



**LAX**

*Los Angeles  
World Airports*

# **Los Angeles International Airport** A Guide For Individuals With Disabilities





**The entire LAX community is committed to providing services and resources to assist passengers and visitors with disabilities.**



Welcome to Los Angeles International Airport (LAX).

LAX is committed to ensuring equal access is provided to passengers and visitors with disabilities or other special needs. With its nine terminals arranged in the shape of the letter “U” and eight parking structures located opposite these terminals, LAX works closely with the disabled community to continually identify ways to provide greater access to the airport.

This brochure, *A Guide for Individuals with Disabilities*, is intended to assist you on your journey through LAX, offering travel information, helpful hints and useful web sites that will help make your trip all the more pleasant.

It is our goal to make your travel through LAX an enjoyable experience.



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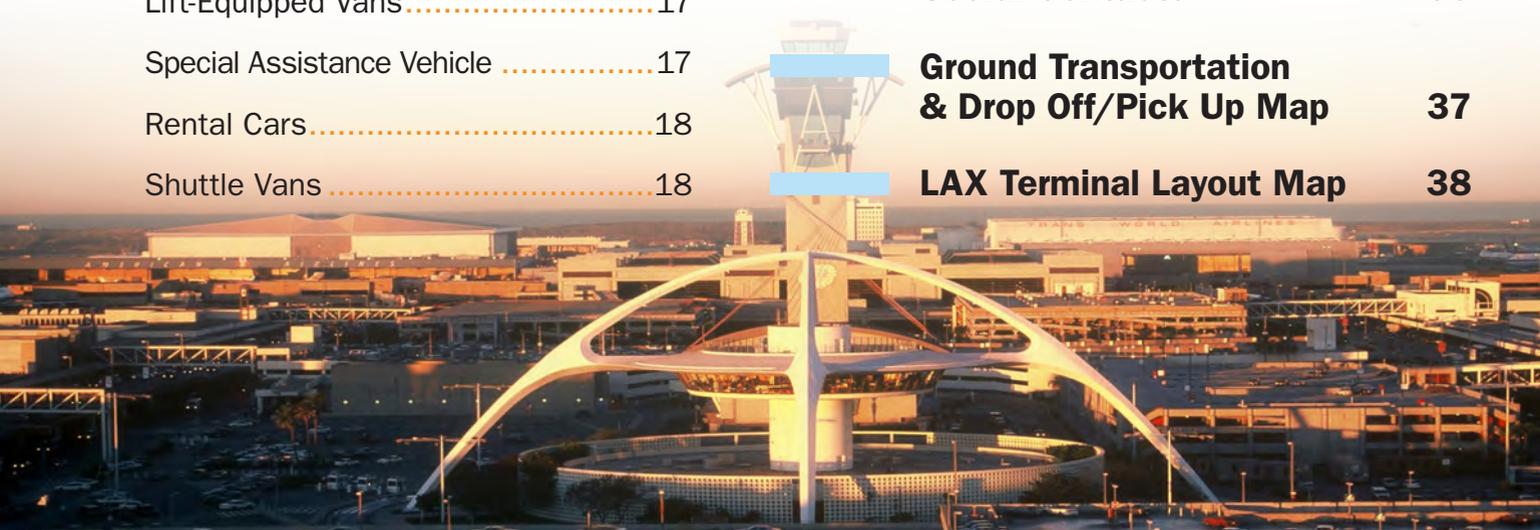
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# Making Your Reservations



When making your reservations, be sure to inform your travel agent or airline representative of the following:

- Any assistance needed while at the airport and onboard the aircraft
- Equipment used for mobility, such as crutches or wheelchair
- Medical oxygen requirements
- Any request for stowage of a manual or electric-powered wheelchair and the need to bring it for your use to the airplane door or gate upon arrival
- Special diet requirements

If you are an international traveler and your flight is longer than eight (8) hours, ask the airline about restrictions they may have regarding service animals. Restrictions may apply on flights exceeding eight hours.

In all cases, tell the airline of your needs and request they be documented as part of your reservation and the name of the agent recorded. If a problem occurs, you then have a complete record of your request should assistance from the airline customer relations office become necessary.

