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voice of the
world's **airports**



ASQ Departures Passenger Satisfaction Report

LAX – Terminal Performance
Q4 2023



LAX – Terminal Performance

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LAX – Terminal Performance

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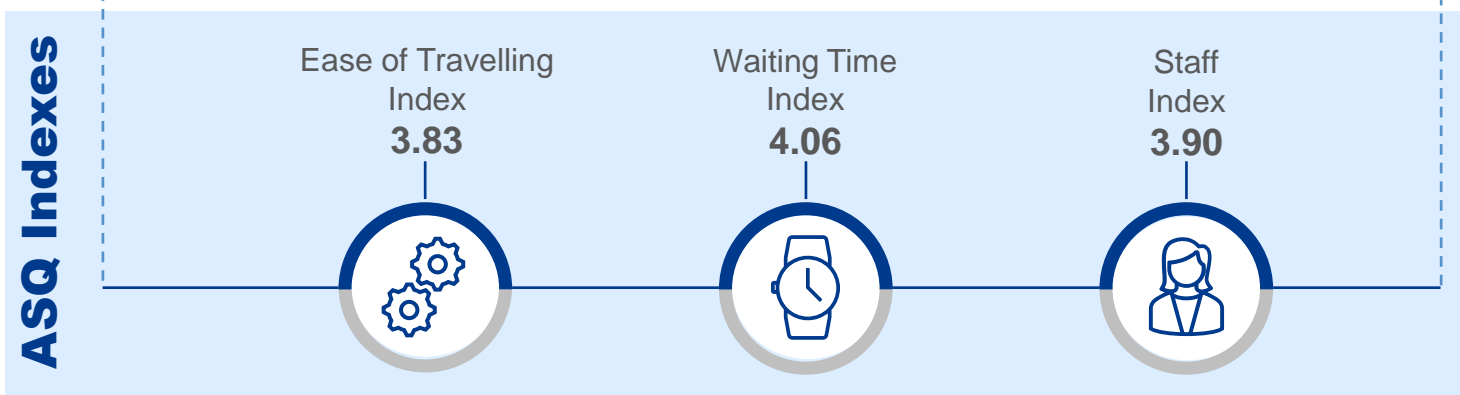
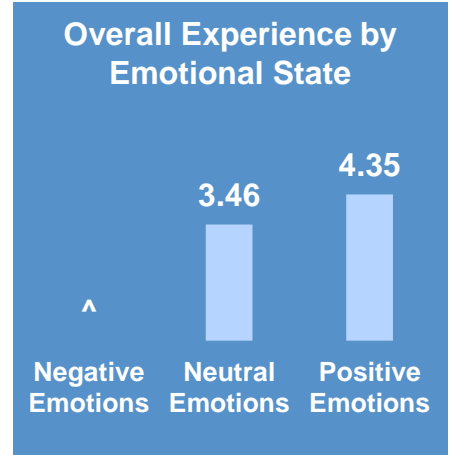
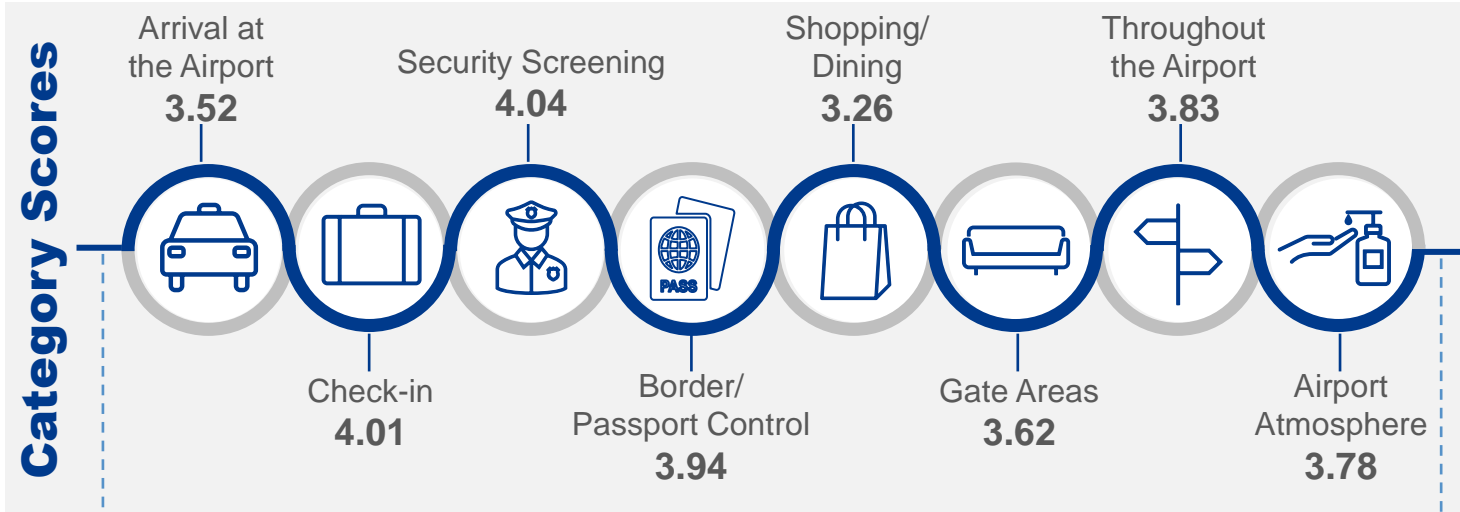
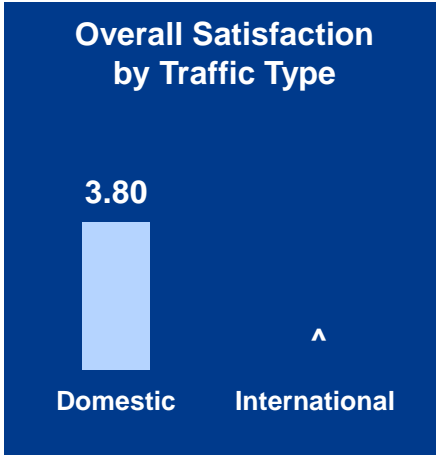
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LAX – T1 Performance

Key Highlights – Q4 2023

Overall Satisfaction: 3.80 (-0.18 vs Q3 2023)

Overall Experience: 3.83 (-0.01 vs Q3 2023)



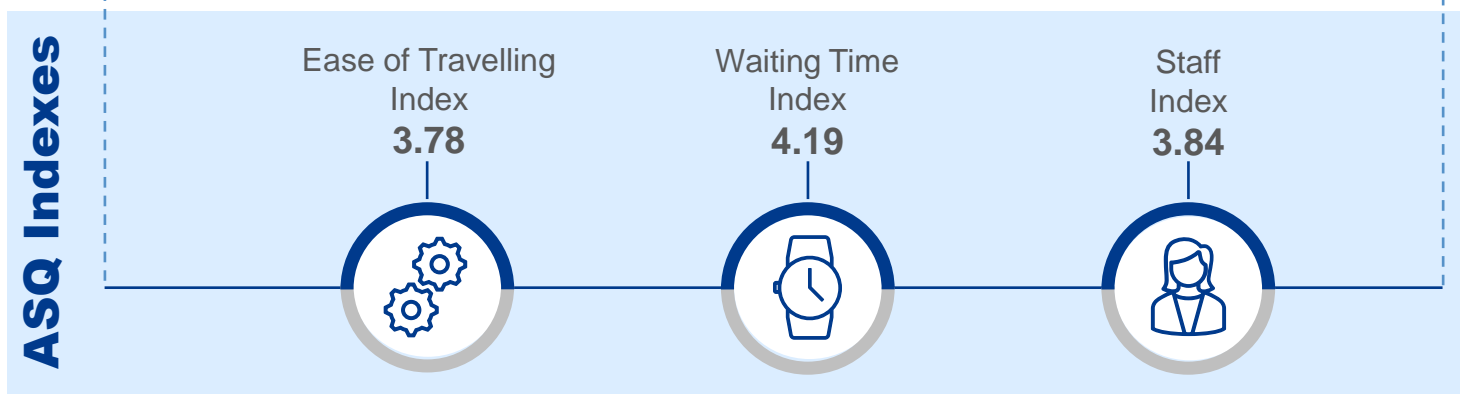
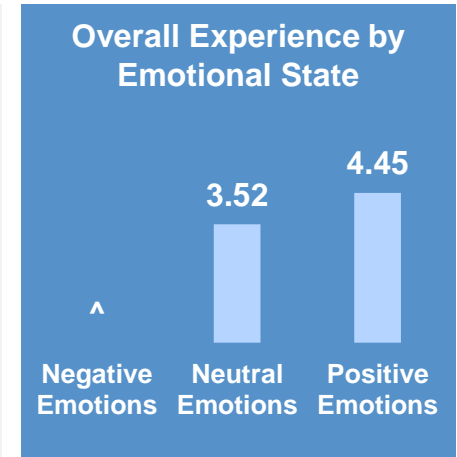
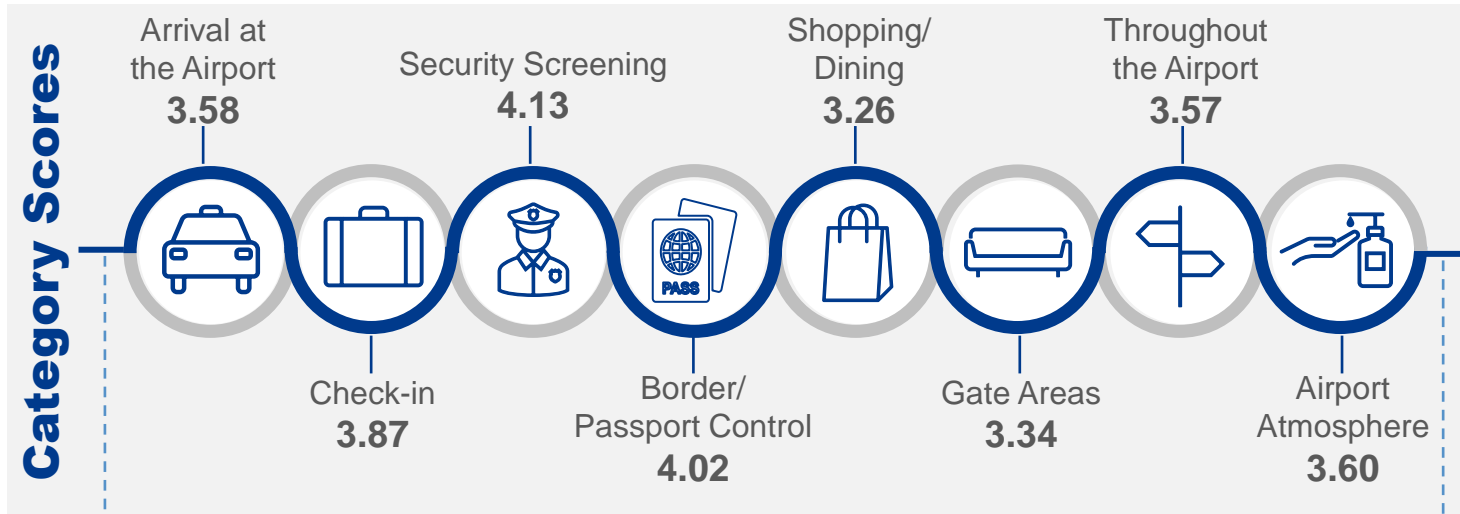
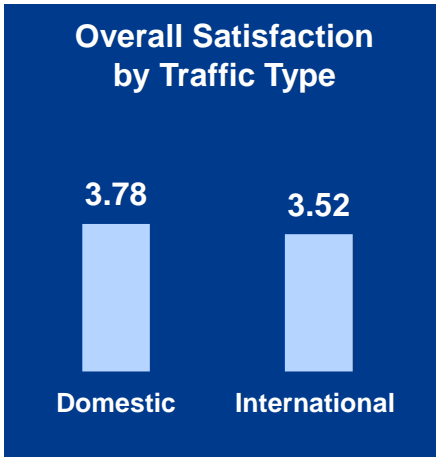
^ Results cannot be presented due to the very small sample (<10)

LAX – T2 Performance

Key Highlights – Q4 2023

Overall Satisfaction: 3.75 (+0.36 vs Q3 2023)

Overall Experience: 3.76 (+0.38 vs Q3 2023)



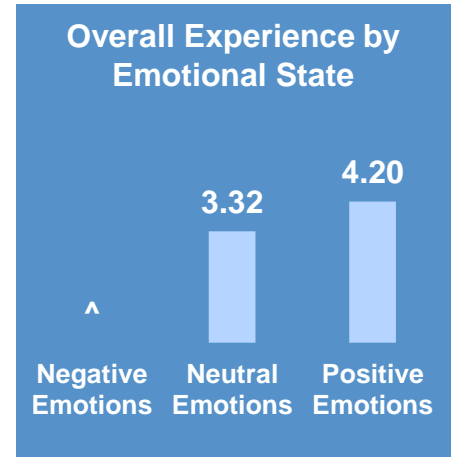
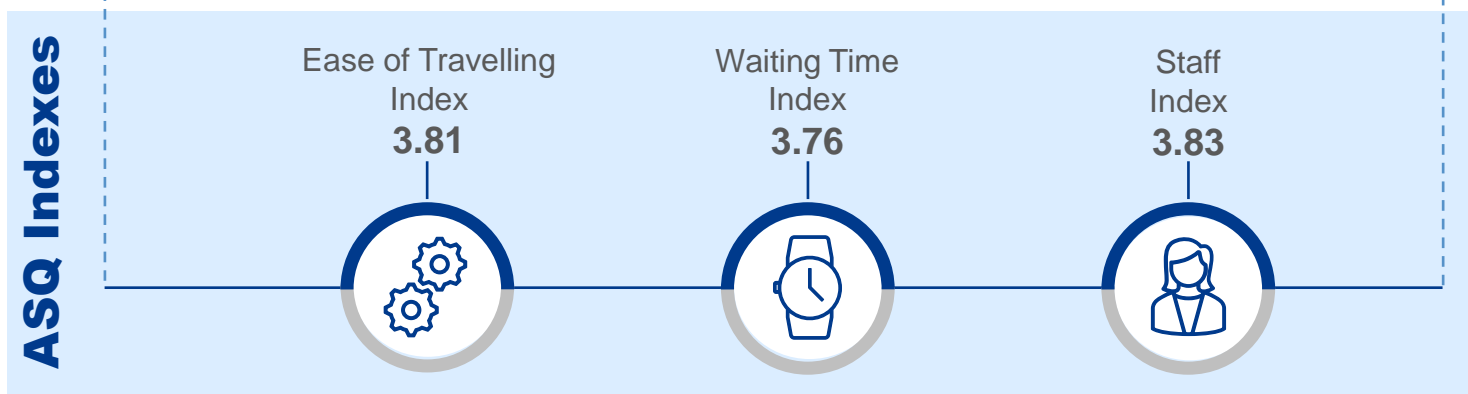
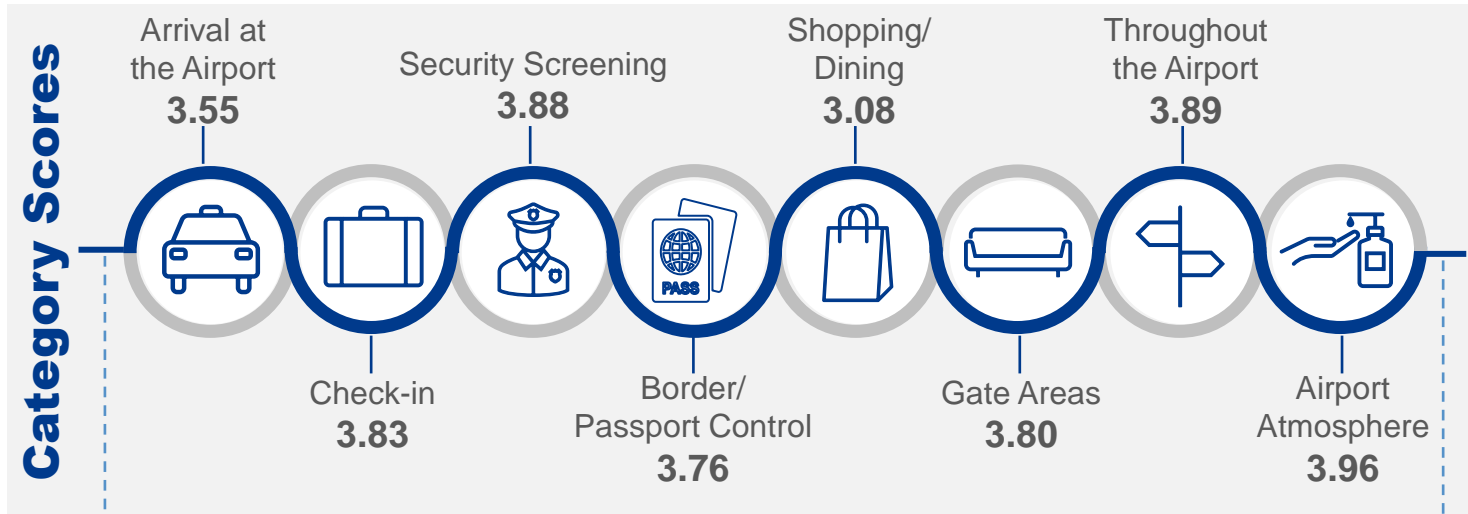
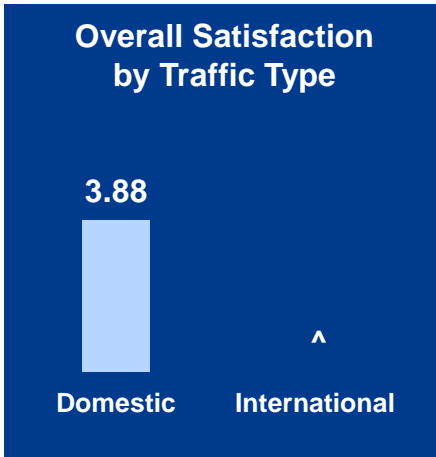
^ Results cannot be presented due to the very small sample (<10)

LAX – T3 Performance

Key Highlights – Q4 2023

Overall Satisfaction: 3.88 (-0.06 vs Q3 2023)

Overall Experience: 3.69 (-0.04 vs Q3 2023)



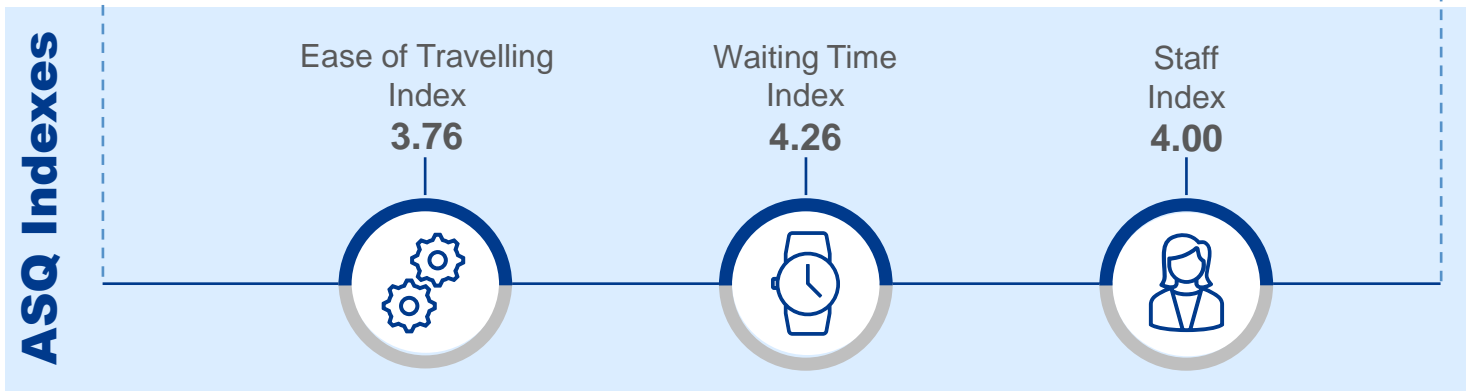
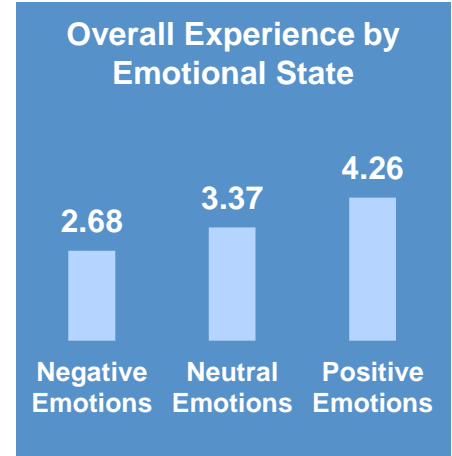
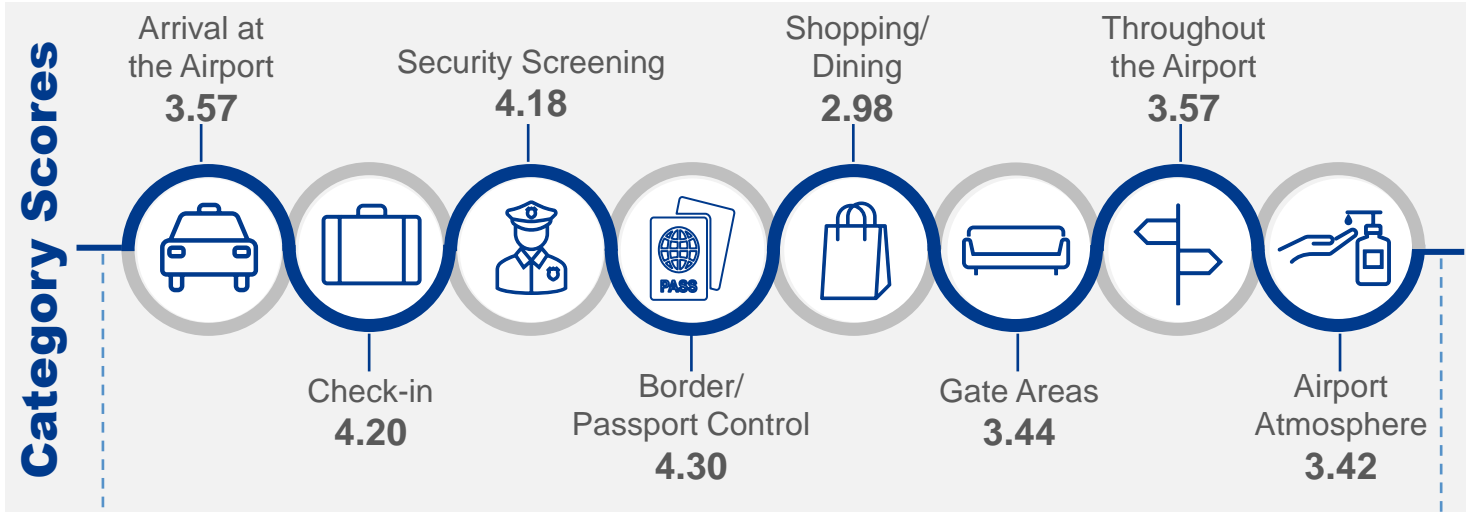
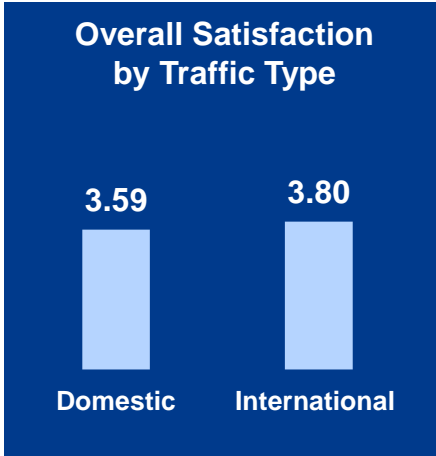
^ Results cannot be presented due to the very small sample (<10)

LAX – T4 Performance

Key Highlights – Q4 2023

Overall Satisfaction: 3.62 (+0.23 vs Q3 2023)

Overall Experience: 3.72 (+0.23 vs Q3 2023)

