Passenger Satisfaction Report
LAX – Airport Performance

Q3 2021

LAX – Airport Performance
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Methodology at a Glance

→ ACI's Airport Service Quality (ASQ) is a benchmarking programme measuring passengers' satisfaction while they are at the airport.

→ The ASQ Survey's main objective is to provide the participating airports with the research tools and management information to better understand passengers' views with respect to an airport's products and services:
- ✓ How passengers rate an airport's services;
- ✓ How an airport compares to others around the world by traffic type, size, region, etc.;
- ✓ Which aspects are of particular importance for a specific airport, and;
- ✓ How passengers' perceptions and priorities are evolving over time.

→ The ASQ Survey Questionnaire is composed of 55 questions including:
- ✓ 34 items where passengers are asked to rate specific service related topics and their overall satisfaction with the airport on a scale of 1 (poor) to 5 (excellent);
- ✓ Questions related to the passenger profile.

→ The questionnaire is self-completed by randomly selected passengers at the boarding gates of pre-selected flights. Flights are selected based on destination and carrier in order to obtain a representative sample of all departures from a participating airport. The ASQ Survey is covering all operating hours of the participating airport, and each day of a week is evenly distributed between each month of a quarter.

→ For participating airports collecting on paper, once completed and verified, paper questionnaires are sent to ACI's research supplier where they are scanned. For participating airports collecting on tablets, completed and verified questionnaires are synchronized throughout the quarter and sent to ACI's research supplier. Regardless of the mode used for data collection, the generated data is cleaned, validated and processed by ACI's research supplier. Data is weighted according to the proportion of actual international traffic and actual domestic traffic, when applicable.

Confidentiality of Results
Terms & Conditions

ASQ Departures survey data is shared between all participating airports **on a confidential basis for their internal use only**. As indicated in the terms and conditions of the agreement contract, specifically in *Limited use* of data clause, **survey data must not be disclosed to third parties** either by ACI or by the airport.

Participating airports shall refrain from:

✈   Publishing other airport member(s) scores and/or rankings

✈   Publishing reports publicly, including it's own website, that contain other airport member(s) scores and/or rankings

Any breach of *Limited use* of data clause of ASQ Departures agreement contract may be penalized by ACI.

If you have any questions with respect to what can be publicized, please contact ACI. If your airport requires ACI's authorization on specific ASQ related communication, please contact aciasq@aci.aero.

ASQ survey data is highly confidential

In response to COVID-19 outbreak and the challenges involved with the data collection process, ASQ reviewed requirements for the quarter corresponding to the results presented in this report (reduced sample size, sample plan and distribution criteria alleviated). Data collection having possibly been completed differently and the sample being reduced, interpretations of results are to be made with caution. The following report allows airports to monitor trends in times of crisis.

First, ASQ **recommends to readers to always consider the base of respondents presented for each item** (n=). Results with small bases of respondents, less than 30 respondents, are presented for illustrative purpose only. With less than 30 respondents, the sample is considered as small and the result is less precise and reliable.

It is more likely to find small bases of respondents when looking at the results by segments such as traffic type and reason for travel. It is also more likely to find small bases of respondents for items such as the parking facilities for which not all the respondents answer.

Where to find the base of respondent?

The base of respondents for each item is presented on the page 10. The information is also integrated into graphics as shown in the example below.
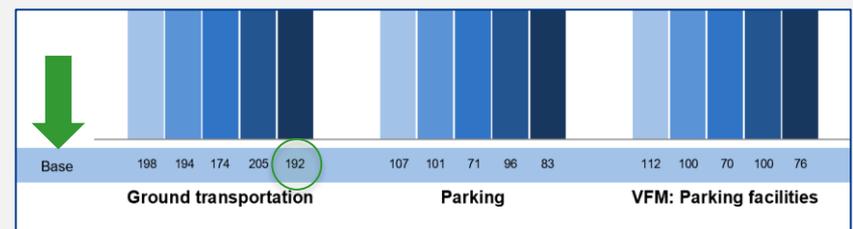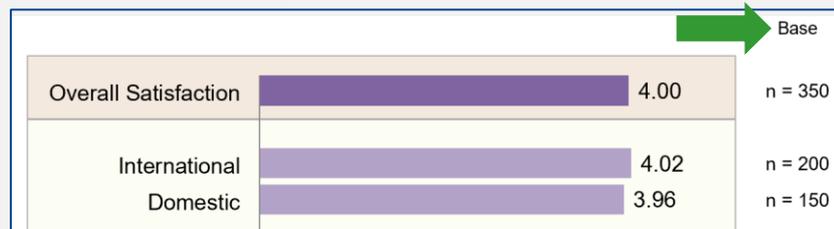
Secondly, as part of the ASQ data treatment process, results are usually weighted according to the proportion of international and domestic traffic. Since a majority of airports were unable to complete international targets, ASQ did not apply weighting to the results to avoid over-representation of international passengers in the sample. This must be considered when looking at the airport results, including the overall scores.

→ In Q3 2021, 288 airports were part of the ASQ Departures Main Programme. Among these, 235 airports participated in the data collection for the quarter (to see the complete list, consult the table below and the following page).

→ 94879 passengers have completed the ASQ Departures Survey, including 743 at LAX.

	< 2 M	2 - 5 M	5 - 15 M	15 - 25 M	25 - 40 M	> 40 M	TOTAL
AFRICA	3	5	4				12
	BZV, MBA, PNR	ACC, DLA, DSS, MRU, NSI	ABV, LOS, NBO, TUN				
ASIA PACIFIC	6	15	19	11	4	18	73
	AMQ, BIK, DJB, IXE, PGK, PPT	BBI, BDJ, BDO, IXC, KOE, LGK, LOP, MDC, PAT, PKU, PLM, PNK, SOC, SRG, TRV	AMD, BPN, CGQ, CHC, COK, FOC, GAU, GOI, HET, JAI, KHN, KNO, LKO, MFM, PNQ, SJW, UPG, XNN, YIA	AKL, CCU, DPS, HAK, HRB, HYD, MAA, SHE, SUB, SYX, TSN	BLR, GMP, NKG, PKX	BOM, CAN, CGK, CKG, CTU, DEL, HGH, HKG, ICN, KMG, KUL, NRT, PEK, PVG, SHA, SIN, SZX, TPE	
EUROPE	22	12	30	8	11	8	91
	CCF, EAS, GRO, GRX, INV, LCG, LDE, LEI, MLN, OVD, PDL, PGF, PNA, REU, RMU, SDR, SPC, VDE, VGO, VLL, XRY, ZAZ	FNC, KJA, LIL, MAH, SCQ, SKP, SVG, TBS, TLL, TRD, TRN, ZAG	ACE, ADB, AER, BEG, BGO, BGY, BIO, BLQ, BOD, BSL, CIA, ESB, FAO, FUE, IBZ, KEF, KRK, LCY, LIN, LPA, MLA, MRS, NCE, OPO, SKG, SVQ, TFN, TFS, TLS, VLC	AGP, ALC, BER, BUD, HEL, LTN, PRG, VKO	ARN, ATH, CPH, DME, LIS, MXP, ORY, OSL, PMI, VIE, ZRH	AMS, BCN, CDG, FCO, LHR, MAD, MUC, SVO	
LATIN AMERICA / CARIBBEAN	6	2	8	1			17
	BDA, CUR, GPS, KIN, LIR, UVF	GYE, PVR	GDL, GIG, PTY, PUJ, SJD, SJO, TIJ, UIO	SCL			
MIDDLE EAST	1		4	2	1		8
	SLL		AMM, DMM, MED, SHJ	AUH, MCT	RUH		
NORTH AMERICA	2	4	10	4	6	8	34
	CRP, YYJ	ELP, GRR, GSP, PWM	BUR, CMH, CVG, IND, MKE, MSY, ONT, PIT, SAT, YEG	AUS, DAL, TPA, YYC	BWI, DTW, LGA, MSP, SLC, YVR	ATL, DFW, EWR, JFK, LAX, SEA, SFO, YYZ	
TOTAL	40	38	75	26	22	34	235

