

Accessible Meetings FAQs: AIRPORT

- How do people using wheelchairs get from the airport to the hotels?
 - a. Rental Car shuttle busses are available at all terminals and are equipped with wheelchair ramps. If a specially equipped car is required, please contact your rental car provider to make arrangements. 11 different rental car companies are available at DFW Airport.
 - b. Accessible shared ride shuttle service is available via Super Shuttle. Call 800 258-3826 or at www.supershuttle.com.
 - c. Taxi service is available on the upper level of Terminals A, B, C and E, and on the lower level of Terminal D. An Airport Guest Assistant will be available at the taxi stands between 8:00 AM and midnight. Between midnight and 8:00 AM, dial 972 574 5878 to request a taxi.
- Does the airport provide continuous wheelchair service from curbside, to airline counter, to gate?
 - a. Yes; Wheelchair service is offered through your air carrier upon request.
- Is the area where transportation can be accessed approachable without leaving the main terminal? Is there accessible transportation to and from parking areas?
 - a. DFW operates fixed-routes bus service to each of the parking areas listed above. Buses serving Remote North and Remote South are fully accessible. Not all buses serving the other areas are accessible, however, DFW operates demand responsive wheelchair accessible van service 24 hours per day. Wheelchair accessible vans can be used to travel between any public parking area and terminal buildings or to go from one Terminal to another. There is no charge for either bus or van service.
 - b. To request a wheelchair accessible van from a parking area, use a courtesy phone in the parking area of the garage and call 4-2527 or tell the bus driver that you need a wheelchair accessible van.
- Does the airport have courtesy trams inside the airport to move people between gates and concourses?
 - a. The DFW Skylink train is a terminal-to-terminal light rail train available on the secure side of the terminal. It offers the shortest and most convenient way to make connections and is served by elevators and escalators. Skylink is fully wheelchairs accessible with additional seating for our guests with mobility impairments.
- Is there an outdoor relief area for service dogs at the airport?
 - a. Designated grassy areas located on the lower level outside security
 - i. Terminal A: Gate A6, Gate A38
 - ii. Terminal B: Gate B5, Gate B39
 - iii. Terminal C: Gate C2, Gate C39
 - iv. Terminal E: Gate E2, Gate E38
 - v. Terminal D: Inside security at Gate D18, Outside security at Gates D15 and D29.