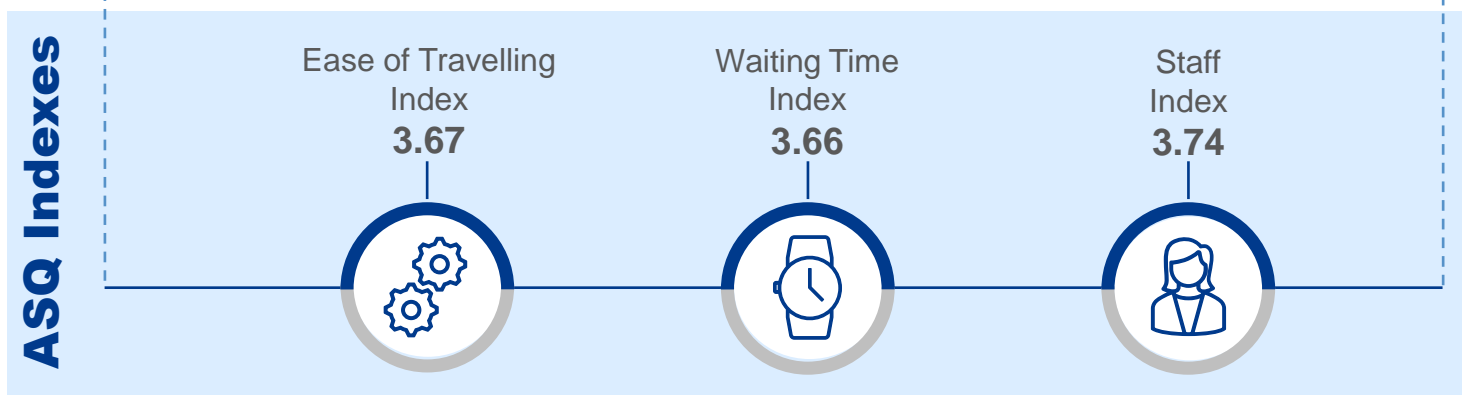
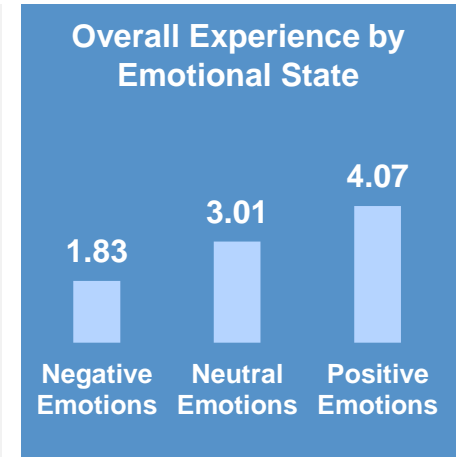
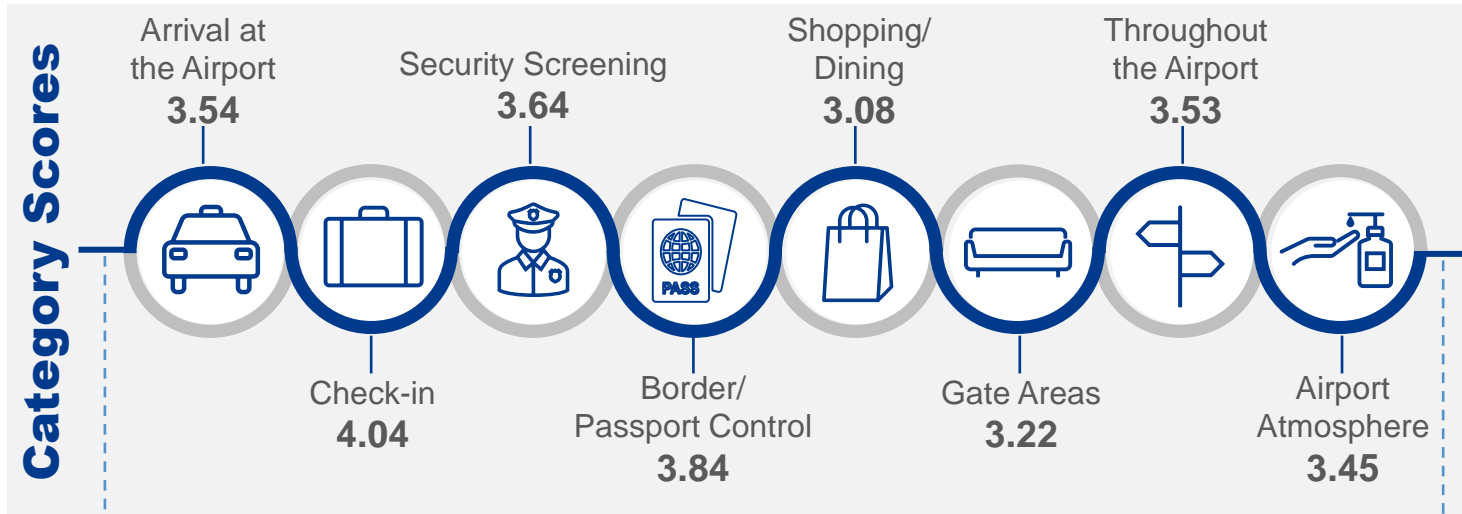


LAX – T5 Performance

Key Highlights – Q4 2023

Overall Satisfaction: 3.48 (+0.13 vs Q3 2023)

Overall Experience: 3.35 (+0.08 vs Q3 2023)

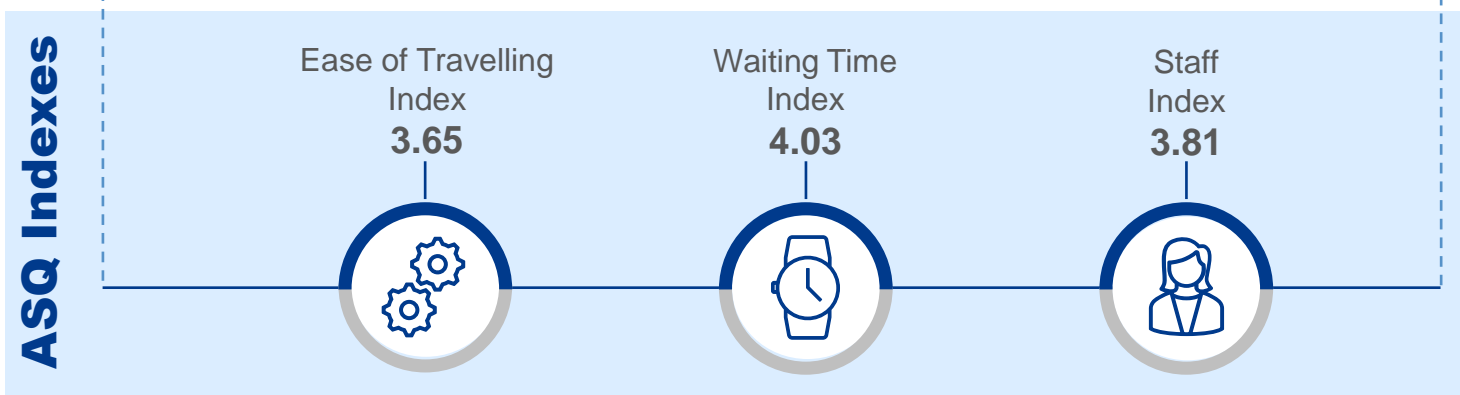
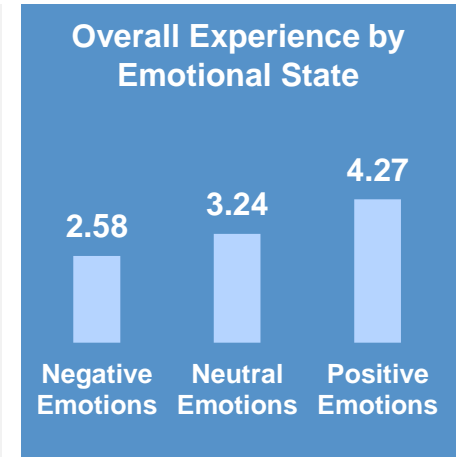
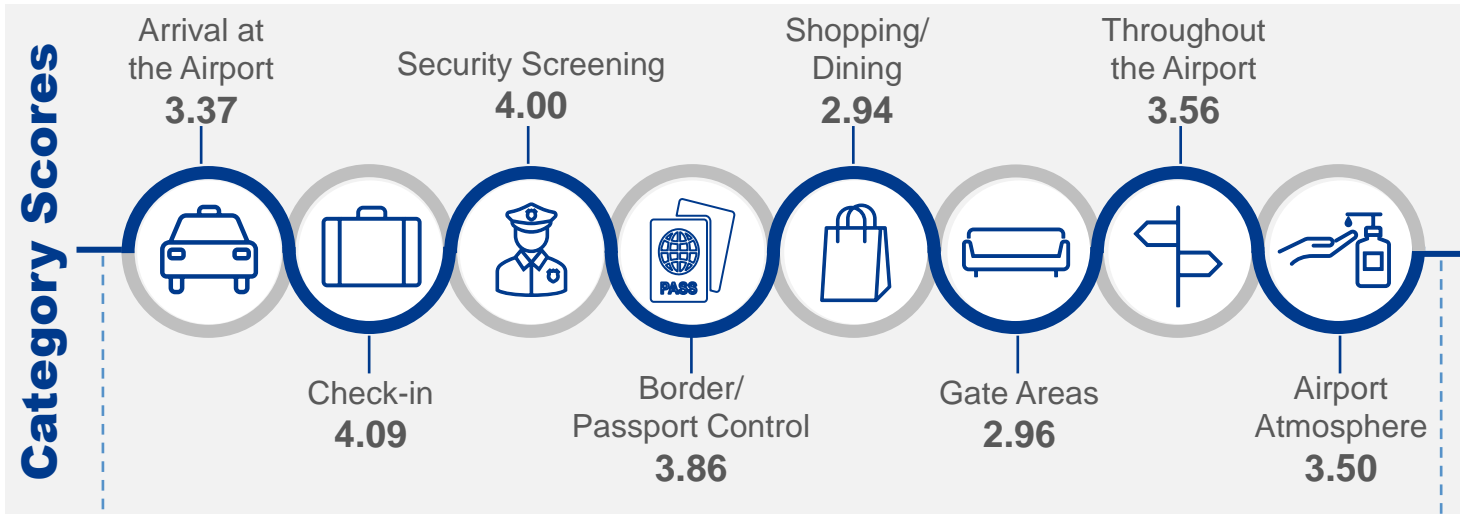
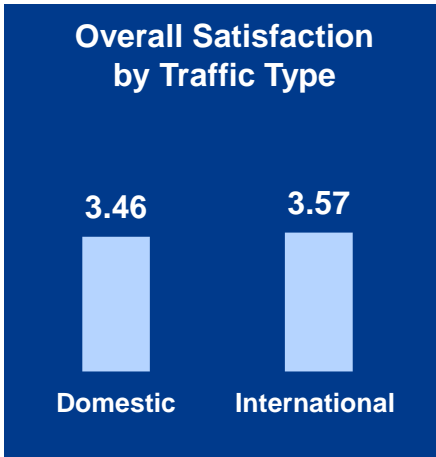


LAX – T6 Performance

Key Highlights – Q4 2023

Overall Satisfaction: 3.51 (0.00 vs Q3 2023)

Overall Experience: 3.54 (+0.05 vs Q3 2023)

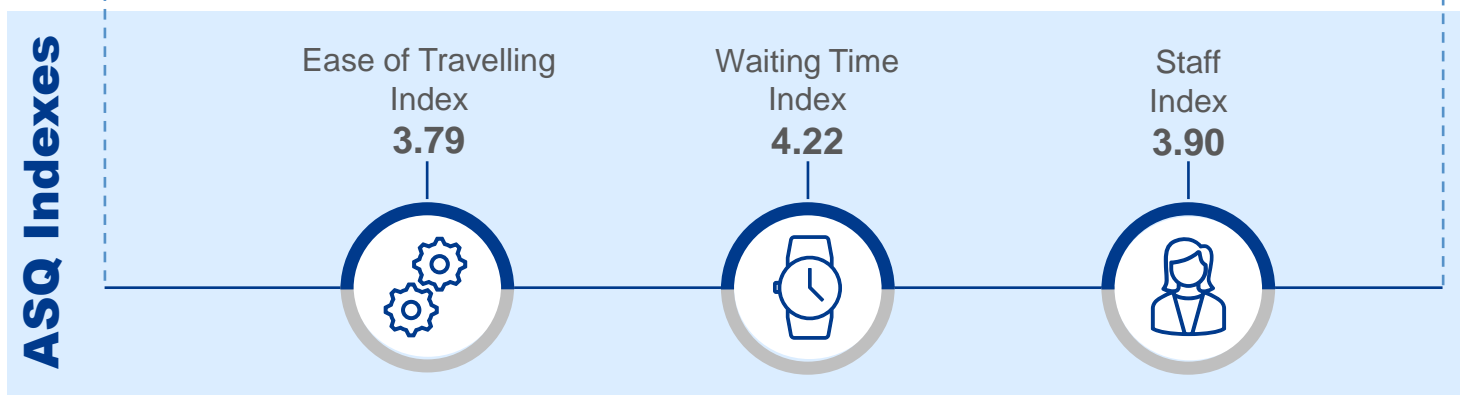
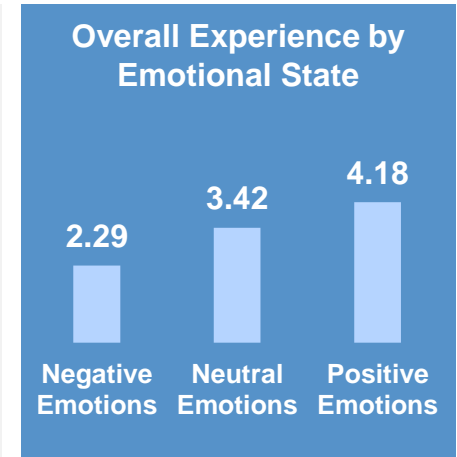
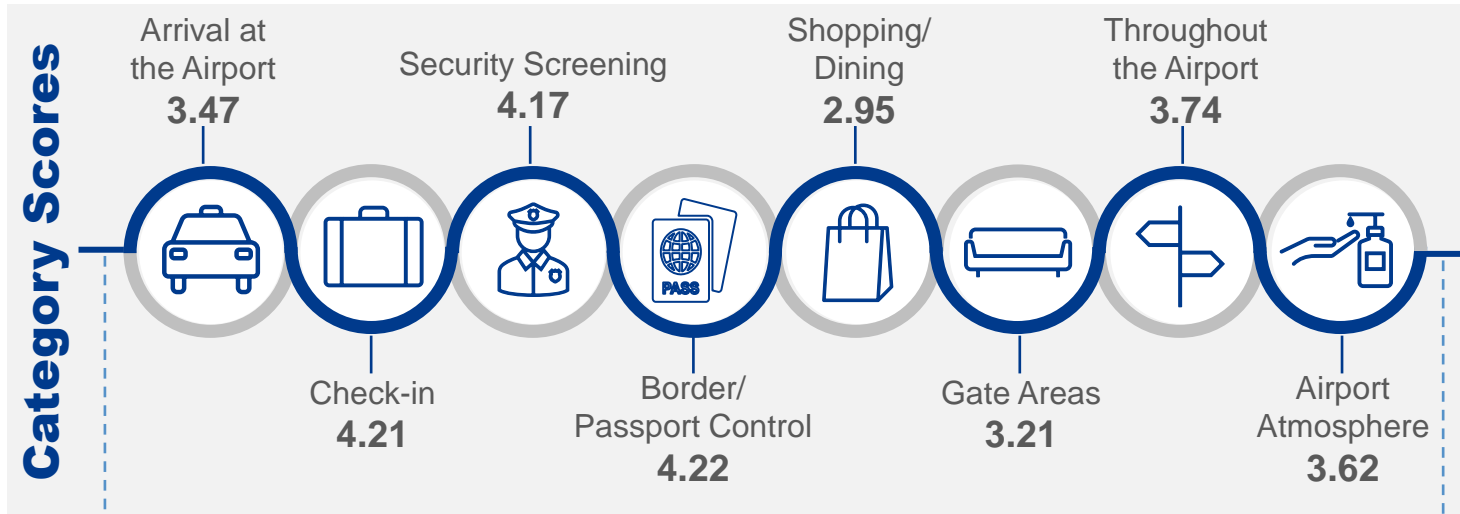
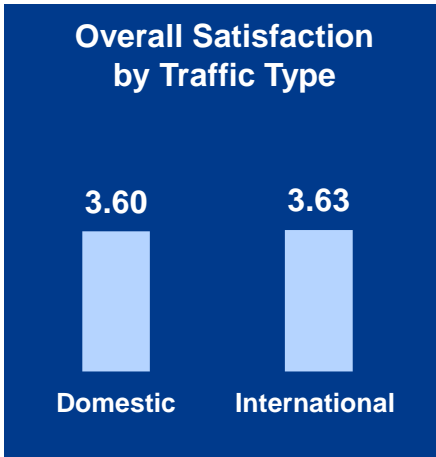


LAX – T7 Performance

Key Highlights – Q4 2023

Overall Satisfaction: 3.60 (-0.05 vs Q3 2023)

Overall Experience: 3.72 (+0.33 vs Q3 2023)

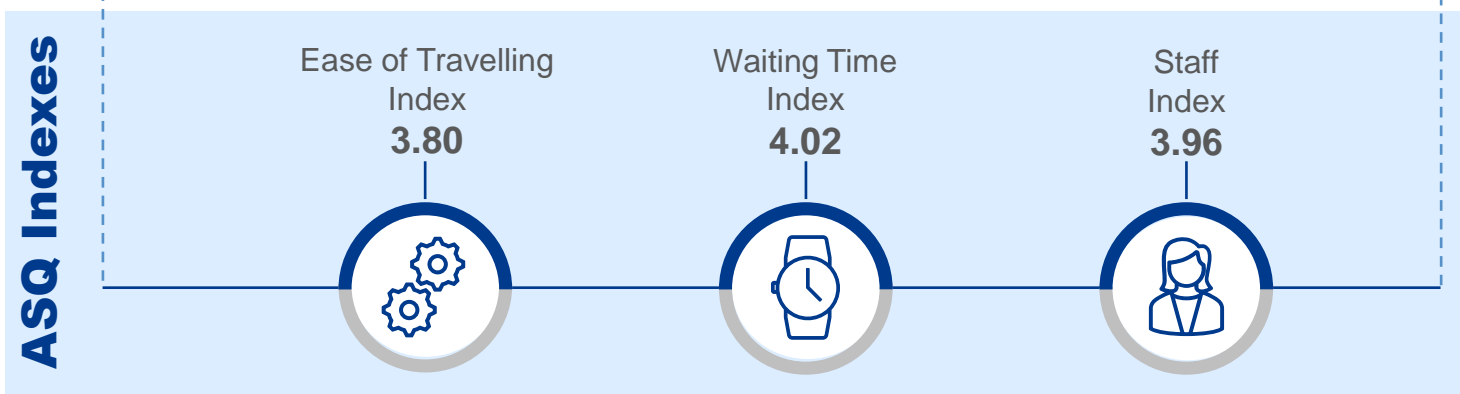
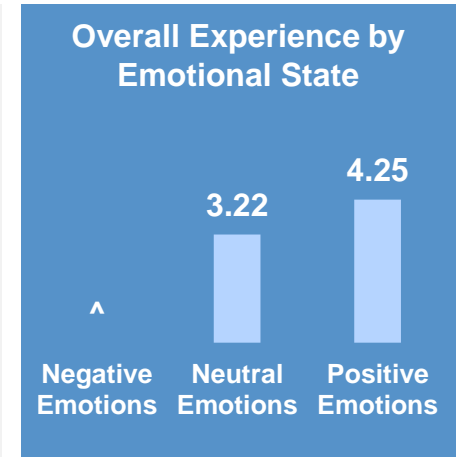
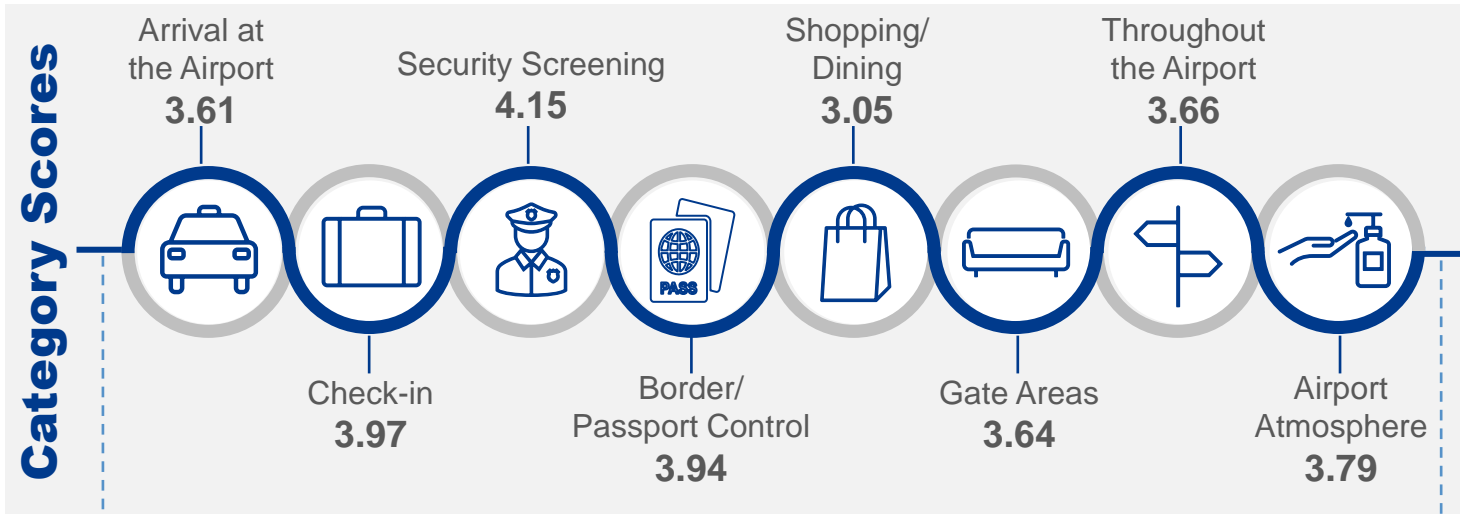
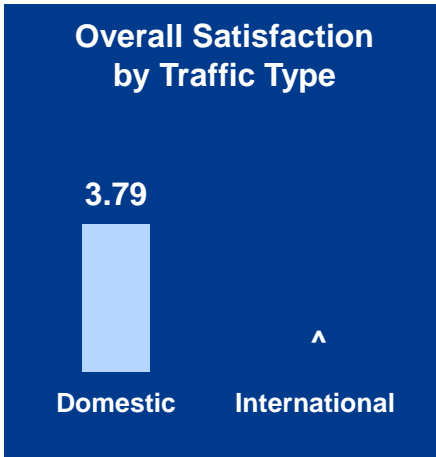


LAX – T8 Performance

Key Highlights – Q4 2023

Overall Satisfaction: 3.79 (-0.13 vs Q3 2023)

Overall Experience: 3.73 (+0.17 vs Q3 2023)



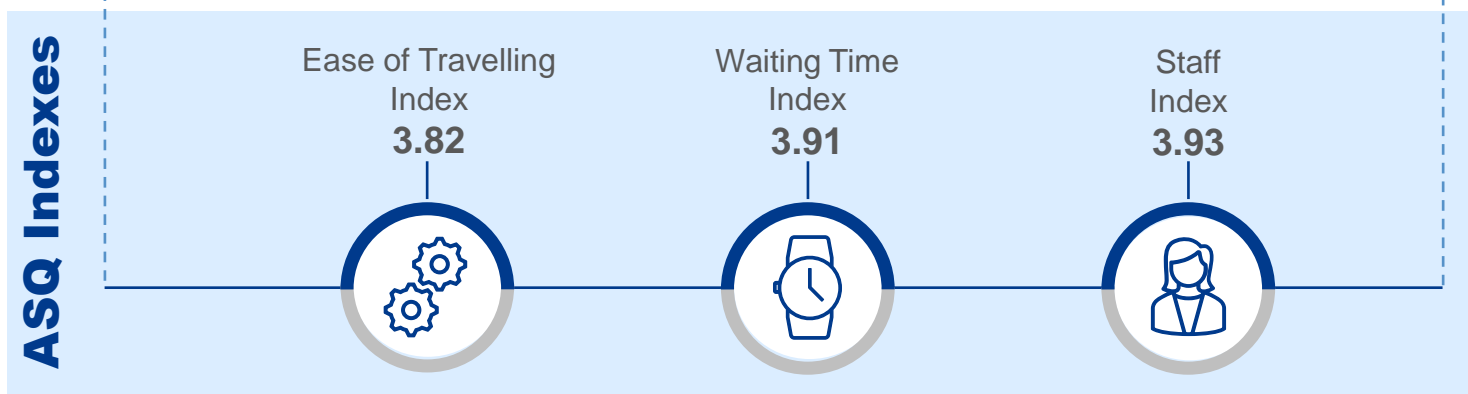
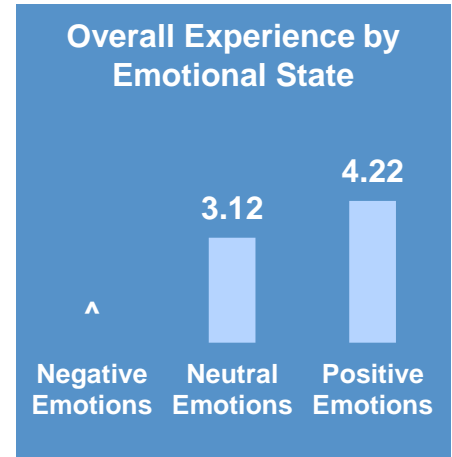
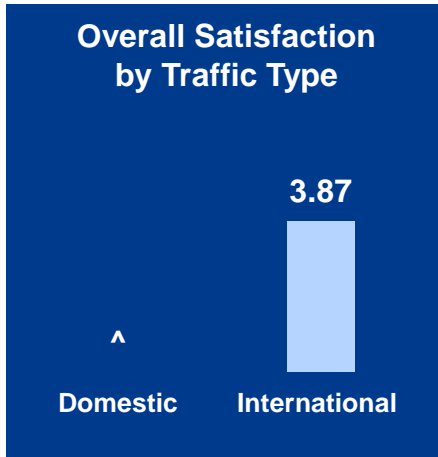
^ Results cannot be presented due to the very small sample (<10)

LAX – TB Performance

Key Highlights – Q4 2023

Overall Satisfaction: 3.87 (+0.12 vs Q3 2023)

Overall Experience: 3.73 (+0.07 vs Q3 2023)