Code	Name	Code	Name	Code	Name	Code	Name	Code	Name
ABV	Nnamdi Azikiwe Intl Airport	CMH	John Glenn Columbus Intl Airport	INV	Inverness Airport	MXP	Malpensa Airport	SJW	Zhengding Intl Airport
ACC	Kotoka Intl Airport	COK	Kochi Intl Airport	IXC	Chandigarh Airport	NBO	Jomo Kenyatta Intl Airport	SKG	Makedonia Airport
ACE	Lanzarote Airport	CPH	Kastrup Airport	IXE	Mangaluru Intl Airport	NCE	Nice Cote d'Azur Airport	SKP	Skopje Intl Airport
ADB	Adnan Menderes Airport	CRP	Corpus Christi Intl Airport	JAI	Jaipur Intl Airport	NKG	Nanjing Lukou Inertational Airport	SLC	Salt Lake City Intl Airport
AER	Sochi Intl Airport	CTU	Shuangliu Intl Airport	JFK	John F Kennedy Intl Airport	NRT	Narita Airport	SLL	Salalah Airport
AGP	Malaga -Costa Del Sol Airport	CUR	Hato Intl Airport	KEF	Keflavik Intl Airport	NSI	Yaoundé-Nsimalen Intl Airport	SOC	Surakarta Airport Adi Soemarmo
AKL	Auckland Intl Airport	CVG	Northern Kentucky Int Airport	KHN	Changbei Intl Airport	ONT	Ontario Intl Airport	SPC	La Palma Airport
ALC	Alicante - Elche Airport	DAL	Love Field Airport	KIN	Norman Manley Intl Airport	OPO	Porto Airport	SRG	Achmad Yani Intl Airport
AMD	Sardar Vallabhbhai Patel Intl Airport	DEL	Indira Gandhi Intl Airport	KJA	Krasnoyarsk Intl Airport	ORY	Orly Airport	SUB	Surabaya Airport Juanda
AMM	Queen Alia Intl Airport	DFW	Dallas/Ft Worth Intl Airport	KMG	Changshui Intl Airport	OSL	Gardermoen Airport	SVG	Sola Airport
AMQ	Pattimura Intl Airport	DJB	Sultan Thaha Airport	KNO	Kuala Namu Airport	OVD	Asturias Airport	SVO	Sheremetyevo Airport
AMS	Amsterdam Schiphol Airport	DLA	Douala Intl Airport	KOE	Kupang Airport El Tari	PAT	Jay Prakash Narayan Intl Airport	SVQ	Sevilla Airport
ARN	Stockholm Arlanda Airport	DME	Domodedovo Airport	KRK	John Paul II - Balice Airport	PDL	Joao Paulo II Airport	SYX	Phoenix Intl Airport
ATH	Eleftherios Venizelos Airport	DMM	King Fahd Intl Airport	KUL	Kuala Lumpur Intl Airport	PEK	Capital Intl Airport	SZX	Bao'an Intl Airport
ATL	Hartsfield-Jackson Intl Airport	DPS	Bali Airport I Gusti Ngurah Rai	LAX	Los Angeles Intl Airport	PGF	Perpignan–Rivesaltes Airport	TBS	Tbilisi Intl Airport
AUH	Abu Dhabi Intl Airport	DSS	Blaise Diagne Intl Airport	LCG	A Coruna Airport	PGK	Depati Amir Airport	TFN	Tenerife-Norte Airport
AUS	Austin-Bergstrom Intl Airport	DTW	Metropolitan Wayne Co Airport	LCY	London City Airport	PIT	Pittsburgh Intl Airport	TFS	Tenerife-Sur Airport
BBI	Biju Patnaik Intl Airport	EAS	San Sebastian Airport	LDE	Tarbes–Lourdes–Pyrenees Airport	PKU	Sultan Syarif Kasim I Airport	TIJ	A.L. Rodriguez Intl Airport
BCN	Barcelona-El Prat Airport	ELP	El Paso Intl Airport	LEI	Almeria Airport	PKX	Beijing Daxing Intl Airport	TLL	Tallinn Lennart Meri Airport
BDA	L.F Wade Intl Airport	ESB	Ankara Esenboga Airport	LGA	LaGuardia Airport	PLM	S M Badaruddin II Airport	TLS	Blagnac Airport
BDJ	Syamsudin Noor Airport	EWR	Newark Liberty Intl Airport	LGK	Langkawi Intl Airport	PMI	Palma de Mallorca Airport	TPA	Tampa Intl Airport
BDO	Husein Sastranegara Airport	FAO	Faro Airport	LHR	Heathrow Airport	PNA	Pamplona Airport	TPE	Taoyuan Intl Airport Corporation
BEG	Belgrade Airport d.o.o Beograd	FCO	Fiumicino Airport	LIL	Lille Airport	PNK	Supadio Airport	TRD	Vaernes Airport
BER	Berlin Brandenburg Airport	FNC	Madeira Airport	LIN	Linate Airport	PNQ	Lohegaon Airport	TRN	Torino Airport
BGO	Flesland Airport	FOC	Fuzhou Changle Intl Airport	LIR	D. Oduber Quiros Intl Airport	PNR	Agostinho Neto Airport	TRV	Thiruvananthapuram Intl Airport
BGY	Milan Bergamo/Orio al Sergio Intl	FUE	Fuerteventura Airport	LIS	Lisbon Airport	PPT	Tahiti-Faa'a Airport	TSN	Tianjin Binhai Intl Airport
BIK	Frans Kaisiepo Airport	GAU	Lokpriya Gopinath Bordoloi Intl Airport	LKO	Chaudhary Charan Singh Intl Airport	PRG	Václav Havel Airport	TUN	Carthage Airport
BIO	Bilbao Airport	GDL	Miguel Hidalgo Intl Airport	LOP	Lombok Airport Praya	PTY	Panama City Tocumen Intl Airport	UIO	Mariscal Sucre Intl Airport
BLQ	Guglielmo Marconi Airport	GIG	Rio de Janeiro/Galeão Intl Airport	LOS	Murtala Muhammed Intl Airport	PUJ	Punta Cana Intl Airport	UPG	Makassar Sultan Hasanuddin
BLR	Kempegowda Intl Airport	GMP	Seoul Gimpo Intl Airport	LPA	Gran Canaria Airport	PVG	Pudong Intl Airport	UVF	Hewanorra Intl Airport
BOD	Bordeaux Airport	GOI	Goa Intl Airport	LTN	London Luton Airport	PVR	G.Diaz Ordaz Intl Airport	VDE	El Hierro Airport
BOM	Chhatrapati Shivaji Maharaj Intl	GPS	Seymour Airport	MAA	Chennai Airport	PWM	Intl Jetport Airport	VGO	Vigo Airport
BPN	Balikpapan Airport SAMS Sepinggan	GRO	Girona-Costa Brava Airport	MAD	Madrid -Barajas Adolfo Suarez Airport	REU	Reus Airport	VIE	Vienna Airport
BSL	Euro Airport / Basel Mulhouse Airport	GRR	Gerald R. Ford Intl Airport	MAH	Menorca Airport	RMU	Región de Murcia Intl Airport	VKO	Vnukovo Intl Airport
BUD	Liszt Ferenc Int'l Airport	GRX	Granada-Jaén F.G.L. Airport	MBA	Mombasa Moi Intl Airport	RUH	King Khalid Intl Airport	VLC	Valencia Airport
BUR	Hollywood Burbank Airport	GSP	Greenville-Spartanburg Intl Airport	MBT	Muscat Intl Airport	SAT	San Antonio Intl Airport	VLL	Valladolid Airport
BWI	Baltimore/Wash. Intl Airport	GYE	José Joaquín de Olmedo Airport	MDC	Manado Airport Sam Ratulangi	SCL	Arturo Merino Benitez Airport	XNN	Xining Caojiapu Airport
BZV	Maya-Maya Airport	HAK	Haikou Meilan Intl Airport	MED	Mohammad Bin Abdulazi Airport	SCQ	Santiago Airport	XRY	Jerez Airport
CAN	Baiyun Intl Airport	HEL	Helsinki-Vantaa Airport	MFM	Macau Intl Airport	SDR	Santander -Seve Ballesteros Airport	YEG	Edmonton Intl Airport
CCF	Carcassonne Airport	HET	Hohhot Baita Intl Airport	MKE	General Mitchell Intl Airport	SEA	Seattle-Tacoma Intl Airport	YIA	Yogyakarta Intl Airport
CCU	Netaji Subhas Chandra Bose Intl Airport	HGH	Hangzhou Intl Airport	MLA	Malta Luqa Intl Airport	SFO	San Francisco Intl Airport	YVR	Vancouver Intl Airport
CDG	Charles de Gaulle Airport	HKG	Hong Kong Intl Airport	MLN	Melilla Airport	SHA	Hongqiao Intl Airport	YYC	Calgary Intl Airport
CGK	Soekarno-Hatta Intl Airport	HRB	Taiping Intl Airport	MRS	Marseille Provence Airport	SHE	Taoxian Intl Airport	YYJ	Victoria Intl Airport
CGQ	Longjia Intl Airport	HYD	Rajiv Gandhi Int'l Airport	MRU	Sir S. Ramgoolam Intl Airport	SHJ	Sharjah Intl Airport	YYZ	Lester B. Pearson Int Airport
CHC	Christchurch Intl Airport	IBZ	Ibiza Airport	MSP	Minneapolis/St P Intl Airport	SIN	Changi Airport	ZAG	Zagreb Intl Airport
CIA	Ciampino Airport	ICN	Seoul Incheon Intl Airport	MSY	Louis Armstrong New Orleans Intl	SJD	Los Cabos Intl Airport	ZAZ	Zaragoza Airport
CKG	Jiangbei Intl Airport	IND	Indianapolis Intl Airport	MUC	Munich Intl Airport	SJO	Juan Santamaria Intl Airport	ZRH	Zurich Airport

LAX – Airport Performance

LAX – Airport Performance
Number of Respondents

→ In Q3 2021, 743 questionnaires were collected at LAX

		Base
Overall Satisfaction	Total	737
	Business [1]	91
	Leisure [1]	445
	Other [1]	201
Access	Ground transportation to/from airport	390
	Parking facilities	94
	Value for money of parking facilities	92
	Availability of baggage carts/trolleys	372
Check-in	Waiting time in check-in queue/line	639
	Efficiency of check-in staff	638
	Courtesy and helpfulness of check-in staff	642
Passport	Waiting time at passport/personal ID inspection	644
	Courtesy and helpfulness of inspection staff	647
Security	Courtesy and helpfulness of security staff	668
	Thoroughness of security inspection	674
	Waiting time at security inspection	681
	Feeling of being safe and secure	690
Finding Your Way	Ease of finding your way through airport	733
	Flight information screens	689
	Walking distance inside the terminal	730
	Ease of making connections with other flights	165

		Base
Airport Facilities	Courtesy and helpfulness of airport staff	662
	Restaurant/Eating facilities	573
	Value for money of restaurant/eating facilities	569
	Availability of bank/ATM facilities/money changers	305
	Shopping facilities	448
	Value for money of shopping facilities	427
	Internet access/Wi-Fi	512
	Business/Executive lounges	246
	Availability of washrooms/toilets	680
	Cleanliness of washrooms/toilets	661
	Comfort of waiting/gate areas	724
Airport Environment	Cleanliness of airport terminal	731
	Ambience of the airport	721
Airport Arrivals	Passport/ID inspection	554
	Speed of baggage delivery	481
	Customs inspection	429

Notes:

[1] *Q7 "Overall Satisfaction" is filtered by Q4 "Main Reason for this air trip".*

Responding to all questions is not mandatory, the number of respondents could be different for each item and it could be lower than the total number of completed questionnaires.

