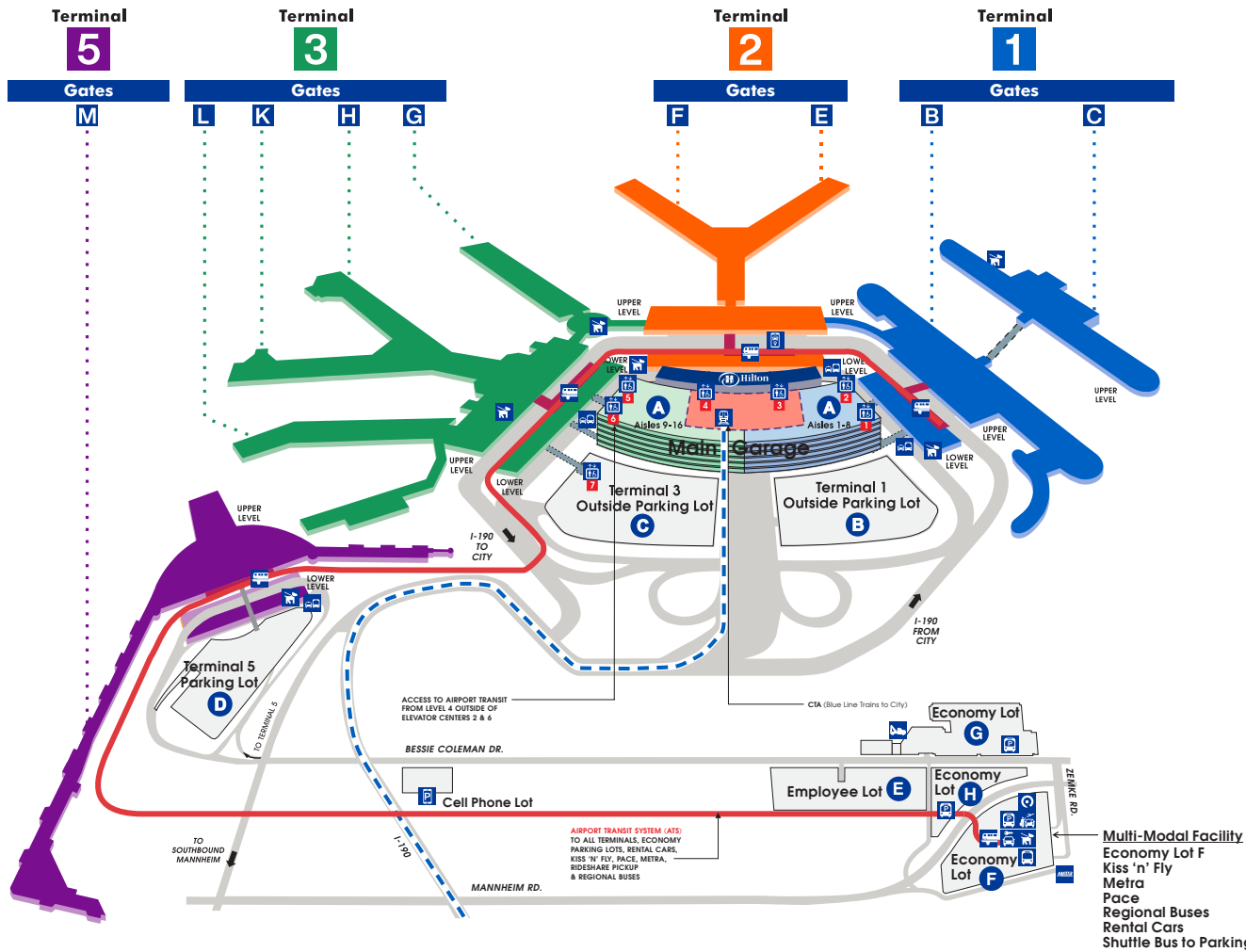


# DIRECTORY

# ORD O'HARE INTERNATIONAL AIRPORT



## AIRLINE LOCATIONS Listed by Terminals

- 1**
    - ANA (departures only)
    - Lufthansa (departures only)
    - United (domestic; international departures only)
  - 2**
    - Air Canada
    - Alaska
    - Denver Air/Key Lime
    - JetBlue Airways
    - Southern Airways Express
    - Spirit Airlines
  - 3**
    - Aer Lingus
    - American (domestic; international departures only)
    - British Airways (departures only)
    - Contour Airlines
    - Iberia (departures only)
    - Japan Airlines (JAL) (departures only)
  - 5**
    - AeroMexico
    - Air France
    - Air India
    - Air New Zealand
    - Air Serbia
    - American
    - ANA
    - Arajet
    - Austrian Airlines
    - Avianca
    - British Airways (arrivals only)
    - Cathay Pacific
    - China Eastern
    - Connect Airlines
    - Copa Airlines
    - Delta
    - Emirates
    - Ethiopian
    - Ethihad Airways
    - EVA Air
    - Finnair
    - Frontier
    - Iberia
    - Icelandair
    - ITA Airways
    - Japan Airlines (JAL)
    - KLM Royal Dutch
    - Korean Air
    - LOT Polish Airlines
    - Lufthansa (arrivals only)
    - Qatar Airways
    - Royal Jordanian
    - SAS
    - Southwest
    - Spirit Airlines
    - Sun Country
    - SWISS
    - TAP Air Portugal
    - Turkish Airlines
    - United
    - VivaAerobus
    - Volaris
    - WestJet
- Denotes airlines with international service departing from Terminals 1, 2 & 3 and arriving in Terminal 5.

EFFECTIVE 11.15.2025

### Passenger Services

- ParkNet 1630 RM**
- ParkNet offers continuous parking information.**  
Before you arrive, check parking availability. Tune your radio to 1630 AM when you are within 2.5 miles of the airport.