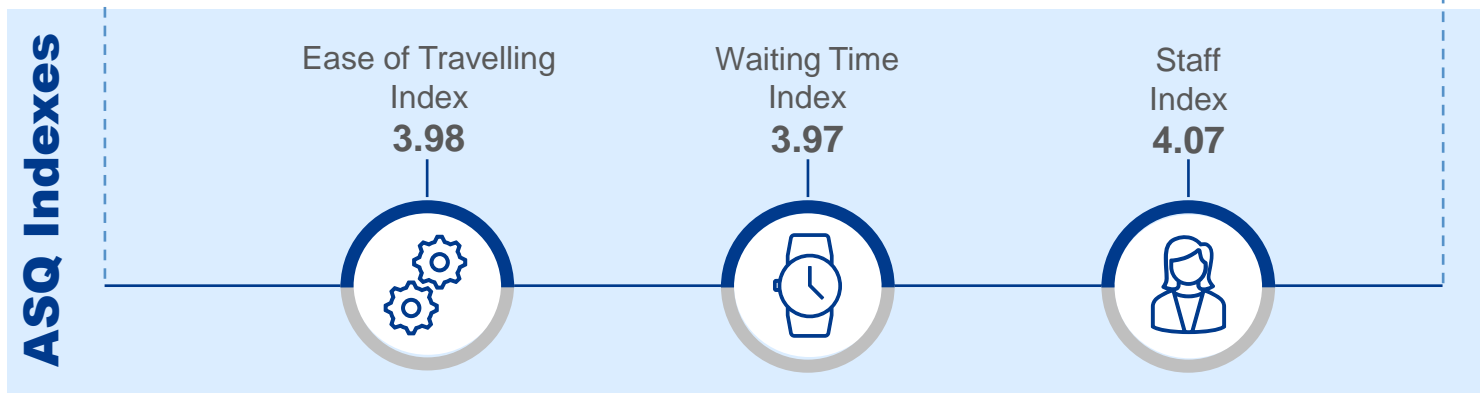
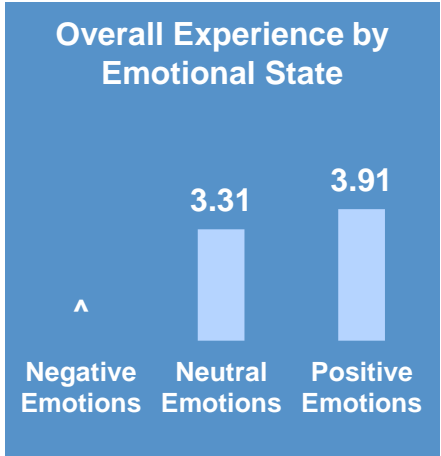
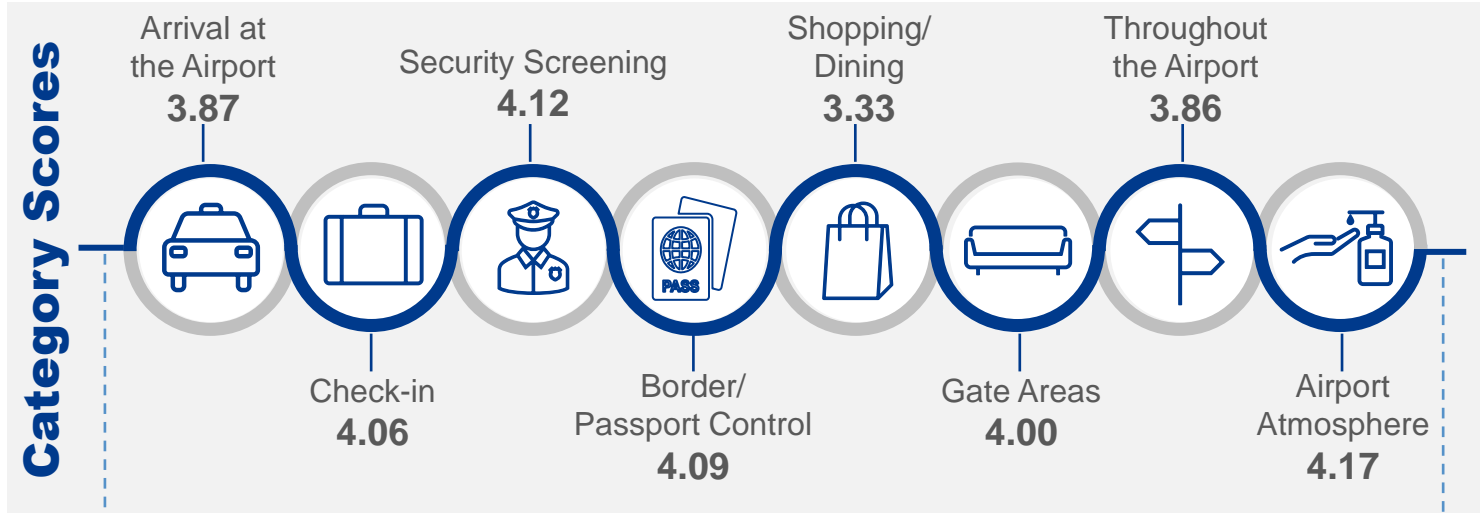
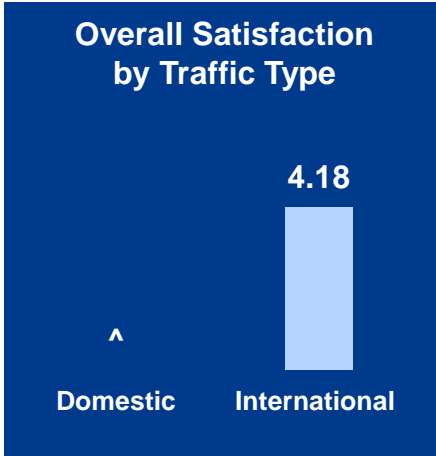
^ Results cannot be presented due to the very small sample (<10)

LAX – TBW Performance

Key Highlights – Q4 2023

Overall Satisfaction: 4.09 (+0.27 vs Q3 2023)

Overall Experience: 3.69 (+0.21 vs Q3 2023)



^ Results cannot be presented due to the very small sample (<10)



2

LAX – Passenger Profile by Terminal

Q4 2023



LAX – Passenger Profile by Terminal

Demographics – Q4 2023

	LAX	T1	T2	T3	T4	T5	T6	T7	T8	TB	TBW
Gender											
Male	43%	34%	38%	39%	40%	43%	37%	43%	46%	57%	44%
Female	56%	63%	62%	57%	60%	54%	62%	55%	54%	43%	56%
Other	1%	2%	0%	4%	0%	3%	1%	2%	0%	0%	0%

Age											
16-24	10%	7%	0%	8%	10%	13%	10%	12%	11%	12%	10%
25-34	30%	27%	38%	25%	31%	25%	18%	30%	26%	38%	35%
35-44	22%	26%	29%	21%	16%	24%	23%	17%	20%	21%	19%
45-54	19%	15%	22%	22%	19%	18%	22%	15%	22%	16%	23%
55-64	12%	17%	7%	13%	12%	12%	16%	16%	12%	7%	8%
65-74	7%	7%	3%	11%	10%	5%	11%	10%	7%	5%	6%
75 & over	1%	1%	0%	1%	2%	3%	0%	1%	1%	0%	0%

	LAX	T1	T2	T3	T4	T5	T6	T7	T8	TB	TBW
Return Trips (Past 12 months)											
1-2	35%	29%	40%	22%	33%	37%	36%	32%	32%	50%	26%
3-5	38%	40%	14%	47%	36%	43%	39%	45%	40%	28%	56%
6-10	17%	22%	17%	20%	24%	15%	18%	14%	21%	14%	12%
11-20	6%	7%	13%	10%	6%	5%	3%	7%	5%	5%	5%
21 or more	3%	3%	16%	2%	1%	1%	3%	1%	1%	4%	1%

Group Composition*											
Alone	43%	45%	55%	42%	49%	39%	44%	44%	61%	37%	36%
With colleague(s)	9%	4%	8%	9%	8%	8%	5%	8%	8%	19%	8%
With friend(s) or relative(s)	42%	44%	30%	43%	40%	50%	43%	44%	30%	42%	49%
With children aged 0-2	1%	1%	0%	3%	1%	3%	1%	0%	0%	2%	2%
With children aged 3-9	4%	4%	9%	3%	0%	4%	5%	3%	1%	1%	3%
With children aged 10-17	5%	4%	5%	8%	2%	4%	5%	8%	3%	3%	5%

Base (n): Respondents providing a valid response

Q20. Are you...(gender options); Q19. What is your age group?; Q16. Including this trip, how many return trips by air have you made to any destination in the past 12 months?; Q13. With whom are you travelling today?

* Because respondents were able to select several options, the total of mentions may exceed 100%.

LAX – Passenger Profile by Terminal

Travel Behavior – Q4 2023

	LAX	T1	T2	T3	T4	T5	T6	T7	T8	TB	TBW
Mode of Transportation											
Private/ Company car	10%	9%	7%	10%	11%	11%	11%	10%	8%	14%	7%
Private car dropped off by someone	27%	26%	27%	21%	28%	26%	24%	31%	21%	29%	33%
Ridesharing	27%	27%	31%	33%	26%	27%	30%	36%	32%	15%	19%
Taxi/Limo	6%	5%	6%	1%	6%	5%	4%	4%	10%	7%	9%
Bus/Shuttle/ Coach	14%	16%	13%	17%	16%	11%	14%	8%	16%	13%	17%
Rental car	13%	11%	17%	16%	13%	16%	12%	9%	6%	15%	14%
Rail/Subway	0%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%
Other	3%	6%	0%	2%	0%	4%	5%	2%	6%	5%	1%

Parking Usage											
Used	17%	12%	0%	11%	18%	22%	22%	3%	7%	27%	30%
Not used	83%	88%	100%	89%	82%	78%	78%	97%	93%	73%	70%

	LAX	T1	T2	T3	T4	T5	T6	T7	T8	TB	TBW
Arrival Before Departure Time											
Less than 1 hr	5%	3%	9%	5%	7%	6%	8%	5%	3%	4%	1%
1 hr – 1 hr 30 min	22%	29%	36%	25%	23%	28%	15%	29%	21%	11%	7%
1 hr 31 min – 2 hrs	26%	33%	19%	31%	20%	34%	30%	31%	30%	20%	10%
2 hrs - 3 hrs	30%	24%	30%	32%	35%	23%	34%	24%	30%	39%	27%
3 hrs - 5 hrs	14%	11%	7%	6%	11%	5%	9%	9%	12%	23%	42%
More than 5 hrs	3%	1%	0%	1%	3%	3%	4%	2%	3%	4%	13%

Mode of check in*											
Online/Mobile check-in	71%	76%	84%	80%	76%	77%	75%	74%	72%	52%	55%
Check-in desk with airline staff	33%	25%	29%	18%	37%	24%	46%	13%	21%	58%	41%
Self-check-in kiosk at airport	24%	32%	25%	33%	22%	21%	14%	32%	31%	13%	29%
Self-baggage drop-off at airport	15%	23%	9%	23%	14%	17%	14%	15%	16%	8%	16%
Other	1%	1%	0%	1%	0%	2%	1%	0%	2%	3%	3%

Base (n): Respondents providing a valid response

Q7. What is the MAIN mode of transport that you have used to arrive at this airport?; Q8. Did you use the airport parking facilities?; Q12. If connecting, how long was your connection/transfer? Otherwise, how long before the scheduled departure time of your flight did you arrive at THIS airport?; Q9. Select ALL modes used to check-in for your next flight.

* Because respondents were able to select several answer options, the total of mentions may exceed 100%.

LAX – Passenger Profile by Terminal

Travel Profile – Q4 2023



	LAX	T1	T2	T3	T4	T5	T6	T7	T8	TB	TBW
Traffic Type											
Domestic	68%	100%	88%	100%	89%	97%	57%	87%	100%	0%	24%
International	32%	0%	12%	0%	11%	3%	43%	13%	0%	100%	76%

Passenger Destination By Region											
Africa	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Asia-Pacific	13%	0%	0%	0%	0%	0%	0%	11%	0%	62%	8%
Europe	6%	0%	0%	0%	11%	0%	0%	0%	0%	23%	16%
Latin America/ Caribbean	8%	0%	0%	0%	0%	3%	15%	2%	0%	9%	51%
Middle East	1%	0%	0%	0%	0%	0%	0%	0%	0%	6%	0%
North America	72%	100%	100%	100%	89%	97%	85%	87%	100%	0%	24%

	LAX	T1	T2	T3	T4	T5	T6	T7	T8	TB	TBW
Connection											
Direct flight	79%	82%	80%	81%	74%	88%	76%	82%	68%	71%	77%
Connecting	21%	18%	20%	19%	26%	12%	24%	18%	32%	29%	23%

Main Reason for Travel											
Business	23%	16%	52%	24%	20%	17%	18%	18%	26%	28%	9%
Leisure	40%	43%	36%	44%	42%	40%	49%	36%	42%	32%	50%
Personal	37%	42%	12%	33%	38%	43%	33%	46%	32%	40%	41%

Flight Status											
On time	85%	87%	91%	87%	93%	81%	80%	97%	81%	76%	81%
Delayed	11%	12%	5%	12%	4%	15%	15%	1%	16%	15%	13%
Did not know	4%	1%	3%	1%	3%	4%	5%	3%	3%	9%	6%

Base (n): Respondents providing a valid response

Q1. Which airport are you flying to? (traffic type and region are based on the destination); Q2. Are you currently making a connection/transfer at THIS airport?; Q3. What is/was your MAIN reason for this trip?; Q15. At the time of completing this survey, is your flight scheduled to depart on time?



3



LAX – Summary of Performance by Terminal

Q4 2023



LAX – Summary of Performance by Terminal









Satisfaction by Service Quality Items – Total Traffic

		LAX	T1	T2	T3	T4	T5	T6	T7	T8	TB	TBW
Overall Satisfaction	Total	3.74	3.80	3.75	3.88	3.62	3.48	3.51	3.60	3.79	3.87	4.09
	Business*	3.74	4.09	3.92	3.67	3.72	3.30	3.57	3.59	3.65	3.71	^
	Leisure*	3.75	3.82	3.76	3.96	3.55	3.57	3.50	3.78	3.72	3.75	4.03
	Personal*	3.72	3.66	^	3.90	3.64	3.46	3.48	3.47	4.00	4.09	4.05
Arrival at the airport	 Ease of getting to the airport	3.41	3.43	3.46	3.49	3.48	3.37	3.19	3.18	3.50	3.31	3.93
	Signage to access terminal	3.71	3.62	3.79	3.76	3.74	3.75	3.57	3.82	3.81	3.60	3.74
	Value for money of the selected mode of transport (including parking facilities if it applies)	3.52	3.48	3.58	3.47	3.50	3.50	3.35	3.47	3.53	3.39	4.09
Check-in	 Ease of finding your check-in area	4.02	4.07	3.83	3.93	4.03	4.12	3.99	4.11	3.94	3.95	4.11
	Waiting time at check-in, including baggage drop if applicable	3.96	3.97	3.83	3.66	4.24	3.98	4.12	4.26	3.89	3.92	3.81
	Courtesy and helpfulness of staff in the check-in area	4.12	3.98	3.92	3.88	4.32	4.07	4.21	4.26	4.13	4.14	4.27
Security Screening	 Ease of going through security screening	4.01	4.08	4.17	3.89	4.19	3.66	4.01	4.22	4.20	3.95	4.15
	Waiting time at the security screening	3.97	4.09	4.26	3.84	4.18	3.55	4.02	4.22	4.12	3.84	4.07
	Courtesy and helpfulness of security screening staff	3.95	3.95	3.96	3.91	4.17	3.73	3.95	4.08	4.12	3.84	4.16
Border/Passport control	 Waiting time at border/passport control	3.97	3.94	4.12	3.73	4.31	3.81	3.89	4.22	3.91	3.89	4.07
	Courtesy and helpfulness of border/passport control staff	3.97	3.93	3.92	3.79	4.28	3.87	3.83	4.22	3.98	3.89	4.13
Shopping/Dining	 Restaurants/bars/café	3.41	3.67	3.53	3.30	3.22	3.25	3.18	3.15	3.32	3.61	3.56
	Value for money of restaurants/bars/café	2.80	2.79	2.62	2.75	2.76	2.85	2.57	2.60	2.70	3.10	2.96
	Shops	3.30	3.43	3.65	3.11	3.01	3.19	3.13	3.06	2.97	3.51	3.48
	Value for money of shops	2.89	2.91	3.00	2.70	2.66	2.88	2.73	2.61	2.70	3.16	3.05
	Courtesy and helpfulness of shopping and dining staff	3.60	3.63	3.77	3.59	3.51	3.47	3.37	3.45	3.58	3.75	3.76
Gate Areas	 Comfort of waiting at the gate areas	3.51	3.57	3.27	3.84	3.37	3.18	3.06	3.32	3.57	3.84	3.98
	Availability of seats at the gate areas	3.54	3.67	3.41	3.75	3.51	3.27	2.86	3.10	3.71	3.97	4.01
Throughout the airport	 Ease of finding your way	3.81	3.80	3.69	3.91	3.62	3.75	3.67	3.85	3.71	3.94	3.93
	Availability of flight information (gate and time)	3.90	4.01	3.89	3.98	3.77	3.81	3.70	3.96	3.82	3.88	4.06
	Walking distance inside the terminal	3.67	3.79	3.62	3.79	3.76	3.72	3.58	3.87	3.23	3.71	3.24
	Ease of making connection with other flights	3.53	3.58	^	3.79	3.28	3.51	3.18	3.34	3.43	3.74	3.32
	Courtesy and helpfulness of airport staff (information and maintenance staff)	3.94	3.91	3.98	3.99	4.05	3.78	3.77	3.90	3.94	3.98	4.16
	Wi-Fi service quality	3.59	3.76	3.44	3.51	3.65	3.36	3.51	3.55	3.48	3.75	3.75
	Availability of charging stations	3.47	3.86	2.50	3.94	3.17	2.87	3.31	3.51	3.64	3.76	3.76
	Entertainment and leisure options	3.42	3.63	3.08	3.51	3.24	3.07	3.27	3.39	3.53	3.65	3.61
	Availability of washrooms/toilets	3.88	3.96	3.78	4.16	3.67	3.57	3.67	3.73	3.86	4.10	4.16
Cleanliness of washrooms/toilets	3.67	3.79	3.41	3.96	3.33	3.41	3.45	3.61	3.87	3.73	4.22	
Airport Atmosphere	 Health safety	3.79	3.81	3.82	3.95	3.60	3.56	3.59	3.71	3.84	3.87	4.14
	Cleanliness	3.74	3.79	3.70	4.02	3.36	3.44	3.53	3.59	3.86	3.88	4.21
	Ambience	3.63	3.75	3.28	3.89	3.32	3.35	3.37	3.54	3.68	3.85	4.15

* Overall Satisfaction is filtered by Q3 "Main Reason for this trip". ^ Results cannot be presented due to the very small sample (<10)

LAX – Summary of Performance by Terminal









Satisfaction by Service Quality Items – Domestic Traffic

		LAX	T1	T2	T3	T4	T5	T6	T7	T8	TB	TBW
Overall Satisfaction	Total	3.67	3.80	3.78	3.88	3.59	3.48	3.46	3.60	3.79	^	^
	Business*	3.72	4.09	3.93	3.67	3.72	3.30	3.57	3.60	3.65	^	^
	Leisure*	3.73	3.82	^	3.96	3.54	3.56	3.43	3.84	3.72	^	^
	Personal*	3.58	3.66	^	3.90	3.57	3.47	3.40	3.46	4.00	^	^
Arrival at the airport	 Ease of getting to the airport	3.38	3.43	3.51	3.49	3.36	3.39	3.11	3.18	3.50	^	^
	Signage to access terminal	3.72	3.62	3.86	3.76	3.67	3.75	3.57	3.82	3.81	^	^
	Value for money of the selected mode of transport (including parking facilities if it applies)	3.50	3.48	3.66	3.47	3.37	3.49	3.40	3.43	3.53	^	^
Check-in	 Ease of finding your check-in area	4.00	4.07	3.68	3.93	4.04	4.11	4.03	4.08	3.94	^	^
	Waiting time at check-in, including baggage drop if applicable	3.92	3.97	3.65	3.66	4.22	3.95	4.12	4.20	3.89	^	^
	Courtesy and helpfulness of staff in the check-in area	4.05	3.98	3.83	3.88	4.26	4.07	4.24	4.23	4.13	^	^
Security Screening	 Ease of going through security screening	4.01	4.08	4.23	3.89	4.19	3.66	4.05	4.22	4.20	^	^
	Waiting time at the security screening	3.99	4.09	4.35	3.84	4.20	3.55	4.04	4.21	4.12	^	^
	Courtesy and helpfulness of security screening staff	3.95	3.95	4.05	3.91	4.20	3.73	3.91	4.07	4.12	^	^
Border/Passport control	 Waiting time at border/passport control	3.94	3.94	^	3.73	4.19	3.81	3.67	4.20	3.91	^	^
	Courtesy and helpfulness of border/passport control staff	3.96	3.93	^	3.79	4.23	3.87	3.60	4.21	3.98	^	^
Shopping/Dining	 Restaurants/bars/café	3.35	3.67	3.64	3.30	3.23	3.25	3.21	3.12	3.32	^	^
	Value for money of restaurants/bars/café	2.71	2.79	2.67	2.75	2.77	2.84	2.53	2.56	2.70	^	^
	Shops	3.23	3.43	3.73	3.11	3.08	3.19	3.18	3.07	2.97	^	^
	Value for money of shops	2.79	2.91	3.04	2.70	2.72	2.87	2.70	2.61	2.70	^	^
	Courtesy and helpfulness of shopping and dining staff	3.55	3.63	3.79	3.59	3.56	3.45	3.36	3.44	3.58	^	^
Gate Areas	 Comfort of waiting at the gate areas	3.42	3.57	3.33	3.84	3.32	3.17	3.14	3.34	3.57	^	^
	Availability of seats at the gate areas	3.44	3.67	3.49	3.75	3.44	3.26	3.06	3.11	3.71	^	^
Throughout the airport	 Ease of finding your way	3.76	3.80	3.70	3.91	3.63	3.74	3.65	3.85	3.71	^	^
	Availability of flight information (gate and time)	3.88	4.01	3.90	3.98	3.78	3.80	3.70	3.94	3.82	^	^
	Walking distance inside the terminal	3.67	3.79	3.59	3.79	3.71	3.72	3.59	3.87	3.23	^	^
	Ease of making connection with other flights	3.53	3.58	^	3.79	3.35	3.51	2.95	3.37	3.43	^	^
	Courtesy and helpfulness of airport staff (information and maintenance staff)	3.90	3.91	4.03	3.99	4.04	3.78	3.72	3.88	3.94	^	^
	Wi-Fi service quality	3.52	3.76	3.55	3.51	3.56	3.35	3.54	3.51	3.48	^	^
	Availability of charging stations	3.37	3.86	2.61	3.94	3.12	2.85	3.39	3.43	3.64	^	^
	Entertainment and leisure options	3.33	3.63	3.28	3.51	3.08	3.06	3.37	3.39	3.53	^	^
	Availability of washrooms/toilets	3.80	3.96	3.85	4.16	3.59	3.56	3.68	3.72	3.86	^	^
	Cleanliness of washrooms/toilets	3.60	3.79	3.49	3.96	3.33	3.40	3.44	3.59	3.87	^	^
Airport Atmosphere	 Health safety	3.73	3.81	3.84	3.95	3.52	3.56	3.55	3.70	3.84	^	^
	Cleanliness	3.67	3.79	3.73	4.02	3.33	3.44	3.47	3.64	3.86	^	^
	Ambience	3.54	3.75	3.32	3.89	3.25	3.35	3.36	3.57	3.68	^	^

* Overall Satisfaction is filtered by Q3 "Main Reason for this trip". ^ Results cannot be presented due to the very small sample (<10)

LAX – Summary of Performance by Terminal

Satisfaction by Service Quality Items – International Traffic

		LAX	T1	T2	T3	T4	T5	T6	T7	T8	TB	TBW
Overall Satisfaction	Total	3.88	^	3.52	^	3.80	3.45	3.57	3.63	^	3.87	4.18
	Business*	3.80	^	^	^	^	^	^	^	^	3.71	^
	Leisure*	3.79	^	3.59	^	^	^	3.57	3.64	^	3.75	4.22
	Personal*	4.01	^	^	^	^	^	3.57	^	^	4.09	4.06
Arrival at the airport	 Ease of getting to the airport	3.49	^	3.19	^	^	2.86	3.30	3.15	^	3.31	4.14
	Signage to access terminal	3.69	^	3.31	^	^	3.61	3.56	3.83	^	3.60	3.93
	Value for money of the selected mode of transport (including parking facilities if it applies)	3.56	^	3.07	^	^	3.75	3.29	3.70	^	3.39	4.06
Check-in	 Ease of finding your check-in area	4.05	^	4.38	^	^	^	3.95	4.30	^	3.95	4.19
	Waiting time at check-in, including baggage drop if applicable	4.04	^	4.60	^	^	^	4.11	4.59	^	3.92	3.98
	Courtesy and helpfulness of staff in the check-in area	4.23	^	4.26	^	^	^	4.19	4.42	^	4.14	4.37
Security Screening	 Ease of going through security screening	4.01	^	3.77	^	4.20	3.72	3.95	4.21	^	3.95	4.19
	Waiting time at the security screening	3.93	^	3.70	^	4.00	3.61	3.99	4.22	^	3.84	4.09
	Courtesy and helpfulness of security screening staff	3.94	^	3.39	^	4.00	3.83	4.02	4.13	^	3.84	4.20
Border/Passport control	 Waiting time at border/passport control	4.00	^	3.88	^	^	^	4.11	4.30	^	3.89	4.08
	Courtesy and helpfulness of border/passport control staff	3.98	^	3.42	^	^	^	4.06	4.26	^	3.89	4.16
Shopping/Dining	 Restaurants/bars/café	3.52	^	2.85	^	^	^	3.16	3.32	^	3.61	3.69
	Value for money of restaurants/bars/café	3.00	^	2.28	^	^	^	2.61	2.86	^	3.10	3.15
	Shops	3.43	^	3.00	^	^	^	3.07	2.96	^	3.51	3.61
	Value for money of shops	3.08	^	2.68	^	^	^	2.78	2.62	^	3.16	3.19
	Courtesy and helpfulness of shopping and dining staff	3.71	^	3.64	^	^	^	3.38	3.50	^	3.75	3.83
Gate Areas	 Comfort of waiting at the gate areas	3.71	^	2.84	^	3.80	3.36	2.96	3.22	^	3.84	4.01
	Availability of seats at the gate areas	3.75	^	2.83	^	4.10	3.50	2.59	2.99	^	3.97	4.05
Throughout the airport	 Ease of finding your way	3.90	^	3.61	^	3.60	3.97	3.69	3.85	^	3.94	3.98
	Availability of flight information (gate and time)	3.92	^	3.82	^	3.70	3.97	3.70	4.12	^	3.88	4.12
	Walking distance inside the terminal	3.65	^	3.82	^	4.20	3.86	3.57	3.85	^	3.71	3.39
	Ease of making connection with other flights	3.54	^	^	^	^	^	3.52	^	^	3.74	3.11
	Courtesy and helpfulness of airport staff (information and maintenance staff)	4.03	^	3.58	^	^	^	3.84	4.08	^	3.98	4.29
	Wi-Fi service quality	3.72	^	^	^	^	^	3.47	3.75	^	3.75	3.81
	Availability of charging stations	3.65	^	^	^	^	^	3.21	3.91	^	3.76	3.73
	Entertainment and leisure options	3.57	^	^	^	^	^	3.15	3.40	^	3.65	3.70
	Availability of washrooms/toilets	4.05	^	3.25	^	4.20	3.75	3.66	3.76	^	4.10	4.29
Cleanliness of washrooms/toilets	3.81	^	2.88	^	^	3.67	3.47	3.73	^	3.73	4.40	
Airport Atmosphere	 Health safety	3.91	^	3.70	^	^	3.36	3.65	3.81	^	3.87	4.22
	Cleanliness	3.88	^	3.46	^	3.60	3.45	3.59	3.30	^	3.88	4.27
	Ambience	3.81	^	3.05	^	3.90	3.25	3.40	3.31	^	3.85	4.20

