



The New Way to Your
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FAQs

NOW OPEN

LAX-it for Senior and Disabled Guests

Los Angeles World Airports (LAWA) has put many elements in place to make sure that seniors and persons with disabilities have an easy and comfortable experience..

- A Customer service agent will greet you at the shuttle stop and help guests board and load your luggage. Additional staff will be on hand at LAX-it to assist guests.
- All LAX-it shuttles are ADA accessible with low floors (no stairs) and feature wheelchair ramps for those who need them.
- The LAX-it shuttle ride itself is free, easy and fast. Shuttles arrive every 3 to 5 minutes and never make more than one stop after you board and before arriving at the LAX-it pick-up location. The LAX-it shuttles will travel in lanes dedicated only to LAWA-operated buses and shuttles, ensuring that you won't get stuck in the normal traffic of the Central Terminal Area.
- The LAX-it lot itself goes well beyond ADA compliance to be ADA friendly:
 - We offer restrooms that are ADA friendly, purpose built for easy access and offer adult changing stations.
 - Each crosswalk has been designed to be at-grade so there are no ramps to go up/down.
 - The charging stations are designed for easy access.

Passengers Traveling with a Wheelchair

- Go to the nearest LAX-it shuttle stop. Stops are located on the arrivals (lower) level adjacent to baggage claim areas and have a green column wrap. Wheelchair passengers should proceed to the front of the line for priority boarding.
- Once the shuttle arrives, boarding and luggage assistance will be provided. All LAX-it shuttles have ADA compliant wheelchair tie down areas, and all necessary hardware. The stop attendant and/or the shuttle driver will assist in securing the wheelchair for travel.
- Upon arrival at LAX-it, an attendant and/or the driver will assist in removing the wheelchair tie down hardware. Passenger and luggage unloading assistance will be provided. LAX-it staff is available to assist the passenger to their desired mode of transport.

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SENIOR AND DISABLED GUESTS

Passengers Requiring Airline Wheelchair Assistance

- Airline attendant will assist in taking the passenger to the arrivals (lower) level LAX-it shuttle stop. Passenger will be brought to the front of the line for priority boarding
- Attendants will assist in transferring the passenger to the LAX-it shuttle once it arrives
- If the passenger requires wheelchair assistance in the LAX-it lot, the passenger should let the attendant or driver know so they can radio ahead to make those arrangements
- Upon arrival at LAX-it, a wheelchair will meet the passenger at the shuttle. Passenger and luggage unloading assistance will be provided. LAX-it staff is available to assist the passenger to their desired mode of transport.

Persons with mobility issues may want to consider registering with their local paratransit service. In Los Angeles, the paratransit service provider is Access Services. Contact information is provided below:

Access Services

TOLL FREE 1.800.827.0829

TDD 1.800.827.1359

EMAIL cserv@accessla.org