

LAX – Airport Performance

Q2 2017 ASQ Key Findings



- All major metrics improved compared to Q2 2016

- Overall Satisfaction improved year-over-year, but LAX's ranking among participating airports declined

- Most Important Metrics with the Greatest Improvement
 - Internet Access: Up 14%
 - Drivers: T1, T5, T7, TBIT

 - Washroom Cleanliness: Up 5%
 - Drivers: T1, T5

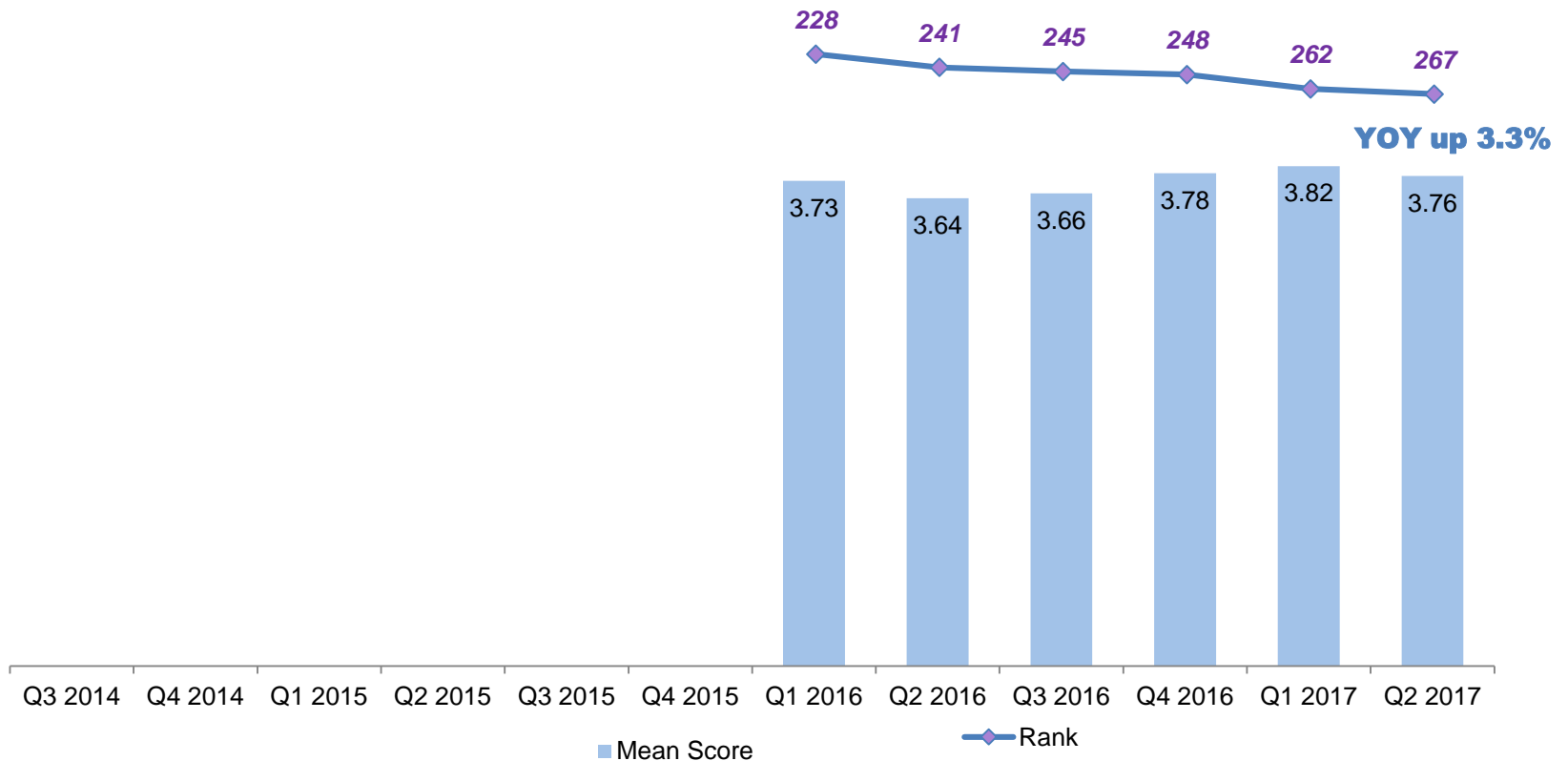
 - Security Wait Time: Up 5%
 - Drivers: T1, T5, T7