* Overall Satisfaction is filtered by Q3 "Main Reason for this trip". ^ Results cannot be presented due to the very small sample (<10)



4

LAX – Comparison Between Terminals

Q4 2023



LAX – Comparison Between Terminals

T1 vs Other Terminals

Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/Passport Control	Shopping/Dining	Gate Areas	Throughout the Airport		Airport Atmosphere
Total 3.83 Other terminals: 3.64	Total 3.80 Other terminals: 3.73	Ease of getting to the airport 3.43 Other terminals: 3.41	Ease of finding check-in area 4.07 Other terminals: 4.01	Ease in security screening 4.08 Other terminals: 4.00	Waiting time: Border/passport control 3.94 Other terminals: 3.97	Restaurants/bars/cafés 3.67 Other terminals: 3.38	Comfort of waiting at gate areas 3.57 Other terminals: 3.51	Ease of finding way 3.80 Other terminals: 3.81	Wi-Fi service quality 3.76 Other terminals: 3.57	Health safety 3.81 Other terminals: 3.79
Overall Emotional Score Total 3.89 Other terminals: 3.82	Business 4.09 Other terminals: 3.72	Signage to access terminal 3.62 Other terminals: 3.72	Waiting time: Check-in 3.97 Other terminals: 3.96	Waiting time: Security screening 4.09 Other terminals: 3.96	Courtesy & helpfulness: Border/passport control staff 3.93 Other terminals: 3.98	VFM: Restaurants/bars/cafés 2.79 Other terminals: 2.80	Availability of seats at gate areas 3.67 Other terminals: 3.53	Availability of flight info. 4.01 Other terminals: 3.88	Availability of charging station 3.86 Other terminals: 3.42	Cleanliness 3.79 Other terminals: 3.73
	Leisure 3.82 Other terminals: 3.74	VFM: Transport 3.48 Other terminals: 3.52	Courtesy & helpfulness: Check-in staff 3.98 Other terminals: 4.13	Courtesy & helpfulness: Security staff 3.95 Other terminals: 3.95		Shops 3.43 Other terminals: 3.29		Walking distance inside terminal 3.79 Other terminals: 3.65	Entertainment & leisure options 3.63 Other terminals: 3.39	Ambience 3.75 Other terminals: 3.61
	Personal 3.66 Other terminals: 3.73					VFM: Shops 2.91 Other terminals: 2.89		Ease of making connection 3.58 Other terminals: 3.53	Availability of washrooms 3.96 Other terminals: 3.87	
						Courtesy & helpfulness: Shopping and dining staff 3.63 Other terminals: 3.60		Courtesy & helpfulness: Airport staff 3.91 Other terminals: 3.95	Cleanliness of washrooms 3.79 Other terminals: 3.66	

Note: The green and red values indicate that the terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to other terminals (excluding T1)

LAX – Comparison Between Terminals

T2 vs Other Terminals

Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/Passport Control	Shopping/Dining	Gate Areas	Throughout the Airport		Airport Atmosphere
Total 3.76 <small>Other terminals: 3.65</small>	Total 3.75 <small>Other terminals: 3.73</small>	Ease of getting to the airport 3.46 <small>Other terminals: 3.41</small>	Ease of finding check-in area 3.83 <small>Other terminals: 4.03</small>	Ease in security screening 4.17 <small>Other terminals: 4.00</small>	Waiting time: Border/passport control 4.12 <small>Other terminals: 3.96</small>	Restaurants/bars/cafés 3.53 <small>Other terminals: 3.39</small>	Comfort of waiting at gate areas 3.27 <small>Other terminals: 3.54</small>	Ease of finding way 3.69 <small>Other terminals: 3.82</small>	Wi-Fi service quality 3.44 <small>Other terminals: 3.60</small>	Health safety 3.82 <small>Other terminals: 3.78</small>
Overall Emotional Score	Business 3.92 <small>Other terminals: 3.69</small>	Signage to access terminal 3.79 <small>Other terminals: 3.70</small>	Waiting time: Check-in 3.83 <small>Other terminals: 3.97</small>	Waiting time: Security screening 4.26 <small>Other terminals: 3.94</small>	Courtesy & helpfulness: Border/passport control staff 3.92 <small>Other terminals: 3.98</small>	VFM: Restaurants/bars/cafés 2.62 <small>Other terminals: 2.83</small>	Availability of seats at gate areas 3.41 <small>Other terminals: 3.55</small>	Availability of flight info. 3.89 <small>Other terminals: 3.90</small>	Availability of charging station 2.50 <small>Other terminals: 3.54</small>	Cleanliness 3.70 <small>Other terminals: 3.74</small>
Total 3.64 <small>Other terminals: 3.85</small>	Leisure 3.76 <small>Other terminals: 3.75</small>	VFM: Transport 3.58 <small>Other terminals: 3.51</small>	Courtesy & helpfulness: Check-in staff 3.92 <small>Other terminals: 4.13</small>	Courtesy & helpfulness: Security staff 3.96 <small>Other terminals: 3.95</small>		Shops 3.65 <small>Other terminals: 3.27</small>		Walking distance inside terminal 3.62 <small>Other terminals: 3.67</small>	Entertainment & leisure options 3.08 <small>Other terminals: 3.44</small>	Ambience 3.28 <small>Other terminals: 3.67</small>
	Personal ^					VFM: Shops 3.00 <small>Other terminals: 2.88</small>		Ease of making connection ^	Availability of washrooms 3.78 <small>Other terminals: 3.89</small>	
						Courtesy & helpfulness: Shopping and dining staff 3.77 <small>Other terminals: 3.58</small>		Courtesy & helpfulness: Airport staff 3.98 <small>Other terminals: 3.94</small>	Cleanliness of washrooms 3.41 <small>Other terminals: 3.70</small>	

Note: The green and red values indicate that the terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to other terminals (excluding T2)

^ Results cannot be presented due to the very small sample (<10)

LAX – Comparison Between Terminals

T3 vs Other Terminals

Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/Passport Control	Shopping/Dining	Gate Areas	Throughout the Airport		Airport Atmosphere
Total 3.69 <small>Other terminals: 3.66</small>	Total 3.88 <small>Other terminals: 3.72</small>	Ease of getting to the airport 3.49 <small>Other terminals: 3.40</small>	Ease of finding check-in area 3.93 <small>Other terminals: 4.03</small>	Ease in security screening 3.89 <small>Other terminals: 4.02</small>	Waiting time: Border/passport control 3.73 <small>Other terminals: 3.98</small>	Restaurants/bars/cafés 3.30 <small>Other terminals: 3.42</small>	Comfort of waiting at gate areas 3.84 <small>Other terminals: 3.48</small>	Ease of finding way 3.91 <small>Other terminals: 3.80</small>	Wi-Fi service quality 3.51 <small>Other terminals: 3.59</small>	Health safety 3.95 <small>Other terminals: 3.77</small>
Overall Emotional Score	Business 3.67 <small>Other terminals: 3.75</small>	Signage to access terminal 3.76 <small>Other terminals: 3.71</small>	Waiting time: Check-in 3.66 <small>Other terminals: 3.99</small>	Waiting time: Security screening 3.84 <small>Other terminals: 3.99</small>	Courtesy & helpfulness: Border/passport control staff 3.79 <small>Other terminals: 3.99</small>	VFM: Restaurants/bars/cafés 2.75 <small>Other terminals: 2.81</small>	Availability of seats at gate areas 3.75 <small>Other terminals: 3.52</small>	Availability of flight info. 3.98 <small>Other terminals: 3.89</small>	Availability of charging station 3.94 <small>Other terminals: 3.41</small>	Cleanliness 4.02 <small>Other terminals: 3.71</small>
Total 3.92 <small>Other terminals: 3.81</small>	Leisure 3.96 <small>Other terminals: 3.72</small>	VFM: Transport 3.47 <small>Other terminals: 3.53</small>	Courtesy & helpfulness: Check-in staff 3.88 <small>Other terminals: 4.14</small>	Courtesy & helpfulness: Security staff 3.91 <small>Other terminals: 3.95</small>		Shops 3.11 <small>Other terminals: 3.32</small>		Walking distance inside terminal 3.79 <small>Other terminals: 3.66</small>	Entertainment & leisure options 3.51 <small>Other terminals: 3.41</small>	Ambience 3.89 <small>Other terminals: 3.60</small>
	Personal 3.90 <small>Other terminals: 3.70</small>					VFM: Shops 2.70 <small>Other terminals: 2.91</small>		Ease of making connection 3.79 <small>Other terminals: 3.51</small>	Availability of washrooms 4.16 <small>Other terminals: 3.85</small>	
						Courtesy & helpfulness: Shopping and dining staff 3.59 <small>Other terminals: 3.61</small>		Courtesy & helpfulness: Airport staff 3.99 <small>Other terminals: 3.94</small>	Cleanliness of washrooms 3.96 <small>Other terminals: 3.64</small>	

Note: The green and red values indicate that the terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to other terminals (excluding T3)

LAX – Comparison Between Terminals

T4 vs Other Terminals



Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/Passport Control	Shopping/Dining	Gate Areas	Throughout the Airport		Airport Atmosphere
Total 3.72 <small>Other terminals: 3.66</small>	Total 3.62 <small>Other terminals: 3.75</small>	Ease of getting to the airport 3.48 <small>Other terminals: 3.41</small>	Ease of finding check-in area 4.03 <small>Other terminals: 4.02</small>	Ease in security screening 4.19 <small>Other terminals: 4.00</small>	Waiting time: Border/passport control 4.31 <small>Other terminals: 3.94</small>	Restaurants/bars/cafés 3.22 <small>Other terminals: 3.42</small>	Comfort of waiting at gate areas 3.37 <small>Other terminals: 3.52</small>	Ease of finding way 3.62 <small>Other terminals: 3.82</small>	Wi-Fi service quality 3.65 <small>Other terminals: 3.58</small>	Health safety 3.60 <small>Other terminals: 3.80</small>
Overall Emotional Score	Business 3.72 <small>Other terminals: 3.75</small>	Signage to access terminal 3.74 <small>Other terminals: 3.71</small>	Waiting time: Check-in 4.24 <small>Other terminals: 3.94</small>	Waiting time: Security screening 4.18 <small>Other terminals: 3.96</small>	Courtesy & helpfulness: Border/passport control staff 4.28 <small>Other terminals: 3.95</small>	VFM: Restaurants/bars/cafés 2.76 <small>Other terminals: 2.81</small>	Availability of seats at gate areas 3.51 <small>Other terminals: 3.54</small>	Availability of flight info. 3.77 <small>Other terminals: 3.90</small>	Availability of charging station 3.17 <small>Other terminals: 3.49</small>	Cleanliness 3.36 <small>Other terminals: 3.77</small>
Total 3.77 <small>Other terminals: 3.83</small>	Leisure 3.55 <small>Other terminals: 3.76</small>	VFM: Transport 3.50 <small>Other terminals: 3.52</small>	Courtesy & helpfulness: Check-in staff 4.32 <small>Other terminals: 4.10</small>	Courtesy & helpfulness: Security staff 4.17 <small>Other terminals: 3.93</small>		Shops 3.01 <small>Other terminals: 3.32</small>		Walking distance inside terminal 3.76 <small>Other terminals: 3.66</small>	Entertainment & leisure options 3.24 <small>Other terminals: 3.43</small>	Ambience 3.32 <small>Other terminals: 3.65</small>
	Personal 3.64 <small>Other terminals: 3.73</small>					VFM: Shops 2.66 <small>Other terminals: 2.91</small>		Ease of making connection 3.28 <small>Other terminals: 3.56</small>	Availability of washrooms 3.67 <small>Other terminals: 3.89</small>	
						Courtesy & helpfulness: Shopping and dining staff 3.51 <small>Other terminals: 3.61</small>		Courtesy & helpfulness: Airport staff 4.05 <small>Other terminals: 3.94</small>	Cleanliness of washrooms 3.33 <small>Other terminals: 3.69</small>	

Note: The green and red values indicate that the terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to other terminals (excluding T4)

LAX – Comparison Between Terminals

T5 vs Other Terminals

Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/Passport Control	Shopping/Dining	Gate Areas	Throughout the Airport		Airport Atmosphere
Total 3.35 <small>Other terminals: 3.72</small>	Total 3.48 <small>Other terminals: 3.78</small>	Ease of getting to the airport 3.37 <small>Other terminals: 3.42</small>	Ease of finding check-in area 4.12 <small>Other terminals: 4.00</small>	Ease in security screening 3.66 <small>Other terminals: 4.08</small>	Waiting time: Border/passport control 3.81 <small>Other terminals: 3.99</small>	Restaurants/bars/cafés 3.25 <small>Other terminals: 3.43</small>	Comfort of waiting at gate areas 3.18 <small>Other terminals: 3.57</small>	Ease of finding way 3.75 <small>Other terminals: 3.82</small>	Wi-Fi service quality 3.36 <small>Other terminals: 3.62</small>	Health safety 3.56 <small>Other terminals: 3.83</small>
Overall Emotional Score	Business 3.30 <small>Other terminals: 3.80</small>	Signage to access terminal 3.75 <small>Other terminals: 3.70</small>	Waiting time: Check-in 3.98 <small>Other terminals: 3.96</small>	Waiting time: Security screening 3.55 <small>Other terminals: 4.05</small>	Courtesy & helpfulness: Border/passport control staff 3.87 <small>Other terminals: 3.99</small>	VFM: Restaurants/bars/cafés 2.85 <small>Other terminals: 2.80</small>	Availability of seats at gate areas 3.27 <small>Other terminals: 3.59</small>	Availability of flight info. 3.81 <small>Other terminals: 3.91</small>	Availability of charging station 2.87 <small>Other terminals: 3.57</small>	Cleanliness 3.44 <small>Other terminals: 3.79</small>
Total 3.72 <small>Other terminals: 3.84</small>	Leisure 3.57 <small>Other terminals: 3.78</small>	VFM: Transport 3.50 <small>Other terminals: 3.53</small>	Courtesy & helpfulness: Check-in staff 4.07 <small>Other terminals: 4.12</small>	Courtesy & helpfulness: Security staff 3.73 <small>Other terminals: 3.99</small>		Shops 3.19 <small>Other terminals: 3.32</small>		Walking distance inside terminal 3.72 <small>Other terminals: 3.66</small>	Entertainment & leisure options 3.07 <small>Other terminals: 3.48</small>	Ambience 3.35 <small>Other terminals: 3.67</small>
	Personal 3.46 <small>Other terminals: 3.77</small>					VFM: Shops 2.88 <small>Other terminals: 2.89</small>		Ease of making connection 3.51 <small>Other terminals: 3.53</small>	Availability of washrooms 3.57 <small>Other terminals: 3.93</small>	
						Courtesy & helpfulness: Shopping and dining staff 3.47 <small>Other terminals: 3.63</small>		Courtesy & helpfulness: Airport staff 3.78 <small>Other terminals: 3.97</small>	Cleanliness of washrooms 3.41 <small>Other terminals: 3.72</small>	

Note: The green and red values indicate that the terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to other terminals (excluding T5)

LAX – Comparison Between Terminals

T6 vs Other Terminals

Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/Passport Control	Shopping/Dining	Gate Areas	Throughout the Airport		Airport Atmosphere
Total 3.54 <small>Other terminals: 3.67</small>	Total 3.51 <small>Other terminals: 3.76</small>	Ease of getting to the airport 3.19 <small>Other terminals: 3.43</small>	Ease of finding check-in area 3.99 <small>Other terminals: 4.02</small>	Ease in security screening 4.01 <small>Other terminals: 4.01</small>	Waiting time: Border/passport control 3.89 <small>Other terminals: 3.97</small>	Restaurants/bars/café 3.18 <small>Other terminals: 3.42</small>	Comfort of waiting at gate areas 3.06 <small>Other terminals: 3.55</small>	Ease of finding way 3.67 <small>Other terminals: 3.82</small>	Wi-Fi service quality 3.51 <small>Other terminals: 3.59</small>	Health safety 3.59 <small>Other terminals: 3.80</small>
Overall Emotional Score	Business 3.57 <small>Other terminals: 3.76</small>	Signage to access terminal 3.57 <small>Other terminals: 3.72</small>	Waiting time: Check-in 4.12 <small>Other terminals: 3.95</small>	Waiting time: Security screening 4.02 <small>Other terminals: 3.97</small>	Courtesy & helpfulness: Border/passport control staff 3.83 <small>Other terminals: 3.99</small>	VFM: Restaurants/bars/café 2.57 <small>Other terminals: 2.82</small>	Availability of seats at gate areas 2.86 <small>Other terminals: 3.60</small>	Availability of flight info. 3.70 <small>Other terminals: 3.91</small>	Availability of charging station 3.31 <small>Other terminals: 3.48</small>	Cleanliness 3.53 <small>Other terminals: 3.76</small>
Total 3.65 <small>Other terminals: 3.84</small>	Leisure 3.50 <small>Other terminals: 3.77</small>	VFM: Transport 3.35 <small>Other terminals: 3.53</small>	Courtesy & helpfulness: Check-in staff 4.21 <small>Other terminals: 4.11</small>	Courtesy & helpfulness: Security staff 3.95 <small>Other terminals: 3.95</small>		Shops 3.13 <small>Other terminals: 3.32</small>		Walking distance inside terminal 3.58 <small>Other terminals: 3.67</small>	Entertainment & leisure options 3.27 <small>Other terminals: 3.43</small>	Ambience 3.37 <small>Other terminals: 3.65</small>
	Personal 3.48 <small>Other terminals: 3.74</small>					VFM: Shops 2.73 <small>Other terminals: 2.90</small>		Ease of making connection 3.18 <small>Other terminals: 3.56</small>	Availability of washrooms 3.67 <small>Other terminals: 3.89</small>	
						Courtesy & helpfulness: Shopping and dining staff 3.37 <small>Other terminals: 3.62</small>		Courtesy & helpfulness: Airport staff 3.77 <small>Other terminals: 3.96</small>	Cleanliness of washrooms 3.45 <small>Other terminals: 3.69</small>	

Note: The green and red values indicate that the terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to other terminals (excluding T6)

LAX – Comparison Between Terminals

T7 vs Other Terminals



Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/Passport Control	Shopping/Dining	Gate Areas	Throughout the Airport		Airport Atmosphere
Total 3.72 <small>Other terminals: 3.66</small>	Total 3.60 <small>Other terminals: 3.75</small>	Ease of getting to the airport 3.18 <small>Other terminals: 3.44</small>	Ease of finding check-in area 4.11 <small>Other terminals: 4.01</small>	Ease in security screening 4.22 <small>Other terminals: 3.99</small>	Waiting time: Border/passport control 4.22 <small>Other terminals: 3.94</small>	Restaurants/bars/cafés 3.15 <small>Other terminals: 3.44</small>	Comfort of waiting at gate areas 3.32 <small>Other terminals: 3.53</small>	Ease of finding way 3.85 <small>Other terminals: 3.80</small>	Wi-Fi service quality 3.55 <small>Other terminals: 3.59</small>	Health safety 3.71 <small>Other terminals: 3.80</small>
Overall Emotional Score	Business 3.59 <small>Other terminals: 3.76</small>	Signage to access terminal 3.82 <small>Other terminals: 3.70</small>	Waiting time: Check-in 4.26 <small>Other terminals: 3.92</small>	Waiting time: Security screening 4.22 <small>Other terminals: 3.94</small>	Courtesy & helpfulness: Border/passport control staff 4.22 <small>Other terminals: 3.94</small>	VFM: Restaurants/bars/cafés 2.60 <small>Other terminals: 2.83</small>	Availability of seats at gate areas 3.10 <small>Other terminals: 3.59</small>	Availability of flight info. 3.96 <small>Other terminals: 3.89</small>	Availability of charging station 3.51 <small>Other terminals: 3.46</small>	Cleanliness 3.59 <small>Other terminals: 3.75</small>
Total 3.84 <small>Other terminals: 3.82</small>	Leisure 3.78 <small>Other terminals: 3.74</small>	VFM: Transport 3.47 <small>Other terminals: 3.53</small>	Courtesy & helpfulness: Check-in staff 4.26 <small>Other terminals: 4.10</small>	Courtesy & helpfulness: Security staff 4.08 <small>Other terminals: 3.93</small>		Shops 3.06 <small>Other terminals: 3.33</small>		Walking distance inside terminal 3.87 <small>Other terminals: 3.64</small>	Entertainment & leisure options 3.39 <small>Other terminals: 3.42</small>	Ambience 3.54 <small>Other terminals: 3.64</small>
	Personal 3.47 <small>Other terminals: 3.76</small>					VFM: Shops 2.61 <small>Other terminals: 2.93</small>		Ease of making connection 3.34 <small>Other terminals: 3.55</small>	Availability of washrooms 3.73 <small>Other terminals: 3.90</small>	
						Courtesy & helpfulness: Shopping and dining staff 3.45 <small>Other terminals: 3.62</small>		Courtesy & helpfulness: Airport staff 3.90 <small>Other terminals: 3.95</small>	Cleanliness of washrooms 3.61 <small>Other terminals: 3.68</small>	

Note: The green and red values indicate that the terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to other terminals (excluding T7)

LAX – Comparison Between Terminals

T8 vs Other Terminals

Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/Passport Control	Shopping/Dining	Gate Areas	Throughout the Airport		Airport Atmosphere
Total 3.73 <small>Other terminals: 3.66</small>	Total 3.79 <small>Other terminals: 3.73</small>	Ease of getting to the airport 3.50 <small>Other terminals: 3.41</small>	Ease of finding check-in area 3.94 <small>Other terminals: 4.02</small>	Ease in security screening 4.20 <small>Other terminals: 4.00</small>	Waiting time: Border/passport control 3.91 <small>Other terminals: 3.97</small>	Restaurants/bars/cafés 3.32 <small>Other terminals: 3.41</small>	Comfort of waiting at gate areas 3.57 <small>Other terminals: 3.51</small>	Ease of finding way 3.71 <small>Other terminals: 3.81</small>	Wi-Fi service quality 3.48 <small>Other terminals: 3.59</small>	Health safety 3.84 <small>Other terminals: 3.79</small>
Overall Emotional Score	Business 3.65 <small>Other terminals: 3.75</small>	Signage to access terminal 3.81 <small>Other terminals: 3.71</small>	Waiting time: Check-in 3.89 <small>Other terminals: 3.97</small>	Waiting time: Security screening 4.12 <small>Other terminals: 3.97</small>	Courtesy & helpfulness: Border/passport control staff 3.98 <small>Other terminals: 3.97</small>	VFM: Restaurants/bars/cafés 2.70 <small>Other terminals: 2.81</small>	Availability of seats at gate areas 3.71 <small>Other terminals: 3.53</small>	Availability of flight info. 3.82 <small>Other terminals: 3.90</small>	Availability of charging station 3.64 <small>Other terminals: 3.46</small>	Cleanliness 3.86 <small>Other terminals: 3.73</small>
Total 3.90 <small>Other terminals: 3.82</small>	Leisure 3.72 <small>Other terminals: 3.75</small>	VFM: Transport 3.53 <small>Other terminals: 3.52</small>	Courtesy & helpfulness: Check-in staff 4.13 <small>Other terminals: 4.12</small>	Courtesy & helpfulness: Security staff 4.12 <small>Other terminals: 3.94</small>		Shops 2.97 <small>Other terminals: 3.32</small>		Walking distance inside terminal 3.23 <small>Other terminals: 3.69</small>	Entertainment & leisure options 3.53 <small>Other terminals: 3.41</small>	Ambience 3.68 <small>Other terminals: 3.62</small>
	Personal 4.00 <small>Other terminals: 3.71</small>					VFM: Shops 2.70 <small>Other terminals: 2.90</small>		Ease of making connection 3.43 <small>Other terminals: 3.54</small>	Availability of washrooms 3.86 <small>Other terminals: 3.88</small>	
						Courtesy & helpfulness: Shopping and dining staff 3.58 <small>Other terminals: 3.60</small>		Courtesy & helpfulness: Airport staff 3.94 <small>Other terminals: 3.94</small>	Cleanliness of washrooms 3.87 <small>Other terminals: 3.66</small>	

Note: The green and red values indicate that the terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to other terminals (excluding T8)

