

## Help at Boston Logan

## Telephones

### Call Free to Reach 1-800-23-LOGAN

From any pay phone in the terminals and parking facilities, simply dial:

**\*23 (V)**

**\*24 (TTY Text Telephone)**

Public Service Representatives are available from 6am - 11pm by pressing "0" during the message.

**Airline Sky Caps** check baggage curbside at the Departures Level.


**Airline Passenger Service Assistants** assist customers with disabilities throughout the terminals. Ask the Sky Cap or airline personnel at ticket counters for a passenger service assistant.

In flight, remind your **Flight Attendant** of the assistance you will need when you arrive at the gate. For additional assistance at the terminal, please see an **Airline Representative**.


**Public Information Booths** are located near baggage claim on the Arrivals Level in all terminals. Public Service Representatives are available to provide information about accessible ground transportation, parking, and terminal services. TTY's are available at all Information Booths. For hours of operation call:  
**1-800-23-LOGAN**  
**1-800-262-3335 (TTY Text Telephone).**



Terminal directories located throughout the airport identify locations of accessible services and facilities for each terminal.

In case of emergency, contact Massachusetts State Police: **617-567-2233**

 **TTY's** (text telephones) are available at most public phone banks throughout the airport and at Public Information Booths in the baggage claim areas of each terminal.

The **Massachusetts Relay System** serves voice and TTY callers at:  
**1-800-439-0183 (V)**  
**1-800-439-2370 (TTY Text Telephone)**


 **All Public Telephones** are equipped with amplifiers and are hearing aid telecoil compatible.


  **Wheelchair Accessible Telephones** are available throughout the airport.

**Hotel Courtesy Phone Boards** are located in baggage claim areas of all terminals. They provide direct-line connections to hotels and TTY connections to the Massachusetts Relay System.

## Accommodations

  **Accessible Restrooms** are located in all terminals.


 **Elevators** are available in all garages and terminals.

 **Service Animals** are allowed throughout the airport.

**Audio Visual Fire Alarms** are located throughout the airport.

**Automated External Defibrillators** are available throughout the airport.

## Getting To And From Boston Logan



 **Logan Express Buses** are all wheelchair lift-equipped and operate every 30-60 minutes. To guarantee efficient service, call 24 hours in advance.

For Braintree and Woburn service, call Paul Revere Transportation: **1-617-889-5899**

For Framingham service, call Fox Bus Lines: **1-800-342-5998**


For Peabody service, call McGinn Bus Company: **1-781-592-0100**

  **MBTA Airport Station** is wheelchair accessible. Massport provides accessible van service between Logan and the accessible MBTA Airport Station. For van service, call free from any Public Information Booth at Boston Logan, or call Massport Ground Transportation: **1-617-561-1770**

  **Silver Line** is wheelchair accessible and services all Logan terminals, South Boston's Seaport District and South Station. Visit [www.massport.com](http://www.massport.com)

**Accessible Taxis** are available at the airport. Ask the ground transportation dispatcher outside the Arrival's Level of each terminal.

**Accessible Water Transportation** serves Boston and the South Shore. For details, call Harbor Express: **1-617-222-6999**

 **Car Rental Agencies** provide hand controlled cars with 24-48 hours advance reservation.

 **Wheelchair Accessible Vans** are available from New England Wheels Leasing: **1-888-477-9235**



Access -

**BOSTON  
LOGAN  
INTERNATIONAL  
AIRPORT**



## Massachusetts Port Authority

### Office of Diversity

**One Harborside Drive  
East Boston, MA 02128-2909  
[www.massport.com](http://www.massport.com)**

**1-617-568-5000 (V)  
1-617-568-5057 (TTY)**

**Contact Massport's ADA Program Manager  
with questions or comments about  
accessible services.**

**1-617-568-3190 (V)  
1-617-568-7411 (TTY)**

**[diversity@massport.com](mailto:diversity@massport.com)**

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# Accessible Services

## Planning Your Trip

**When Making Reservations** advise your travel agent, airline, hotel, and car rental agent of the specific accommodations you will need.

**Before Traveling to Boston Logan** get current parking, ground and water transportation, as well as traffic information at

**1-800-23-LOGAN**  
(1-800-235-6426)

1-800-262-3335 (TTY Text Telephone)

**1650 AM LOGAN RADIO**

Public Service Representatives are available from 6am - 11pm by pressing "0" during the message.

You can also get this information and direct links to flight information at: [www.massport.com](http://www.massport.com)

**Additional Information Brochures** are available at all Public Information Booths throughout Boston Logan:


- Parking
- Airline Listings
- Ground Transportation

This brochure is available in **Alternative Formats** by contacting **Massport Office of Diversity** 617-568-3190, 617-568-3199 (fax) or email [diversity@massport.com](mailto:diversity@massport.com)

It is also available on the web at: [www.massport.com/logan/airpo\\_adase.html](http://www.massport.com/logan/airpo_adase.html)