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

Q7. Overall Satisfaction with the airport

Base is Respondents providing a valid response

LAX – Airport Performance

Trend Over Time – Overall Satisfaction



■ Q2/2016 ■ Q3/2016 ■ Q4/2016 ■ Q1/2017 ■ Q2/2017

YOY up 3.3%

YOY up 3.2%

YOY up 2.9%

YOY up 4.1%

YOY up 3.3%

Mean Score

3.64 3.66 3.78 3.82 3.76

3.46 3.37 3.56 3.63 3.57

3.69 3.72 3.83 3.87 3.80

3.69 3.78 3.94 3.95 3.84

3.69 3.73 3.85 3.89 3.81

Base
(excl.0's)

3246 3078 3496 3600 3465

796 575 941 977 725

1940 2003 2089 2053 2200

510 500 466 570 540

2450 2503 2555 2623 2740

Total

Business

Leisure

Other*

Leisure & Other

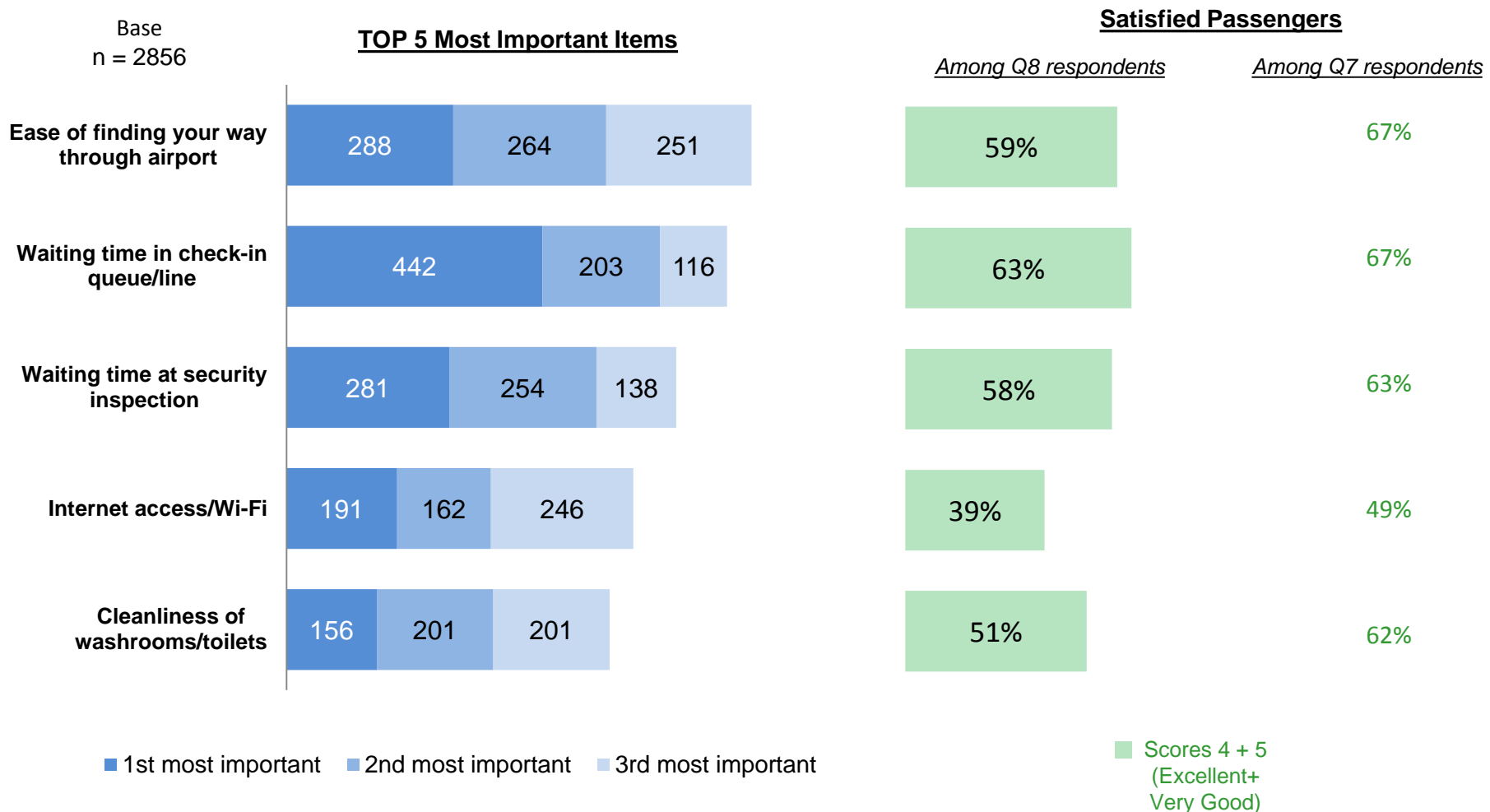
Notes:

Base is Respondents providing a valid response

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

LAX– Airport Performance

Top 5 Most Important Items – Satisfied Passengers



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".

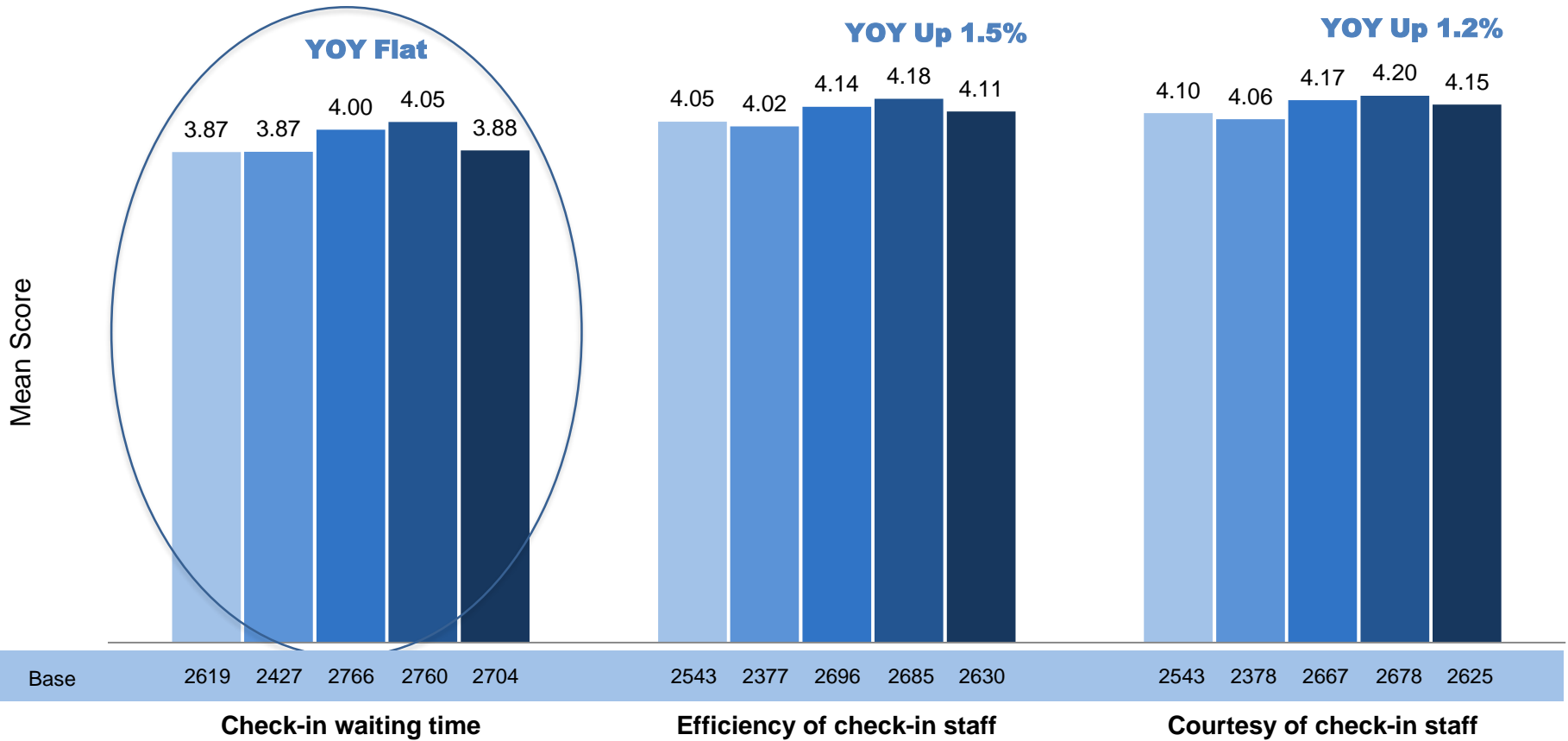
Base is Respondents providing a valid response