LAX – Comparison Between Terminals

TB vs Other Terminals



Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/Passport Control	Shopping/Dining	Gate Areas	Throughout the Airport		Airport Atmosphere
Total 3.73 <small>Other terminals: 3.65</small>	Total 3.87 <small>Other terminals: 3.71</small>	Ease of getting to the airport 3.31 <small>Other terminals: 3.43</small>	Ease of finding check-in area 3.95 <small>Other terminals: 4.03</small>	Ease in security screening 3.95 <small>Other terminals: 4.03</small>	Waiting time: Border/passport control 3.89 <small>Other terminals: 3.99</small>	Restaurants/bars/cafés 3.61 <small>Other terminals: 3.36</small>	Comfort of waiting at gate areas 3.84 <small>Other terminals: 3.44</small>	Ease of finding way 3.94 <small>Other terminals: 3.78</small>	Wi-Fi service quality 3.75 <small>Other terminals: 3.55</small>	Health safety 3.87 <small>Other terminals: 3.77</small>
Overall Emotional Score	Business 3.71 <small>Other terminals: 3.75</small>	Signage to access terminal 3.60 <small>Other terminals: 3.73</small>	Waiting time: Check-in 3.92 <small>Other terminals: 3.97</small>	Waiting time: Security screening 3.84 <small>Other terminals: 4.00</small>	Courtesy & helpfulness: Border/passport control staff 3.89 <small>Other terminals: 4.00</small>	VFM: Restaurants/bars/cafés 3.10 <small>Other terminals: 2.74</small>	Availability of seats at gate areas 3.97 <small>Other terminals: 3.45</small>	Availability of flight info. 3.88 <small>Other terminals: 3.90</small>	Availability of charging station 3.76 <small>Other terminals: 3.39</small>	Cleanliness 3.88 <small>Other terminals: 3.71</small>
Total 3.92 <small>Other terminals: 3.80</small>	Leisure 3.75 <small>Other terminals: 3.75</small>	VFM: Transport 3.39 <small>Other terminals: 3.54</small>	Courtesy & helpfulness: Check-in staff 4.14 <small>Other terminals: 4.11</small>	Courtesy & helpfulness: Security staff 3.84 <small>Other terminals: 3.97</small>		Shops 3.51 <small>Other terminals: 3.25</small>		Walking distance inside terminal 3.71 <small>Other terminals: 3.66</small>	Entertainment & leisure options 3.65 <small>Other terminals: 3.36</small>	Ambience 3.85 <small>Other terminals: 3.58</small>
	Personal 4.09 <small>Other terminals: 3.63</small>					VFM: Shops 3.16 <small>Other terminals: 2.83</small>		Ease of making connection 3.74 <small>Other terminals: 3.47</small>	Availability of washrooms 4.10 <small>Other terminals: 3.83</small>	
						Courtesy & helpfulness: Shopping and dining staff 3.75 <small>Other terminals: 3.57</small>		Courtesy & helpfulness: Airport staff 3.98 <small>Other terminals: 3.93</small>	Cleanliness of washrooms 3.73 <small>Other terminals: 3.66</small>	

Note: The green and red values indicate that the terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to other terminals (excluding TB)

LAX – Comparison Between Terminals

TBW vs Other Terminals

Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/Passport Control	Shopping/Dining	Gate Areas	Throughout the Airport		Airport Atmosphere
Total 3.69 <small>Other terminals: 3.66</small>	Total 4.09 <small>Other terminals: 3.70</small>	Ease of getting to the airport 3.93 <small>Other terminals: 3.36</small>	Ease of finding check-in area 4.11 <small>Other terminals: 4.01</small>	Ease in security screening 4.15 <small>Other terminals: 4.00</small>	Waiting time: Border/passport control 4.07 <small>Other terminals: 3.95</small>	Restaurants/bars/café's 3.56 <small>Other terminals: 3.39</small>	Comfort of waiting at gate areas 3.98 <small>Other terminals: 3.47</small>	Ease of finding way 3.93 <small>Other terminals: 3.79</small>	Wi-Fi service quality 3.75 <small>Other terminals: 3.57</small>	Health safety 4.14 <small>Other terminals: 3.75</small>
Overall Emotional Score	Business ^	Signage to access terminal 3.74 <small>Other terminals: 3.71</small>	Waiting time: Check-in 3.81 <small>Other terminals: 3.98</small>	Waiting time: Security screening 4.07 <small>Other terminals: 3.96</small>	Courtesy & helpfulness: Border/passport control staff 4.13 <small>Other terminals: 3.95</small>	VFM: Restaurants/bars/café's 2.96 <small>Other terminals: 2.79</small>	Availability of seats at gate areas 4.01 <small>Other terminals: 3.49</small>	Availability of flight info. 4.06 <small>Other terminals: 3.88</small>	Availability of charging station 3.76 <small>Other terminals: 3.44</small>	Cleanliness 4.21 <small>Other terminals: 3.69</small>
Total 4.00 <small>Other terminals: 3.81</small>	Leisure 4.03 <small>Other terminals: 3.71</small>	VFM: Transport 4.09 <small>Other terminals: 3.47</small>	Courtesy & helpfulness: Check-in staff 4.27 <small>Other terminals: 4.10</small>	Courtesy & helpfulness: Security staff 4.16 <small>Other terminals: 3.93</small>		Shops 3.48 <small>Other terminals: 3.29</small>		Walking distance inside terminal 3.24 <small>Other terminals: 3.71</small>	Entertainment & leisure options 3.61 <small>Other terminals: 3.39</small>	Ambience 4.15 <small>Other terminals: 3.57</small>
	Personal 4.05 <small>Other terminals: 3.68</small>					VFM: Shops 3.05 <small>Other terminals: 2.88</small>		Ease of making connection 3.32 <small>Other terminals: 3.56</small>	Availability of washrooms 4.16 <small>Other terminals: 3.85</small>	
						Courtesy & helpfulness: Shopping and dining staff 3.76 <small>Other terminals: 3.59</small>		Courtesy & helpfulness: Airport staff 4.16 <small>Other terminals: 3.92</small>	Cleanliness of washrooms 4.22 <small>Other terminals: 3.61</small>	

Note: The green and red values indicate that the terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to other terminals (excluding TBW)

^ Results cannot be presented due to the very small sample (<10)



5

LAX – Performance by Terminal

Q4 2023

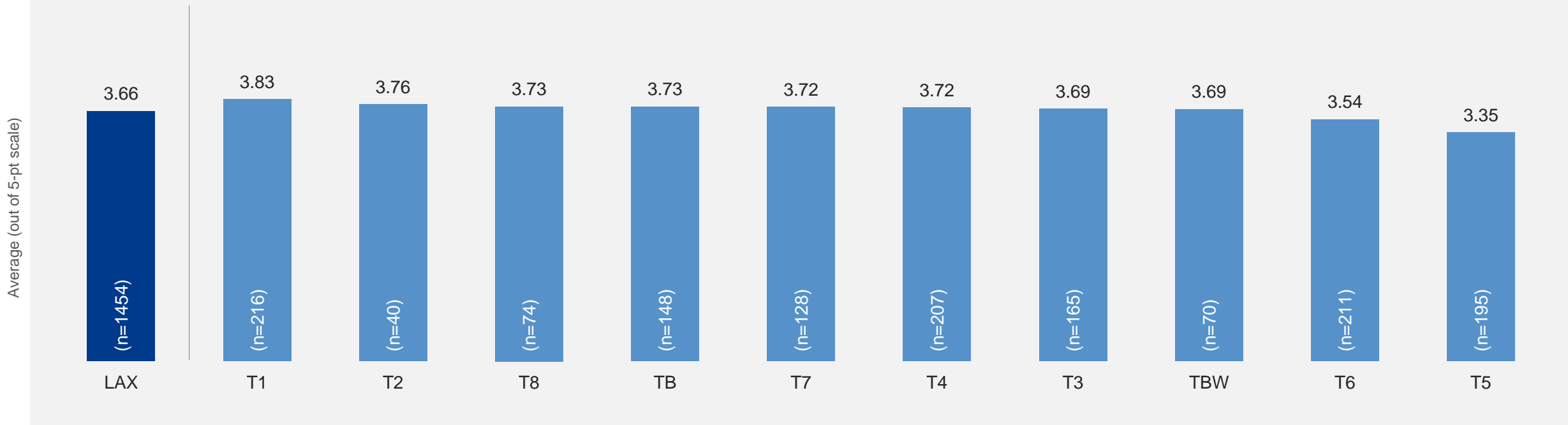


LAX – Performance by Terminal

Overall Experience

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)

+0.14	-0.01	+0.38	+0.17	+0.07	+0.33	+0.23	-0.04	+0.21	+0.05	+0.08
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Base (n): Respondents providing a valid response.

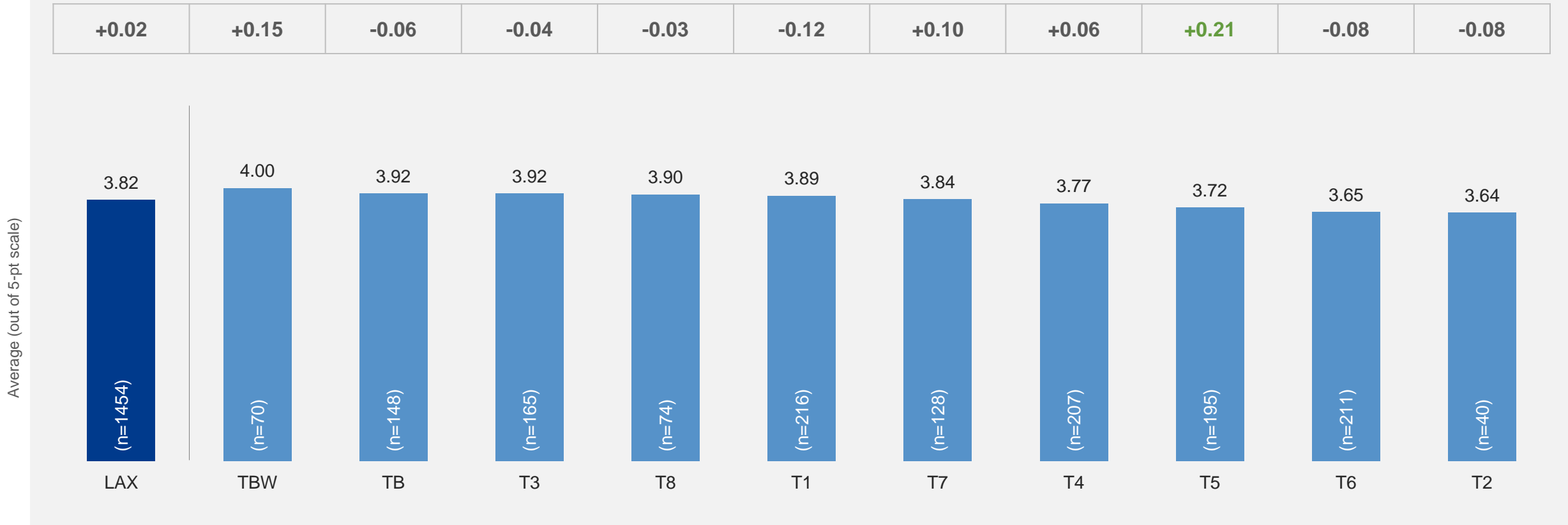
Q4. How would you rate your EXPERIENCE today at THIS airport?

Note: The green and red values indicate that terminal performance is higher or lower at a statistically significant level (95%) compared to the previous quarter.

LAX – Performance by Terminal

Overall Emotional Score

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q6. How do you feel right now about your experience at THIS airport?

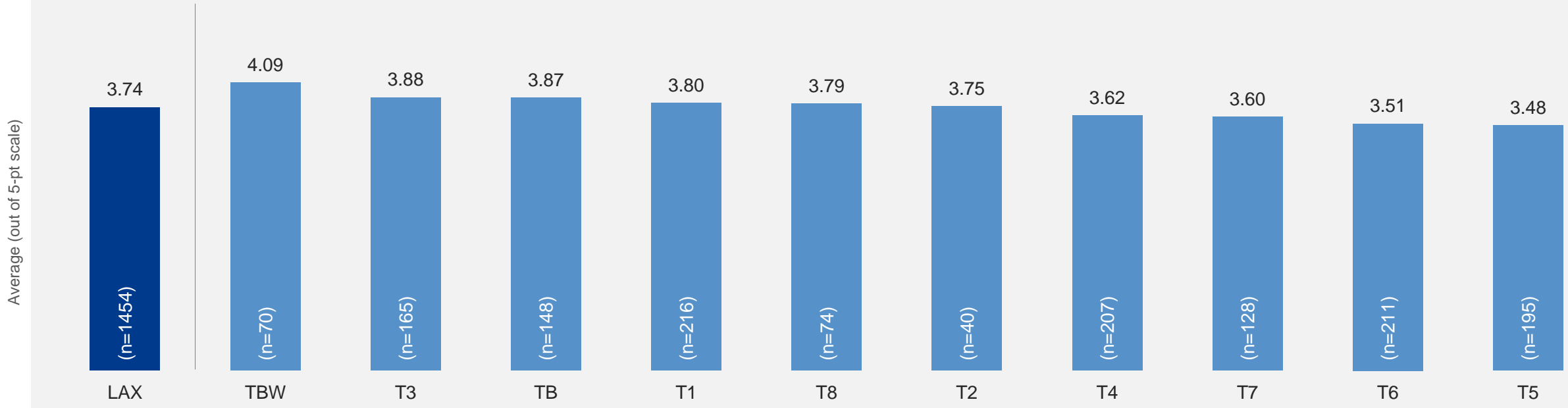
Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

LAX – Performance by Terminal

Overall Satisfaction

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)

+0.08	+0.27	-0.06	+0.12	-0.18	-0.13	+0.36	+0.23	-0.05	0.00	+0.13
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Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Overall Satisfaction

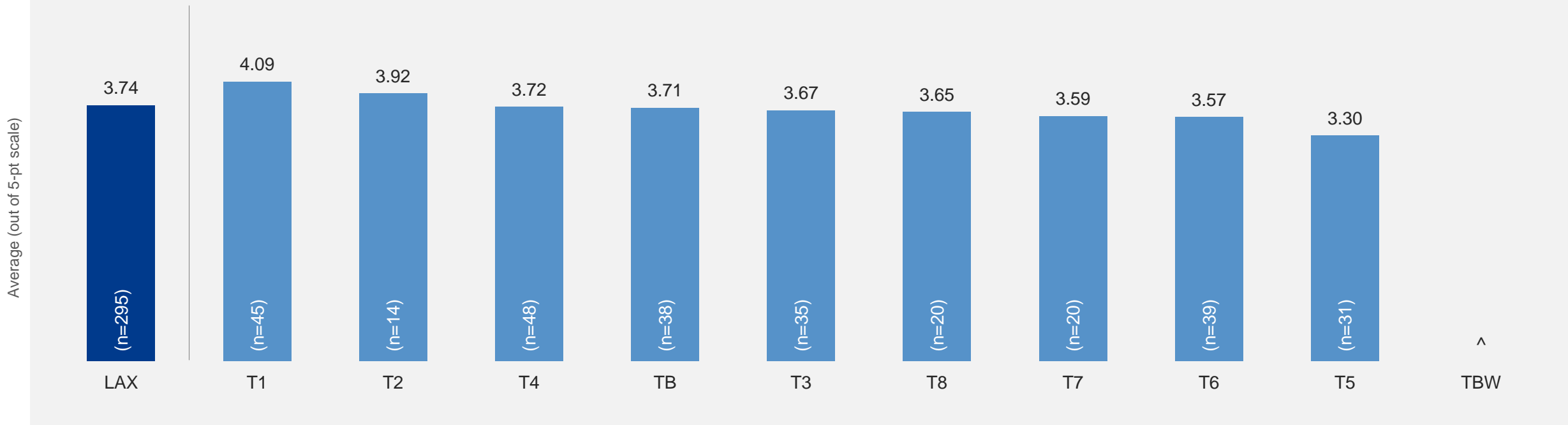
Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

LAX – Performance by Terminal

Overall Satisfaction – Business

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)

+0.36	+0.28	+0.76	+0.44	+0.27	-0.26	^	+0.29	+0.57	+0.48	^
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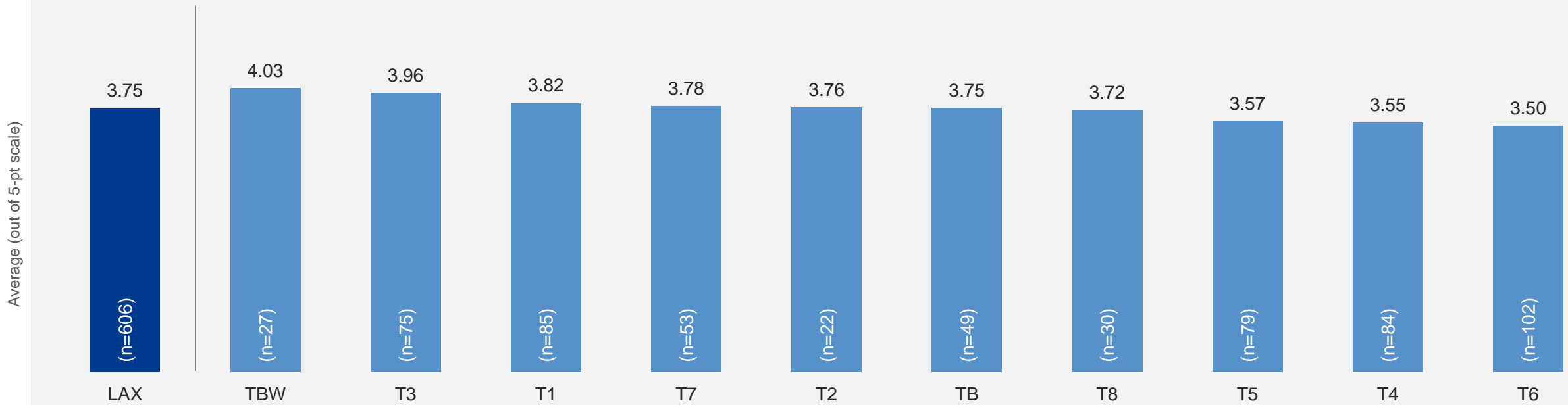
Base (n): Respondents providing a valid response. ^ Results cannot be presented due to the very small sample (<10)
 Q10. Based on your experience today, please rate THIS airport on each service item: Overall Satisfaction amongst passengers travelling for business.
 Note: The green and red values indicate that terminal performance is higher or lower at a statistically significant level (95%) compared to the previous quarter.

LAX – Performance by Terminal

Overall Satisfaction – Leisure

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)

+0.03	+0.15	+0.10	-0.18	+0.02	+0.19	-0.06	-0.33	+0.10	+0.29	0.00
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Base (n): Respondents providing a valid response.

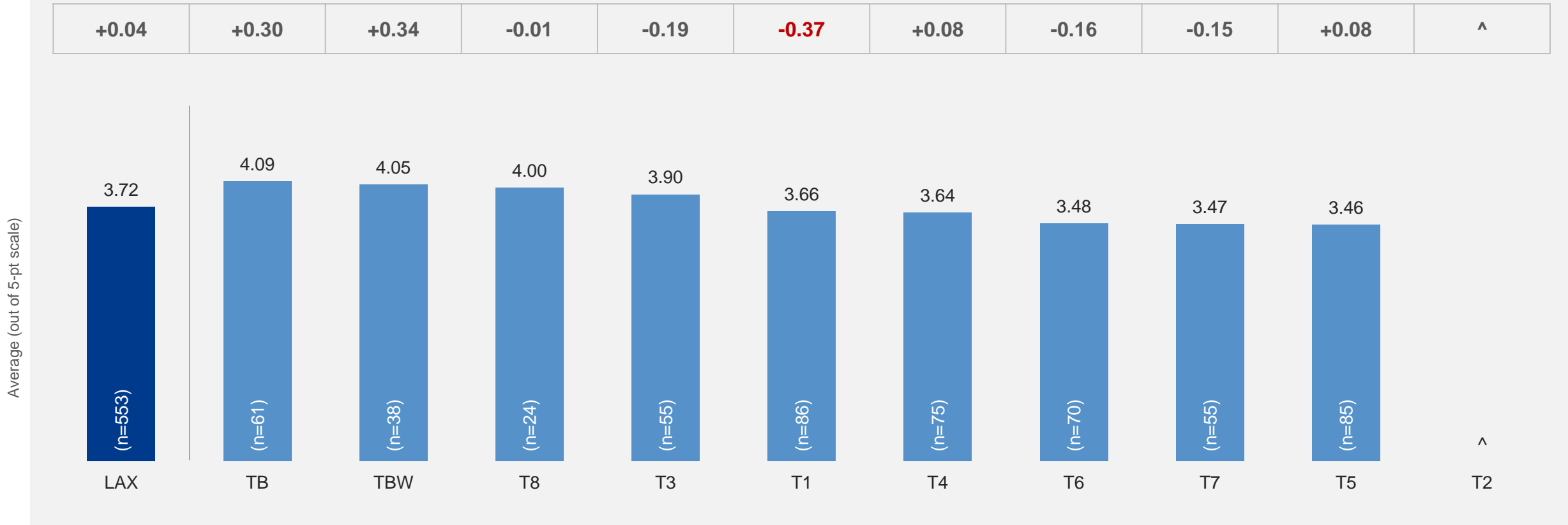
Q10. Based on your experience today, please rate THIS airport on each service item: Overall Satisfaction amongst passengers travelling for leisure.

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

LAX – Performance by Terminal

Overall Satisfaction – Personal

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response. ^ Results cannot be presented due to the very small sample (<10)

Q10. Based on your experience today, please rate THIS airport on each service item: Overall Satisfaction amongst passengers travelling for personal reasons.

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.



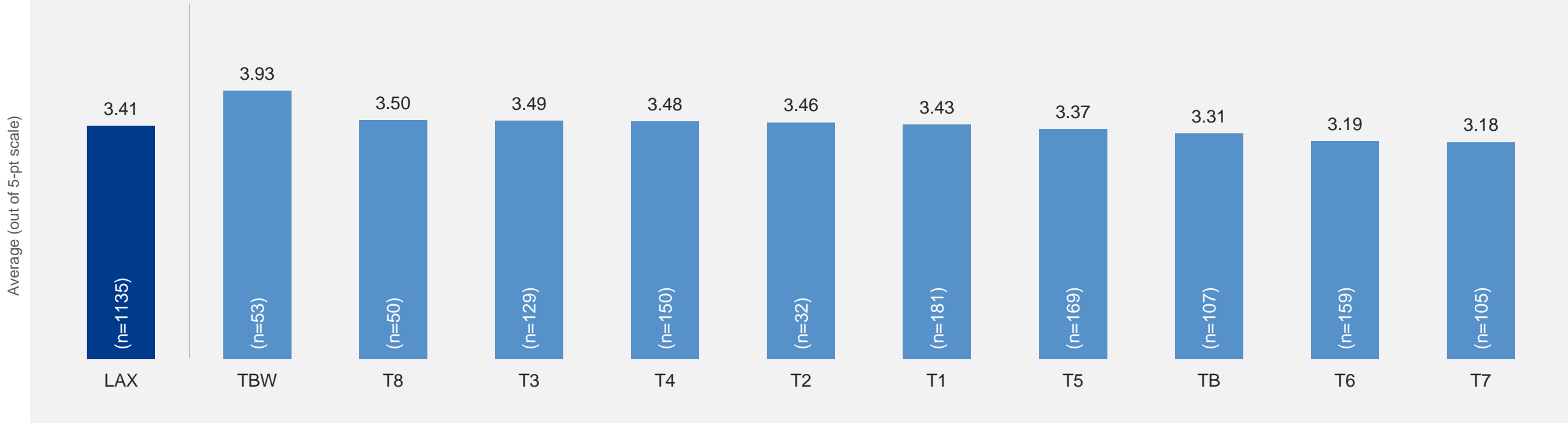
LAX – Performance by Terminal

Arrival at the Airport – Ease of Getting to the Airport



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)

+0.10	+0.63	+0.07	+0.15	+0.38	+0.26	-0.08	+0.09	+0.02	-0.21	-0.15
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Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Ease of getting to the airport

Note: The green and red values indicate that terminal performance is higher or lower at a statistically significant level (95%) compared to the previous quarter.



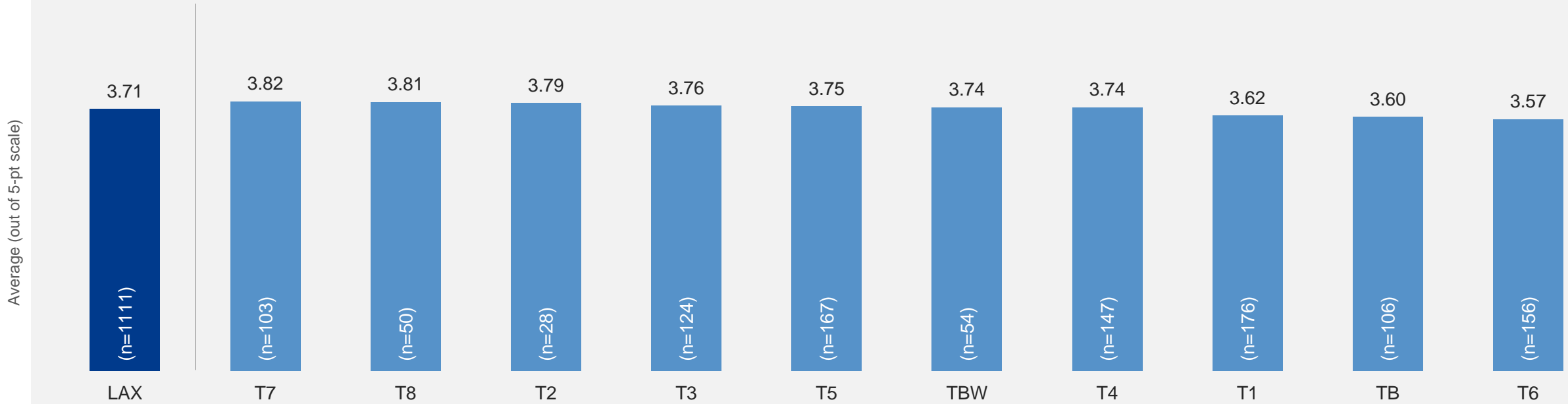
LAX – Performance by Terminal

Arrival at the Airport – Signage to Access Terminal



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)

+0.10	+0.19	+0.04	+0.28	+0.18	+0.15	+0.23	+0.15	-0.18	0.00	-0.11
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Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Signage to access terminal

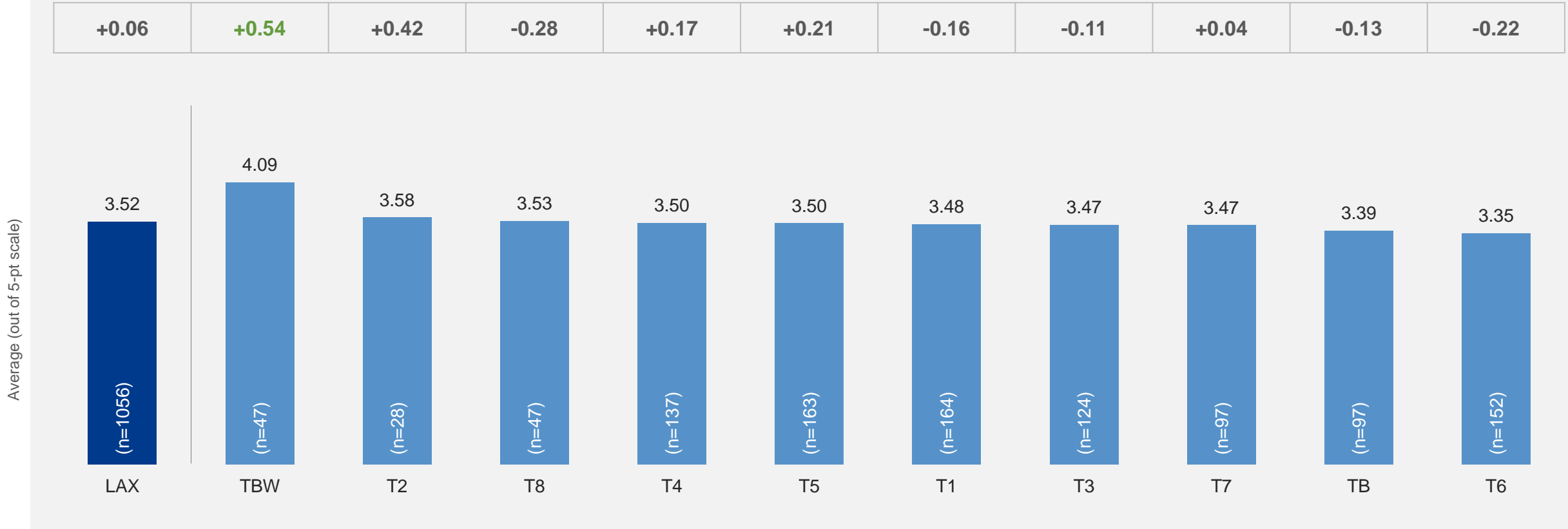
Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.