In today's changing air travel environment, every traveler is well advised to know an airline's seating, baggage and service policies before arriving at the airport. By arriving extra early, a passenger will have the necessary time to resolve most last-minute travel-related concerns.

It is recommended that persons needing special assistance arrive at the airport three hours before their scheduled domestic flight; and four hours before an international flight.

## TIPPING FOR SERVICE

Tipping for service is customary but is NOT required at LAX. Wheelchair service is provided FREE by your airline. Lift-equipped van and shuttle bus services between LAX parking lots and terminals are provided FREE by the airport.

You are encouraged to notify the LAX ADA Coordinator's Office if you are solicited for a tip. Please visit the LAX website at [www.lawa.aero/lax](http://www.lawa.aero/lax), click on the ADA icon, then click on "GOT COMMENTS" for a form to fill out and submit.

# Before You Go



accompany the medication, which has a professionally printed label identifying the medication or manufacturer's name.

As a rule, people with special needs are advised to check in one hour earlier than other passengers.

If you require therapeutic oxygen, check with the airline about its policy and cost. An airline generally requires several days notice in advance for people requiring therapeutic oxygen on its flights.

Put identification on the outside and inside of luggage, carry-on bags and equipment (such as wheelchairs). For carry-on item restrictions, contact your airline.

Remind a flight attendant near the end of the flight to arrange for your mobility equipment to be brought to the gate.

If you are flying to Hawaii and have a service animal, please check with the Hawaii Department of Agriculture regarding any quarantine requirements they may have in place (see the Useful Contacts section at the end of this publication).

If you believe your airline has not followed federal requirements for passengers with disabilities, ask to speak with the airline's Complaints Resolution Official.

**B**efore departing for the airport, confirm your flight on the airline's Internet website or by phone.

Try to take nonstop flights. If a connection is necessary, schedule your itinerary to allow extra time for the connection.

Bring government-issued photo identification, such as a valid driver's license or passport. The identification is necessary at airline check-in and passenger screening.

Place an extra set of medication in a carry-on bag and bring along a copy of your doctor's phone number. Syringes are allowed in carry-on bags, but they must



Federal aviation security rules restrict access beyond passenger screening to ticketed passengers only. All departing travelers must go through passenger and baggage security screening.

If a relative or friend wishes to escort passengers with disabilities to or from an aircraft gate, permission must be obtained from the airline. Prior to departure, the passenger and escort should go to the ticket counter to obtain a gate pass for the escort. The escort will have to present government-issued identification before a gate pass will be issued. Only one escort is allowed to accompany a passenger with disabilities to the gate.

For a passenger on an arriving flight, the airline will verify the arriving passenger requested special assistance in his/her reservation. Contact your airline for specific requirements.

For the most current information on passenger and baggage screening, visit the Transportation Security Administration's Internet web site at [www.tsa.gov](http://www.tsa.gov).



All vehicles entering LAX are subject to random security inspection.

Public roadways entering LAX are open to all vehicles.

No waiting or parking is allowed at curbside, and all unattended vehicles will be cited and towed.

On the Lower/Arrivals Level, LA Access signs are posted in front of each terminal where passengers may be picked up or dropped off by private vehicles or the LAX lift-equipped van. Passengers may also be dropped off or picked up at terminal curbside on the Upper/Departures Level.

In the event the terminal curbside is restricted due to security conditions, ask a traffic officer blocking off the curb if a disabled traveler may be dropped off or picked up curbside. Depending on security conditions, travelers with disabilities may still be allowed to be dropped off or picked up at curbside.





Parking is available in the Central Terminal Area parking structures and privately operated Park One. Open-air economy Lot C is located outside the LAX terminal area. Metered parking is not available at LAX.

All parking structures on the Lower/Arrivals and Upper/Departures levels are clearly marked with their vertical clearances:

- Parking Structures 1, 2A, 3, 4, 6 and 7 have a maximum vehicle height restriction of 8 feet, 2 inches.
- Parking Structures 2B and 5 have a maximum vehicle height restriction of 7 feet.

For parking maps, visit the LAX maps section at [www.lawa.aero/lax](http://www.lawa.aero/lax).

