

ADA and Airline Connector FAQs



Schedule

Q: What are the hours of operation for the ADA shuttles?

A: The ADA shuttles operate between 06:00am and 00:00 midnight, 7 days a week.

Q: How long will it take for the ADA shuttle to finish one route?

A: It depends on the traffic conditions and holidays. All traffic moves one-way, counter clockwise around the Central Terminal Area (CTA). For live updates on the route and the wait time, please visit www.ridelax.com. This link is also mobile-friendly and can be downloaded as an app on iPhone or Android phones.

Q: How long should I expect to wait for an ADA shuttle?

A: The ADA Shuttle is an on-call service. A wheelchair agent must first submit a pickup request. You may have to wait up to 25 minutes for the ADA shuttle from the time the agent's request is placed. Pickups are scheduled on a First Come-First Served Basis. The wait time depends on how many calls are in the queue. Airline agent or service company attendant must wait at the curb to assist in loading onto the shuttle. Our drivers are not allowed to leave the bus. For live updates on the route and the wait time, please visit www.ridelax.com. This link is also mobile friendly and can be downloaded as an app on the iPhone or Android.

Location

Q: Where can I catch the ADA shuttles?

A: There are special handicapped loading zones marked at the terminals Upper/Departures Level roadway. Request must be submitted by airline service provider in order to use ADA shuttle service. The ADA Shuttles transport passengers from one terminal to another within the CTA.

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Payment

Q: Do I have to pay for the ADA shuttles?

A: The ADA shuttles are complimentary for all disabled customers and no more than one (1) companion accompany each customer with disability. The ADA shuttles will transport passengers between the terminals in CTA. The ADA shuttles are dispatched on a call by call basis.

Contact

Q: What is the contact information for service?

A: Public should call (213) 457-7779 for more information about ADA shuttle service. Shuttle service request must be made by airline service provider agent via online app, and ADA Shuttles are dispatched to pick up locations. Drivers do not stop in response to hailing or waving from the curb.

Q: Where can I send in my comments or complaints about the ADA shuttle service experience?

A: If you have any comments or complaints, please send them to parking@lawa.org. ADA shuttle service also has customer survey cards located inside the shuttles.

Miscellaneous

Q: Are we allowed to bring service animals on the ADA shuttle?

A: Yes, disabled passengers are allowed to board with service animals and medical devices.

Q: How many companions am I allowed to have with me on the ADA shuttle?

A: No more than one (1) companion may accompany each customer with disability. Others in a party are advised to take the "A" bus or walk to the connecting terminal.

Q: How many pieces of luggage am I allowed to have with me on the ADA shuttle?

A: Because of safety and space, only two pieces of luggage and one carry on may be brought on board. For more information about ADA shuttles, number of companions and pieces of luggage, please read brochure attached at the end of these FAQs.

ADA and Airline Connector FAQs



AIRLINE CONNECTOR

Schedule

Q: What are the hours of operation for the Airline Connector?

A: The Airline Connector operates twenty-four hours a day 7 days a week, including holidays.

Q: Where do I find the Airline Connector schedule?

A: The "A" Shuttle continuously circles the Central Terminal Area, stopping at each terminal on the Lower/Arrivals Level. For live updates on the route and the wait time, please visit www.ridelax.com. This link is also mobile-friendly and can be downloaded as an app on the iPhone or Android phones.

Q: How long does the Airline Connector take to go around the Central Terminal Area (CTA)?

A: With normal traffic conditions and current construction, it takes around 30 minutes for the Airline Connector to complete one rotation around the CTA. The Shuttle stops at each terminal within the CTA at the PINK LAX Shuttle & Airline Connections sign on the Lower/Arrivals Level.

Location

Q: Where do I catch the Airline Connector Service?

A: To use our shuttle service, travelers should board the LAX Shuttle under the PINK LAX Shuttle & Airline Connections sign on the Lower/Arrivals Level curbside in front of each terminal. Airline Connection Shuttles transport passengers from one terminal to another within the CTA.

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Q: What areas does the Airline Connector Service travel to?

A: The Airline Connector services the Central Terminal Area (CTA) only. It circles the CTA in a continuous loop, shuttling passengers from one terminal to another.

Payment

Q: How much does it cost to ride the Airline Connector?

A: The Airline Connector is complimentary to the public.

Contact

Q: Where can I send in my comments or complaints about the “A” shuttle service experience?

