

How Usable and Accessible is flylax.com?

The [official website of Los Angeles International Airport](https://www.lax-airport.com)



The logo for LAX, with 'LAX' in a bold, sans-serif font. The 'L' and 'A' are white, and the 'X' is black. The logo is set against a blue background that features a faint, stylized map of the Los Angeles area.

Answering
Travelers
Questions

Audience: Travelers from all over the world
Goal: Provide easy access to detailed information about what to expect when traveling in and out of a large, complicated, and busy airport.



Quick Take
**Nielson's
Usability**

Criterion	Score	Note
Visibility of System Status	2	Loading Circle
Match between System and Real World	3	Interactive Map
User Control and Freedom	3	Accessibility Menu
Consistency and Standards	0	Aggregate of Sites
Error Prevention	2	Repetition of Topics

0 - Poor or Absent

1 - Adequate

2 - Good

3 - Very Good



Quick Take
**Nielson's
Usability**

Criterion	Score	Note
Recognition over Recall	3	Words, pictures and links
Flexibility and Efficiency	2	In-Demand Topics on Top
Aesthetic and Minimalist Design	1	Aggregate of Sites
Recognize, Diagnose, & Recover from Errors	1	Parking Page Scroll
Help and Documentation	2	FAQs

0 - Poor or Absent

1 - Adequate

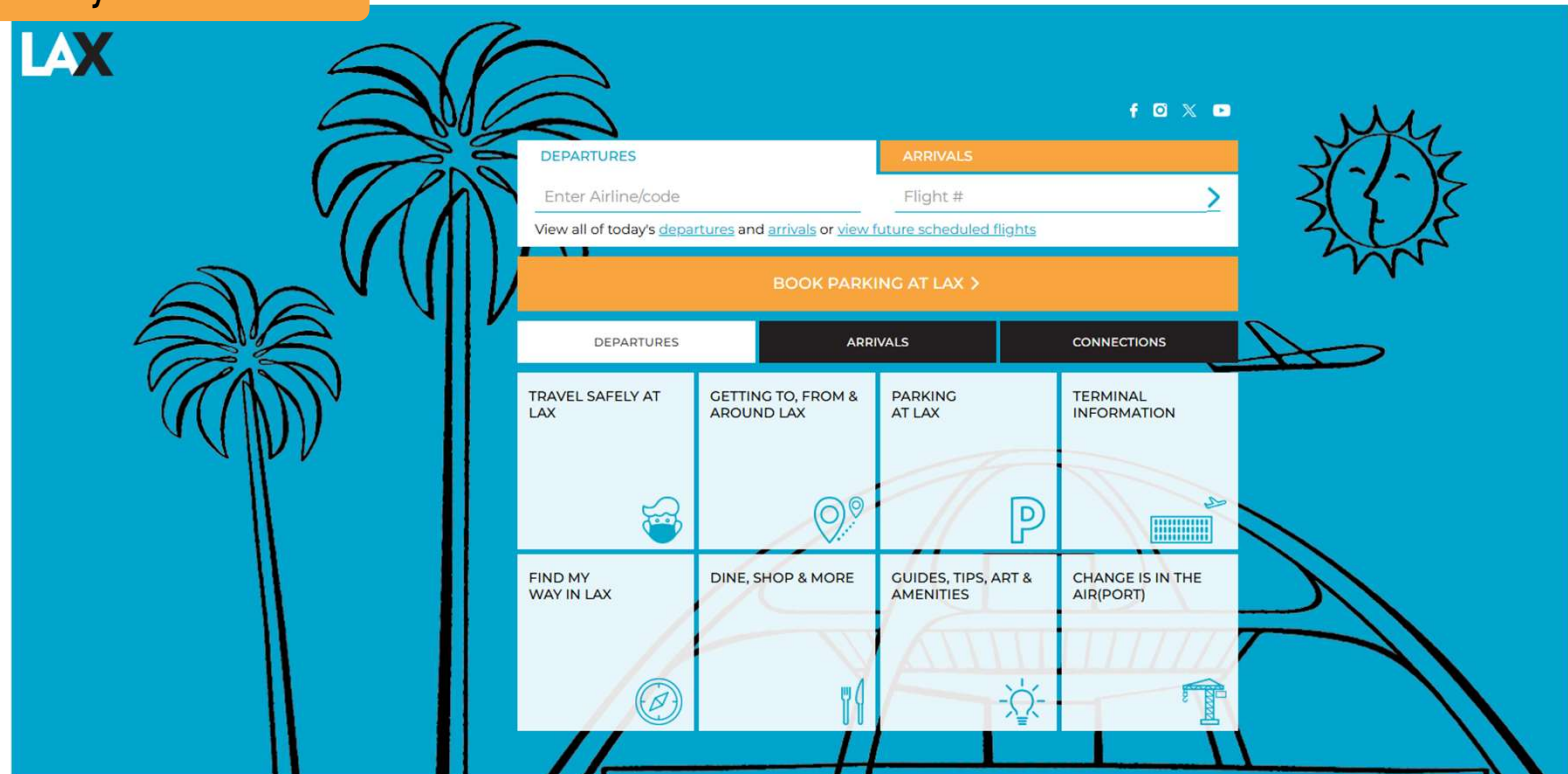
2 - Good

3 - Very Good

A bit busy...

Room for Improvement

Aesthetic & Minimalist Design

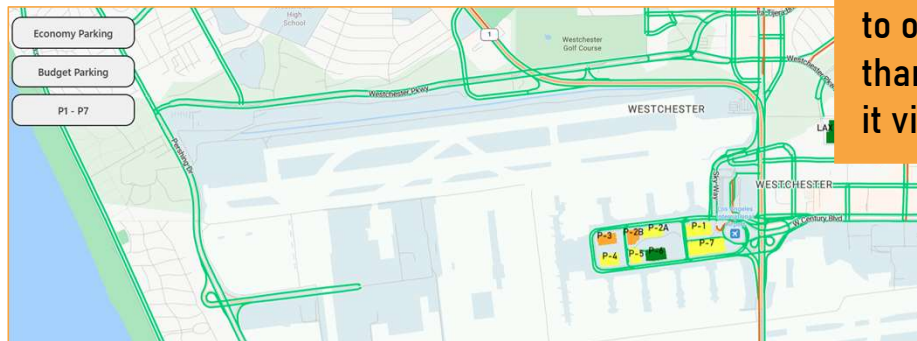


- Add slightly more space between elements of the grid.
- Reduce and rearrange elements of the background sketch.
- Increase transparency of background sketch behind the menu.

Room for Improvement

Recognize, Diagnose, & Recover from Errors

Scrolling down the parking page catches the user in an endless zoom when she hits the interactive map.



Give the user the option to open the map rather than plunging them into it via scroll.