## Paid Parking

All individuals (including persons displaying a valid disabled placard or license plate), who pull a parking stub and pass through a gate arm into a parking facility, are required to pay the posted fees.

## Economy Lot C

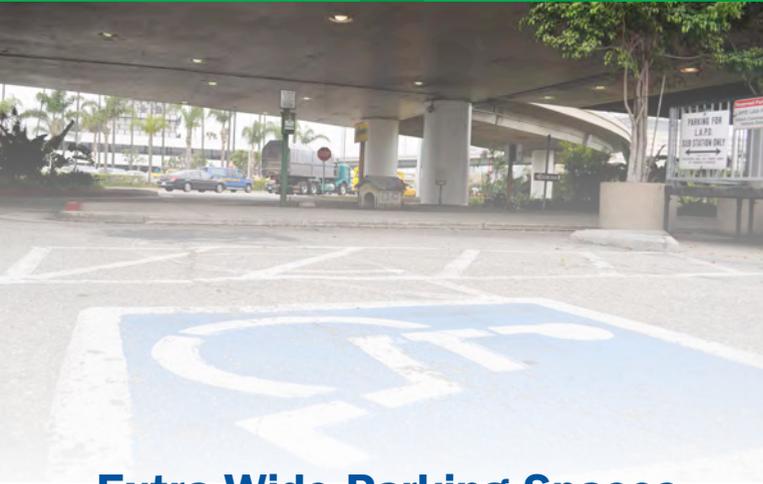
Economy-rate parking with free accessible shuttle bus service to and from airline terminals is available in Lot C at 96th Street just east of Sepulveda Boulevard. LAX shuttles run every 10 minutes and are equipped with a wheelchair lift.

Parking rates and shuttle schedules are subject to change.

The first two hours of parking are free in economy Parking Lot C.

Shuttles drop off departing passengers on the Upper/Departures Level of each terminal. Shuttles stop for arriving passengers on the Lower/Arrivals Level outside of baggage claim under the blue sign: **LAX Shuttle Airline Connections**.





## Extra-Wide Parking Spaces

Extra-wide parking spaces are conveniently located adjacent to elevators on every level of each Central Terminal Area parking structure and near the bus stop in Economy Lot C. Extra-wide parking spaces are marked with signs displaying a wheelchair symbol, or the words “Disabled Parking.”

## Daily Parking Rates

Parking rates are subject to change. Check the LAX web site at [www.lawa.aero/lax](http://www.lawa.aero/lax) for current rates. Also check rates posted at the entrance to each parking facility before entering. Fees include 10 percent Los Angeles City Parking Occupancy Tax. Most major credit cards are accepted.



## FlyAway Bus Service

The LAX FlyAway bus service provides frequent non-stop service to LAX from four locations: Union Station (Downtown Los Angeles), Van Nuys, Westwood/UCLA and Irvine. For information on fares and schedules, visit [www.lawa.aero/flyaway](http://www.lawa.aero/flyaway) or call (866) 435-9529.

Parking is available at all four locations.

Buses are equipped with wheelchair lifts. Drivers or baggage handlers will assist passengers with luggage and boarding the bus.

Buses drop off departing passengers on the Upper/Departures Level of each airline terminal. Buses pick up arriving passengers on the Lower/Arrivals Level outside baggage claim of each terminal under the green sign: **FlyAway, Buses and Long Distance Vans.**



# Ground Transportation



## Free Shuttles to Public Transit & Airline Connection

The LAX Airline Connection Shuttle Bus A provides free travel between terminals. The shuttles are lift-equipped and stop on the Lower/Arrivals Level outside baggage claim under the blue sign: **LAX Shuttle/Airline Connections**.



Travelers wishing to use public transit can take the LAX shuttle marked “C-Airport Parking, 96th Street” to the Transit Center in Lot C to catch municipal buses. Or, they can catch Metro Rail Green Line trains via the LAX shuttle marked “G-Bus.”

For more information about public transportation, call (800) 266-6883.



