



# Upgrading the Parking Experience for LAX



As one of the busiest airports in the world, LAX sees millions of passengers each year. The airport is undergoing a multi-billion dollar capital improvement project, and ABM is helping to upgrade the airport's parking operations.

## CHALLENGE

The garages in the Central Terminal Area (CTA) at LAX were built between the 1960s and 1980s. Other than a limited number of automated payment systems and electric vehicle charging stations in some structures, not much has changed since they were originally built. In four of the eight garages, customers had to pull a paper ticket to enter the structure, and often circle through several levels or go to another garage to find a space, before waiting in line to pay at a cashier booth.

## SOLUTION

### Smart Parking Infrastructure Streamlines the Passenger Experience and Increases Net Revenue

ABM implemented smart parking infrastructure and services to modernize and transform the airport parking experience. These changes were built on an industry-unique integration platform that supported increased functionality across all of the component systems. The technology upgrades and operational improvements make the experience more convenient, efficient, and customizable for passengers and guests.

- **Wayfinding/Guidance Signage:** To make it easy for guests to find the right parking option, signage has been installed on all roadways approaching the airport.

## QUICK STATS

88 million  
annual passengers  
*(as of 2019)*

10  
garages

15,000  
parking spaces



## Case Study | Aviation

- **Automated Parking Infrastructure:** Automated gates, contactless payment functionality, automated license plate readers, and credit card and bar code readers create a frictionless experience.
- **Online Reservations and Self-Service:** Guests can conveniently pre-book online and choose which parking garage, product, designated level, and specific space they will use.
- **Premium Services:** Guests can reserve EV spaces or valet parking upon drive-up and pay their fees through a one-step payment process.

### BENEFITS

As a result of ABM's implementation of the integration platform, LAX has improved the passenger experience, streamlined operations, and maximized revenue on a per spot basis.

- Gross revenue is **7.5% above forecast**
- **8.2% reduction in OPEX** over the first 15 months
- **57% annualized return** on investment
- **15% improvement in net revenue** against budget
- **4.75/5 JD Power/LAX guest experience survey score**
- Increased throughput and reduced exit lanes by **~30%**
- **Largest integrated installation of EV chargers** among U.S. airports, with 1,250 spaces equipped for EV charging.



### About ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit [ABM.com](https://www.abm.com).



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ABM-02276-0722