LAX – Airport Performance

Trend Over Time – Check-in



■ Q2/2016 ■ Q3/2016 ■ Q4/2016 ■ Q1/2017 ■ Q2/2017



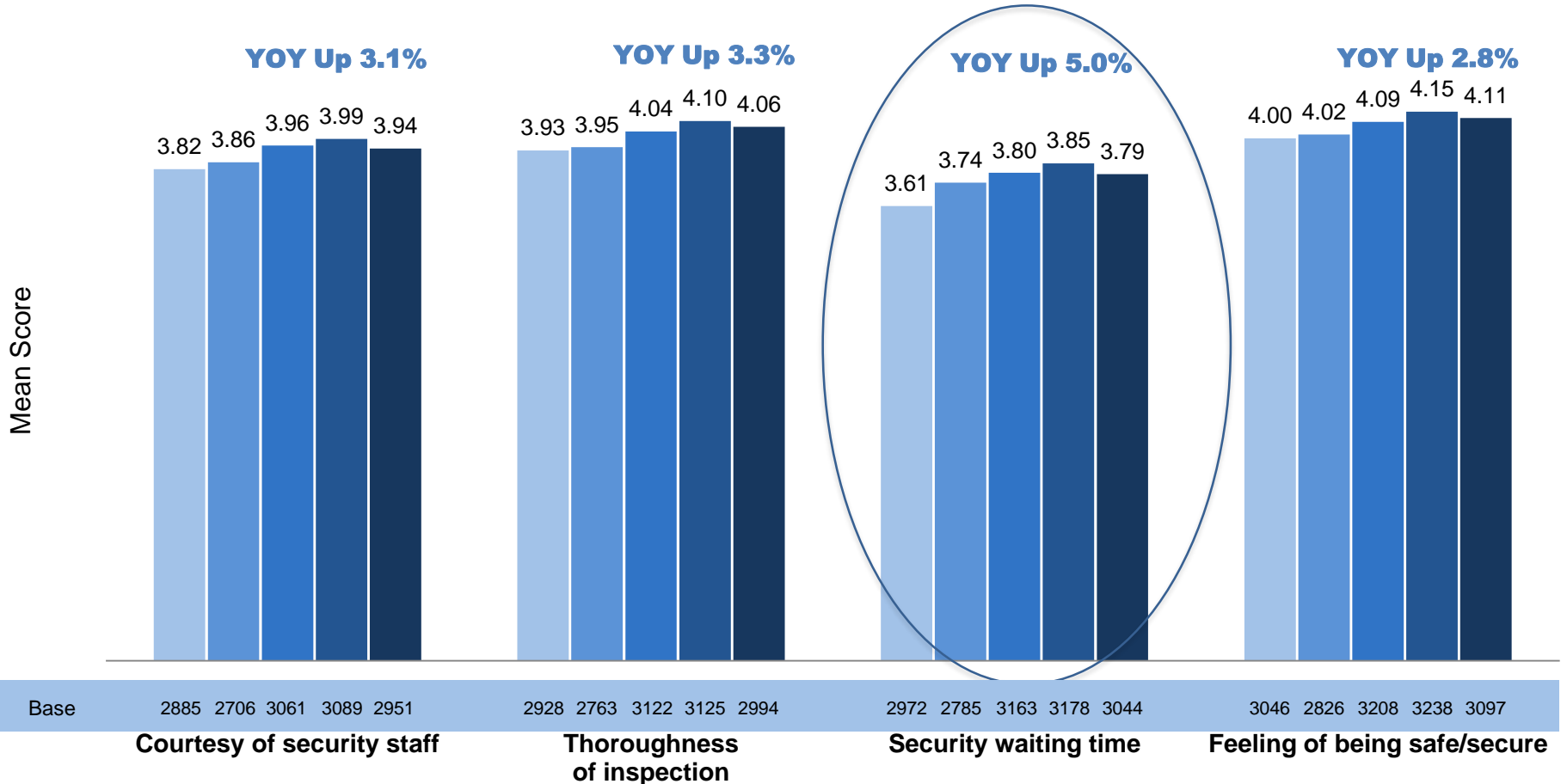
Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item
 Q7: "Based on your experience today, please rate this airport on each service item"
 Base is Respondents providing a valid response