## Lift-Equipped Vans

Vehicles equipped with a wheelchair lift are available on an on-call basis for passenger transportation between terminals and between economy Parking Lot C and the terminals. The vans operate daily from 5 a.m. to 10:30 p.m. To request a van, call (310) 646-6402 or (310) 646-8921. The van service is free of charge. Tipping is not required.

## Special Assistance Vehicle

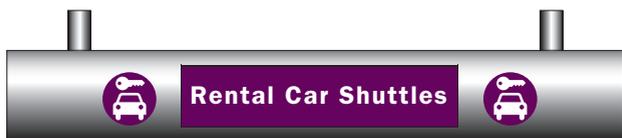
LAX has a special assistance vehicle to transport passengers with disabilities or special needs between terminals and aircraft gates located on the airport’s airfield.



## Rental Cars

Rental car companies are authorized to pick up and drop off customers directly in front of airline terminals using courtesy shuttles.

These companies are allowed to meet arriving customers under the purple sign: **Rental Car Shuttles** on the Lower/Arrivals Level outside baggage claim. For a current list go to [www.lawa.aero/lax](http://www.lawa.aero/lax).



## Door-To-Door Shuttle Van Service

Two shared-ride van companies are authorized by LAX to provide door-to-door service to and from LAX: Prime Time Shuttle and SuperShuttle. These companies provide service to all Southern California counties. Passengers are encouraged to contact the companies for information. These vans pick up passengers on the Lower/Arrivals Level outside baggage claim under the orange sign: **Shared Ride Vans**. For more information, visit [www.lawa.aero/lax](http://www.lawa.aero/lax).

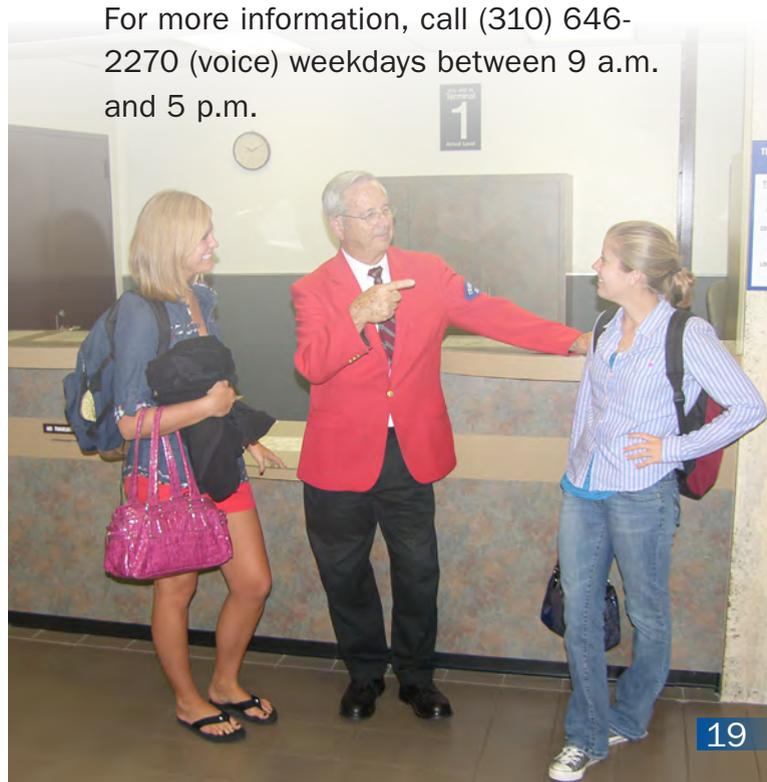


## Travelers Aid Society

Travelers Aid Society (TAS) of Los Angeles is a non-profit, private agency that provides passengers with information and services. Persons with disabilities can arrange to have a TAS volunteer accompany them from one terminal to another.

TAS booths are located in each LAX terminal on the Lower/Arrivals Level adjacent to baggage claim.

For more information, call (310) 646-2270 (voice) weekdays between 9 a.m. and 5 p.m.



# Airport Facilities & Services



## First Aid

A first aid station is located on the Upper/Departures Level of Tom Bradley International Terminal, and is open every day from 10 a.m. to 10 p.m. For information, call (310) 215-6000. In emergencies, contact any airport employee or call LAX Airport Police at (310) 646-7911 (voice) or (310) 417-0439 (TTY).