Bases with less than 30 respondents are highlighted in light grey. This boundary n<30 is only a rule of thumb frequently used in statistics to delimit "Small Samples".

LAX – Airport Performance
Focus on Q3 2021 – Mean Scores by Rated Item

Category	Rated Item	Score
Overall Satisfaction	Overall Satisfaction	3.84
	Business	3.73
	Leisure	3.80
	Other*	3.99
	Leisure & Other	3.86
Access	Ground transportation	3.58
	Parking	3.15
	VFM: Parking facilities	2.92
	Baggage carts/trolleys	3.73
Check-in	Check-in waiting time	3.97
	Efficiency of staff	4.19
	Courtesy of check-in staff	4.21
Passport Control	Inspection waiting time	4.13
	Courtesy of inspection staff	4.07
Security	Courtesy of security staff	4.02
	Thoroughness	4.13
	Security waiting time	4.03
	Safe/secure feeling	4.19
Finding Way	Ease of finding way	4.00
	Flight info screens	4.10
	Walking distance	3.92
	Ease of connections	3.85
Airport Facilities	Courtesy of airport staff	4.11
	Eating facilities	3.35
	VFM: Eating facilities	2.92
	Availability Bank/ATM/exchange	3.60
	Shopping facilities	3.46
	VFM: Shopping facilities	3.02
	Internet / Wi-Fi	3.72
	Business/Executives Lounges	3.54
	Availability of washrooms	4.09
	Cleanliness of washrooms	3.84
	Comfort of waiting/gate areas	3.71
Airport Environment	Terminal cleanliness	4.00
	Airport Ambience	3.74
Arrivals Services	Passport inspection	4.14
	Baggage delivery speed	3.90
	Customs inspection	3.94

* Other may include Education, Family visit, Religious events, etc.

LAX – Airport Performance
Focus on Q3 2021 – Mean Scores by Segment

Reminder: Consider the base of respondents when interpreting the data! | Base

		Score		Base
	Overall Satisfaction	3.84		n = 737
A	International	4.01	B	n = 163
B	Domestic	3.80		n = 574
C	Business	3.73		n = 91
D	Leisure	3.80		n = 445
E	Other*	3.99	CD	n = 201
F	Connecting	3.84		n = 183
G	Not Connecting	3.84		n = 554
H	1st Class	3.73		n = 33
I	Business Class	3.88		n = 52
J	Economy Class	3.85		n = 652

Notes:

*"*X" letter designations indicate that the segment's performance is higher than the segment identified by the letter at a statistically significant level (95%).*
Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.
* Other may include Education, Family visit, Religious events, etc.*

LAX – Airport Performance
Focus on Q3 2021 – Mean Scores by Category

Base

Category	Score	Base
Overall Satisfaction	3.84	n = 737
Access	3.53	n = 547
Check-in	4.13	n = 658
Passport/Personal ID Control	4.10	n = 651
Security	4.10	n = 698
Finding Way	3.99	n = 737
Airport Facilities	3.62	n = 739
Airport Environment	3.87	n = 733
Arrivals Services	4.01	n = 579

Notes:
Responding to all questions is not mandatory, the number of respondents could be different from one category to another.
Average scores by category are based on the average scores of all items within the category weighted by their number of respondents. All items have the same importance as there are no additional weights applied.
Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

LAX – Airport Performance
Top 5 Most Important Items – Satisfied Passengers

Base
n = 743

TOP 5 Most Important Items

Satisfied Passengers

Among Q8 respondents | *Among Q7 respondents*

Item	1st	2nd	3rd	Among Q8	Among Q7
Waiting time in check-in queue/line	126	77	36	64%	70%
Ground transportation to/from airport	134	36	26	35%	55%
Ease of finding your way through airport	69	55	67	63%	70%
Waiting time at passport/personal ID inspection	41	64	39	73%	75%
Courtesy and helpfulness of security staff	40	33	43	66%	70%

■ 1st most important ■ 2nd most important ■ 3rd most important

■ Scores 4 + 5 (Excellent+ Very Good)

Notes:

Top 5: from Q8: "Which of the items listed in Question 7 are the 1st / 2nd / 3rd most important to you at this airport?"
The figures represent the number of respondents who mention the item.
Satisfied Passengers are among the respondents who mention the item as important at Q8.
Satisfied Passengers among the respondents to Q7 items "Based on your experience today, please rate this airport on each service item".
Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

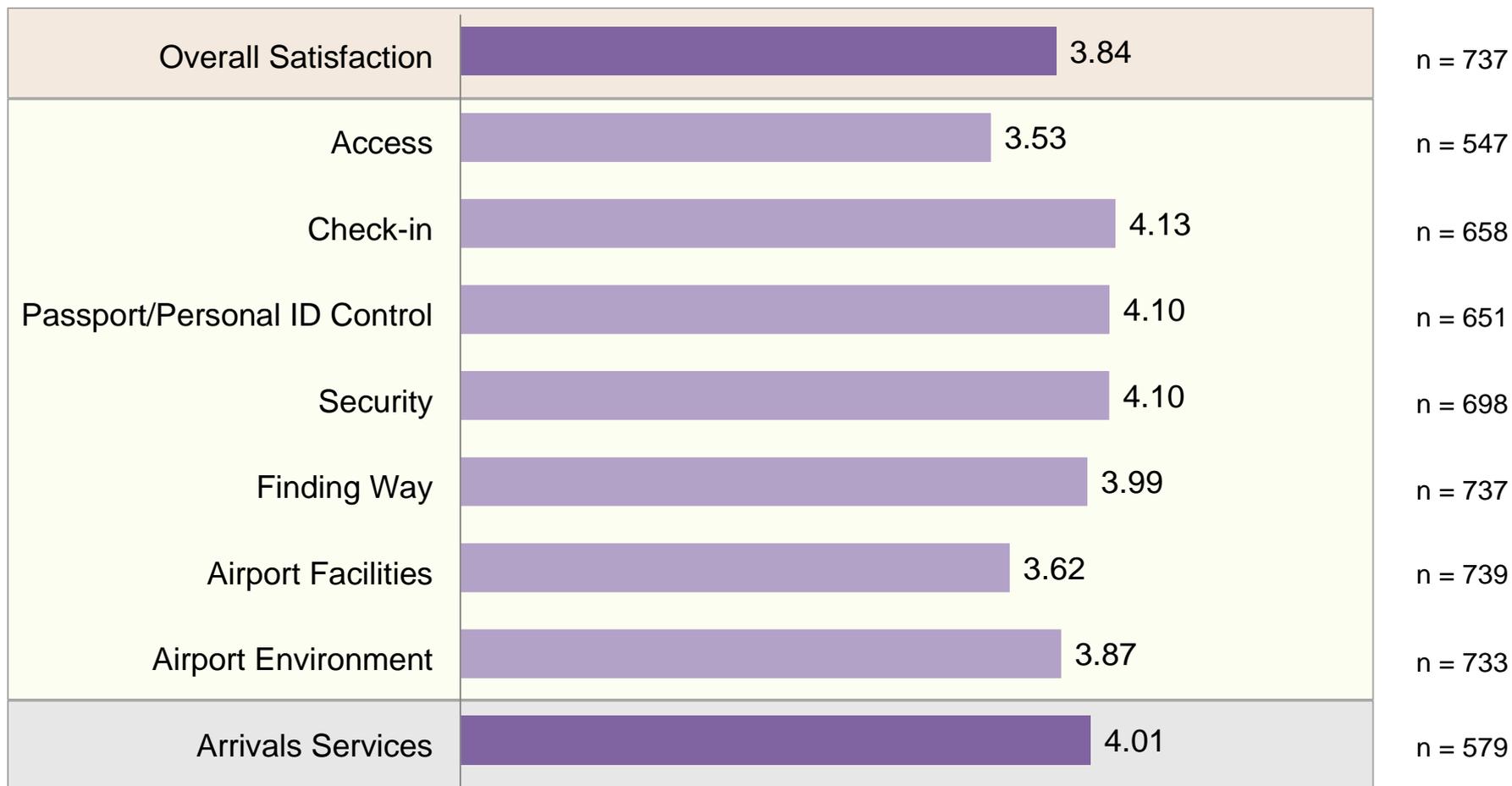# LAX – Airport Performance
Trend Over Time – Overall Satisfaction Mean Score and Rank