Room for Improvement Consistency & Standards

LAX OFFICIAL AIRPORT PARKING

Official Airport Parking
Park with LAX for peace of mind

Multiple Parking Options
Options to suit you and your budget

Huge Savings
Save up to 60% versus drive-up rates

Guaranteed Space
Never worry about full structures again

Free changes and cancellations
Book with confidence

Pre-Book Your Space

ENTRY DATE
12/03/2024 Time

EXIT DATE
12/04/2024 Time

AIRLINE
Select Airline

[Reserve Now](#)

LAX Travel Safely Guide

Los Angeles World Airports is working nonstop to update our policies, procedures and physical spaces

- Traveling To and From LAX & Parking
- Safe Travel Guidelines for Passengers
- How LAX is Keeping You Safe
- International Arrivals Process and Travel Restrictions
- New Security Rules for Food and Beverage
- Questions & Answers
- Resources

LAX Airline Locations & Airport Terminal Map

- Interactive Map
- Airline Locations
- Parking
- Inter-Terminal Connection

LAX Terminal Maps

Terminal 1

A \$470-million extension of Terminal 1 into a formerly open area includes the first Terminal Vertical Core, which will connect the building to a pedestrian walkway to the future CIA Center Automated People Mover Station. The new construction area includes a bus port, and additional ticket counters and baggage carousels, plus restrooms and a service-animal relief area.

[More >](#)

Terminal 2

Gates 20-28 are now part of LAX's new Terminal 2 complex, and can be accessed from Terminal 2. WestJet customers can continue to check-in at Terminal 2 and access their gates from Terminal 2.

[More >](#)

Terminal 3

The new Terminal 3 concourse now features 11 gates, with additional concessions and retail outlets coming soon!

Delta and Aeromexico check-in and departures are from Terminal 3. WestJet departures are from Terminal 2.

