

FINAL REPORT

Los Angeles International Airport 2015 Air Passenger Survey Results and Findings



Presented to:
Los Angeles World Airports



February 2016

Prepared By:



In association with



Table of Contents

Section 1	Executive Summary	1-1
1.1	Originating Passengers	1-2
1.2	Connecting Passengers	1-5
1.3	All Passengers.....	1-5
Section 2	Survey Methodology	2-1
2.1	Survey Instrument.....	2-1
2.2	Sampling Design	2-2
2.3	Survey Administration.....	2-3
2.4	Data Processing and Analysis.....	2-3
Section 3	Survey Results.....	3-5
3.1	Sample Composition Between Originating and Connecting Passengers.....	3-5
3.2	Originating Passengers	3-6
3.2.1	Residents and Visitors.....	3-6
3.2.2	Ground Trip Origin.....	3-7
3.2.3	County Origin	3-9
3.2.4	Ground Access Mode	3-10
3.2.5	Parking.....	3-14
3.2.6	Rental Car Use.....	3-18
3.2.7	Ground Trip Origin Details	3-18
3.2.8	Route to LAX	3-26
3.2.9	Trip Purpose	3-31
3.2.10	Dwell Time at the Airport	3-32
3.2.11	Well-Wishers.....	3-34
3.2.12	Baggage.....	3-35
3.2.13	Area of Residence	3-37
3.2.14	Spent the Night in Nearby Hotel – Residents Only	3-38
3.2.15	Trip Duration – Residents Only	3-39
3.2.16	Nights in Southern California – Visitors Only	3-39
3.2.17	Final Destination.....	3-40
3.3	Connecting Passengers	3-42

3.3.1	Area of Origination.....	3-42
3.3.2	Terminal Arrived	3-42
3.3.3	Travel Time Between Terminals.....	3-44
3.3.4	Layover Time.....	3-44
3.3.5	Checked Baggage and Security Screening	3-45
3.3.6	Leave Airport Premises.....	3-46
3.3.7	Travel Back to LAX.....	3-47
3.3.8	Final Destination.....	3-48
3.4	All Passengers.....	3-48
3.4.1	Trip Purpose (All Passengers)	3-48
3.4.2	Passengers Traveling With Others.....	3-49
3.4.3	Age Range (All Passengers).....	3-50
3.4.4	Gender (All Passengers)	3-51
3.4.5	Passengers Requesting Special Assistance	3-52
3.4.6	Traveling with Pets.....	3-53
3.4.7	Annual Household Income (U.S. Residents Only).....	3-54
Section 4 Summary of Findings.....		4-1
Appendix A – Survey Questionnaire		

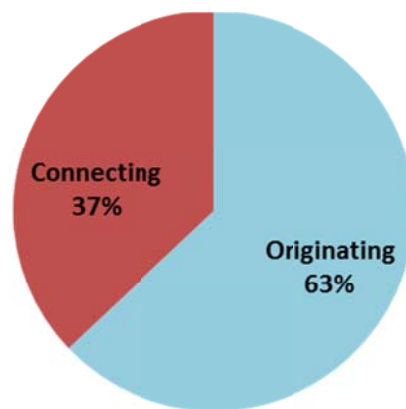
Section 1 Executive Summary

The primary purpose of this survey is to gather up-to-date information about airport passengers. This information is part of Los Angeles World Airports' ("LAWA") ongoing effort to modernize and improve airport ground transportation access, parking, and passenger and terminal facilities at Los Angeles International Airport ("LAX"). In particular, the survey is intended to help LAWA gain a better understanding of the air passenger market in terms of trip attributes such as airport ground access, parking, trip origin, and air passenger demographics.

Unison Consulting, Inc., in association with Maroon Society (together, the "Unison Team"), conducted the passenger survey on behalf of LAWA. Interviewers randomly approached departing passengers in the post-security hold rooms of Terminals 1 through 8 and Tom Bradley International Terminal ("TBIT"). In total, the Unison Team completed **over 13,000** interviews, meeting our sample target. The samples for each terminal have a margin of error of no greater than ± 5 percent at a 95 percent confidence level, which meets standard statistical metrics. Further, the sample was representative of the composition of passenger traffic at LAX: the survey sample is generally similar to the 2015 actual distribution of passengers for the 10 airlines with the largest market shares at LAX. The Unison Team consulted with LAWA to refine the survey questionnaire previously used in 2011 with over 100 multiple choice and open-ended questions to help elicit information regarding passenger demographics and travel behavior, specifically points of origination and ground transportation access to LAX.