Overall Satisfaction with the Airport
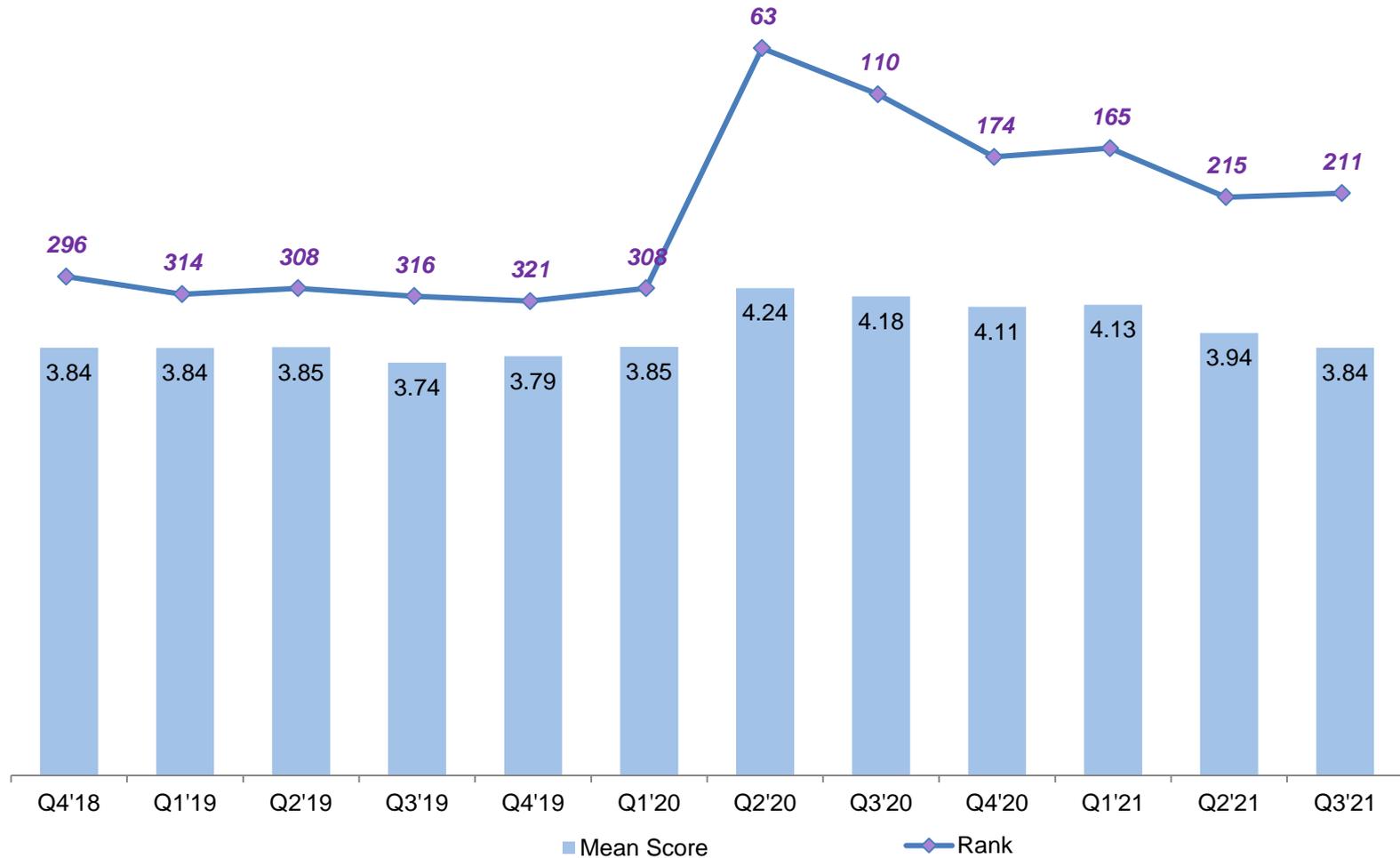
Notes:

The ranking is based on all ASQ participating airports for each quarter

Base is Respondents providing a valid response at Q7. Overall Satisfaction with the airport. Results for small samples (n<30) are presented for informative purposes only.

LAX – Airport Performance
Trend Over Time – Overall Satisfaction Distribution and Rank

Overall Satisfaction with the Airport

	Q4'18	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21	Q2'21	Q3'21
Rank	296	314	308	316	321	308	63	110	174	165	215	211
4 - Very good	43%	41%	39%	39%	37%	37%	33%	31%	34%	32%	33%	35%
5 - Excellent	25%	26%	28%	23%	26%	29%	48%	46%	42%	43%	35%	30%
1 - Poor	1.0%	1.3%	1.8%	1.8%	1.7%	1.6%	0.9%	0.9%	0.7%	0.8%	2.1%	1.8%

■ 5 - Excellent ■ 4 - Very good ■ 1 - Poor ◆ Rank

Notes:

The ranking is based on all ASQ participating airports for each quarter

Base is Respondents providing a valid response at Q7. Overall Satisfaction with the airport. Results for small samples (n<30) are presented for informative purposes only.

LAX – Airport Performance
Trend Over Time – Overall Satisfaction

Legend: Q3'20, Q4'20, Q1'21, Q2'21, Q3'21

Mean Score

Total: 4.18, 4.11, 4.13, 3.94, 3.84
Business: 4.20, 4.18, 4.16, 3.75, 3.73
Leisure: 4.19, 4.09, 4.16, 3.90, 3.80
Other*: 4.17, 4.12, 4.08, 4.11, 3.99
Leisure & Other: 4.18, 4.10, 4.12, 3.97, 3.86

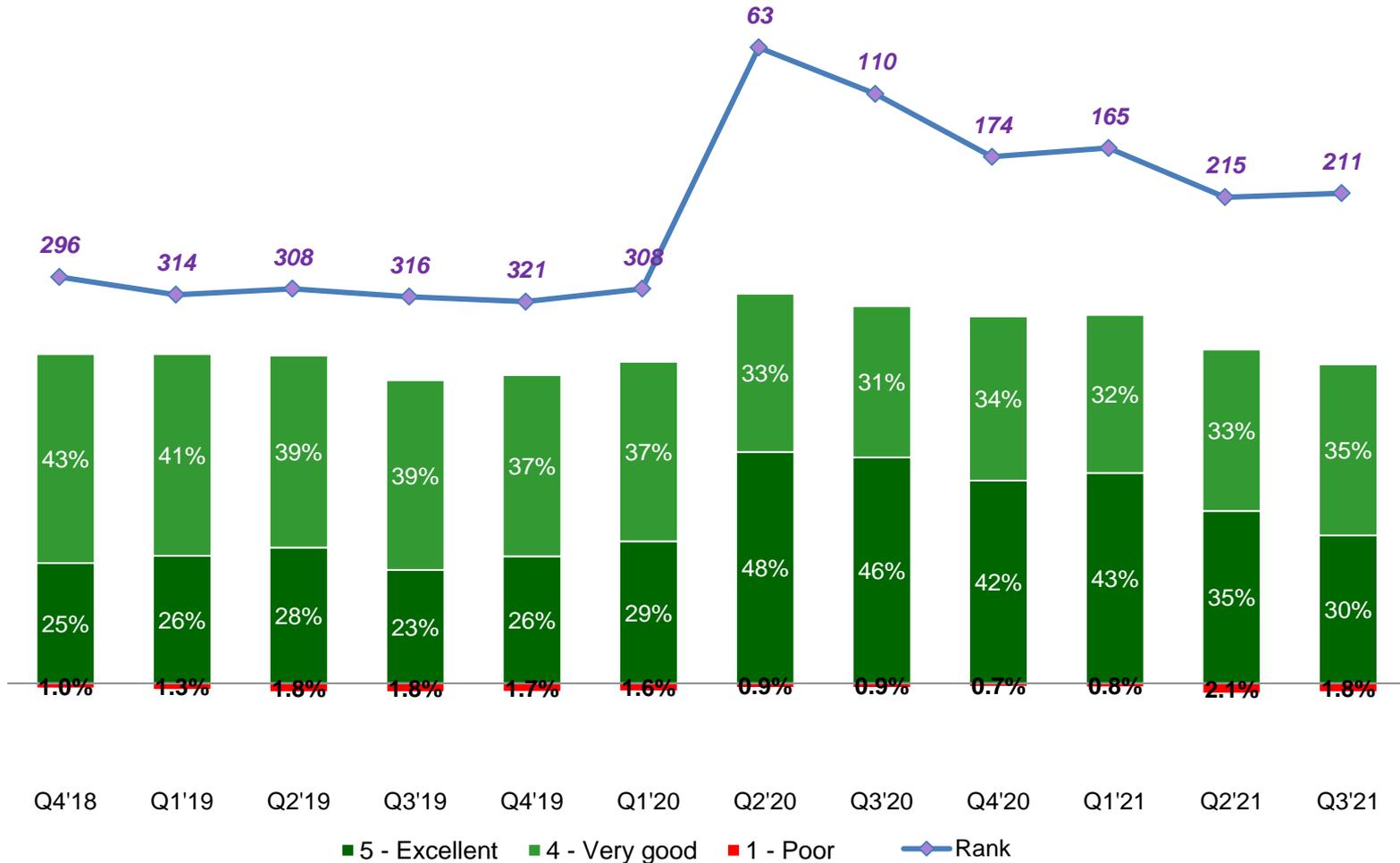| Base	Total					Business					Leisure					Other*					Leisure & Other				
	812	757	717	714	737	116	104	167	105	91	337	371	268	399	445	359	282	282	210	201	696	653	550	609	646

Notes:

Base is Respondents providing a valid response at Q7. Overall Satisfaction with the airport. Results for small samples (n<30) are presented for informative purposes only.
* Other may include Education, Family visit, Religious events, etc.