LAX – Airport Performance

Trend Over Time – Security



■ Q2/2016 ■ Q3/2016 ■ Q4/2016 ■ Q1/2017 ■ Q2/2017



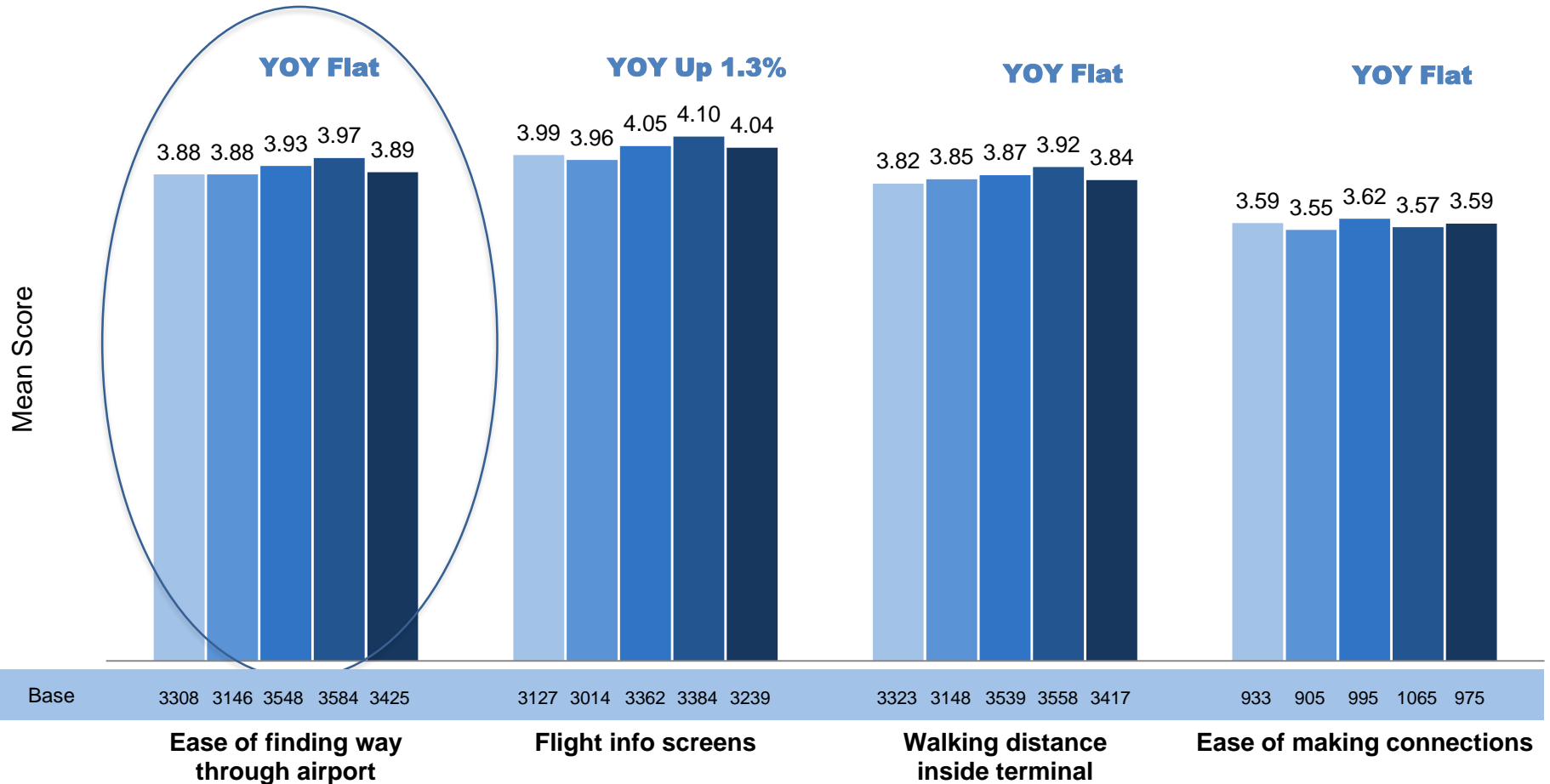
Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item
 Q7: "Based on your experience today, please rate this airport on each service item"
 Base is Respondents providing a valid response