LAX – Performance by Terminal

Arrival at the Airport – VFM: Transport

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Value for money of the selected mode of transport (including parking facilities)

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

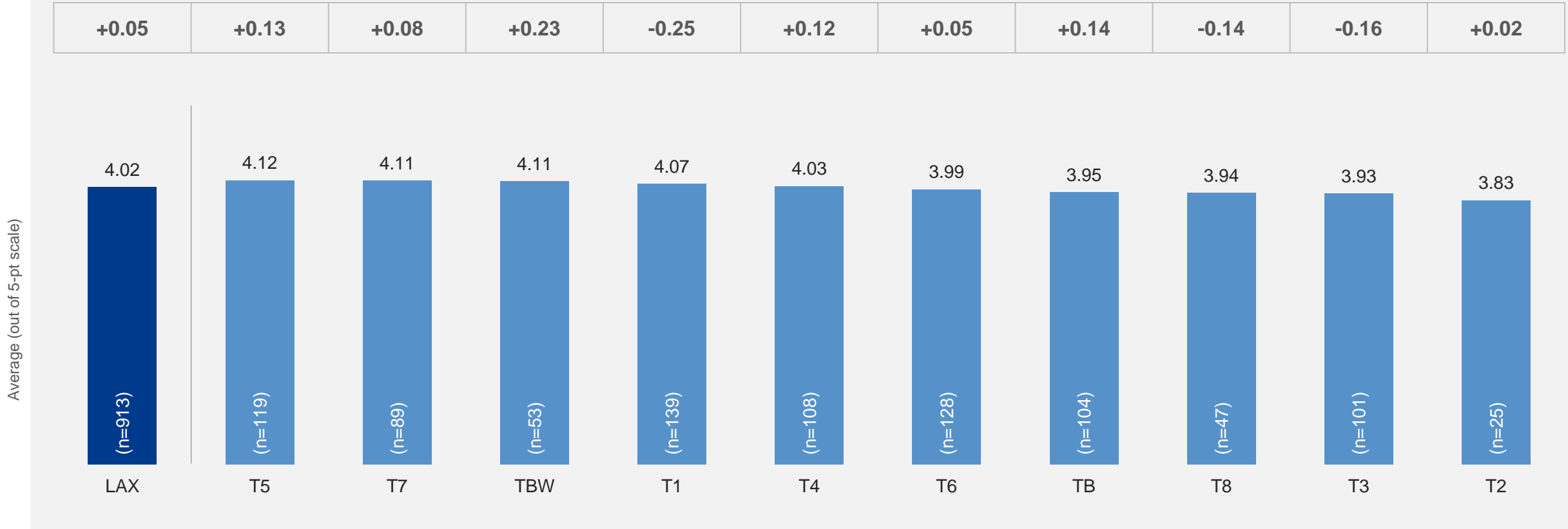


LAX – Performance by Terminal

Check-In – Ease of Finding Check-In Area



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Ease of finding your check-in area

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

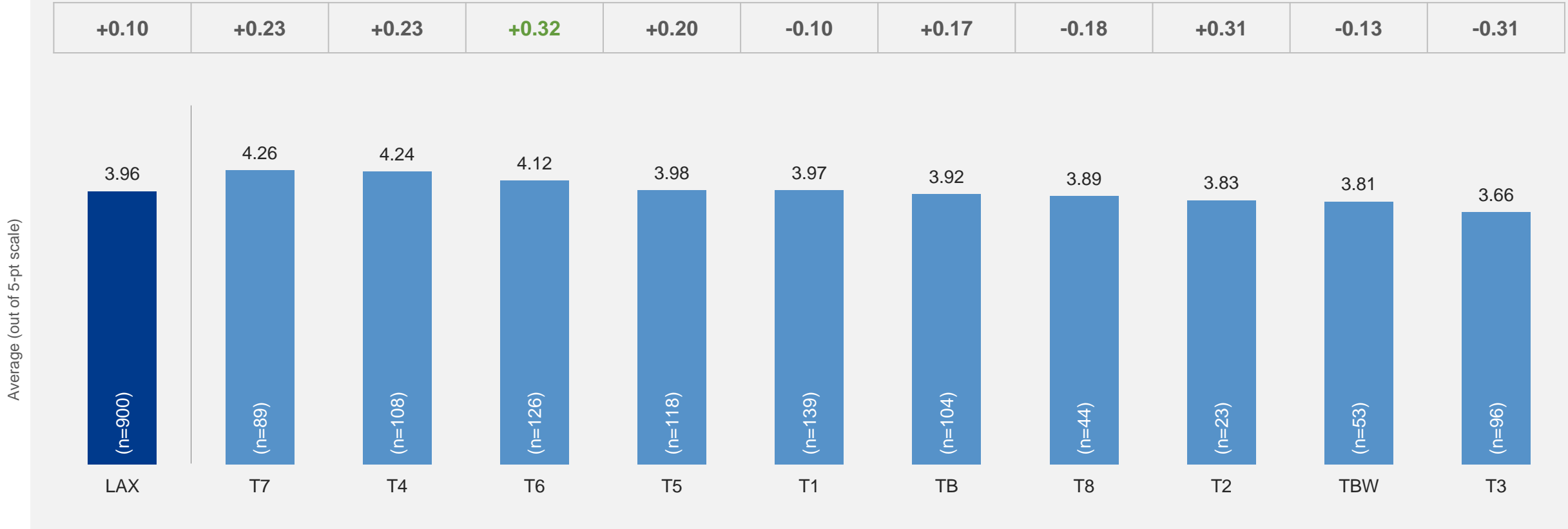


LAX – Performance by Terminal

Check-In – Waiting Time: Check-In



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Waiting time at check-in, including baggage drop if applicable

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

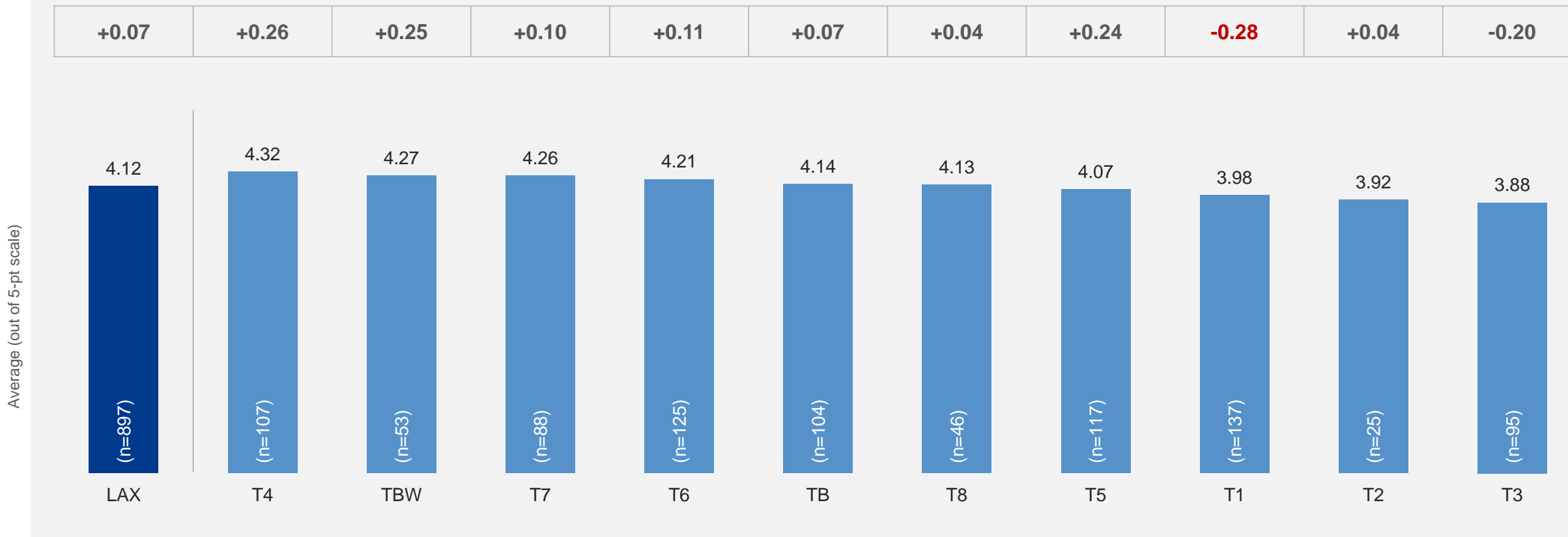


LAX – Performance by Terminal

Check-In – Courtesy & Helpfulness: Staff in Check-In Area



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Courtesy and helpfulness of staff in the check-in area

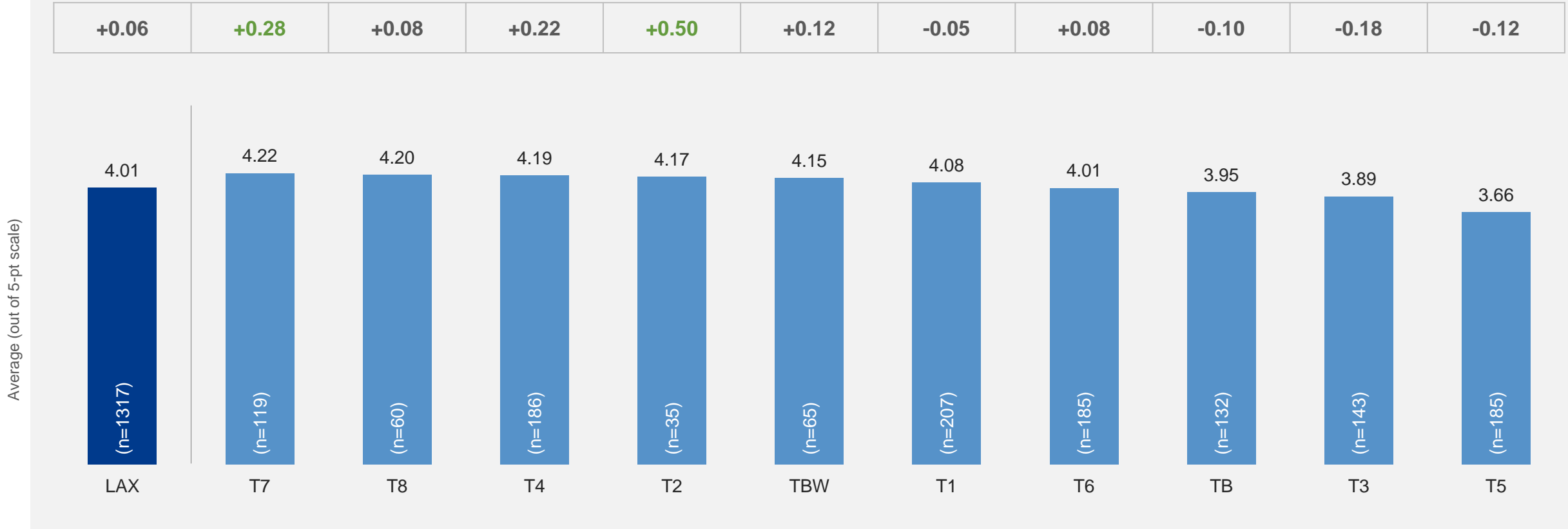
Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.



LAX – Performance by Terminal

Security Screening – Ease in Security Screening

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Ease of going through security screening

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

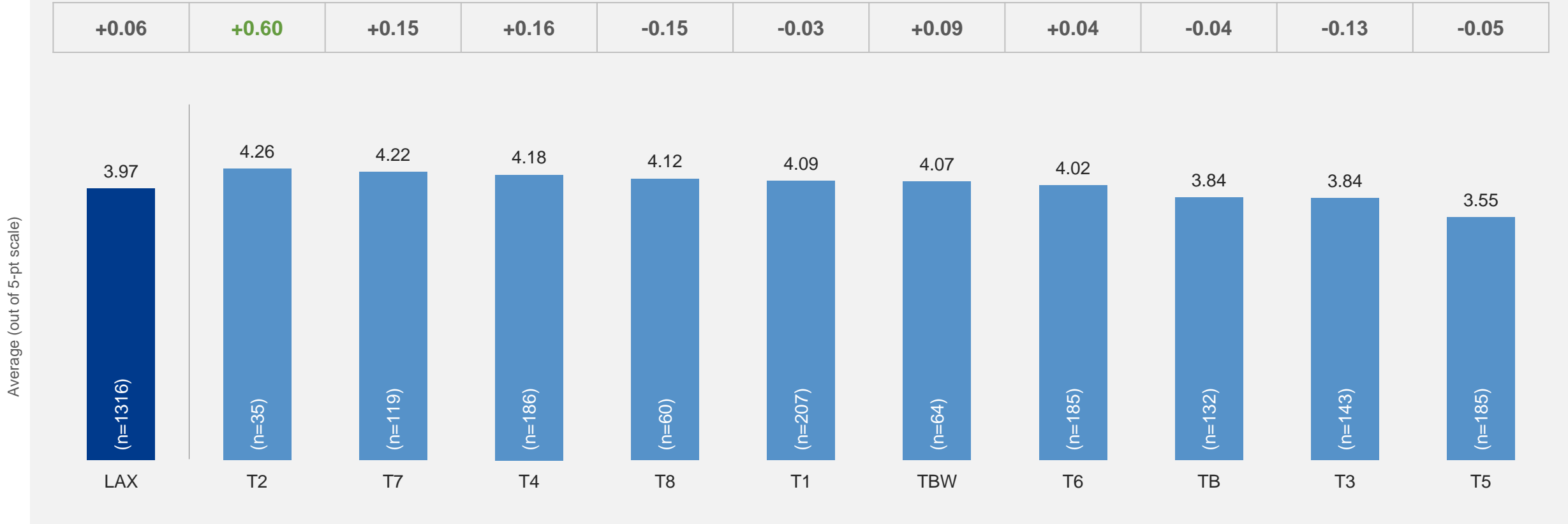


LAX – Performance by Terminal

Security Screening – Waiting Time: Security Screening



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Waiting time at the security screening

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

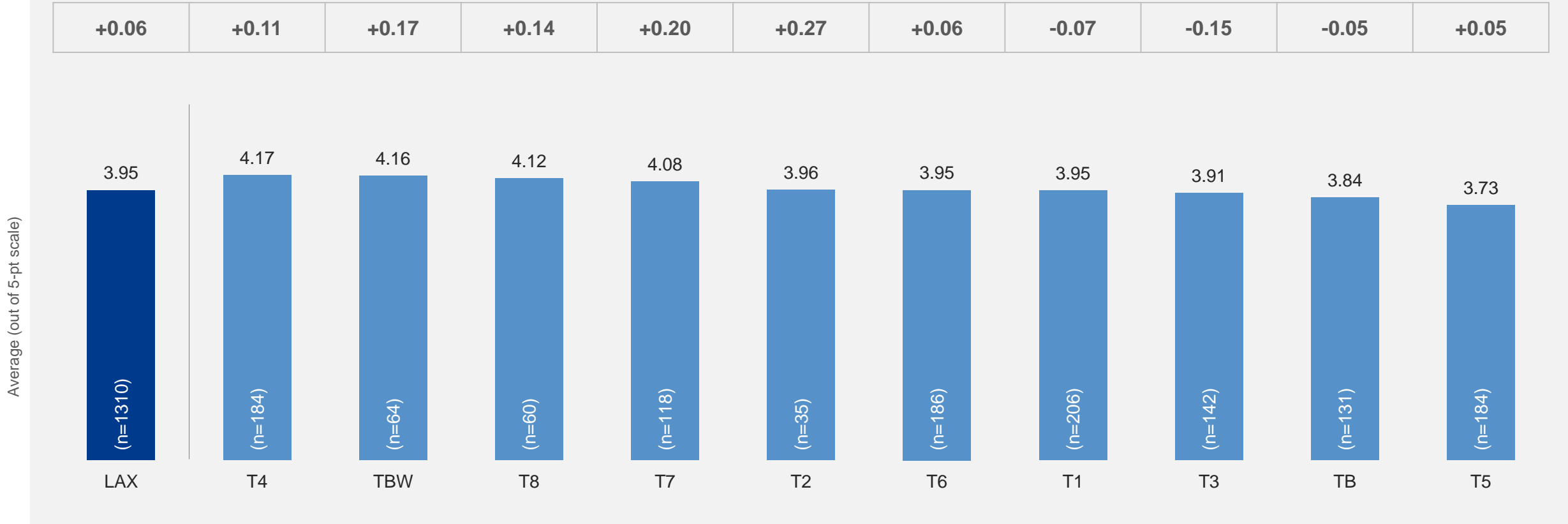


LAX – Performance by Terminal

Security Screening – Courtesy & Helpfulness: Security Staff



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Courtesy and helpfulness of security screening staff

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.



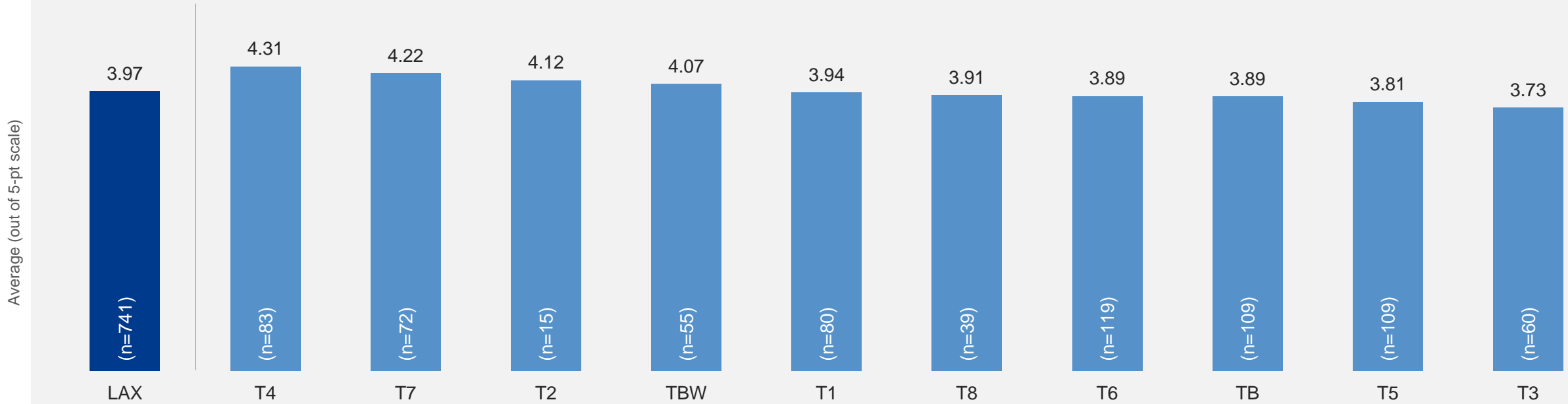
LAX – Performance by Terminal

Border/Passport Control – Waiting Time: Border/Passport Control



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)

+0.02	+0.38	+0.08	+0.29	+0.10	+0.04	-0.20	-0.12	-0.12	+0.09	-0.22
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Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Waiting time at border/passport control

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

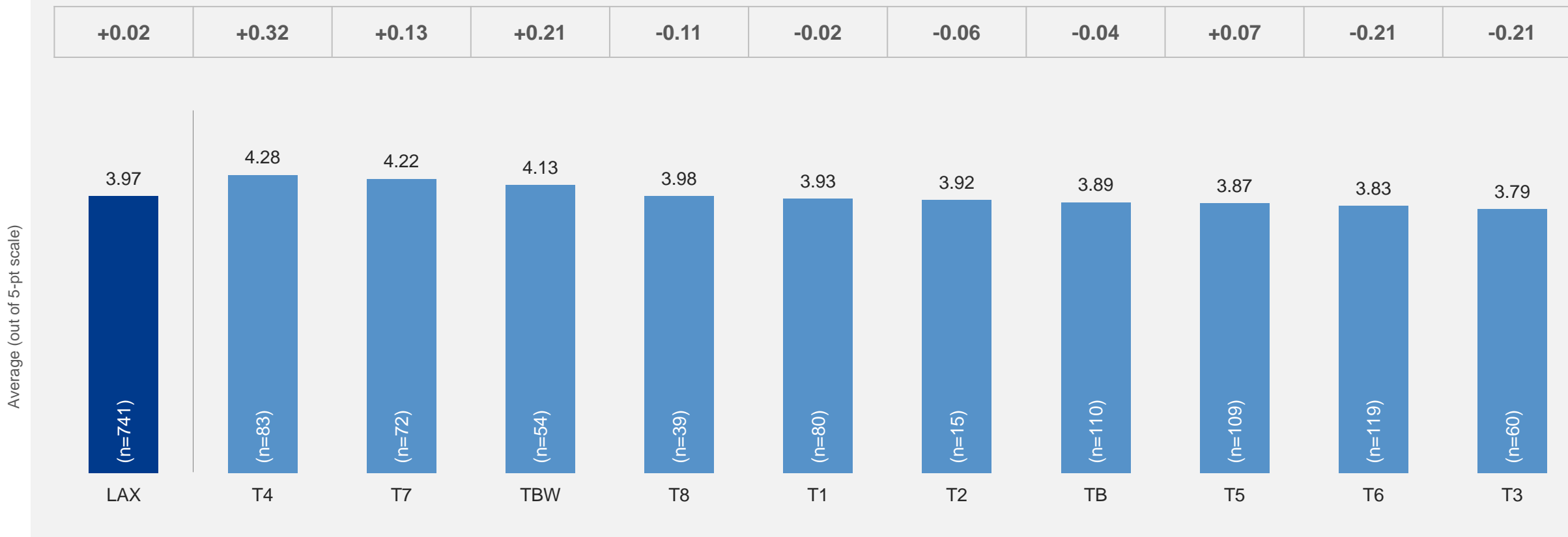


LAX – Performance by Terminal

Border/Passport Control – Courtesy & Helpfulness: Border/Passport Control Staff



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Courtesy and helpfulness of border/passport control staff

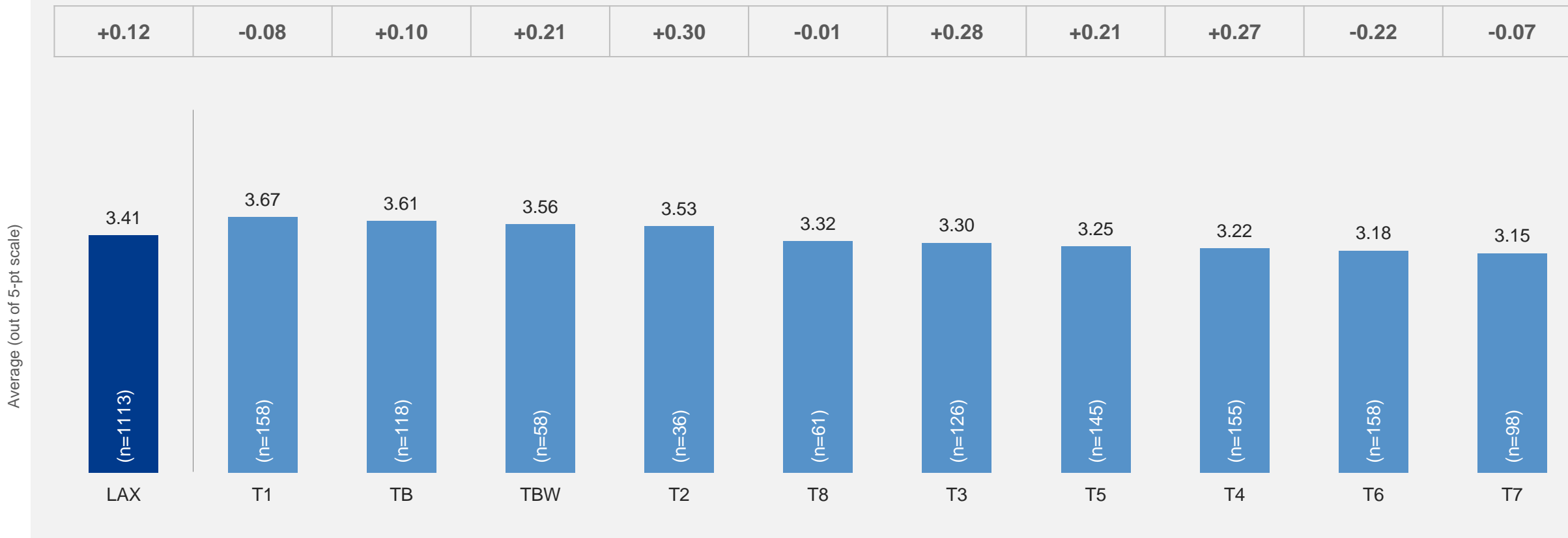
Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.



