airport?**

*Designated parking for disabled, including van accessible parking, is located on the ground levels and 3rd levels of the Dolphin, Flamingo and Ibis garages.*

**I drive but can't reach the ticket spitter raising the gates to Flamingo, Dolphin & Ibis garages. What should I do?**

*Passengers needing assistance with retrieving a ticket to enter the parking garages may call the airport's parking operator 24 hours a day at: 305-876-7536. A parking representative will be dispatched to retrieve the ticket for the customer. They may also call 305-876-7536 if they need special assistance when exiting.*

**I have a disabled ("handicapped") parking placard. Can I get free parking at the airport?**

*A disabled parking placard does not entitle the user to free parking. The airport offers a 2-hour "meet-and-greet" option for persons who, upon exiting, present their valid disabled parking placard and the accompanying registration. FREE PARKING is extended to vehicles that are permanently modified with special equipment, such as foot controls, hand controls, motorized ramps, etc., or those vehicles that display a valid FLORIDA TOLL EXEMPTION PERMIT obtained through the Florida Disabled Toll Permit Program. Free parking is also extended to vehicles that bear a Florida-issues 'Disabled Veteran' license plate.*

**Where are the best locations to park to have an easy, accessible pathway over to the terminal?**

*The parking garages connect to the terminal by bridges, located on the third level of the Dolphin, Flamingo and Ibis garages. These paths are covered by either commercial carpeting or commercial slip-resistant (COF) tile that is suitable for use by pedestrians or people who use manual or power wheelchairs. Passengers may also access the terminal from the parking garages by utilizing street level access on the arrival and departure levels, which are paved in either concrete or asphalt. Although these pathways are accessible, passengers who use manual wheelchairs may find the surfaces to be bumpy.*

### **4. RESTROOMS**

**Are all restrooms at the airport accessible to people with disabilities?**

*Yes, all restrooms accessible to the public have a stall reserved for persons with disabilities.*

**I need my spouse or caregiver to help me in the restroom. Where are the single-user unisex/family restrooms located at the airport?**

*The north and south terminals have single use/unisex restrooms; however, the facilities in the central terminal area are of older design and have not been updated to include single use/unisex restrooms. As our terminal facilities are modernized, the latest ADA and code requirements are being incorporated.*

