

## Accessible Meetings FAQs: TRANSPORTATION/ CAR RENTALS

- Do your rental car companies offer vans or other vehicles with chairlift or stowage?
  - a. Yes; 11 different rental companies, in the DFW Metroplex, and 3 within the downtown vicinity, with a variety of accessible vehicles
  - b. Txwheelchairvans.com - 817.926.8267
  - c. Wheelersvanrentals.com - 800-557-1996
  
- Does your city have taxis or vans that can carry wheelchairs or scooters?
  - a. Accessible shared ride shuttle service is available via Super Shuttle. Call 800 258-3826 or at [www.supershuttle.com](http://www.supershuttle.com).
  - b. Larger vans or taxis can carry wheelchairs and scooters. Call to request.
  
- Are there "black car" or limo companies that can accommodate mobility devices?
  - a. Multiple black car and limo services can accommodate mobility devices. Call company to request service.
  - b. [https://www.dfwairport.com/cs/groups/webcontent/documents/webasset/p2\\_123790.pdf](https://www.dfwairport.com/cs/groups/webcontent/documents/webasset/p2_123790.pdf)
  
- Are there Uber or Lyft car services that can accommodate wheelchair stowage?
  - a. Uber
    - i. uberWAV and uberASSIST programs are designed specifically to improve efficiency, ease, and reliability for riders with ambulatory disabilities and currently available in over 40 cities around the world.
    - ii. Not in Fort Worth yet, but can request UberXL. Call driver to let them know you have a wheel chair.
  - b. Lyft
    - i. The Lyft app allows passengers with accessibility needs to enable Access Mode. In certain markets, when Access Mode is enabled, vehicles that are specially outfitted to accommodate wheelchairs will be dispatched in lieu of a standard Lyft vehicle. In markets where those vehicles are not available, information regarding local services will be sent directly to the passenger via text message when the ride is requested.
  
- Does city bus service accommodate wheelchairs/electric scooters?
  - a. All DART buses and trains meet Americans with Disabilities Act (ADA) requirements, offering wheelchair lifts and other features to accommodate riders with disabilities.
  - b. The Fort Worth Transportation Authority (FWTA) will provide reasonable modification to policies, practices, and procedures for customers with disabilities to ensure they can effectively use the agency's transit services without discrimination on the basis of their disability.
  
- Are service dogs allowed on city buses and charter coach shuttles?
  - a. Yes; Call ahead if concerned.

**Rental Companies:**

Call ahead to make sure there are available vehicles.

Advantage: 800 777 5500

Alamo: 800 327 9633

Avis: 972 574 4130 or 800 331 1212

Budget: 800 527 0700

Dollar: 866 434 2226

Enterprise: 972 586 1100

E-Z Rent-A-Car: 972 574 3360

Hertz: 972 453 4759 or 800 654 3131

National: 972 615 5400 or 800 227 3876

Sixt Rent-a-Car: 888 749 8227 or 469 518 5970

Super Shuttle: 800 258-3826

Thrifty: 972 456 5980

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