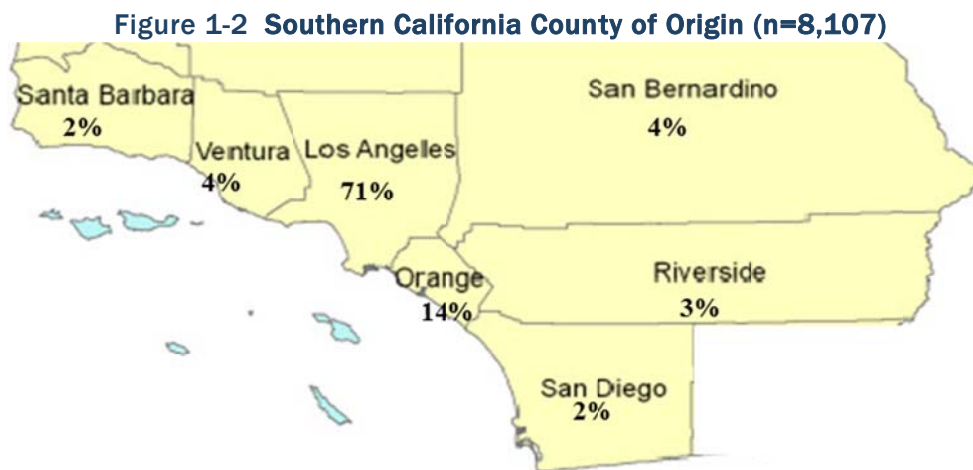
The survey analysis differentiates between Originating and Connecting Passengers. The survey questionnaire began with a question to determine which category a respondent belonged, then branched into different questions based on the response. Originating Passengers are defined as air passengers who start their trip at LAX. Connecting Passengers are defined as air passengers who start their trip from another airport, arrive at LAX, and then depart from LAX on another flight. Originating Passengers were asked questions about point of origin, ground transportation, routes, parking, and visitor information. The total sample is comprised of sixty-three percent (63%) originating and thirty-seven percent (37%) connecting passengers, which is consistent with findings from the previous surveys.

Figure 1-1 Originating and Connecting Passengers (n=13,348)



1.1 Originating Passengers

As in the 2011 survey, the majority of Originating Passengers come from Los Angeles County (71%), with an additional fourteen percent (14%) coming from Orange County. The remaining fifteen percent (15%) of travelers come from the counties shown on Figure 1-2. Compared to the 2011 survey, Los Angeles, Orange, Ventura, and San Diego passenger shares remained about the same while the proportion of passengers from San Bernardino and Riverside Counties increased slightly. It is important to note the largest share of Originating Passengers continue to come from the vicinity of LAX (zip code 90045). Also notable is the significant increase in the proportion of passengers coming from the Anaheim/Disneyland area and Downtown LA.



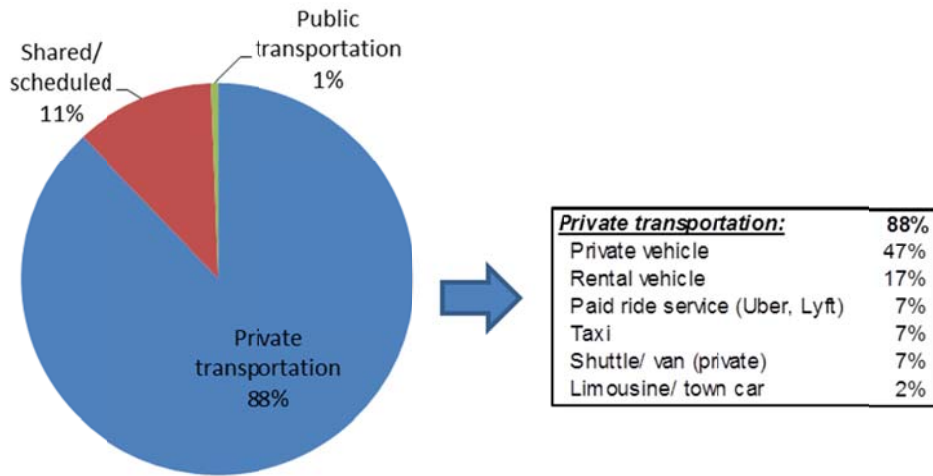
Sixty-three percent (63%) of Originating Passengers start their ground travel from a private residence (45% from their home and 18% from someone else's home); twenty-nine percent (29%) from a hotel/motel; four percent (4%) from a work place; and four percent (4%) from another place such as a local attraction, cruise, or college. These results are consistent with findings from previous surveys.

Eighty-eight percent (88%) of all Originating Passengers travel to LAX via private transportation (Figure 1-3) — by private vehicle, rental car, taxi, town car/limousine, private shuttle, or paid ride service (Uber or Lyft). Eleven percent (11%) use shared modes such as shuttles, courtesy vans, and scheduled airport buses. Only one percent (1%) use public transportation.

In 2015, seventy-five percent (75%) of Originating Passengers who arrive at the Airport in a private vehicle are dropped off curbside, which is consistent with the previous surveys. Of passengers who park, sixty percent (60%) park at an Airport parking structure and forty percent (40%) park at an off-airport facility.

Off-airport parkers were asked to name the most important factor in deciding where to park. The top three factors are: good price, at forty percent (40%); convenient location, thirty-four percent (34%); and safe location, ten percent (10%).

Figure 1-3 Ground Access Mode to LAX – All Originating Passengers (n=8,334)



Originating passengers who used the freeway to access LAX were asked to indicate the exit used. Thirty-four percent (34%) of originating passengers use the Sepulveda Boulevard exit from the I-105 Freeway. The Century Boulevard exit from the I-405 Freeway is used by twenty-six percent (26%) of originating passengers (Figure I-4).

