

United Airlines Fixed Route

O'Hare International Airport (ORD) | Chicago, Illinois

Awarded eighth best airline in the world in 2021, United Airlines continues to be an innovator. O'Hare International Airport serves as a hub for United and is constantly evolving with expansions, additional point-to-point routes, satellite terminals, and ground

transportation route changes. When a new employee parking lot was established in 2018, United focused on improving the experience of their 8,000 employees with 700 flights/day* by implementing TransLoc's Fixed route services and white-label United app.



CASE STUDY

CHANGES

- Improve reliability of shuttle for United employees, while also providing GPS location to dispatchersIncrease ridership on airport shuttles
- Provide real-time shuttle tracking information to employees
- Maximize capacity of shuttles

FUTURE CHANGES

- Wait times from 5-40 minutes improved to consistently less than 5 minutes
- United employee app has 30,000 downloads and a 4.2 star rating in the app store
- Included 3 terminal stops, which resulted in improved bus capacity

30*

Vehicles

<5 min

Average wait time

2018

Partnered with
TransLoc

*pre-COVID



"[TransLoc's software] was accurate and spot on, [out of the other competitors] you were the ones that really wowed us. TransLoc had awesome customer service with quick turnaround times."

— Brian Weston, Airport Operations – Hub Business Partners Manager



GET IN TOUCH
WITH US ONLINE



OR EMAIL US