## 5. SECURITY LINES

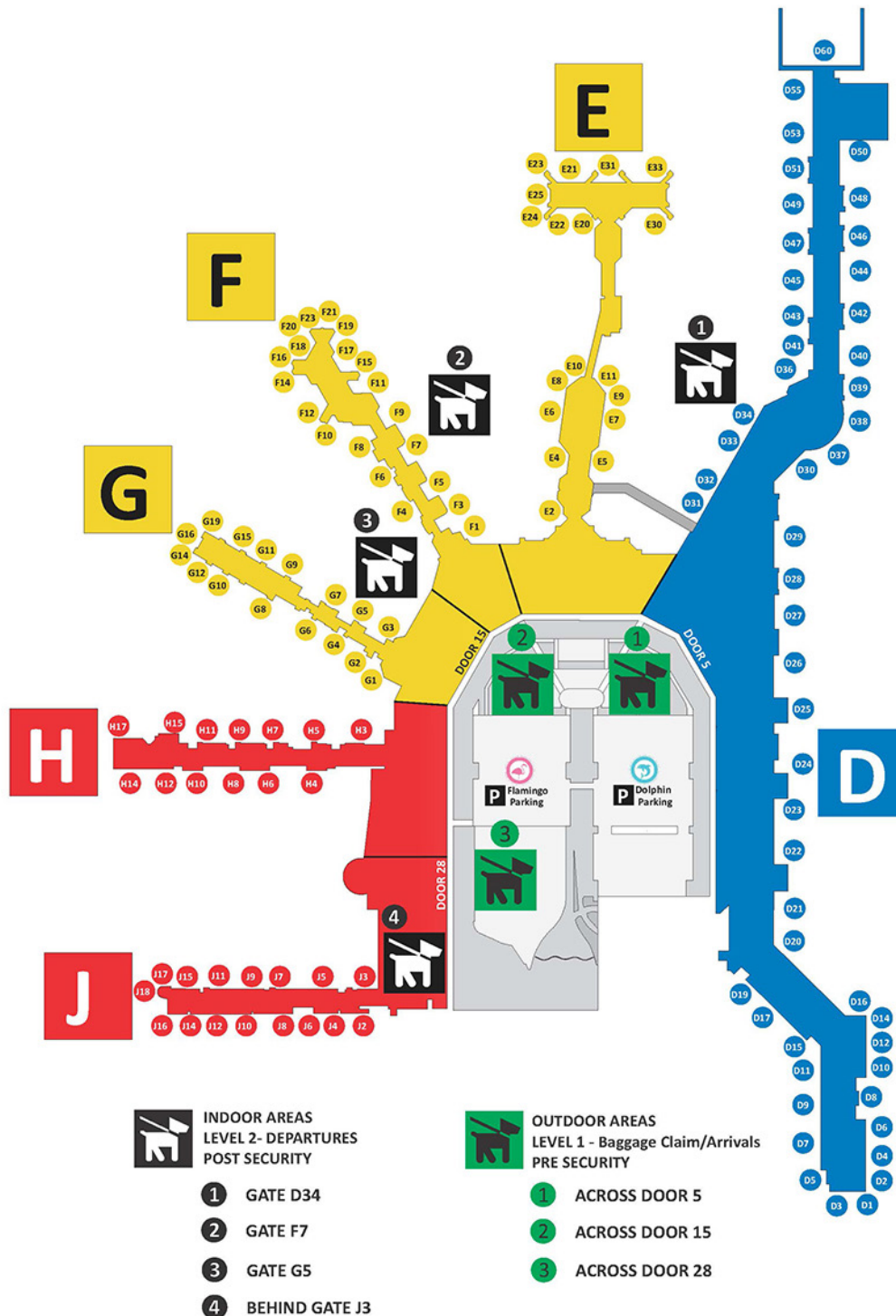
Where are the wheelchair-accessible points to security lines located?

*There are wheelchair-accessible points to security lines at all Security Checkpoints.*

## 6. SERVICE ANIMALS

I need to take my service animal for a bathroom break while at the airport. Where can I go?

*The relief areas are located post-security in Concourse D, F, G and J. Outdoor areas are also available at arrival level in Concourse D, E and J. Please see maps below.*



## 7. SERVICES FOR PEOPLE WHO ARE DEAF OR HEARING IMPAIRED

### How do I page someone at the airport who is deaf?

Visual Paging is available by calling the airport at: 305-876-7000 (as noted on Facebook and the airport website) An Airport attendant will answer the call and input a digital page. The digital message will display at one of two monitors at each departure gate, every fourth monitor behind the check-in counters, half of the monitors at each bag claim belt, on an LED message board at the J-FIS Information Counter and on an LED message board at the exit to the D-FIS.