LAX – Airport Performance

Trend Over Time – Finding Your Way



■ Q2/2016 ■ Q3/2016 ■ Q4/2016 ■ Q1/2017 ■ Q2/2017



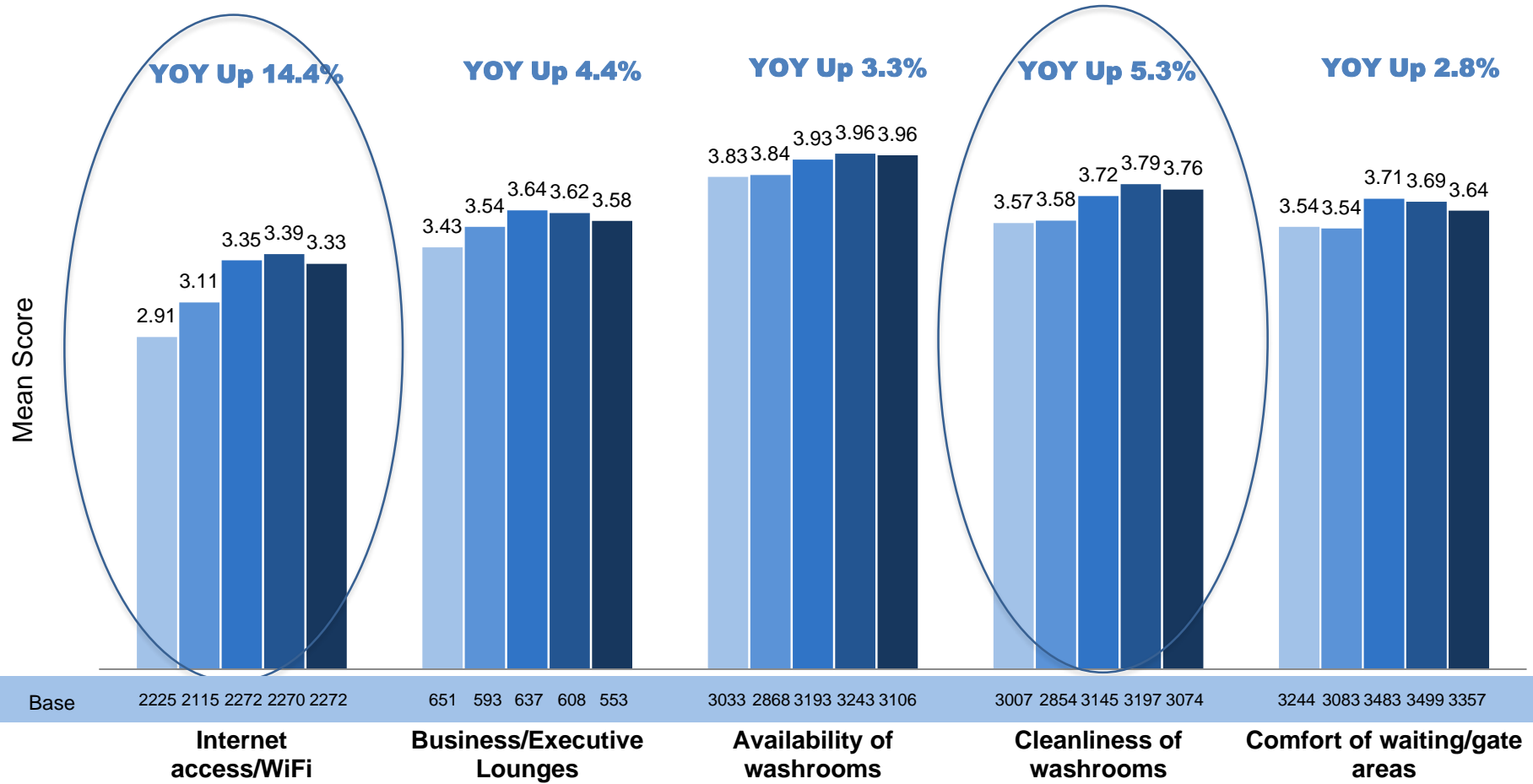
Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item
 Q7: "Based on your experience today, please rate this airport on each service item"
 Base is Respondents providing a valid response