LAX – Performance by Terminal

Shopping/Dining – Restaurants/Bars/Cafés

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Restaurants/bars/cafés

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.



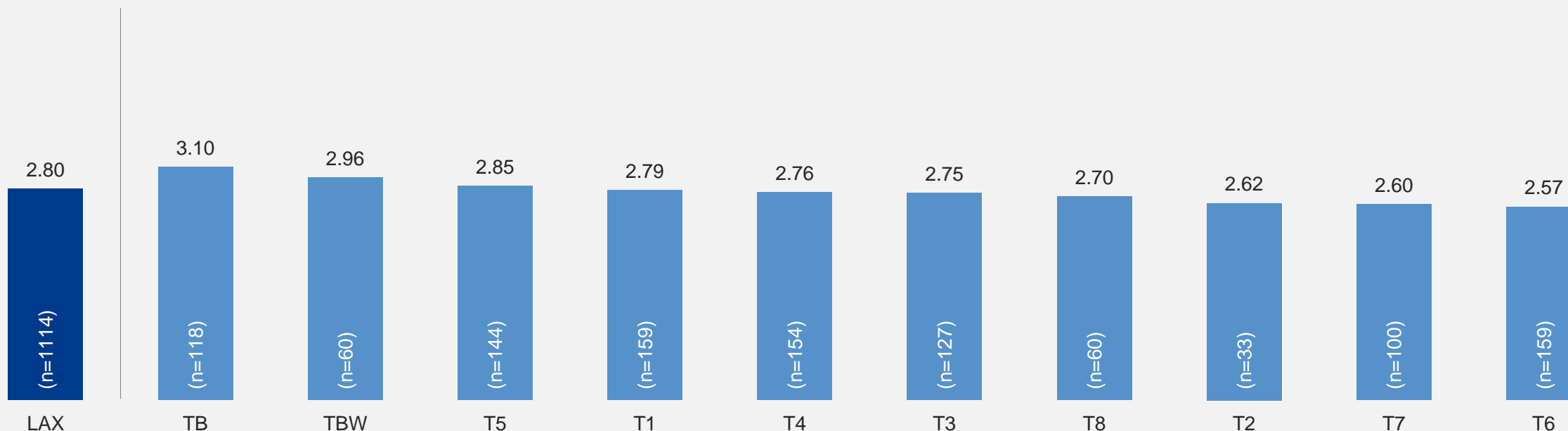
LAX – Performance by Terminal

Shopping/Dining – VFM: Restaurants/Bars/Cafés

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)

0.00	+0.08	-0.11	+0.25	-0.25	+0.19	+0.15	-0.06	-0.10	-0.13	-0.29
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Average (out of 5-pt scale)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Value for money of restaurants/bars/cafés

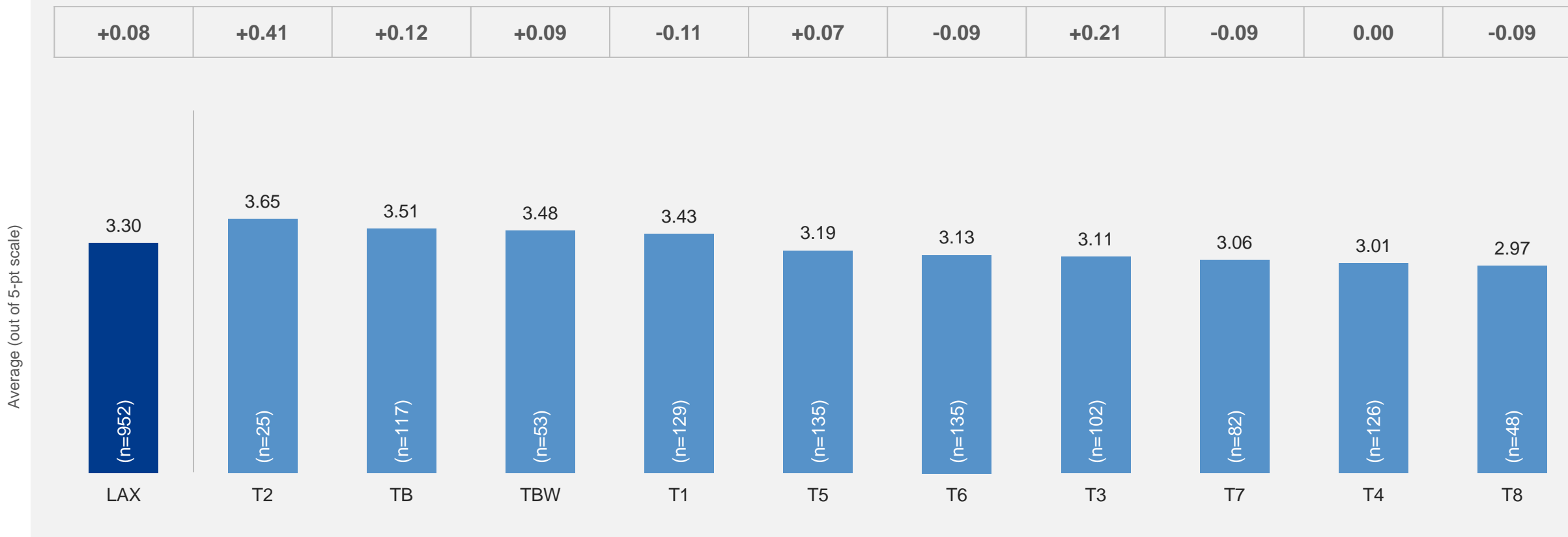
Note: The green and red values indicate that terminal performance is higher or lower at a statistically significant level (95%) compared to the previous quarter.



LAX – Performance by Terminal

Shopping/Dining – Shops

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Shops

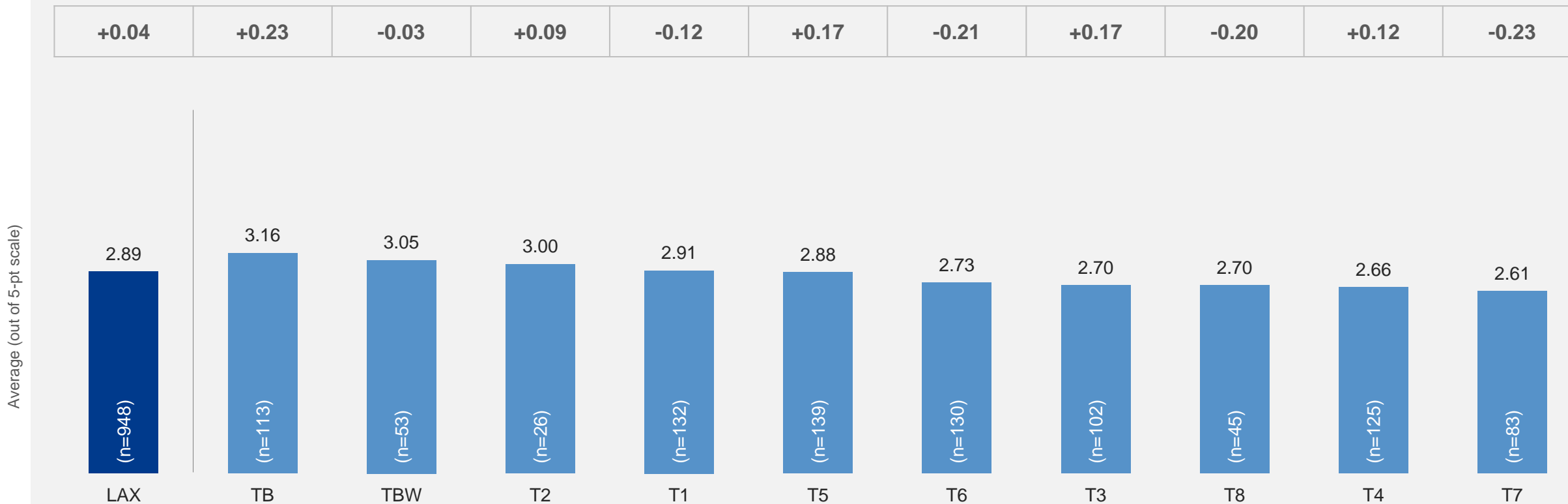
Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.



LAX – Performance by Terminal

Shopping/Dining – VFM: Shops

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Value for money of shops

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.



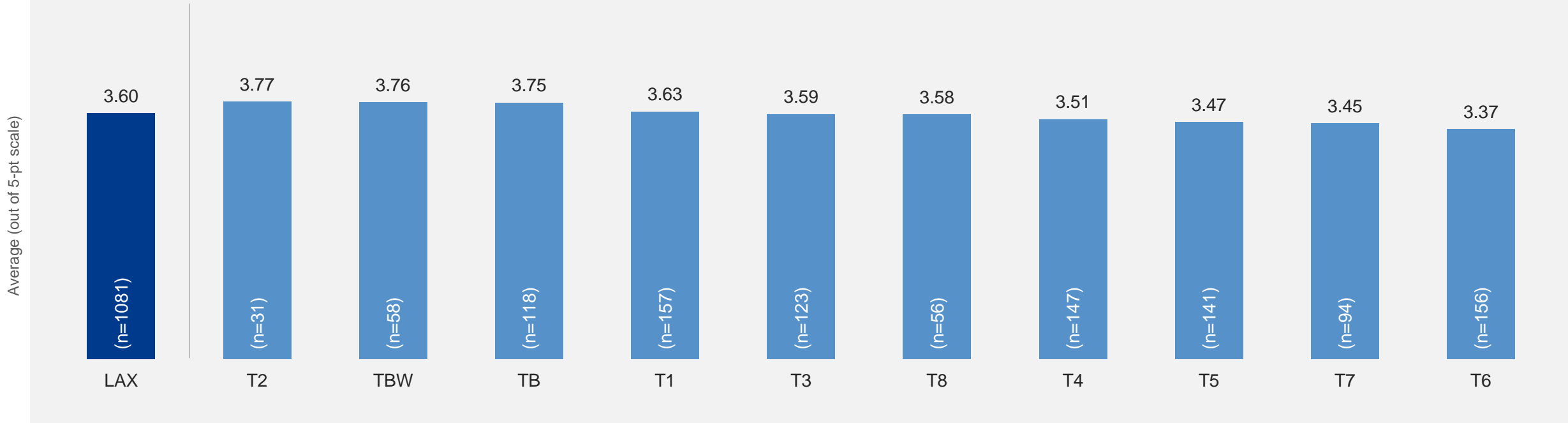
LAX – Performance by Terminal

Shopping/Dining – Courtesy & Helpfulness: Shopping and Dining Staff



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)

+0.13	+0.37	+0.28	+0.17	-0.14	+0.23	+0.12	-0.02	+0.16	+0.06	-0.20
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Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Courtesy and helpfulness of shopping and dining staff

Note: The green and red values indicate that terminal performance is higher or lower at a statistically significant level (95%) compared to the previous quarter.

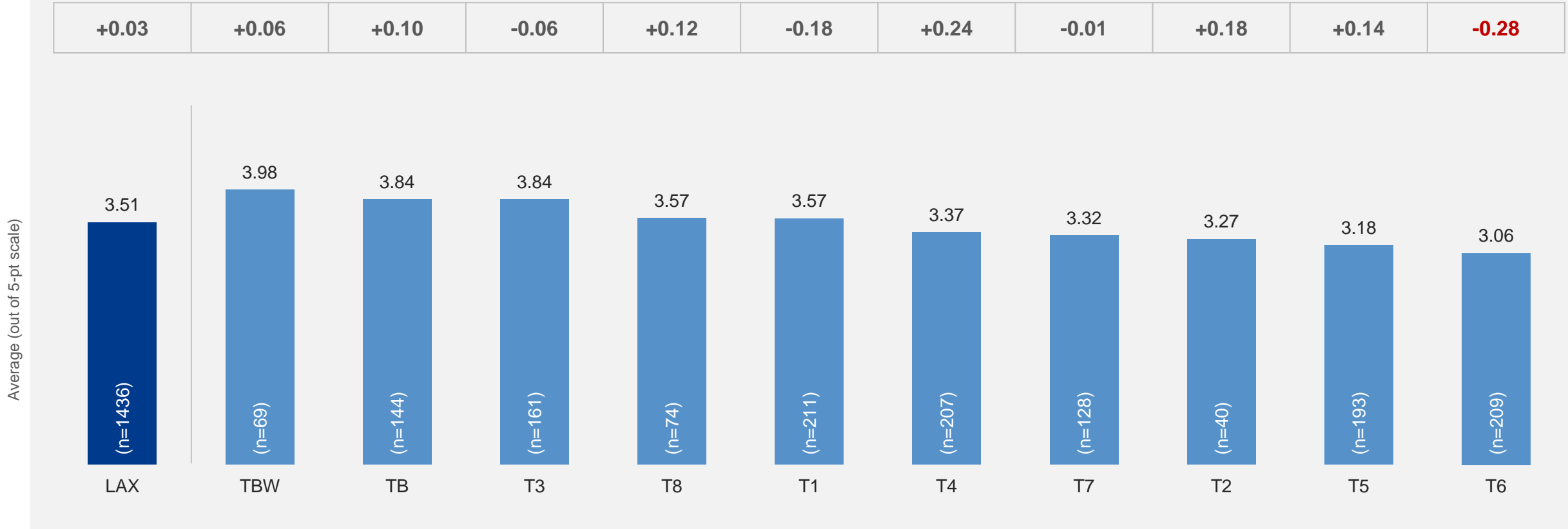


LAX – Performance by Terminal

Gate Areas – Comfort of Waiting at Gate Areas



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Comfort of waiting at the gate areas

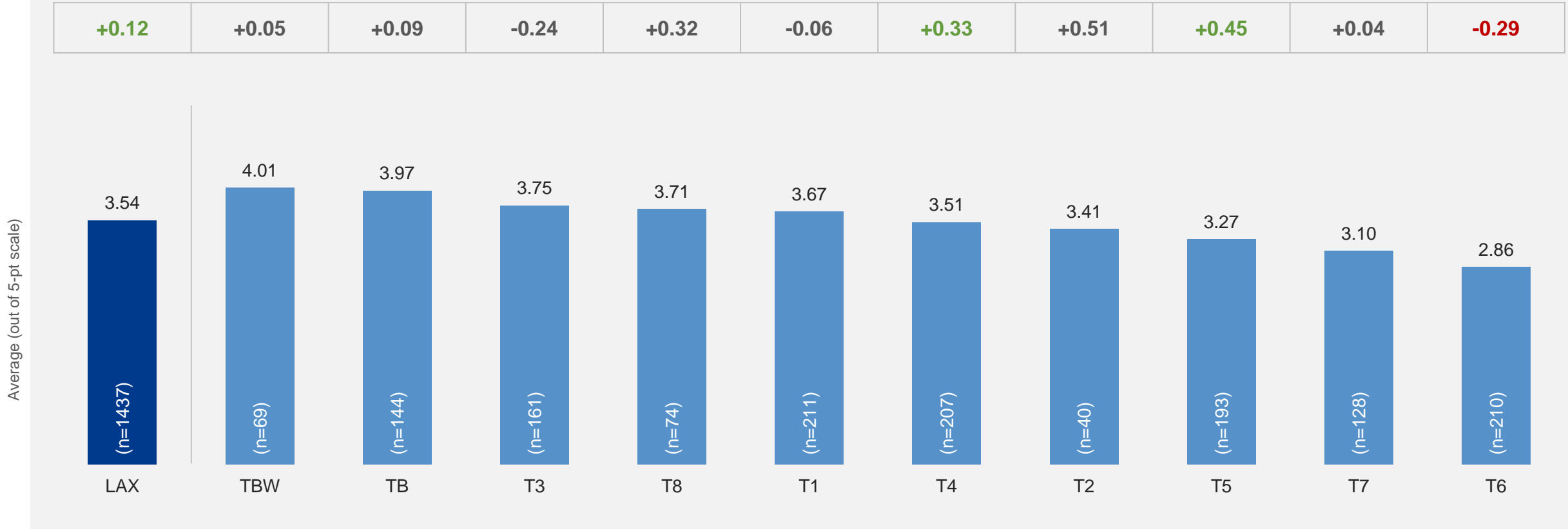
Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.



LAX – Performance by Terminal

Gate Areas – Availability of Seats at Gate Areas

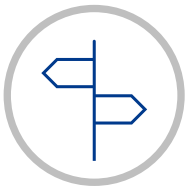
Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Availability of seats at the gate areas

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

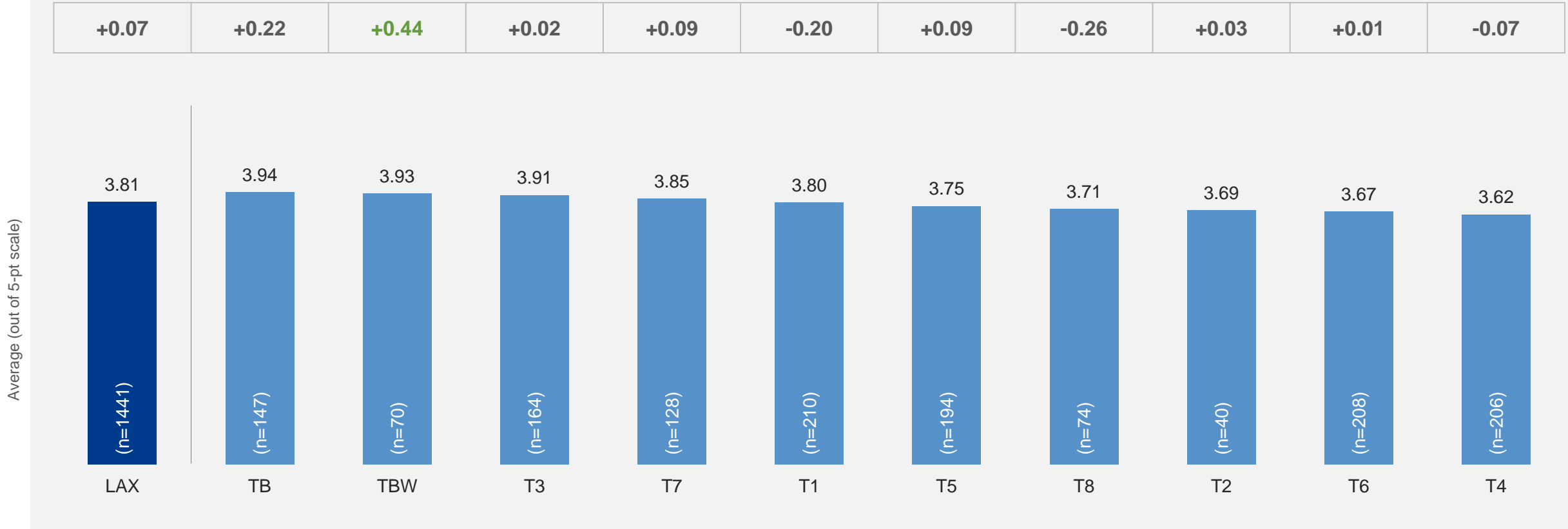


LAX – Performance by Terminal

Throughout the Airport – Ease of Finding Way



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Ease of finding your way

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

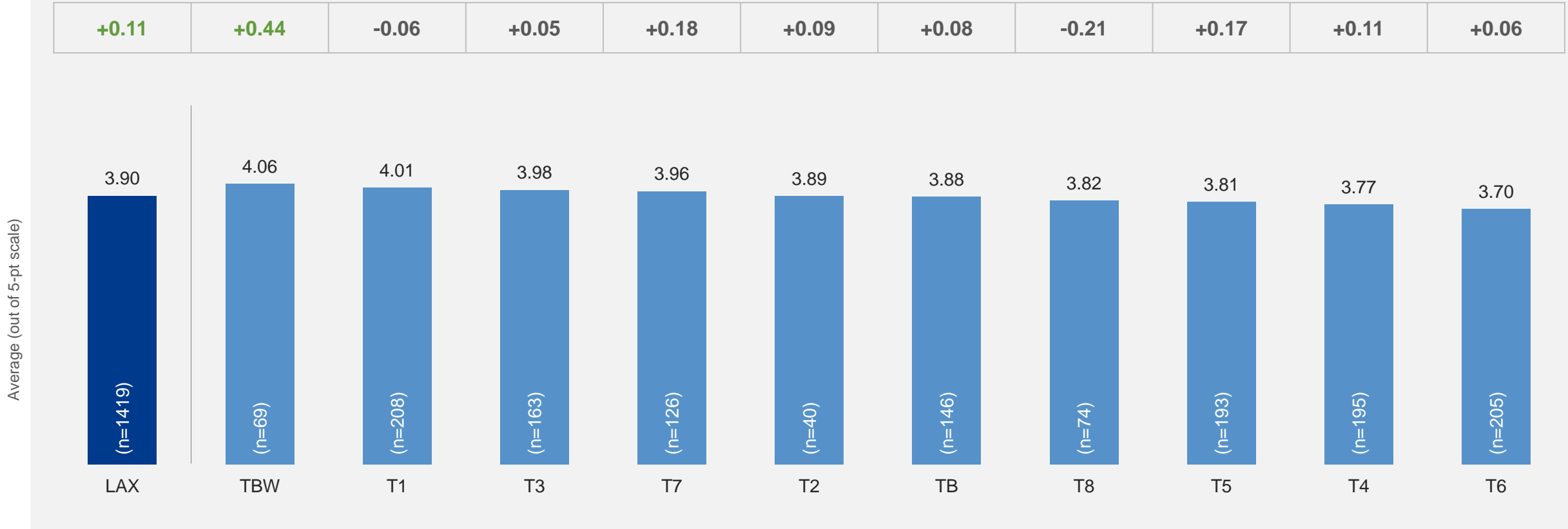


LAX – Performance by Terminal

Throughout the Airport – Availability of Flight Information



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Availability of flight information (gate and time)

Note: The green and red values indicate that terminal performance is higher or lower at a statistically significant level (95%) compared to the previous quarter.

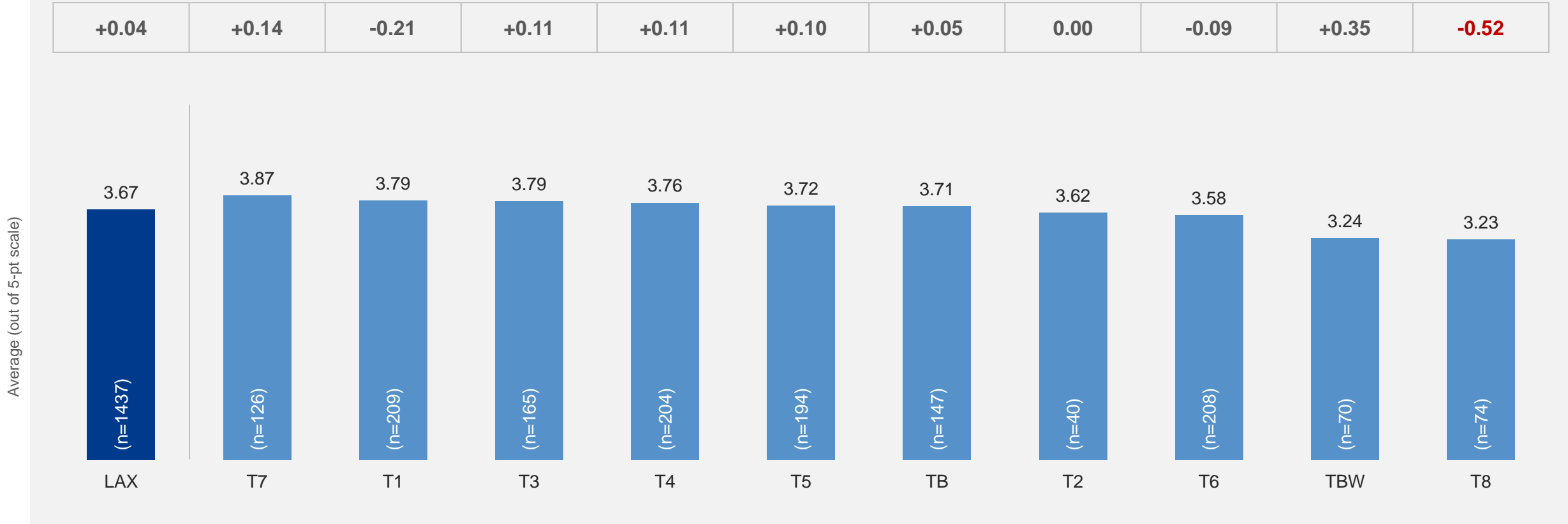


LAX – Performance by Terminal

Throughout the Airport – Walking Distance Inside Terminal



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Walking distance inside the terminal

Note: The green and red values indicate that terminal performance is higher or lower at a statistically significant level (95%) compared to the previous quarter.