LAX – Airport Performance
Trend Over Time – Access

Legend: ■ Q3'20 ■ Q4'20 ■ Q1'21 ■ Q2'21 ■ Q3'21

Mean Score

Ground transportation
- 4.02
- 3.99
- 3.99
- 3.63
- 3.58

Parking
- 4.03
- 4.02
- 3.94
- 3.22
- 3.15

VFM: Parking facilities
- 3.59
- 3.43
- 3.52
- 2.74
- 2.92

Availability of baggage carts/trolleys
- 3.91
- 3.87
- 3.85
- 3.71
- 3.73

Base	Ground transportation					Parking					VFM: Parking facilities					Availability of baggage carts/trolleys				
	431	387	361	391	390	118	83	88	97	94	112	81	84	88	92	438	409	398	367	372

Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item
Q7: "Based on your experience today, please rate this airport on each service item"
Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.
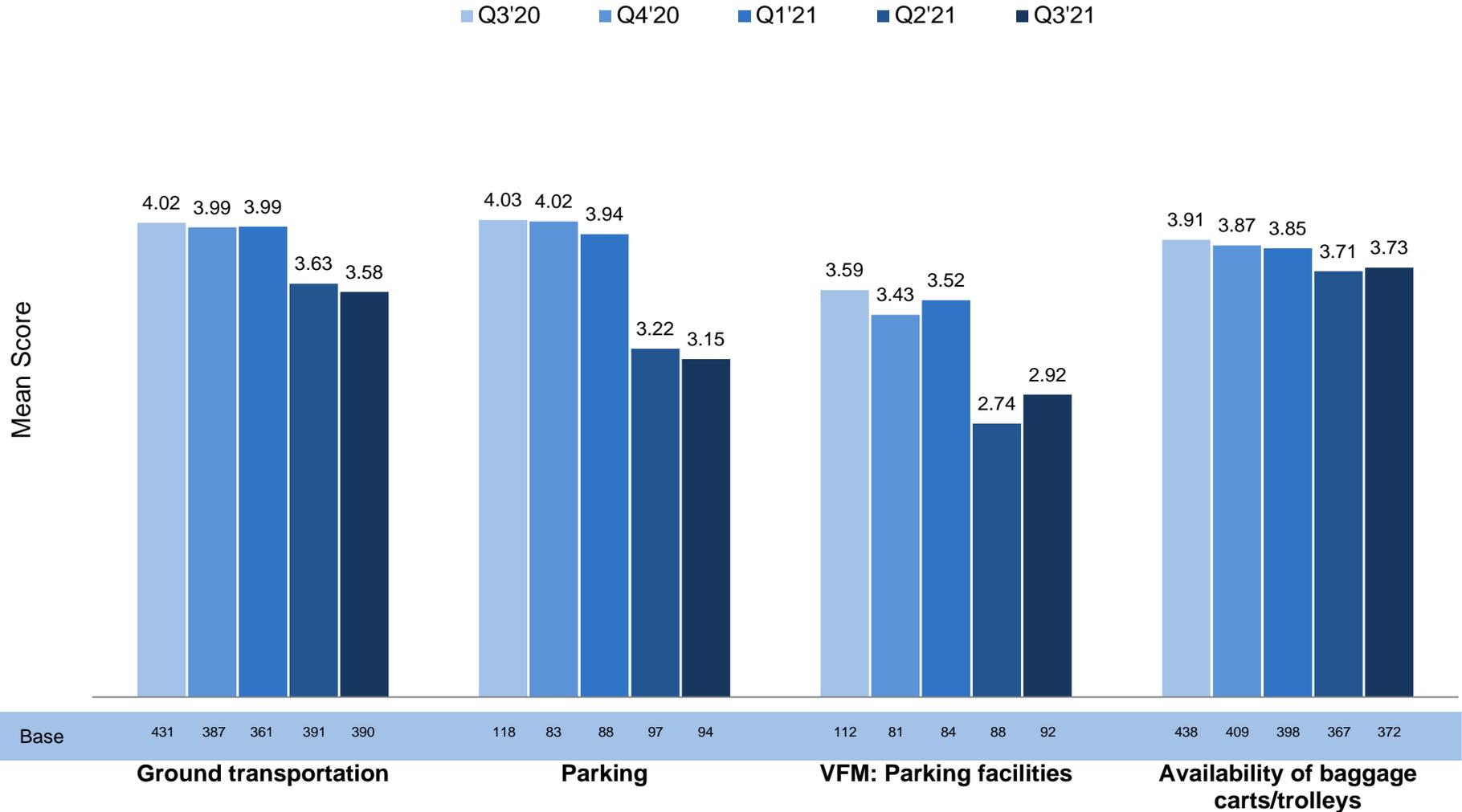
LAX – Airport Performance
Trend Over Time – Check-in

Legend: Q3'20, Q4'20, Q1'21, Q2'21, Q3'21

Mean Score

Check-in waiting time: 4.31, 4.31, 4.27, 4.10, 3.97
Efficiency of check-in staff: 4.34, 4.34, 4.32, 4.17, 4.19
Courtesy of check-in staff: 4.32, 4.33, 4.28, 4.15, 4.21

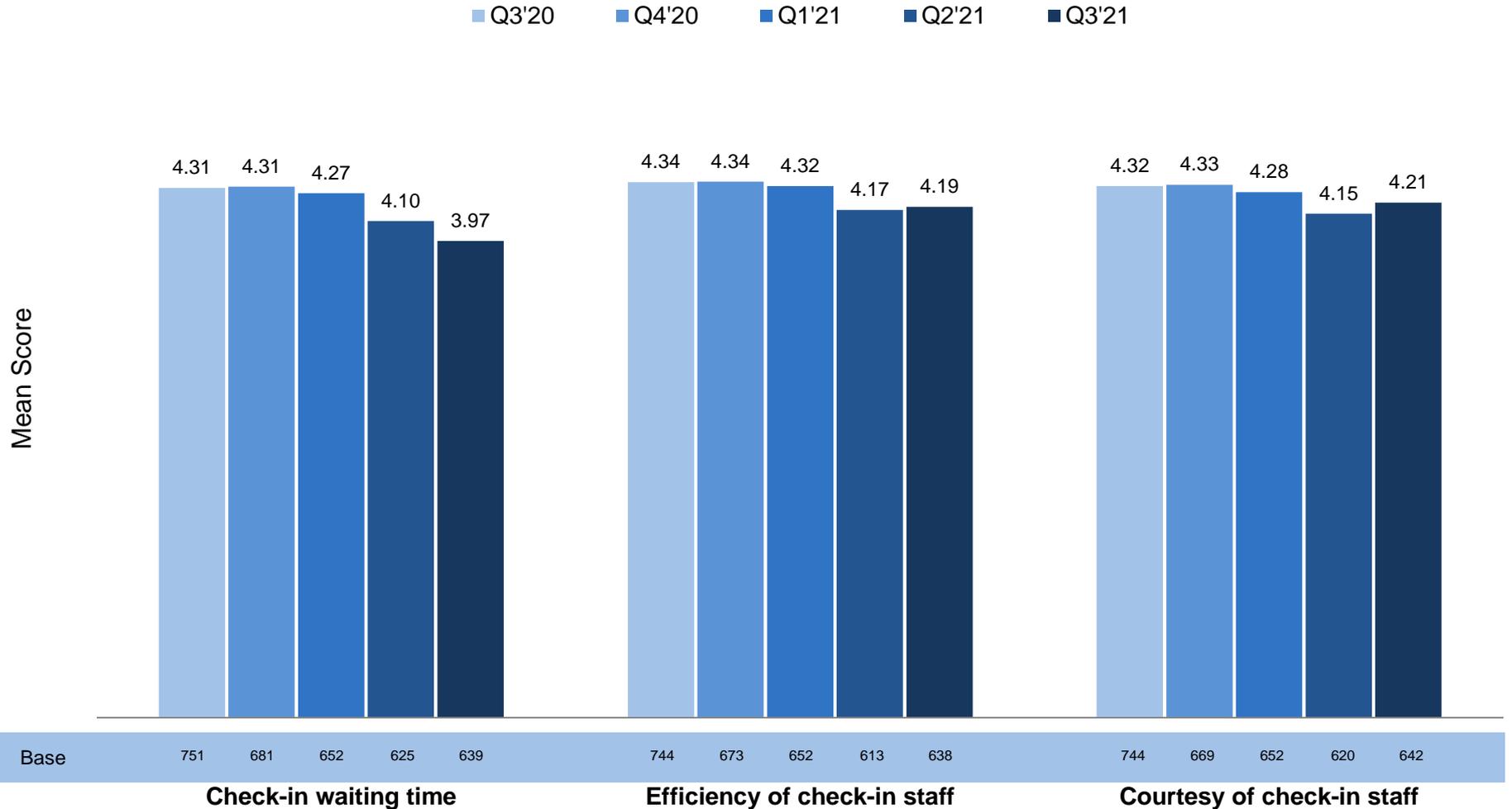| Base	Check-in waiting time	Efficiency of check-in staff	Courtesy of check-in staff
	751 681 652 625 639	744 673 652 613 638	744 669 652 620 642

Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item
Q7: "Based on your experience today, please rate this airport on each service item"
Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