[More >](#)

LAX Guides, Tips, Art & Amenities

Traveler Guides & Tips

- Airport Police
- Lost and Found
- Anxiety of Flying
- Medical and First Aid
- Nursing Station
- Financial Services
- All About Animals
- LAX Art Program

Airport Police

LAX Airport Police office location and contact details can be found here:

- Airport Police Front Desk/General Police Information/Questions - 424-646-8300
- Airport Police Dispatch Emergency Calls (24) 646-7911
- Airport Police Dispatch Non-Emergency Calls (24) 646-4288
- Hours of Operation vary according to terminal
- Airport Police (Police Related) Media Inquiries (24) 646-5591
- Airport Police Recruitment Information 424-646-5584

For additional information, you can also visit the LAX Airport Police website.

Room for Improvement Consistency & Standards

LAX

LAX Travel Safely Guide

The safety and security of our guests and employees at LAX is our first priority. Los Angeles World Airports is working nonstop to update our policies, procedures and physical spaces to ensure a clean, safe and healthy airport journey. Below you will find some of the steps we are taking as part of the new airport experience.



Traveling To and From
LAX & Parking



Safe Travel Guidelines
for Passengers



How LAX is Keeping
You Safe



International Arrivals
Process and Travel
Restrictions



- Use the same color scheme throughout.
- Use icons consistently with the same menu format.
- Reduce use of large photos as decoration or background.
- Align objects consistently.
- Include the back button on all pages.



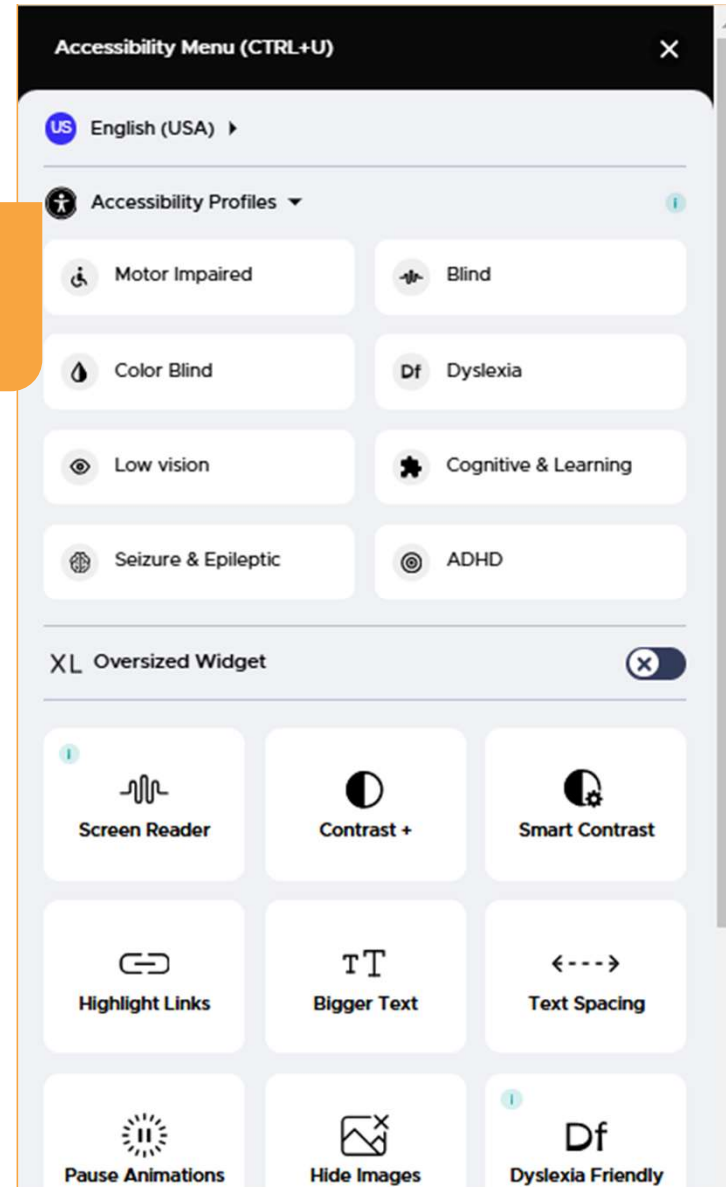
The interactive terminal map with search widget is easy to use for those not using assistive technology.