## Transportation Around Boston Logan

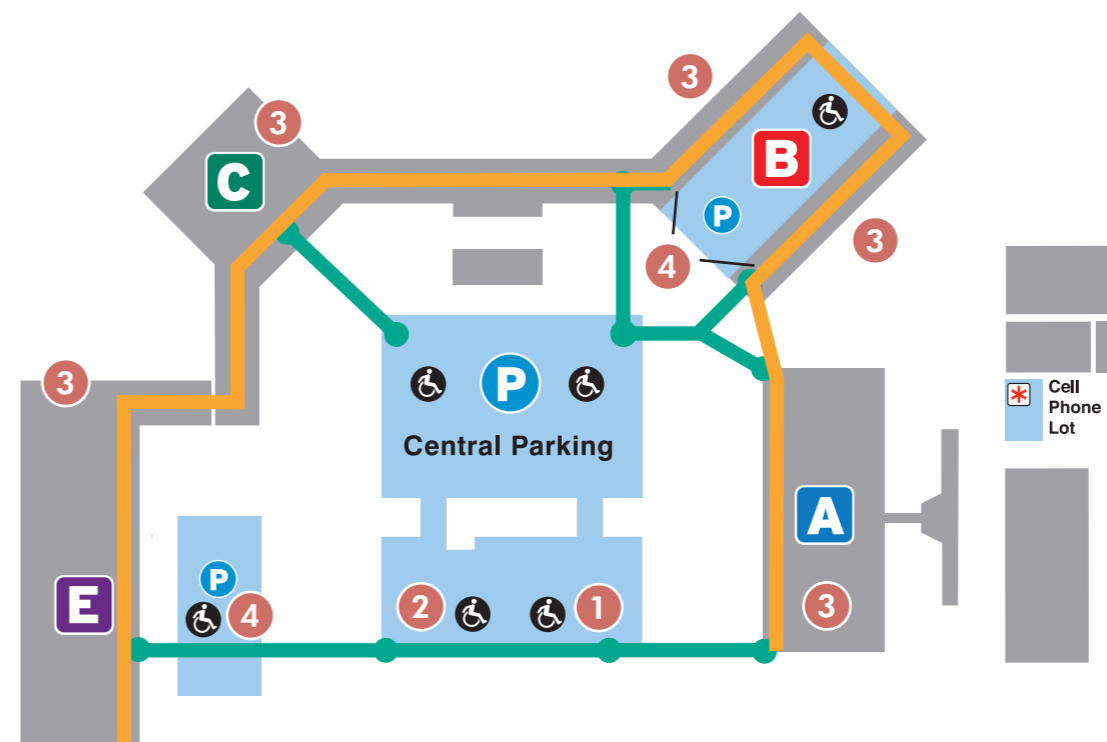
 **Massport Shuttle Buses** are wheelchair-lift equipped and serve all airport terminals at approximately 10 minute intervals. They also serve the MBTA Airport Station, Logan Water Shuttle dock, and Economy Parking. All buses are equipped with a visual and audio stop announcement system. Distances from curbside drop-off areas to airline ticket counters vary from 50 - 200 feet. Curbside Sky Cap services are available from most airlines.

 **Massport's Accessible Van** serves all terminals, parking facilities, Water Shuttle dock, Economy Parking, and the MBTA Airport Station. It is free and operates from 6am - 11pm daily. Call Massport Ground Transportation from any Public Information Booth at Boston Logan or call: **617-561-1770**










**Courtesy Shuttle Carts** can transport you from your parking space in Central Parking to the pedestrian bridge closest to your terminal. Massport's Accessible Van will transport you to your terminal. You can either request one from a parking attendant or push the intercom button on any Emergency Call Box located throughout the garage. The flashing red light indicates that assistance is coming.





**Luggage Carts** are located in all terminals and near the pedestrian bridges in Central Parking. They cost \$3.00 (cash or credit card).

## Boston Logan International Airport Terminal and Parking Facilities



## Key

-  Terminals
-  Parking Areas
-  Accessible Parking, All Levels
-  Accessible Van Parking, Level 1
-  Parking Office, Level 2
-  Ground Transportation Dispatcher Arrival Level
-  Short Term Drop-Off \*
-  Accessible Pedestrian Bridges
-  Accessible Walkways

Terminal	Accessible Parking	Clearance	Walkways to Terminals	All Terminals
	Central Parking on all levels	Level 1: 12'- 0" Level 2-7: 8'- 2"	1,000' pedestrian bridge/moving walk-way from Central Parking Level 4	<p><b>Accessible parking.</b> People with valid HP plates can park in all garages, even when sign says "FULL".</p> <p><b>Accessible pick-up and drop-off</b> areas are available at all terminal entrances. For security purposes cars must be attended at all times.</p> <p><b>*Short Term Drop-Off Area</b> HP plate required. 15 minute maximum. See State Police.</p> <p><b>Valet Parking</b> is available at Central Parking during overflow condition.</p> <p><b>Register HP Placards</b> with the Parking Office if you are taking it with you. 617-561-1673</p> <p><b>Economy Parking</b> provides offsite, accessible parking and shuttle buses.</p>
	Terminal B Parking Garage on all levels	Level 1: 7'- 8" Level 3: 6'- 6"	Short crosswalk	
	Central Parking on all levels	6'- 10"	300' pedestrian bridge/moving walk-way from Central Parking Level 4	
	Central Parking on all levels Short Term parking in open lot	Level 1: 12'- 0" Level 2-7: 8'- 2"	1,000' pedestrian bridge/moving walk-way from Central Parking Level 4	