

# ADA and Airline Connector FAQs



## Schedule

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

A: The ADA shuttles operate on the upper (departures) level between 06:00am and 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 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 [www.ridelax.com](http://www.ridelax.com). 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. An agent or other 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](http://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 on the upper level. The ADA Shuttles transport passengers to points within the Central Terminal Area or to Lot C public parking lot.

## Payment

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

A: The ADA shuttles are complimentary for all disabled customers and the customers accompanying them. The ADA shuttles will transport passengers between the terminals and to

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Lot C and vice versa. The ADA shuttles are dispatched on a call by call basis.

## Contact

**Q: What is the contact information for service?**

A: (213) 344-4274 ADA Shuttles are dispatched to pick up locations through your Airline’s Service Provider with a web application. Drivers do not stop in response to hailing or waiving 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](mailto:parking@lawa.org). ADA shuttle service also has customer surveys.

## 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.



BLUE

LAX SHUTTLE AIRLINE CONNECTION

## 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. For live updates on the route and the wait time, please visit [www.ridelax.com](http://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 Airline Connector take to go around the CTA?**

A: With normal traffic and 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

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blue LAX Shuttle & Airline Connections sign.



## 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 CTA area only. It circles the Central Terminal Area in a continuous series of loops, 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](mailto: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 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.