Nice Feature

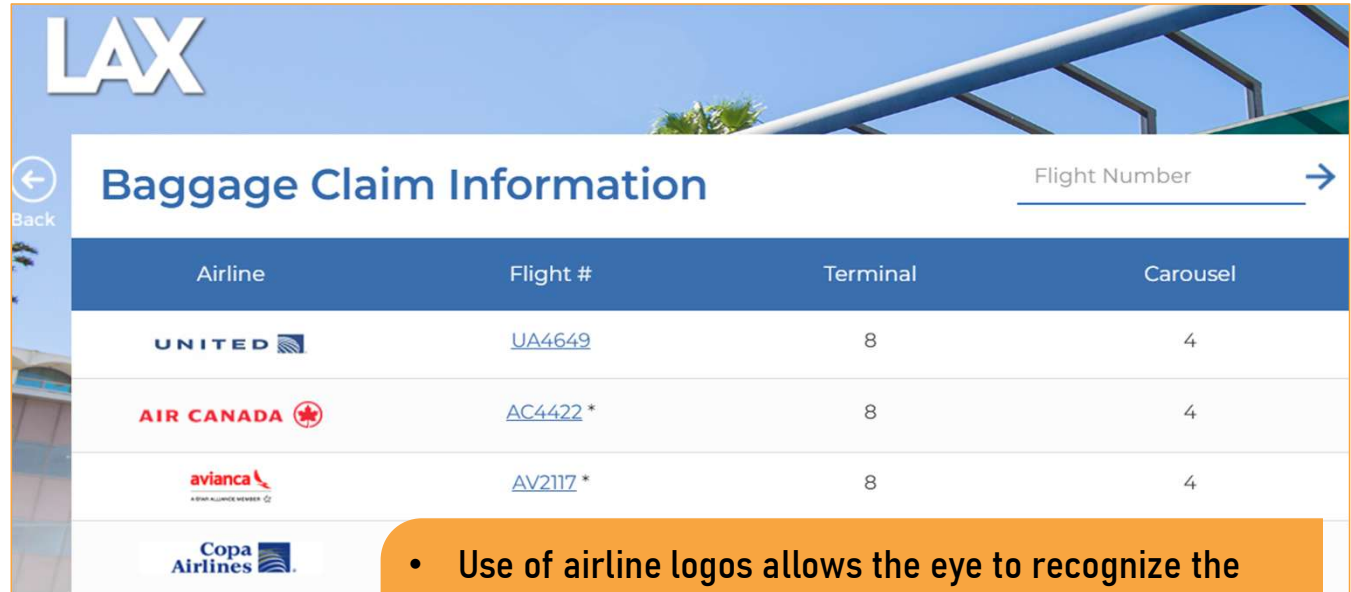
Match between System & Real World

Nice Feature User Control & Freedom





The user can manipulate the home page according to the assistance they need.



Nice Feature
Recognition
over Recall



The screenshot shows the LAX website's baggage claim information page. At the top left is the 'LAX' logo. Below it is a 'Back' button with a left arrow. The main heading is 'Baggage Claim Information' in a large, bold font. To the right of the heading is a search field labeled 'Flight Number' with a right arrow. Below the heading is a table with four columns: 'Airline', 'Flight #', 'Terminal', and 'Carousel'. The table lists three flights: United (UA4649), Air Canada (AC4422*), and Avianca (AV2117*). Each flight entry includes the airline's logo and the flight number as a hyperlink. The table also shows that all listed flights are at Terminal 8 and Carousel 4. A fourth row for Copa Airlines is partially visible at the bottom.

Airline	Flight #	Terminal	Carousel
 UNITED	UA4649	8	4
 AIR CANADA	AC4422 *	8	4
 avianca <small>AVIANCA MEMBER QZ</small>	AV2117 *	8	4
 Copa Airlines			

- Use of airline logos allows the eye to recognize the needed airline quickly.
- Flight number is listed as a hyperlink with additional information.

Room for Improvement Accessibility

Criterion	Score	Note
Color Readability	2	White on orange may be an issue. Pink or aqua on black may be an issue.
Type Readability	2	Thin, sans serif font may be an issue.
Reading Order	1	Inconsistent throughout the site. Interactive features are inaccessible.

0 - Poor or Absent









1 - Adequate

2 - Good

3 - Very Good

When *activated* and *available*, the accessibility widget largely resolves the color and type readability issues.

Schriver
Heuristic
Information
Design

DEPARTURES	ARRIVALS	CONNECTIONS	
TRAVEL SAFELY AT LAX 	GETTING TO, FROM & AROUND LAX 	PARKING AT LAX 	TERMINAL INFORMATION 
FIND MY WAY IN LAX 	DINE, SHOP & MORE 	GUIDES, TIPS, ART & AMENITIES 	CHANGE IS IN THE AIR(PORT) 

- Grouping: Topics related to a departing flyer grouped effectively.
- Organizing: Topic sequencing follows a useful logic.
- Signaling: Words and icons help identify the topics.