LAX – Airport Performance

Trend Over Time – Airport Facilities



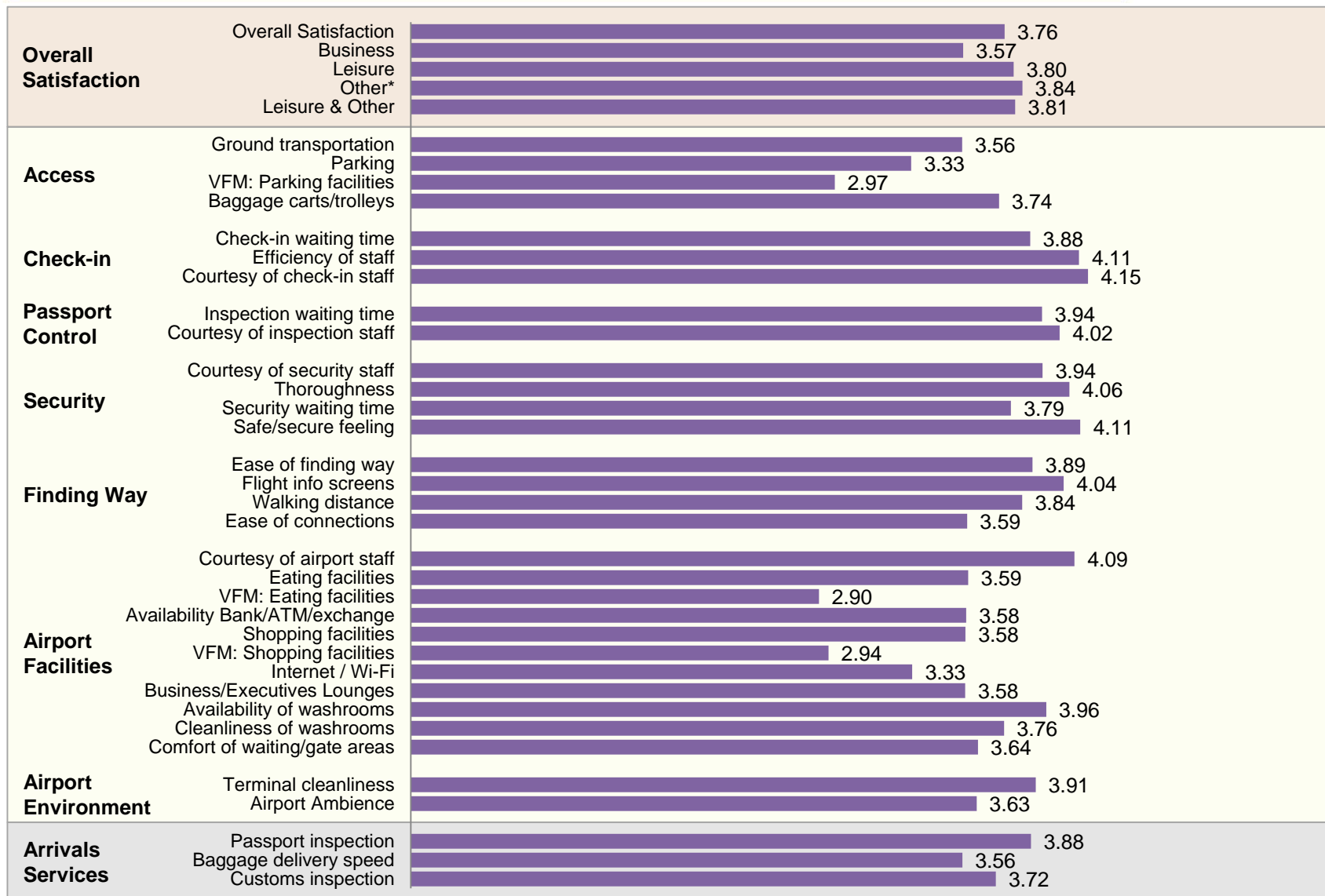
■ Q2/2016 ■ Q3/2016 ■ Q4/2016 ■ Q1/2017 ■ Q2/2017



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

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Focus on Q2 2017 – Mean Scores by Rated Item



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