



Opening End of October

Frequently Asked Questions

When will this change happen?

- o The new LAX-it pickup area for taxis, Uber, Lyft, and Opoli **will not open until right around Halloween.**
- o Until then, guests should continue to pick up their taxis, Ubers, Lyfts, and Opolis outside the terminals on the upper/departures level.
- o We will be providing much more information as the opening date approaches.

Does this mean I have to get on a bus when I go to the airport for my flight?

- o **No. LAX-it is only for taxi and ride app pickups.** Dropoffs will continue on the Upper/Departures level inside the Central Terminal Area horseshoe.

Why are you relocating ride app and taxi pickups?

- o We are being **proactive in protecting our guests and neighbors from traffic** that is bad and getting worse.
- o In 2023, the Automated People Mover train will be the solution to traffic at LAX. But we need to do all we can to address traffic now.
- o If we do nothing, traffic on **the average summer day** will be worse than **the worst day of traffic (the Sun day after Thanksgiving) in 2017.** The traffic in the CTA would continue to become more congested, with increasing impacts on neighboring communities as a result of traffic backing up on surrounding access roads.
- o We know that heavy construction is coming as we build the automated people mover and redevelop our terminals, and LAX-it will help us reduce the number of vehicles in the Central Terminal Area by **15 percent.** We need to take action before we are hit with heavy construction and holiday traffic.
- o Making matters worse, construction will reduce the inner curb space available in the Central Terminal Area by **as much as 30 percent.**



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Can't LAX address traffic in other ways?

- We are constantly looking for ways to avoid crippling traffic during construction – and to make the guest experience better.
- We will be providing more options for our guests throughout construction.

But what about the experience for guests taking taxis and ride apps?

- Our guests deserve a better experience when they're catching a ride from LAX.
- Today, they can wait up to 15-20 minutes for their ride app pickup – if their driver doesn't get frustrated and cancel on them.
- And once they get in their taxi or ride app, getting out of the Central Terminal Area can be a long and frustrating experience because of the traffic in the horseshoe.

Is this new pickup area in a remote location far from the terminals?

- LAX-it is conveniently located adjacent to Terminal 1. Even at a leisurely pace of 2 mph, it is a 3 minute walk from Terminal 1 and an 8 minute walk from Terminals 2, 7, and 8.

What if I'm hungry/tired/ need to use the restroom before I get in my ride?

- LAX-it will offer **additional amenities** such as restrooms, benches, umbrellas for sun and rain protection, and local food trucks. LAX-it will also offer connectivity, with charging stations and Wi-Fi. Staff will provide passenger assistance and lane management on site, as well as at shuttle loading areas.



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How will I get to the new pickup area?

- Guests will have quick, convenient options to get to LAX-it.
- LAX-it is only a three-minute walk from Terminal 1, and about seven or eight minutes from Terminals 2, 7 and 8. Those choosing to walk can take advantage of widened curbs and a clear way finding system.
- LAX-it will be served by a **dedicated, frequent shuttle system**:
 1. Shuttles will arrive every 3 ½ to 5 minutes.
 2. Each shuttle will stop at a maximum of two terminals.
 3. The longest shuttle ride is expected to take 15 minutes at most – and it will be shorter from most terminals.
 4. Shuttles will use a **dedicated lane** open only to LAWA-operated buses and shuttles – our own **bus rapid transit system**.
 5. Staff will help guests find their shuttle and load any luggage.

When should I call my ride app?

- If you are planning to use a ride app, you should open the app when you arrive at LAX and follow instructions in the app regarding when to request your ride and how to find your driver.

Won't the shuttles just get stuck in the same traffic everyone else does?

- To ensure rapid movement of the shuttles, we'll be dedicating the inner curb on the lower/arrivals level to LAWA-operated buses and shuttles (LAX-it shuttle, Flyaway, Lot E shuttle, terminal connector, etc.) only. It will be our own "bus rapid transit" lane, so we'll be able to keep traffic moving and avoid bottlenecks.



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I heard the shuttle will take 15 minutes. Does that mean I'm adding 15 minutes to my trip?

- o No. Your total trip time from baggage claim to home could be even shorter than today.
- o Today, if you are taking a ride app, you must:
 1. Get to the Upper/Departures Level after arriving on the lower level.
 2. Wait as much as 15-20 minutes at peak times for your ride to arrive – if your driver doesn't cancel on you.
 3. Spend minutes finding your driver.
 4. Sit in traffic waiting to get out of the Central Terminal Area.
- o Under this new system:
 1. You have the option to walk to LAX-it.
 2. If you take the shuttle, it will:
 - Pick you up outside baggage claim on the lower/arrivals level.
 - Arrive in 3-5 minutes.
 - Make a maximum of one more stop after you get on.
 - Get to LAX-it in a maximum of 15 minutes (less from most terminals).
 3. And once you arrive at LAX-it, finding your ride will be quick – and you won't have to sit in airport traffic to get out.

What if I need help with my/my family's luggage?

- o There will be LAX staff at all shuttle stops to help you load your luggage onto the shuttle – and there will be staff at the other end to help you, too.
- o The shuttles have low floors for easy loading and exiting.



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What if I have a disability?

- We will be providing customer service agents at each shuttle stop who will be trained to offer (and call) our LAWA ADA (Americans with Disabilities Act) shuttle or to provide assistance to board our ADA compliant LAX-it shuttle if they prefer.
- In the case of sight impaired guests our customer service agent will assist in boarding and call ahead to have assistance waiting in the lot to escort our guest to their chosen mode of transportation.
- The LAX-it lot itself goes well beyond ADA compliance to be ADA friendly:
 1. Every restroom is ADA friendly. We have no ramps – each restroom is purpose built for easy access. We also provide an adult changing station.
 2. Each crosswalk has been designed to be at-grade so there are no ramps to go up/down.
 3. And the charging stations were designed for easy access.

Does this mean you're permanently removing ride app and taxi pickups from the terminals?

- **LAX-it will be open until the Automated People Mover train opens in 2023.**
- Determinations as to which modes will go where once the APM opens will be made and announced, working with stakeholders, in the coming years.