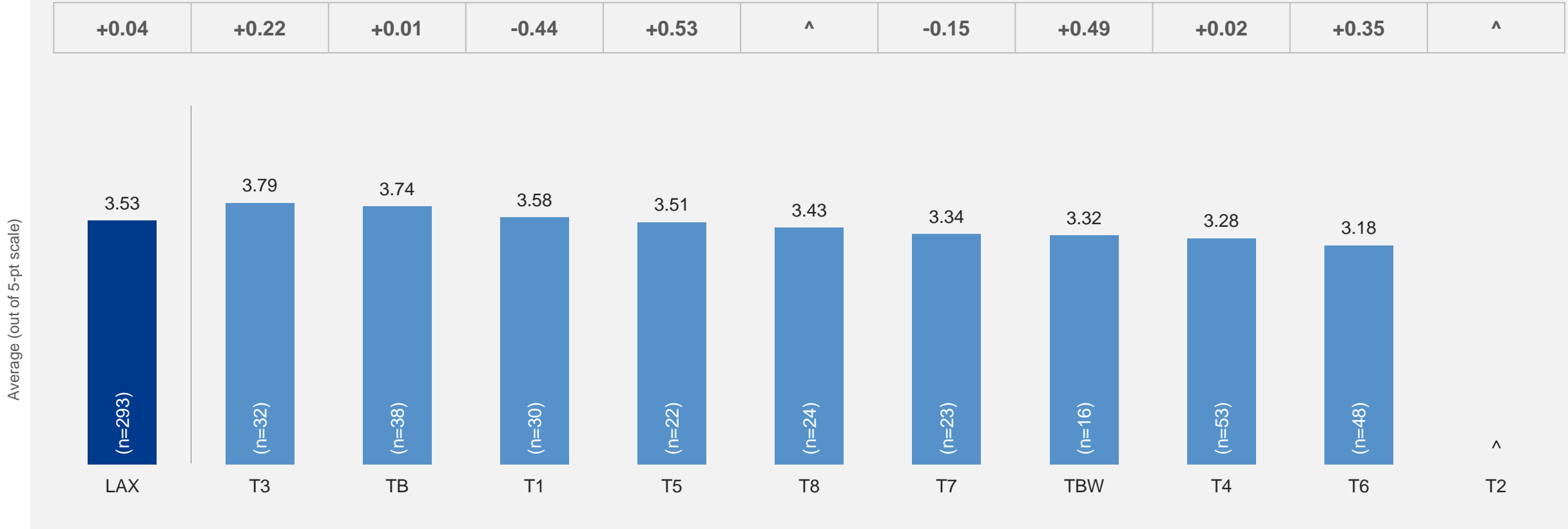


LAX – Performance by Terminal

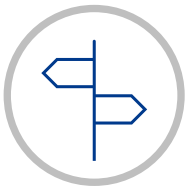
Throughout the Airport – Ease of Making Connection



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response. ^ Results cannot be presented due to the very small sample (<10)
 Q10. Based on your experience today, please rate THIS airport on each service item: Ease of making connection with other flights
 Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

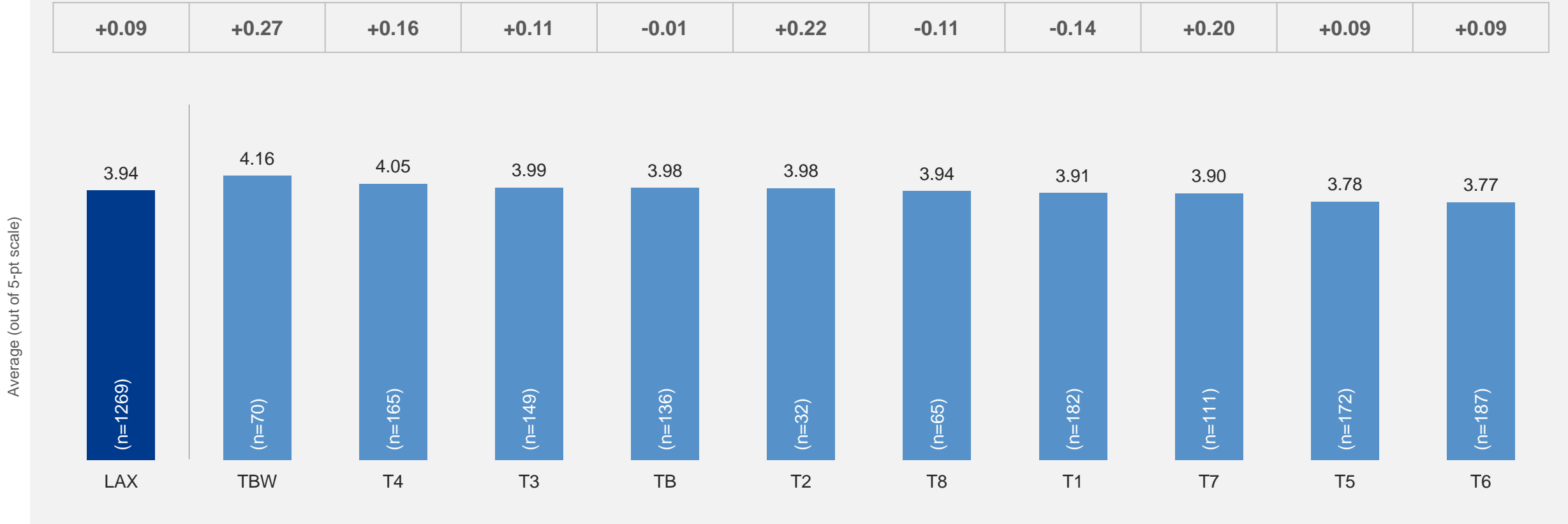


LAX – Performance by Terminal

Throughout the Airport – Courtesy & Helpfulness: Airport Staff



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Courtesy and helpfulness of airport staff (information and maintenance staff)

Note: The green and red values indicate that terminal performance is higher or lower at a statistically significant level (95%) compared to the previous quarter.

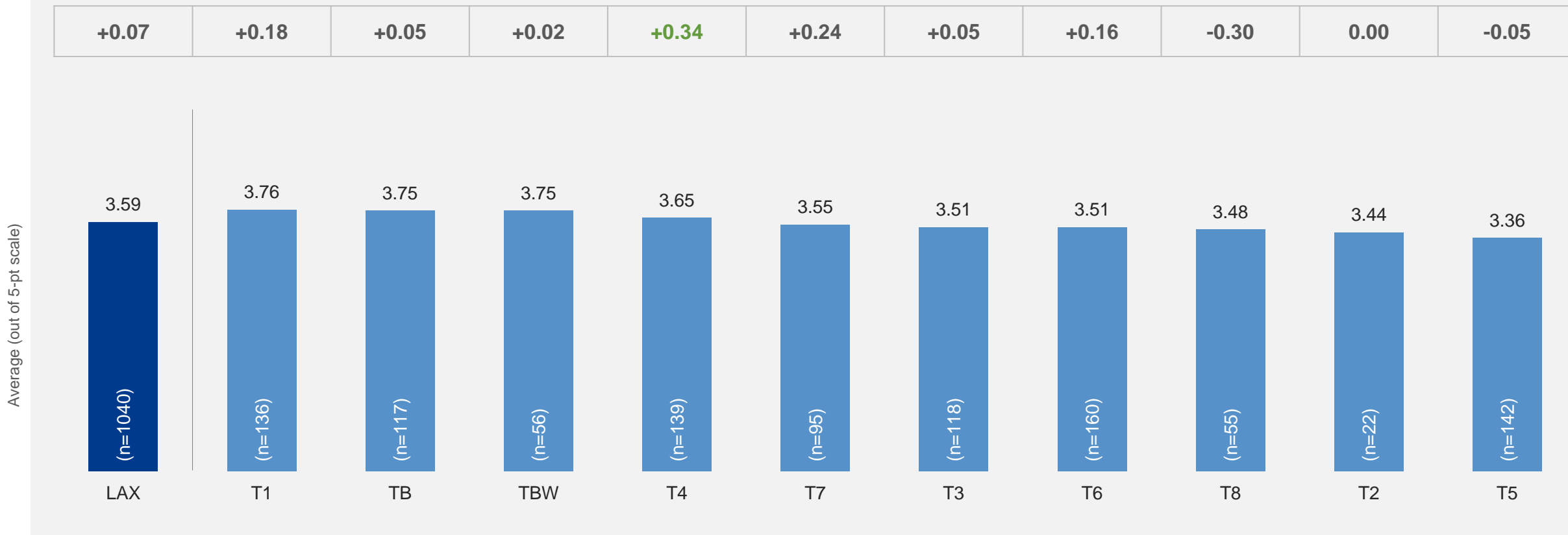


LAX – Performance by Terminal

Throughout the Airport – Wi-Fi Service Quality



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Wi-Fi service quality

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.



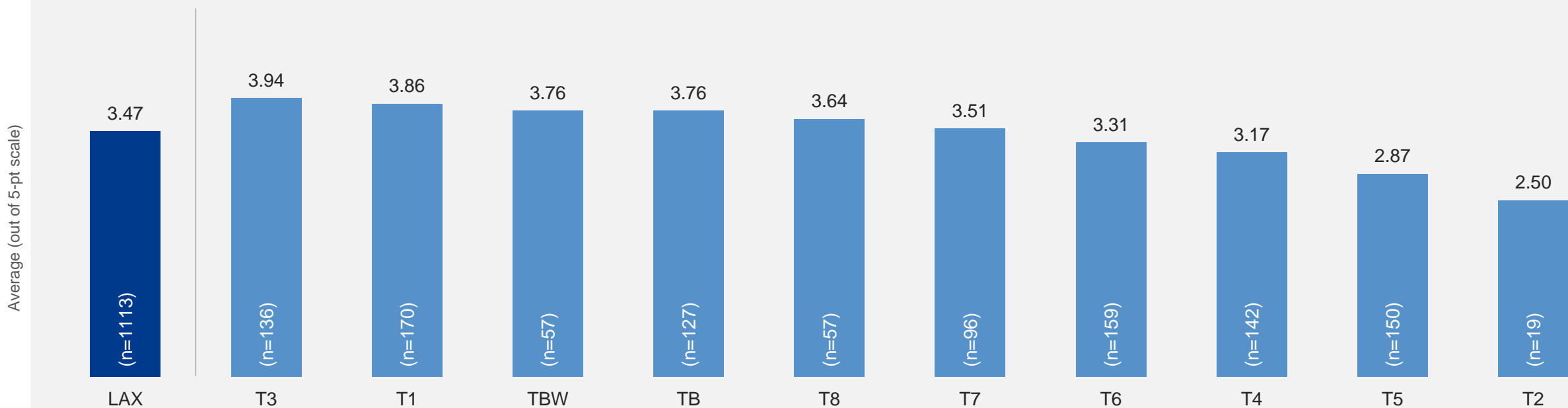
LAX – Performance by Terminal

Throughout the Airport – Availability of Charging Stations



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)

+0.04	+0.17	-0.02	-0.27	+0.34	-0.10	+0.03	-0.14	+0.19	+0.06	-0.46
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Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Availability of charging stations

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

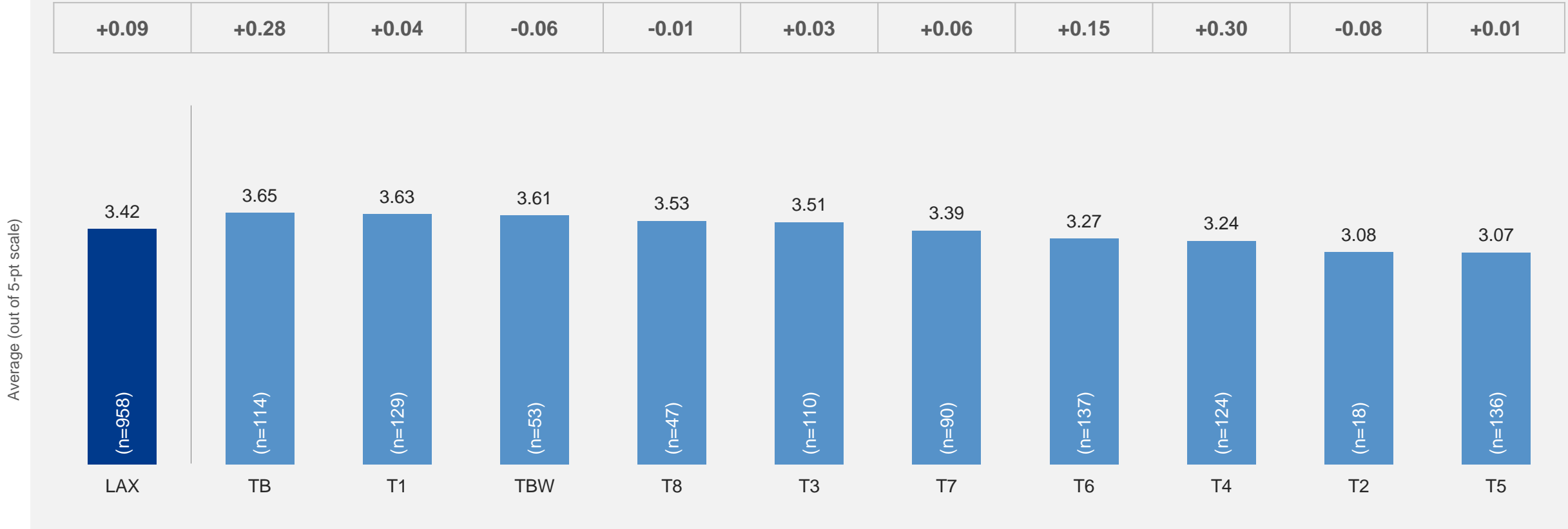


LAX – Performance by Terminal

Throughout the Airport – Entertainment and Leisure Options



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Entertainment and leisure options

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

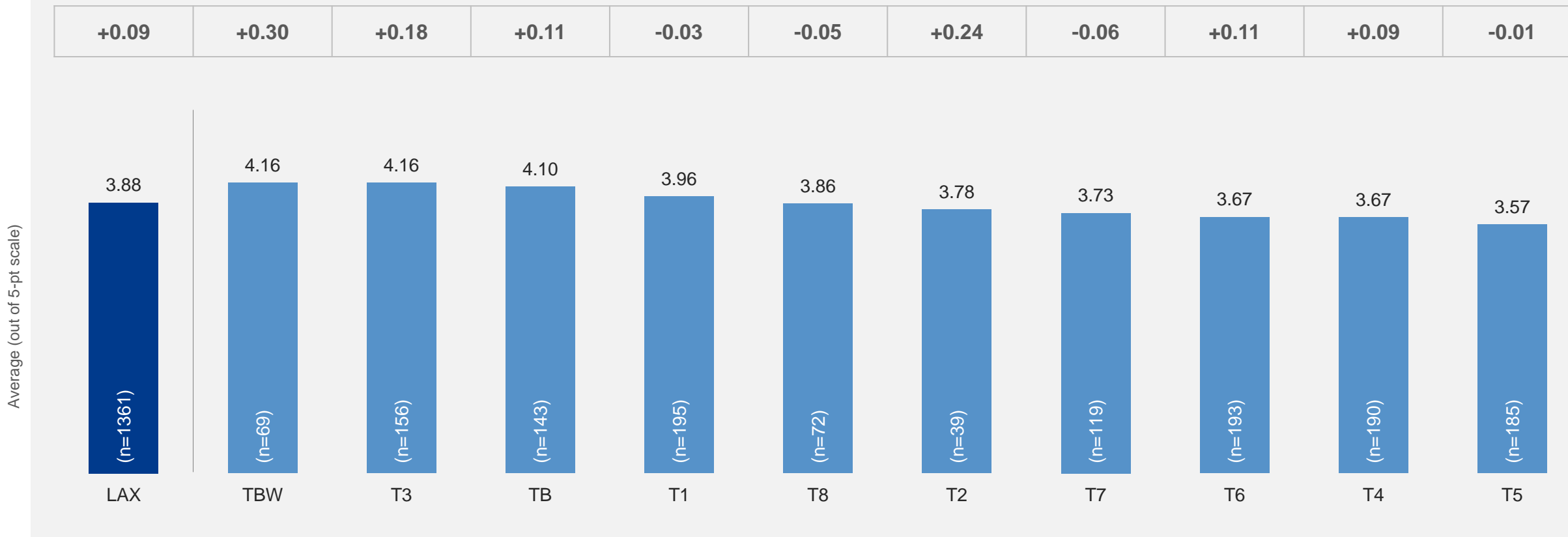


LAX – Performance by Terminal

Throughout the Airport – Availability of Washrooms



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Availability of washrooms/toilets

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

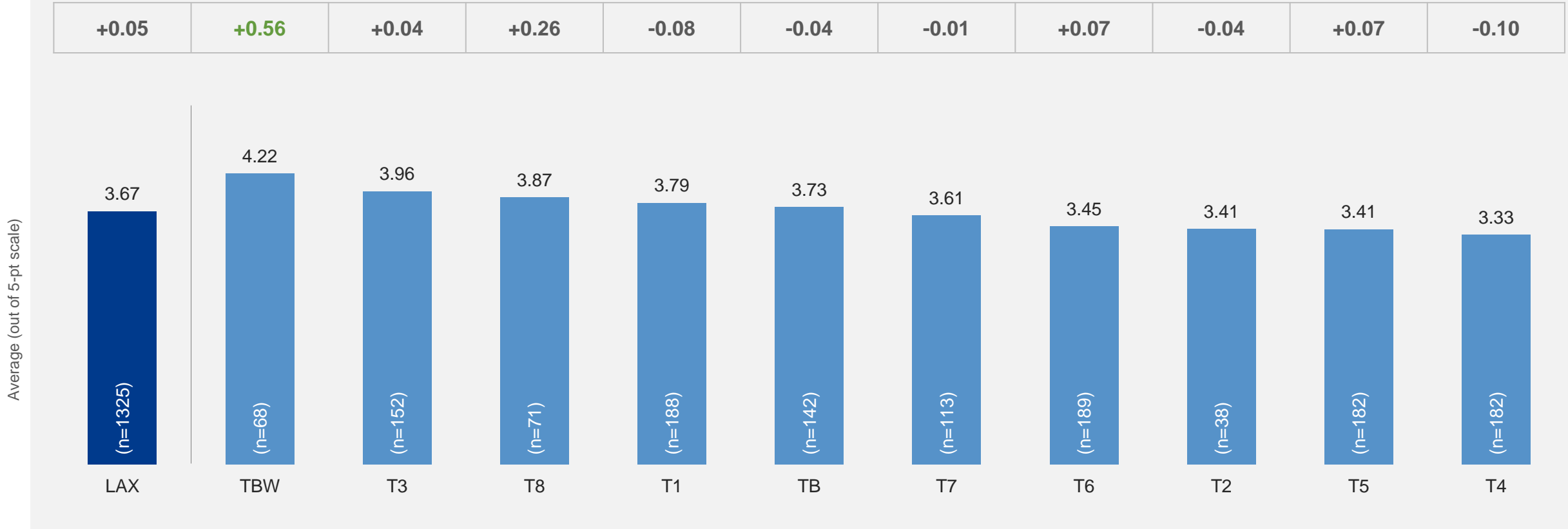


LAX – Performance by Terminal

Throughout the Airport – Cleanliness of Washrooms



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Cleanliness of washrooms/toilets

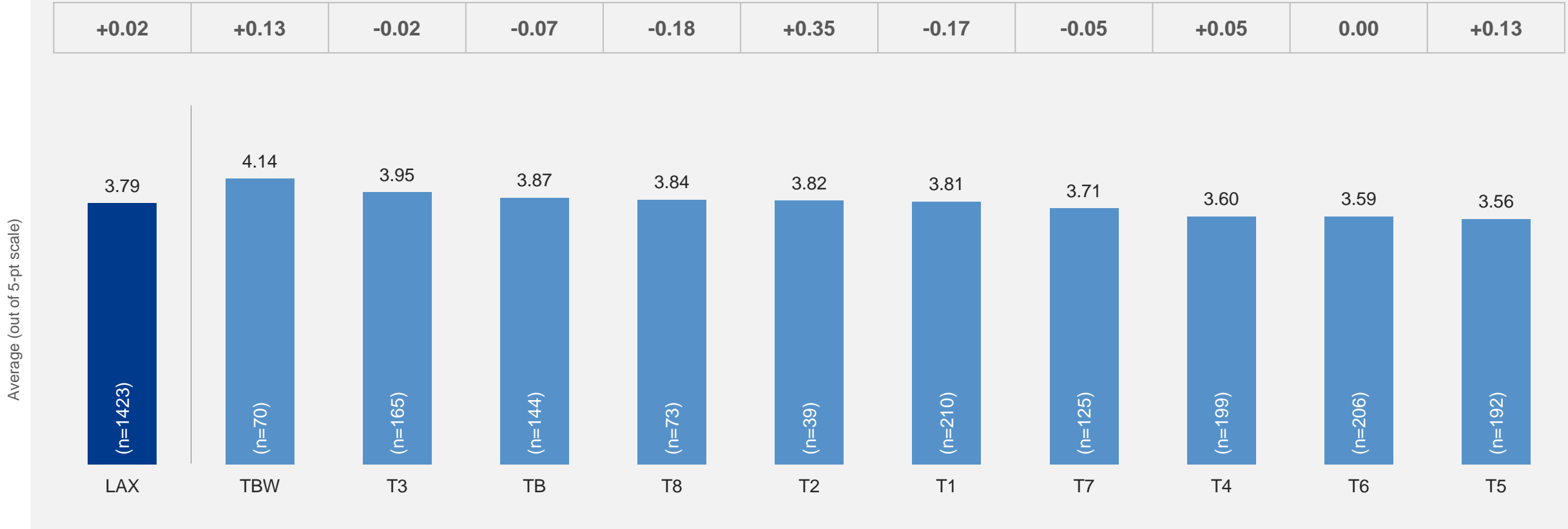
Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.



LAX – Performance by Terminal

Airport Atmosphere – Health Safety

Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Health safety

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

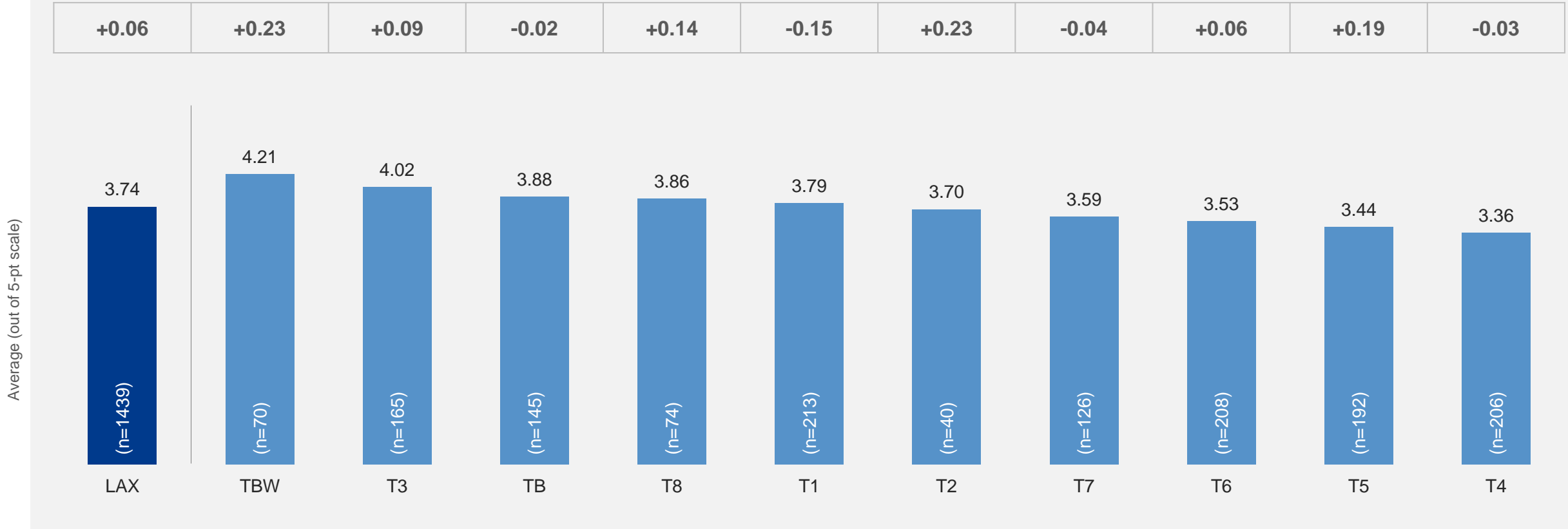


LAX – Performance by Terminal

Airport Atmosphere – Cleanliness



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Cleanliness

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.

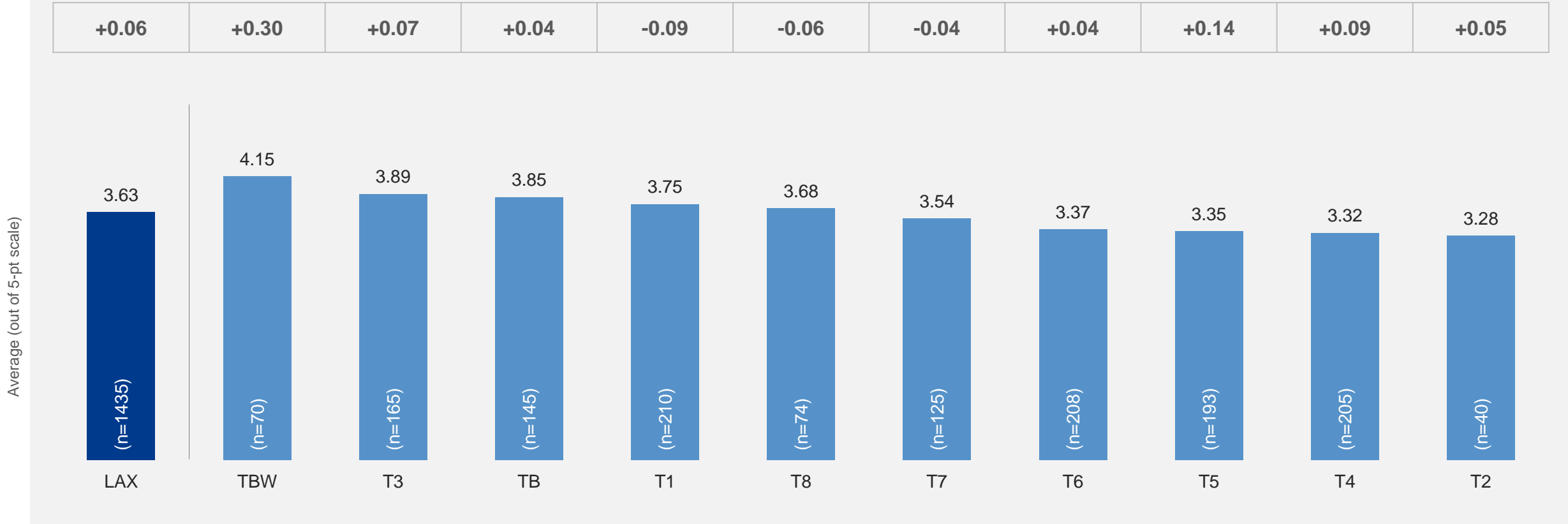


LAX – Performance by Terminal

Airport Atmosphere – Ambience



Difference compared to previous quarter (Q4 2023 vs. Q3 2023)



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item: Ambience

Note: The green and red values indicate that terminal performance is **higher** or **lower** at a statistically significant level (95%) compared to the previous quarter.



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