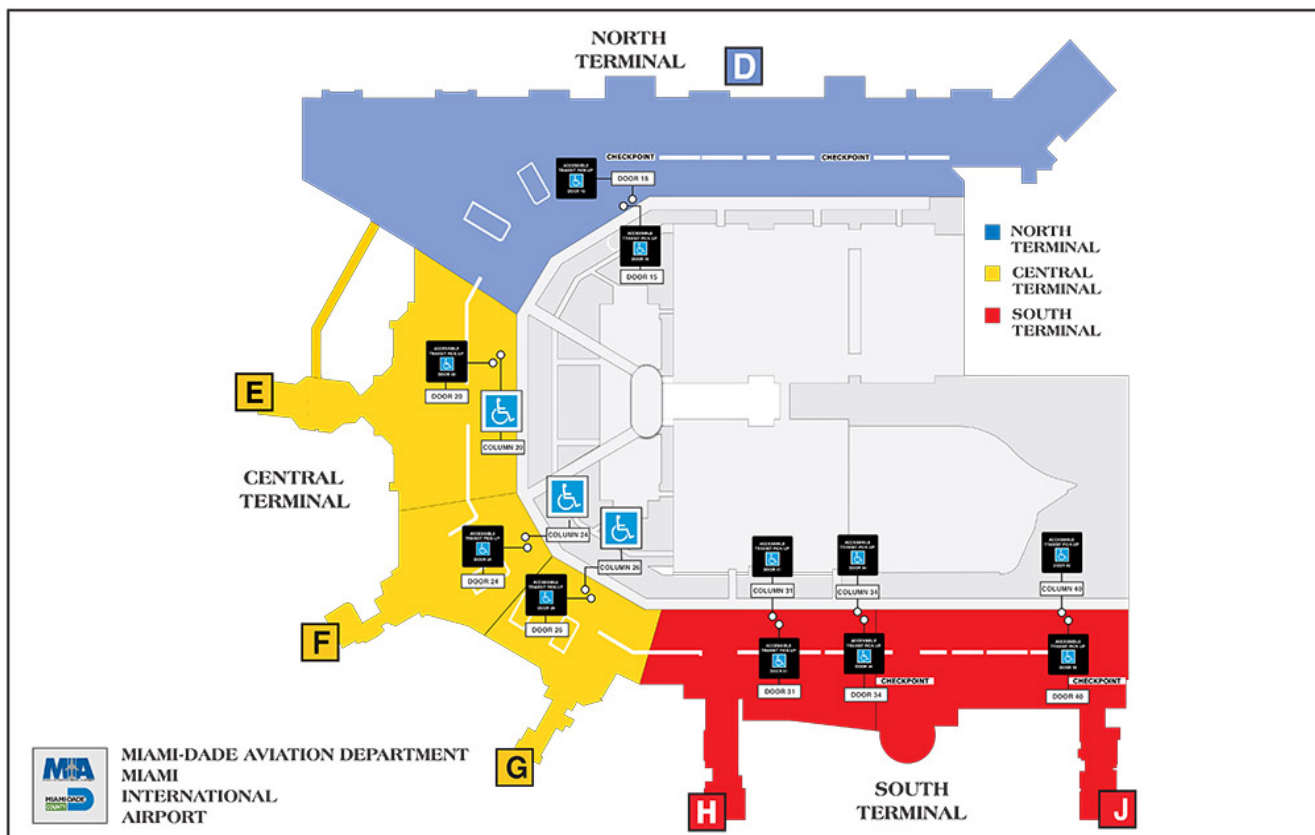
### If I arrive at the airport and need a sign language interpreter, who do I contact?

Our Virtual Sign Language interpreter is available on as a needed basis. Please look for team members in blue uniforms and get connected through the Martti App.

## 8. STS/PARATRANSIT

### When I return to Miami, I need STS/Paratransit to pick me up and take me home. What do I tell STS do they know exactly where at the airport to pick me up?

Please follow the map below as a guideline to all STS/Paratransit pick up locations



## **9. GROUND TRANSPORTATION**

**What are my options for wheelchair-accessible ground transportation (to take me throughout the local, South Florida area) when I arrive at the airport?**

*On demand options for transportation include accessible taxis and accessible SuperShuttle vans. Both are available at the terminal curbside on the ground level, outside of baggage claim areas.*

## **10. PROBLEM SOLVING/COMPLAINT RESOLUTION**

**What happens if I arrive at the airport and discover that my airline has not provided me with the accommodations/assistance I requested in advance?**

*Please contact your airline and request to speak with a “CRO” (Complaint Resolution Officer).*

**What are my options if my wheelchair is broken when I arrive at the Miami airport?**

*Please contact your airline for assistance with claims.*