Several hospitals provide 24-hour emergency service near the airport.

## Immunizations

To obtain travel immunizations or other non-emergency assistance, Reliant Immediate Care serves LAX. It is located at 9601 South Sepulveda Boulevard, and is open 24 hours a day, seven days a week. For information, call (310) 215-6020.

For other medical and first aid information, visit: <http://www.lawa.aero/lax/medical.cfm>.



## Wheelchair Service

Each airline is responsible for providing wheelchairs for their customers with disabilities, from curbside drop-off to the aircraft. Contact your airline's reservation desk a minimum of 72 hours prior to your flight to reserve wheelchair service. Wheelchair service is provided free of charge. Tipping is not required.

Remind a flight attendant near the end of your flight that you will need a wheelchair upon arrival.



# Airport Facilities & Services

## Defibrillators

Automated External Defibrillators (AED) are available to assist persons who experience sudden cardiac arrest.

AED units are strategically placed in the terminals, including at security posts, beyond passenger screening stations and with bicycle patrol units. Easy-to-follow instructions are included inside the AED units.



## Medical Oxygen

Persons requiring medical oxygen while flying can now use certain portable oxygen concentrator (POC) devices on aircraft, provided certain conditions are met.

Travelers must check with their airline to ensure the POC is allowed on their aircraft and to learn applicable restrictions. Airlines require advance notice to reserve medical oxygen.

International travelers requiring medical oxygen in a terminal while waiting for a connecting flight, should arrange with their airline to accept the oxygen container upon its arrival at LAX and upon your flight departure.

LAX does not recommend individual oxygen service companies. However, you can look on the Internet using the term “*Travel Oxygen*,” to find a company that will deliver oxygen to LAX.

## Telephones

All airline terminals include public telephones that feature:

- Text
- Telephone/Teletypewriter for the Deaf (TTY) or speech-impaired
- Hearing-aid compatibility and amplification for persons with impaired hearing
- Wide spaces to accommodate wheelchairs



# Airport Facilities & Services

## Elevator



### Elevators

Elevators are located near public stairways and escalators in all airline terminals. They also are centrally located next to terminals in multi-level parking structures. All elevators include accessible control buttons, lowered handrails and other features to provide convenient use for persons with disabilities.

### Restaurants and Shops

All food and beverage concessions, as well as gift and news shops are wheelchair-accessible in all airline terminals. These facilities provide easy access to food service and check-out counters and ample space to dine while in wheelchairs.



### Restrooms

Every terminal includes restroom facilities with an extra-wide toilet stall equipped with side grab bars. Look for the disability symbol on these stalls. Also, unisex restrooms equipped for persons with disabilities are available in Terminal 2 on the Upper/Departures Level and in Terminal 6 on the Lower/Arrivals Level.



### Ramps

Ramp ways are provided from street to sidewalk levels in front of all terminals, and at entrances to other airport buildings where there are stairs to negotiate.



## Service Animal Relief Stations

There are five relief stations to accommodate service animals (seeing-eye guide dogs) within the Central Terminal Area of LAX.

The relief stations are located outside the terminals on the Lower/Arrivals Level:

- Between Terminals 1 and 2
- Between Terminal 3 and Tom Bradley International Terminal
- Between Tom Bradley International Terminal and Terminal 4
- Between Terminals 5 and 6. This relief station is located across the street from the terminals in the grassy area adjacent to Parking Structure 6.
- At the end of Terminal 7



Now what to do in the event of an emergency. This information is provided for those needing special assistance while at the airport. You are encouraged to read this section while waiting for your flight or before coming to the airport.

Though infrequent, events such as earthquakes, fires or other emergency situations do occur in Southern California. Air travel can be affected. Information in this section can be helpful to travelers who are either arriving or departing LAX during such an event. Your safety is very important to everyone at LAX.

Although rare, evacuation of airline terminals during an emergency may occur. Most evacuations are initiated as a precaution and usually are not of a long duration. It is important that travelers with disabilities know what to expect when they must evacuate a terminal.