LAX – Airport Performance
Trend Over Time – Passport / ID Control

Legend: ■ Q3'20 ■ Q4'20 ■ Q1'21 ■ Q2'21 ■ Q3'21

Inspection waiting time

Q3'20	Q4'20	Q1'21	Q2'21	Q3'21
4.36	4.35	4.36	4.17	4.13

Courtesy of inspection staff

Q3'20	Q4'20	Q1'21	Q2'21	Q3'21
4.28	4.28	4.31	4.15	4.07

Mean Score

Base	735	682	630	616	644		743	685	639	621	647

| **Inspection waiting time** | **Courtesy of inspection staff** |

Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item
Q7: "Based on your experience today, please rate this airport on each service item"
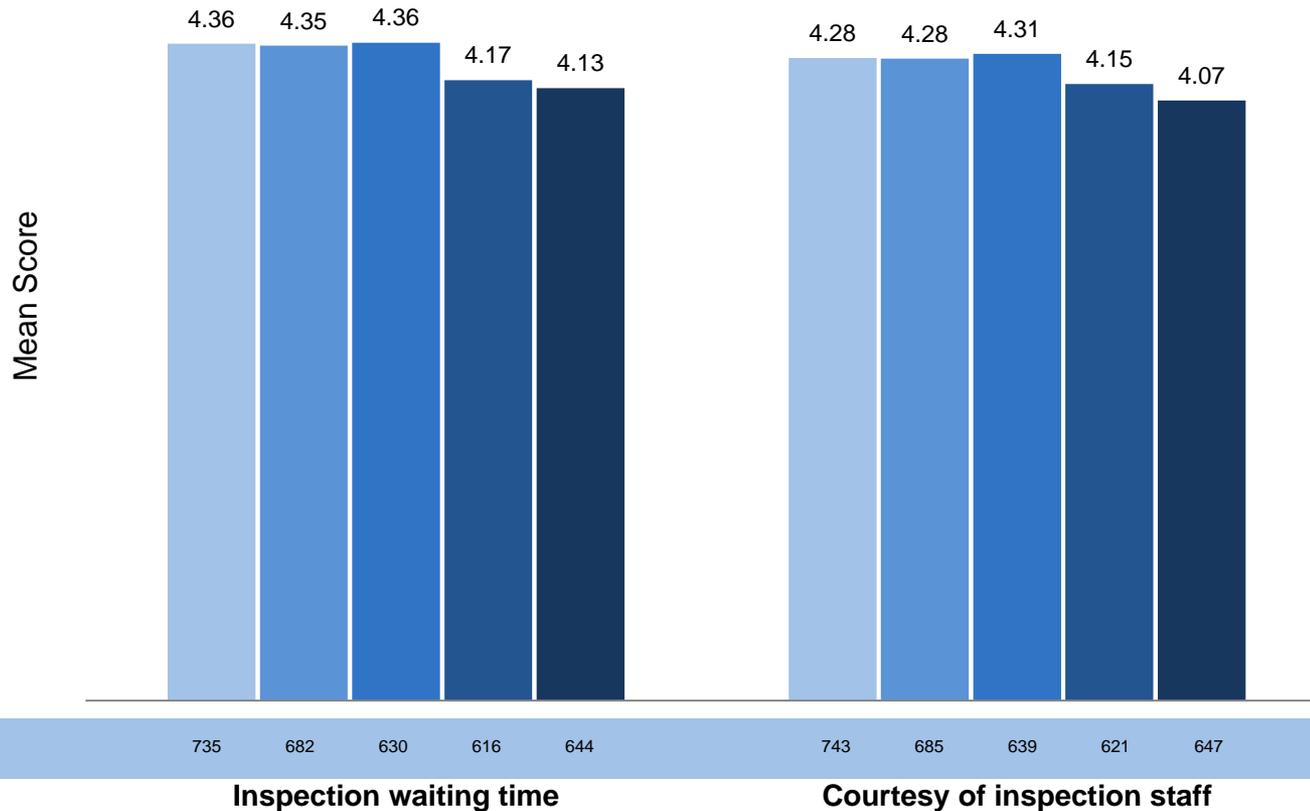*Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.*
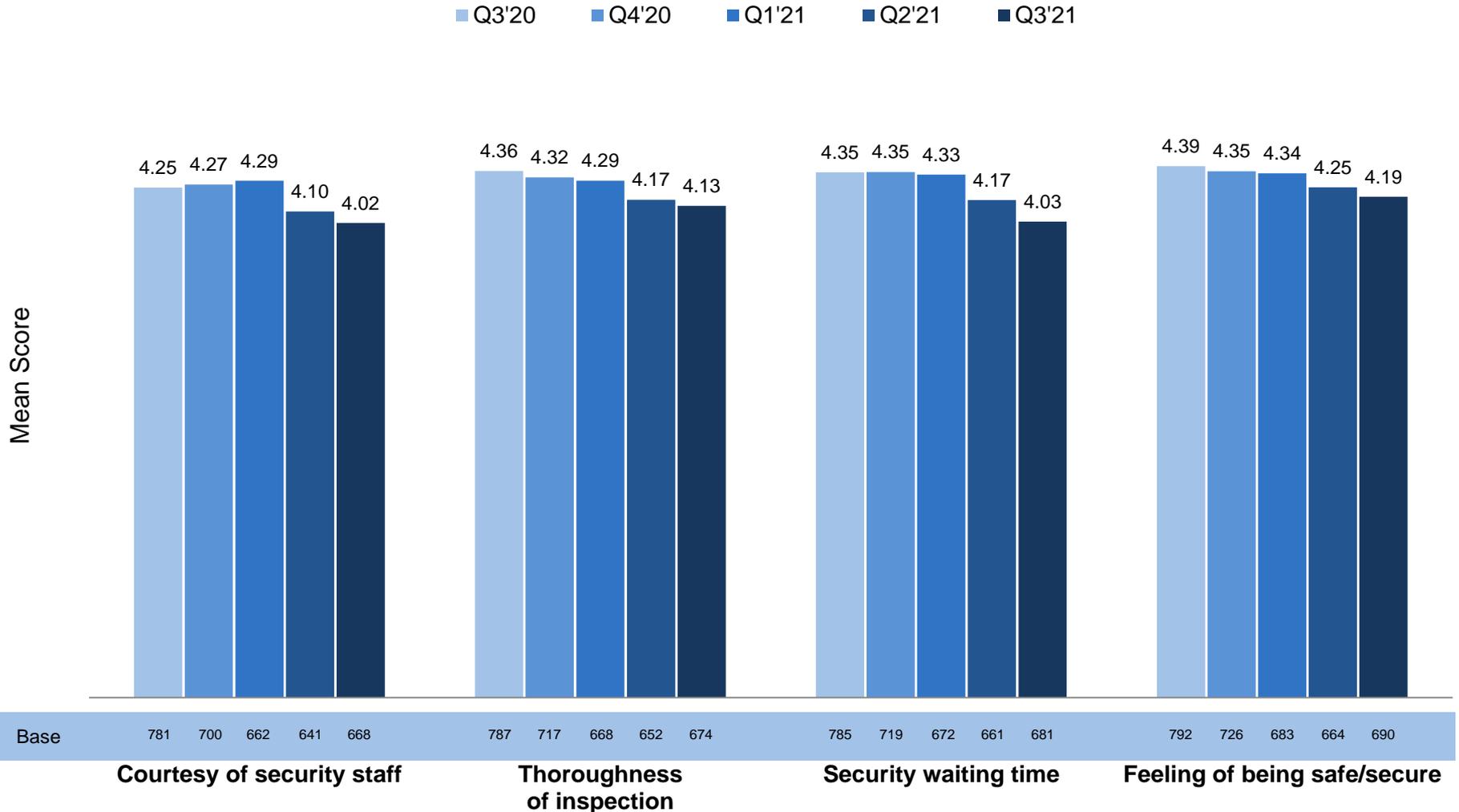
LAX – Airport Performance
Trend Over Time – Security

Legend: ■ Q3'20 ■ Q4'20 ■ Q1'21 ■ Q2'21 ■ Q3'21

Mean Score

Courtesy of security staff
- 4.25, 4.27, 4.29, 4.10, 4.02

Thoroughness of inspection
- 4.36, 4.32, 4.29, 4.17, 4.13

Security waiting time
- 4.35, 4.35, 4.33, 4.17, 4.03

Feeling of being safe/secure
- 4.39, 4.35, 4.34, 4.25, 4.19

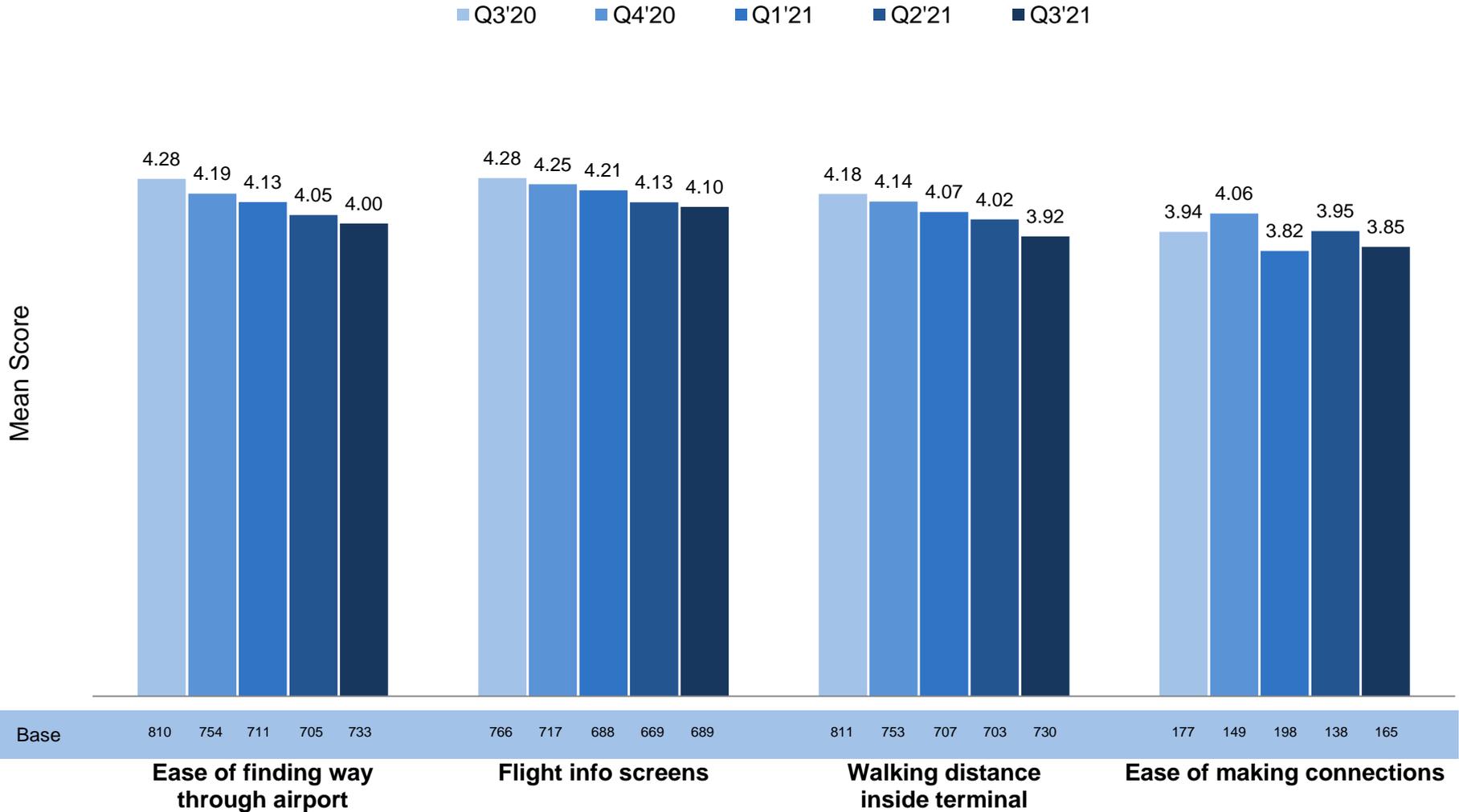| Base																			
781	700	662	641	668	787	717	668	652	674	785	719	672	661	681	792	726	683	664	690

Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item
Q7: "Based on your experience today, please rate this airport on each service item"
Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

Legend: ■ Q3'20 ■ Q4'20 ■ Q1'21 ■ Q2'21 ■ Q3'21

Mean Score

Courtesy of airport staff: 4.32, 4.31, 4.28, 4.12, 4.11

Eating facilities: 3.65, 3.57, 3.61, 3.44, 3.35

VFM: Eating facilities: 3.39, 3.26, 3.25, 3.03, 2.92

Availability of bank/ATM/exchange: 4.00, 3.90, 3.87, 3.75, 3.60

Shopping facilities: 3.65, 3.61, 3.64, 3.54, 3.46

VFM: Shopping facilities: 3.46, 3.39, 3.34, 3.22, 3.02

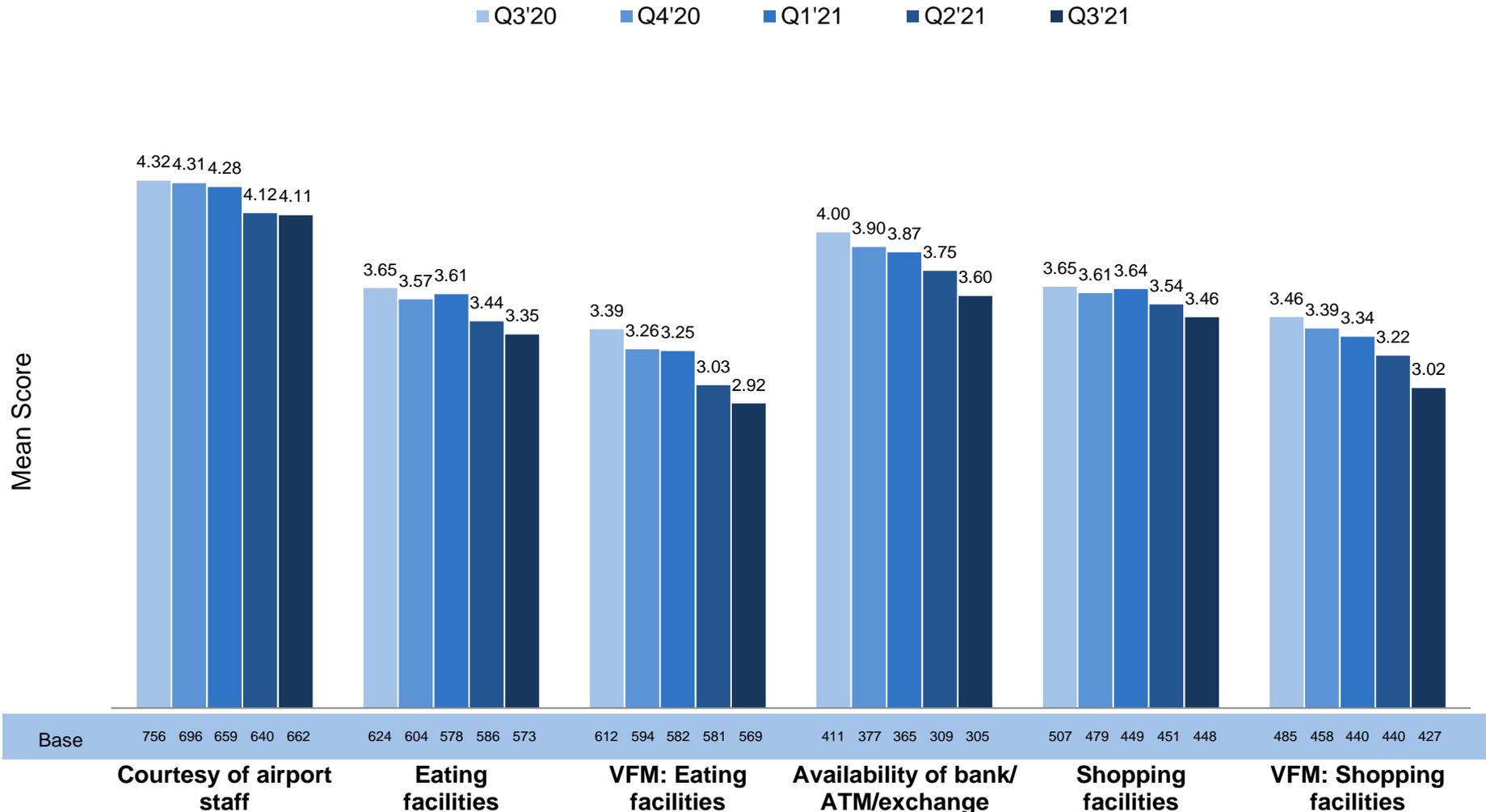| Base																													
756	696	659	640	662	624	604	578	586	573	612	594	582	581	569	411	377	365	309	305	507	479	449	451	448	485	458	440	440	427

Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item
Q7: "Based on your experience today, please rate this airport on each service item"
Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

LAX – Airport Performance
Trend Over Time – Airport Facilities (2/2)