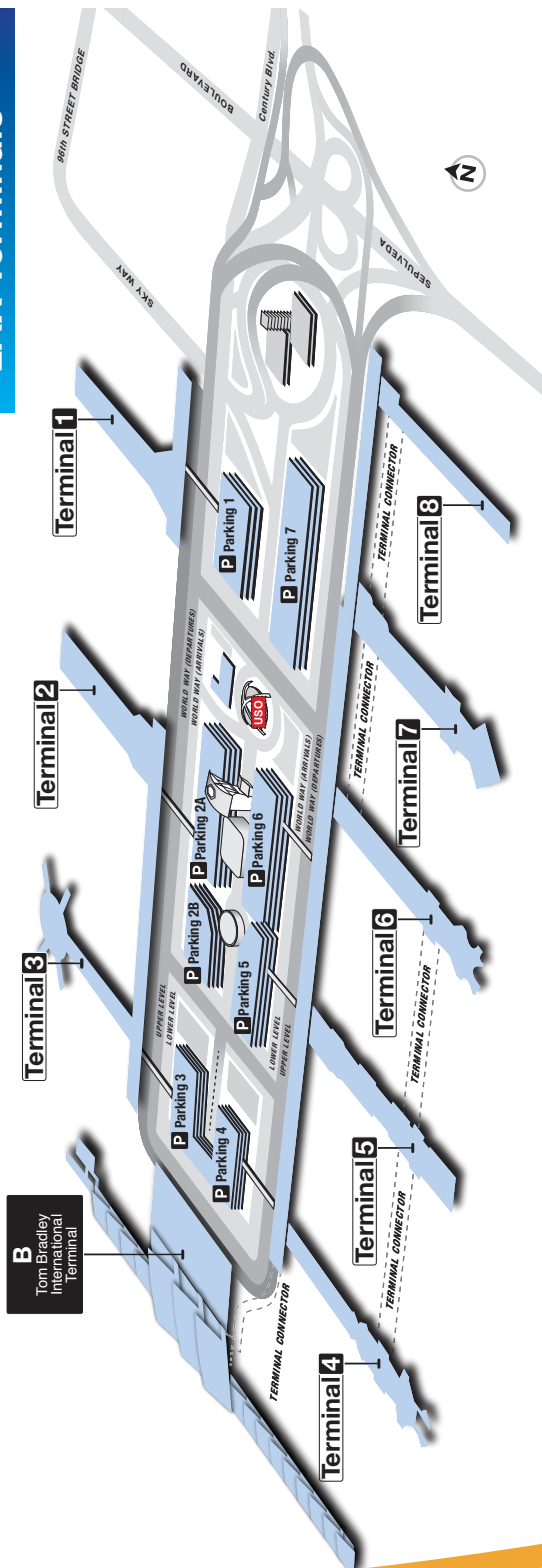
A: If you have any comments or complaints, please send them to parking@lawa.org.

Q: If I leave an item on the ADA or Airline Connector shuttle, who do I contact to retrieve it?

A: You may contact Lost and Found at (424) 273-7266. You may go to this link for more lost and found number and information: <https://www.flylax.com/en/lax-baggage-lost-and-found>.

Q: Who do I contact in case of an emergency?

A: To reach Airport Police, please call 424-646-7911.



NOTE: Every effort is made to get passengers to their connecting terminals in as short a time as possible. Because of major construction going on at LAX, traffic congestion may make it difficult to get individuals to their connecting terminal quickly. When making reservations, individuals should allow two hours between arriving at LAX and their connecting flight to account for possible traffic in the central terminal area; security screening; and unexpected delays.

As a reminder, ADA van service is provided to assist guests who can benefit from the specialized transportation service provided. ADA van service is not for able bodied individuals.

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities. Alternative formats in large print, braille, audio, and other formats will be provided upon request.

WELCOME ABOARD



Los Angeles International Airport's
ADA Van Service

Los Angeles International Airport (LAX) welcomes you to Los Angeles.

LAX provides free ADA VAN SERVICE for persons with disabilities who have connecting flights in terminals other than their arrival terminal. Over 10,000 individuals utilize ADA van service monthly.

ADA vans do not travel outside the airport's central terminal area. Persons with disabilities who are going to their vehicle or an off airport property need to utilize the appropriate shuttle bus.

The ADA vans are a special service system specifically designated to serve the needs of persons who, by reason of disability, are physically unable to use bus systems designated for use by the general public. The ADA vans have limited capacity and can only carry persons with disabilities and older travelers with mobility issues. All other passengers can take the "A" shuttle bus that circles the central terminal area.

The ADA van will only pick up passengers who have a reservation for ADA van service. ADA van service is requested through your airline's wheelchair service provider when you arrive at the airport.

If you have a connecting flight, notify your wheelchair attendant that you have a connecting flight and will need ADA van assistance to the connecting terminal. The wheelchair attendant will submit the request for the ADA van for you and take you to the ADA van pick up area. The driver may stop in other terminals to pick up additional passengers before reaching your terminal. On arrival at your connecting terminal you will be met by a wheelchair attendant from the connecting airline.

ADA van service runs from 6:00 a. m. through midnight 7 days per week. If

you arrive during a period when ADA van service is not in operation, you can go to the "A" bus, which circles the terminals 24 hours per day.

RULES

- Only persons with disabilities may utilize the services of the ADA Van.
- One companion may accompany the disabled passenger on the van. Others in a party are advised to take the "A" bus or walk to the connecting terminal.
- Because of safety and space, only two pieces of luggage and carry on may be brought on board.