# Airport Emergencies

Airline employees are trained to assist special needs travelers in evacuating the terminals. These employees have knowledge of established exit routes for many types of emergencies, understand proper evacuation procedures, and know how to coordinate with emergency personnel.

In most emergency situations, rescue personnel will be present to assist the elderly and passengers with disabilities.

In the event of a major incident, such as an earthquake or fire, individuals may require immediate medical assistance. Evacuation of unattended passengers with disabilities who need medical assistance will proceed in the same manner as those with injuries.

## Things You Should Do If You Require Assistance During an Emergency

When checking in with your airline at the airport, let the airline ticketing agent know that you may require special assistance in the event of an evacuation. If you have reserved wheelchair service, tell the wheelchair attendant that you may need assistance in the event of an evacuation.

Acquaint yourself with your surroundings and evacuation locations. Identify your nearest exits.

Listen for announcements over the public address system. Look at display monitors in the terminal for visual messages to determine conditions.



# Airport Emergencies

During a major incident when immediate evacuation is required and rescue and other assistance personnel are not present to assist, sight-impaired passengers and persons using mobility aids (including wheelchairs) should seek assistance from other passengers.

Hearing-impaired passengers should visually observe what other passengers are doing and use their actions as a guide.

## Evacuation from a Terminal Or Central Terminal Area

The evacuation process can be a traumatic experience for anyone. Airline and airport personnel are trained to respond to most emergencies that require evacuation from terminals or the airport.

It is important for you to follow directions from designated personnel. In the absence of any immediate instructions during an unsafe condition, proceed to marked exit signs or the front doors of the terminal. Once you are in a designated safe area, notify the airline, the airport, and first responders of your specific needs.



The nature of an emergency may make it necessary to wait in a designated safe area for several hours. It is also possible that your flight may be moved to another terminal or cancelled. Airline and airport personnel can keep you informed with the latest flight information as it becomes available.

# Airport Emergencies

During an emergency it is not uncommon for rumors to circulate. Verify the current situation with official airline and airport personnel to ensure you have the most current and accurate information.

In the event flights are cancelled and a friend or family member must come to pick you up, they most likely will not be allowed to enter the passenger terminal area. DO NOT ask them to come to the airport immediately. Wait for instructions on what to do and where passenger pick-up sites are located before notifying them.

If people have to be evacuated from the airport to remote sites, shuttle buses will be made available to transport individuals to these designated off-site locations. All LAX shuttle buses are equipped with wheelchair lifts.

LAWA has an agreement with the City of Los Angeles Department on Disability to provide American Sign Language interpreters and other disabilities-trained personnel to assist at LAX in the event of a major evacuation.

# Useful Contacts

## **LAX Airport Police** **Emergency numbers** **(800) 646-7911**

(310) 417-0439 TTY\*



## **LAX General Information**

(310) 646-5252\*

(310) 665-0370 TTY\*

Recorded information is accessible at any time. Operators are available to answer questions between 6:45 a.m. and 11:45 p.m. daily.

Responses are provided during weekday business hours only.

## **Los Angeles World Airports** **Disability Coordinator**

(310) 337-5005\*

(800) 735-2929 (CA Relay Service)

## **Travelers Aid Society – LAX** Assistance for all passengers

(310) 646-2270\*

## **LAX Lift-Equipped Van Service**

(310) 646-6402\* or

(310) 646-8021\*

\* LAX is upgrading its TTY system to provide better service. Check the LAX website at [www.lawa.aero](http://www.lawa.aero) for the new number if the listed number does not work.

## **USO - LAX**

Assistance for military personnel  
and their families  
(310) 645-3716

## **Los Angeles Visitor Information**

[www.discoverlosangeles.com](http://www.discoverlosangeles.com)

## **City of Los Angeles**

Department on Disability  
201 North Figueroa Street, Suite 100,  
Los Angeles, CA 90012  
(213) 202-2764 Voice  
(213) 202-2755 TTY  
(213) 202-2715 FAX  
<http://disability.lacity.org>

## **California Relay Service 7-1-1**

(877) 735-2922 Voice  
(800) 735-2929 TTY

## **U.S. Department of Homeland Security**

Transportation Security Administration  
[www.tsa.gov](http://www.tsa.gov)

