



Using Strong Partnerships to Build Healthy Ecosystems

LAZ Parking + Los Angeles International Airport (LAX) | Los Angeles, CA

Operating Los Angeles International Airport (LAX), the 3rd busiest airport in the world, is no small feat. Such an agency requires an ecosystem of partners working in tandem to help manage its many moving components.

In 2021, when LAZ Parking took over shuttle operations, it faced a myriad of internal and external challenges. By employing their years of experience and TransLoc's technology, they have been able to provide a safe, streamlined experience for travelers and employees alike.



CASE STUDY

CHALLENGES

- Unreliable GPS signals interrupted ETA and headway data resulting in unreliable tracking & long waits
- LAX ADA transportation utilized a manual system with long waits and no tracking
- Labor shortages and flight cancellations reduced shuttle capacity; despite increased need

OUTCOMES

- TransLoc fixed-route service reduced shuttle headways and improved passenger experience
- APC/GPS data improved location insights while safely reducing passenger capacity
- TransLoc OnDemand made it easier and more efficient for ADA passengers to navigate the terminals

3rd

Busiest airport

97%

Client retention rate

40,000

Average daily rides



"With GPS tracking, we're able to now monitor the shuttles better, and the airport is able to keep us honest and make sure we're meeting regular headways. [This is] an improvement in service and a consistent service which was critical for the airport."

— Ralph Caldin,
VP Transportation Services -
LAZ Parking



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