Legend: ■ Q3'20 ■ Q4'20 ■ Q1'21 ■ Q2'21 ■ Q3'21

Mean Score

Internet access/WiFi: 3.93, 3.87, 3.89, 3.84, 3.72

Business/Executive Lounges: 3.86, 3.77, 3.79, 3.64, 3.54

Availability of washrooms: 4.26, 4.21, 4.21, 4.09, 4.09

Cleanliness of washrooms: 4.18, 4.10, 4.14, 4.00, 3.84

Comfort of waiting/gate areas: 4.08, 3.94, 4.05, 3.76, 3.71

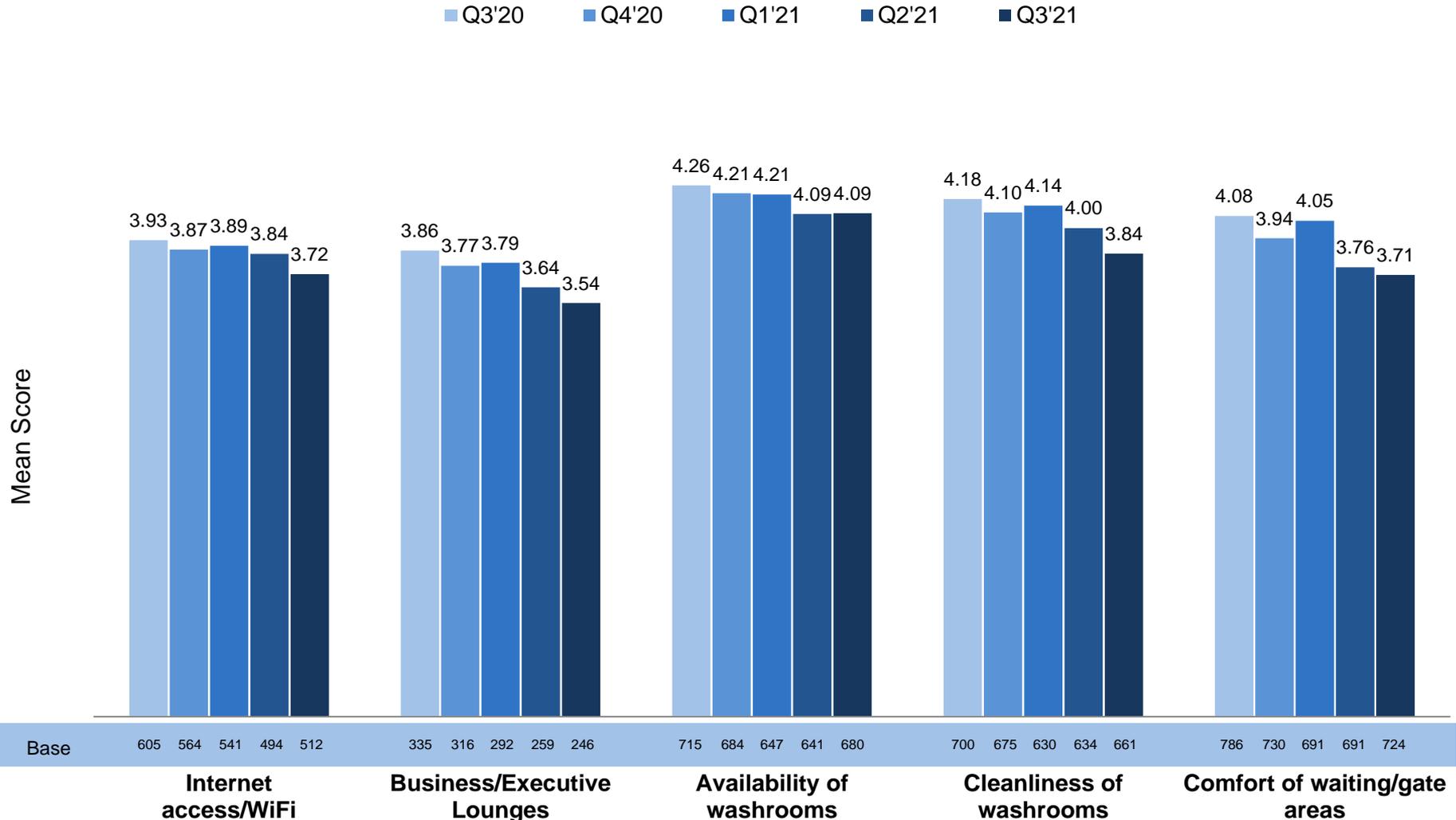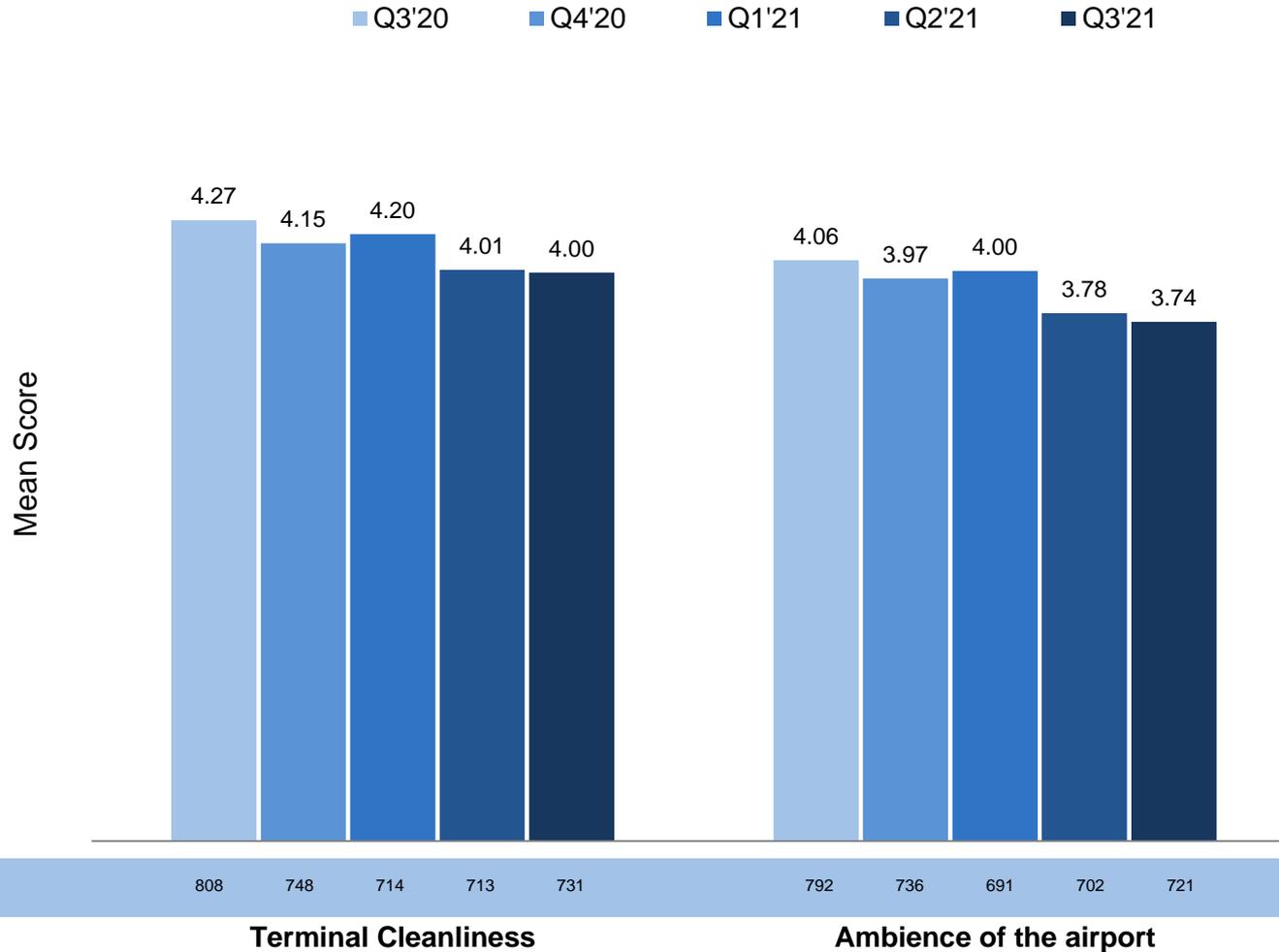| Base																								
605	564	541	494	512		335	316	292	259	246		715	684	647	641	680		700	675	630	634	661		786 730 691 691 724

Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item
Q7: "Based on your experience today, please rate this airport on each service item"
Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

LAX – Airport Performance
Trend Over Time – Airport Environment

Legend: ■ Q3'20 ■ Q4'20 ■ Q1'21 ■ Q2'21 ■ Q3'21

Mean Score (y-axis)

Terminal Cleanliness
- Q3'20: 4.27
- Q4'20: 4.15
- Q1'21: 4.20
- Q2'21: 4.01
- Q3'21: 4.00

Ambience of the airport
- Q3'20: 4.06
- Q4'20: 3.97
- Q1'21: 4.00
- Q2'21: 3.78
- Q3'21: 3.74

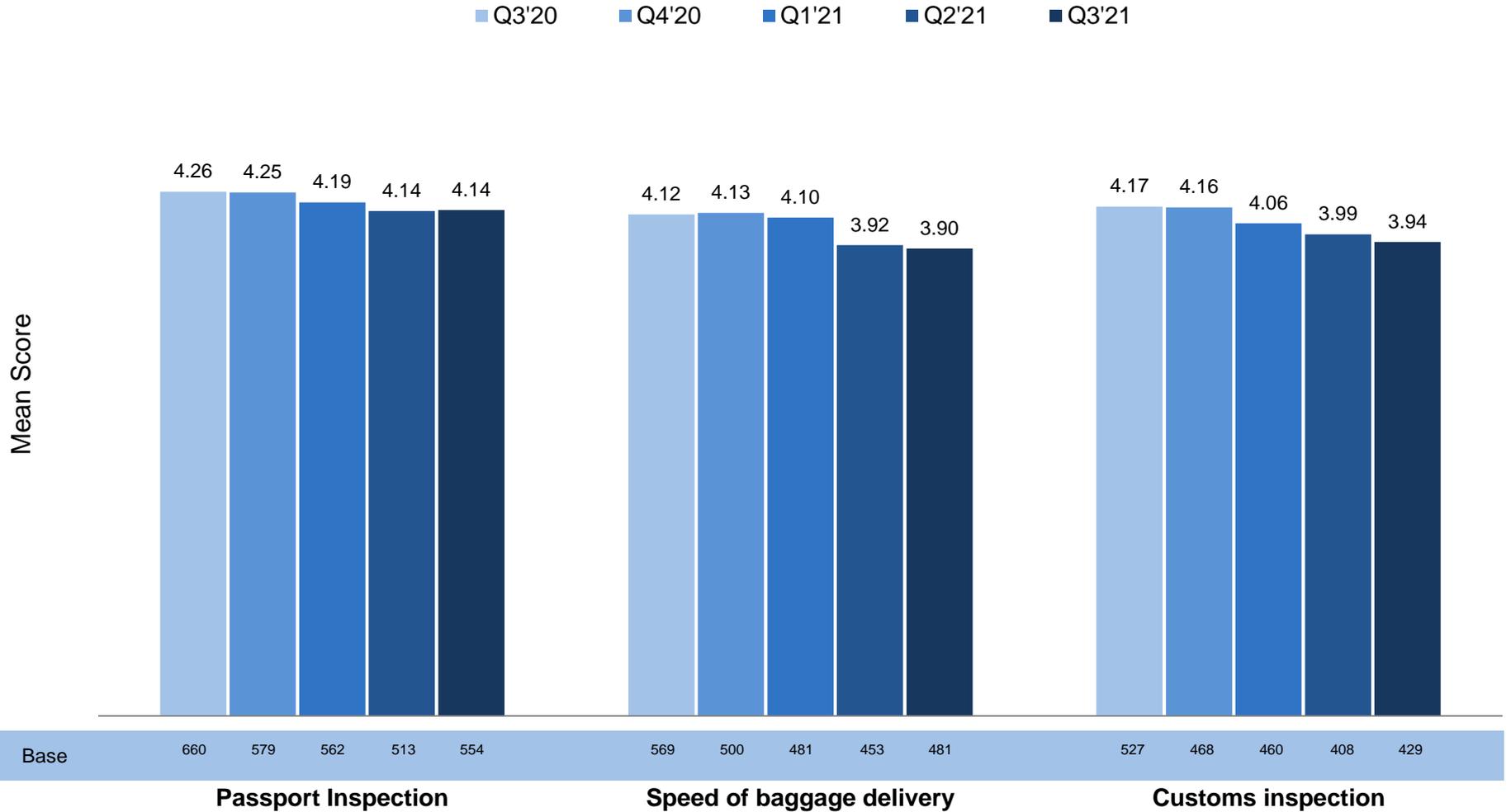| Base	Q3'20	Q4'20	Q1'21	Q2'21	Q3'21
Terminal Cleanliness	808	748	714	713	731
Ambience of the airport	792	736	691	702	721

Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item
Q7: "Based on your experience today, please rate this airport on each service item"
Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

LAX – Airport Performance
Trend Over Time – Arrivals Services

Legend: Q3'20 Q4'20 Q1'21 Q2'21 Q3'21

Mean Score

Passport Inspection
- 4.26
- 4.25
- 4.19
- 4.14
- 4.14

Speed of baggage delivery
- 4.12
- 4.13
- 4.10
- 3.92
- 3.90

Customs inspection
- 4.17
- 4.16
- 4.06
- 3.99
- 3.94

Base	Passport Inspection					Speed of baggage delivery					Customs inspection				
	660	579	562	513	554	569	500	481	453	481	527	468	460	408	429

Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item
Q7: "Based on your experience today, please rate this airport on each service item"
Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

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