## **U.S. Department of Justice**

ADA Information Hotline  
(800) 514-0301 Voice  
(800) 514-0383 TTY

## **U.S. Department of Transportation**

Aviation Consumer Protection Division  
(800) 778-4838 Voice  
(800) 455-9880 TTY  
[www.airconsumer.ost.dot.gov/hotline.htm](http://www.airconsumer.ost.dot.gov/hotline.htm)

### ***“New Horizons for the Air Traveler with a Disability” and “Plane Talk: Facts for Passengers with Disabilities”***

These publications are available on the  
Department of Transportation’s web site at  
[www.dot.gov](http://www.dot.gov)

## **Federal Aviation Administration**

Flight delay information  
[www.fly.faa.gov/flyfaa/usmap.jsp](http://www.fly.faa.gov/flyfaa/usmap.jsp)

## **Hawaii Department of Agriculture**

Animal Quarantine Station  
(Quarantine requirements for service animals)  
(808) 483-7151 (Voice)  
[www.hawaii.gov/hdoa](http://www.hawaii.gov/hdoa)  
E-mail: [rabiesfree@hawaii.gov](mailto:rabiesfree@hawaii.gov)

# LAX Ground Transportation Waiting Areas (Arrivals Level)



## Arrivals Level Ground Transportation Signage



LAX SHUTTLE AIRLINE CONNECTIONS, LAX PARKING LOT C & METRO GREEN LINE STATION



LA ACCESS, PICK UP & DROP OFF, LAX LIFT-EQUIPPED VAN



RENTAL CAR SHUTTLES



SHARED RIDE VANS



FLYAWAY, BUSES & LONG DISTANCE VANS



TAXIS



HOTEL & PRIVATELY OPERATED PARKING LOT SHUTTLES



SERVICE ANIMAL RELIEF STATIONS

# LAX Terminal Layout

\* For Airline Locations, refer to the **Interactive Visitors Center** on the Arrivals Level in each terminal or visit [www.lawa.aero/welcome\\_LAX.aspx](http://www.lawa.aero/welcome_LAX.aspx)

Cell Phone Waiting Lot  
Airport Blvd. & Arbor Vitae St.



**Long-Term Public Parking Lot C**  
Free Bus Service to Airline Terminals

**Park One Public Parking**  
Free Bus Service to Airline Terminals  
Airport Police  
Reliant Immediate Care

First Aid  
Tom Bradley International Terminal



Sepulveda Blvd.

**Metro Rail Green Line**  
Imperial Hwy. & Aviation Blvd.

Free Shuttle Bus	
<b>A Route</b>	Airline Connection
<b>C Route</b>	Parking Lot C (96th St. & Sepulveda Blvd.)
<b>G Route</b>	Metro Rail Green Line (Imperial Hwy. & Aviation Blvd.)

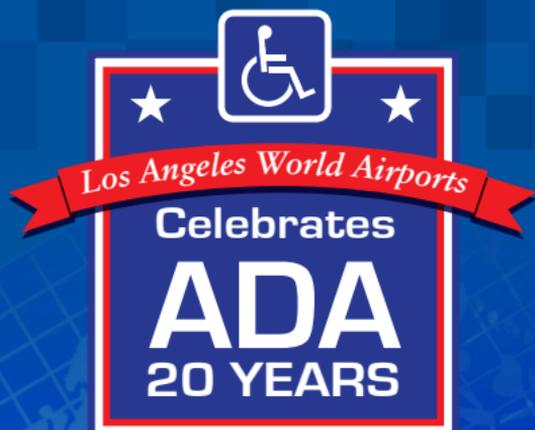
Parking	
<b>P-#</b>	Parking Structures (Example: P-1)
	Departures Upper Level
	Arrivals Level Lower Level
<b>USO</b>	Bob Hope Hollywood USO
<b>TA</b>	Travelers Aid Office

Airport Information
For the most current information on airport traffic and parking conditions, and airline and charter locations, listen to 530 AM radio, call (310) 646-5252, or visit <a href="http://www.lawa.aero/lax">www.lawa.aero/lax</a> .



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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.