ADA, Airline Connector, City Bus Center FAQs

**ADA Shuttle**

**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. For live updates on the route and the wait time, please visit [https://laxtransportation.ridesystems.net/routes/](https://laxtransportation.ridesystems.net/routes/). This link is also mobile-friendly and can be downloaded as an app on the iPhone or Android.

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 call with a pickup request. You may have to wait up to 25 minutes for the ADA shuttle from the time the agent’s call 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 [https://laxtransportation.ridesystems.net/routes/](https://laxtransportation.ridesystems.net/routes/). 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. The ADA Shuttles transport passengers to points within the Central Terminal Area.

**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 4 customers accompanying each disabled customer. The ADA shuttles will transport passengers between the terminals. The ADA shuttles are dispatched on a call by call basis.
Contact

Q: What is the contact information for service?

A: Passengers should contact their airline carrier for information regarding ADA services (https://www.flylax.com/lax-americans-with-disability-act/ada-detail-page#More-Useful-Travel-Information). ADA Shuttles are dispatched by carriers 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 use the online comment form available at http://lax.to/gtcomments. The 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.

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 https://laxtransportation.ridesystems.net/routes/. This link is also mobile-friendly and can be downloaded as an app on the iPhone or Android.
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 BLUE 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 BLUE LAX Shuttle & Airline Connections sign on the Lower/Arrivals Level islands in front of each terminal.

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 use the online comment form available at http://lax.to/gtcomments.

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 information: http://www.lawa.org/welcome_lax.aspx?id=1590.

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

A: To reach Airport Police, please call 424-646-7911.
ADA, Airline Connector, City Bus Center FAQs

Schedule

Q: What are the hours of operation for the LAX City Bus Center?

A: The City Bus Center/Lot South shuttle operates from 4:00 a.m. to 2:00 a.m. daily, including holidays.

Q: Where do I find the LAX City Bus Center Schedule?

A: The City Bus Center/Lot South Shuttle operates every 7-15 minutes between the City Bus Center and Central Terminal Areas, 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.

Q: How long does the LAX City Bus Center take to go around the Central Terminal Area (CTA) and back to the City Bus Center?

A: With normal traffic conditions and current construction, it takes around 45 minutes for the City Bus Center to complete one rotation around the CTA and back to the City Bus Center. The Shuttle stops at each terminal within the CTA at the BLUE LAX Shuttle & Airline Connections sign on the Lower/Arrivals Level.

Location

Q: Where do I catch the City Bus Service Shuttle?

A: To use our shuttle service, travelers should board the LAX Shuttle under the BLUE LAX Shuttle & Airline Connections sign on the Lower/Arrivals Level islands in front of each terminal. Board the Bus that displays Lax City Bus Center/Lot South.

Q: What areas does the City Bus Center Service travel to?

A: The City Bus Center route services the LAX City Bus Center, Employee Lot South and the Central Terminal Area.
**Payment**

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

A: 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 use the online comment form available at [http://lax.to/gtcomments](http://lax.to/gtcomments).

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


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

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

**Economy Lot E**

Economy Lot E is now closed. Shuttle service has been discontinued until further notice.

If you have any comments or questions please send them to [parking@lawa.org](mailto:parking@lawa.org).