Wheelchair Accessible Vehicles (WAV)

Age Requirements

13-21

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18 and over

Available 24/7

Yes

Intake Process

Please use the Smartphone app to get a ride.

Report Problems

Send an Email

Self Refer

Yes

Lyft

https://www.lyft.com/

https://help.lyft.com/hc/en-us/articles/115013081668

https://www.facebook.com/lyft

@lyft

(Smart Phone App via the Internet)

23219 VA

United States

Fee Structure

Fee Range

Payment Method(s)

Credit / Debit

Lyft is a taxi alternative. Lyft users in Alexandria, Arlington, Blacksburg, Charlottesville, Fredericksburg, Hampton, Harrisonburg, Lynchburg, Newport News, Norfolk, Richmond Metro, Roanoke, Tysons Corner, and Virginia Beach can request and pay for rides through an app on their smartphones, using iPhone, Android, or BlackBerry apps. A map on their phone screen shows the exact location of Lyft cars and how long it will take for a driver to pick them up. Drivers use their cars to transport people.

If you need a wheelchair-accessible vehicle (WAV) that can fit your fixed-frame wheelchair, we're happy to help. We offer access to WAV rides through a ride type called 'Access'. When you request an Access ride, we'll pair you with available drivers who can accommodate a non-folding or motorized wheelchair or scooter. Access rides aren't available in every market yet. See where you can [request an Access ride](#).   If you're not in an area with Access rides, we'll help you find local companies that provide WAV ride options.

To request a WAV, you'll first need to turn on 'Wheelchair access' in your Lyft app settings. Once you turn it on, you'll see a new ride mode called 'Access' when you request a ride. If you don't see Access as a ride mode when you turn on this feature, learn more about other ways to get a WAV ride.

If you can fold and stow your mobility device in the trunk or backseat of a vehicle, you can take any kind of Lyft ride.

Riders can use Lyft 24 hours a day. Riders open the app when they are ready to ride and Lyft connects them to a driver nearby. No reservations are required with Lyft and there is no dispatcher to call. When heading to the airport and wanting to ensure a timely pickup, riders should open the app 10 to 15 minutes before they normally would. This practice will help riders know the current Estimated Time of Arrival (ETA) in your city. Riders track the driver's progress to their location. Riders can be notified when the driver arrives, so they can wait comfortably indoors.

Lyft drivers are independent contractors. A rigorous screening process is done for each driver.

Visit the [Help Center](#) for more information or www.lyft.com/cities to find out the offerings in your city.

Service Area(s)
Alexandria City

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Arlington County

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Charlottesville City

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Chesterfield County

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Fairfax City

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Fairfax County

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Falls Church City

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Fredericksburg City

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Hampton City

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Hanover County

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Harrisonburg City

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Henrico County

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Lynchburg City

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Montgomery County

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Newport News City

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Norfolk City

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Richmond City

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Roanoke City

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Roanoke County

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Salem City

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Virginia Beach City