- Airport Transit System (ATS)**
- Auto Pound (773) 686-2958**  
(on Bessie Coleman Dr.)
- Baggage Claim (Lower Level Terminals)**
- Blue Line Trains to City**  
(Pedestrian Tunnel Level)
- Cell Phone Lot** (560 N. Bessie Coleman Dr.)
- Kiss 'n' Fly** (at Multi-Modal Facility)
- Parking Elevator Center**
- Regional Buses** (at Multi-Modal Facility)
- Rental Cars** (at Multi-Modal Facility)
- Rideshare Pickup**  
(at Terminal 2, Departure Level)
- Service Animal Relief Area**
- Shuttle Bus to Parking**
- Ticket Counters** (Upper Level Terminals)
- Transportation** (Lower Level Terminals)
- Chicago Fire Department** (773) 894-9111
- Chicago Police** (773) 894-9111  
Non-Emergency (773) 894-5000
- CTA/RTA** (312) 836-7000
- Customer Service** (800) 832-6352
- Metra** (312) 322-6777  
(on Zemke & Mannheim Rds.)
- Pace** (847) 364-7223  
(at Multi-Modal Facility)
- Terminal & Economy Parking Lots**
- Standard Parking** (773) 686-7530  
Customer Service  
Parking Information  
Vehicle Assistance
- Lost & Found** (773) 686-2385
  - For items lost near ticket counter, in gate area or on an airplane, contact airline.
  - For items lost in public areas of terminal, contact Chicago Police at (773) 686-2385.
  - For items lost at security checkpoints, contact TSA at [www.tsa.gov/form/lost-and-found](http://www.tsa.gov/form/lost-and-found).
  - For items lost on the ATS train, email [lost@ohareats.com](mailto:lost@ohareats.com).
  - For items lost in the parking facilities, contact Standard Parking at (773) 686-7532.
  - For items lost in the common spaces of the Multi-Modal Facility (MMF), contact the dispatch office at (773) 462-9515.