

WELCOME TO MINNEAPOLIS

If you've never been to Minneapolis, you'll be glad you came. And if you're making a return trip, you'll wonder why you ever left. Home to fine dining, spectacular shopping and culture galore, Minneapolis really does offer something for everyone – and that includes travelers of all kinds. The city is a leader in its commitment to accessible public space and even instituted a pedestrian ramping program for its streets decades before the Americans with Disabilities Act (ADA) took effect.

The award-winning Minneapolis Advisory Committee on People with Disabilities is the city's primary organization representing the interests and news of our city's disabled residents, workers and visitors. Created in 1991 by the Minneapolis City Council, they are charged with expanding opportunities for people with disabilities and advocating policies and programs which will promote the independence of persons with disabilities while protecting their rights to participate fully in the community.

Richard F. Jost, executive director of the Minnesota Paralyzed Veterans of America said, "Minneapolis is one of the most accessible cities you will ever find." Whether you're visiting for business or pleasure, you'll find that we are attentive to the needs of all our visitors. You'll want to come back again and again.

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GETTING HERE

Home to the world's fifth largest airline (Northwest Airlines) and the seventh busiest airport in the country, Minneapolis is a gateway to the world. Minneapolis is located halfway between LA and NY.

By plane

The Minneapolis/St. Paul International Airport is accessible to people with disabilities and offers an array of services for travelers with disabilities:

- **Passenger pick-up and drop-off** – Locations for passenger pick-up (lower level roadway/Baggage Claim) and drop-off (upper level roadway/Ticketing Level) may be used for your convenience if you arrive at the airport by personal vehicle, taxicab or limousine. The curb cuts accommodate wheelchairs. There are also designated passenger transfer areas for persons with disabilities on both levels by Doors 1, 2 and 6. (Door 1 is the first door you come to as you approach the Lindbergh Terminal.)
- **Restrooms** – All restrooms at the Lindbergh and Humphrey Terminals are equipped with extra-wide stalls and side grab bars.
 - > One is located in the family room near the entrance to Concourse C.
 - > Two others are near gates C1 and C23.
 - > One is located at each end of the Baggage Claim Level.
 - > One is in the Tunnel Level approaching the Short Term Parking ramp.

There are three companion care/unisex restrooms at the Humphrey Terminal:

- > On the first floor, the restroom is located across from the Airport Police Office, between Doors 3 and 4.
- > On the second floor, there are restrooms across from gates H4 and H6.

- **Telephones** – All pay telephones in the Lindbergh Terminal are hearing aid compatible. Phones with TDD capability can be found in several locations. Phones with TDD capability at the Humphrey Terminal are located on each end of the Terminal on the first and second levels.

- **Wheelchairs/Electric carts** – Airlines provide wheelchairs for use throughout the Lindbergh and Humphrey Terminals. Mention your need for a wheelchair in the Terminal when you make your flight reservation. Most airlines have information about wheelchair access and other services available upon request. Additionally, electric carts are available to transport travelers who are elderly or disabled throughout the Lindbergh Terminal.

In response to customer input, the “cart stop” approach was recently adopted at MSP to provide the best electric cart service to the traveling public. The cart stops are clearly marked with signs above blue chairs imprinted with the disabilities logo.

- > The electric carts are scheduled to pick up passengers every 10-15 minutes.
- > You will find “cart stops” directly inside security and at every gate along the C, D, E, F and G Concourses.
- > Consult your airline for services elsewhere.

- **Special needs** – Volunteers are available to assist travelers with special needs.
 - > The Travelers Assistance main office and waiting area is located near the entrance to Concourse C.
 - > The information desks are found in six locations.
 - > There is also an information booth on the Tram Level, near the Tram and exits to parking.
 - > At the Humphrey Terminal, an information booth is located on the first floor.

You can view the MSP Airport's entire accessibility guide online at www.msairport.com/MSP/Travelers_Guide/Accessibility_Guide.

By bus

Looking for an alternative to flying? Enjoy budget travel on the bus. Minneapolis/St. Paul is easily accessible via Greyhound from virtually all major points of departure. Our convenient downtown Greyhound station makes getting to any hotel with taxis or shuttles a breeze. For information, visit www.greyhound.com or call 612.371.3325.

By train

Perhaps a ride on the rails is more your style. Amtrak offers the comfort and adventure of an invigorating train ride with the ease of debarking in our neighboring city of St. Paul. From there, it's an easy cab or shuttle ride to downtown Minneapolis. Visit www.amtrak.com or call 1.800.872.7245.