Figure 1-4 Exits Used to Access LAX (n=4,933)



Residents (57%) include those living in the area north of the Mexican border and south of Santa Barbara, in one of the seven counties in Southern California. Visitors (43%) include all others. Table 1-2 shows several differences in travel patterns between Residents and Visitors. The most significant differences are in the type of ground trip origin and access mode. Ninety-six percent (96%) of Residents come from a private residence to LAX compared to thirty-seven percent (37%) of Visitors. Sixty-seven percent (67%) of Residents use a private vehicle compared to thirty percent (30%) of Visitors. A larger percentage of Residents park off-airport and use the I-105 freeway, respectively, to access the airport compared to Visitors. But, with regard to dwell time (defined as the amount of time a passenger spends at the airport prior to his or her scheduled departure time), a larger percentage of Visitors have long dwell times of two hours or more: fifty-four percent (54%) of Visitors compared to forty-five percent (45%) of Residents.

Table 1-1 Residents and Visitors

Travel Characteristics	Residents	Visitors
Came from private residence	96%	37%
Used private vehicle	67%	30%
Parked off-airport	44%	29%
Used I-105 to come to LAX	34%	24%
Originated ground trip from LA County	69%	74%
Dwell time 2+ hours	45%	54%

Other notable findings regarding Originating Passengers are as follows:

- 2015 marks the first time that the use of paid ride service (Uber or Lyft) was tracked. Eight percent (8%) of Residents and six percent (6%) of Visitors use such services to get to LAX. The use of private vehicles among Residents dropped from seventy-five percent (75%) in 2011 to sixty-seven percent (67%) in 2015, while the use of both private vehicles and taxis dropped among Visitors in 2015 in comparison to 2011.
- Visitors use the I-405 Freeway more frequently than Residents: forty-two percent (42%) of Visitors use the I-405 Freeway compared to thirty-seven percent (37%) of Residents. However, Residents are more likely to use the I-105 Freeway than Visitors. Thirty-four percent (34%) of Residents versus twenty-four percent (24%) of Visitors use the I-105 Freeway. Eighteen percent (18%) of Residents and twenty-one percent (21%) of Visitors do not use a freeway.
- Sixty-eight percent (68%) of Southern California residents are traveling to another U.S. airport and sixty two percent (32%) to another country. Seventy-one percent (71%) of Los Angeles Residents are headed to another U.S. airport and twenty-nine percent (29%) to another country. Notable is the large percentage of San Diego County residents who use LAX travel to another country: seventy-two percent (72%) compared to between 22 percent and 47 percent of residents of other counties.
- Sixty-nine percent (69%) of Originating Passengers travel for pleasure/personal reasons, twenty-four percent (24%) for business related purposes, and seven percent (7%) for business and pleasure combined.

- The incidence of Originating Passengers checking baggage rebounded in 2015 after dropping significantly in 2011. Eighty-seven percent (87%) of Originating Passengers checked bags in 2015, compared to sixty-eight percent (68%) of Originating Passengers in 2011.
- Compared to the 2011 and 2006 surveys, more Originating Passengers had a well-wisher accompany them inside the terminal: Thirty percent (30%) in 2015 compared to twenty-two percent (22%) in 2011 and twenty-six percent (26%) in 2006.

1.2 Connecting Passengers

Connecting Passenger respondents provided information about their flight origin, layover at LAX, and mode of ground transportation (in the few cases when they leave LAX during their layover). A summary of findings is as follows:

- The incidence of Connecting Passengers originating from international airports increased in 2015. Thirty-seven percent (37%) of Connecting Passengers originate from an international airport in 2015, compared to thirty-two percent (32%) in 2011 and twenty-nine percent (29%) in 2006. These results are not surprising considering the growth of international traffic at LAX.
- Fifty-three percent (53%) arrive in one terminal and depart from another. Within this group, seventy-seven percent (77%) walk to their departure terminal and twenty-three percent (23%) use the inter-terminal shuttle bus. Travel time between terminals is 10 minutes or less for the majority (57%) of Connecting Passengers who travel from one terminal to another.
- Only four percent (4%) of Connecting Passengers leave LAX during their layover. Within this group, fifty-nine percent (59%) use private transportation to get back to LAX such as a private vehicle, taxi, private shuttle, paid ride service (Uber or Lyft), or rental car.
- To better assess the behavior of Connecting Passengers, new questions were added to the 2015 survey. Thirty-three percent (33%) of Connecting Passengers check in their luggage at LAX in addition to checking in at their originating airport. Fifty-nine percent (59%) of Connecting Passengers go through security screening at LAX.

1.3 All Passengers

The survey gathered general information from all passengers regarding terminal used, travel assistance usage, income, age, gender, and travel with pets. A summary of findings is below:

- Forty-seven percent (47%) of all passengers are traveling with at least one other person. As expected, a larger percentage of passengers are traveling with others in the peak survey period (50% versus 36% in the non-peak survey).
- Only five percent (5%) of all passengers request special assistance during their travel. Within this group, fifty-five percent (55%) request travel assistance or information, thirty-

two percent (32%) request a wheelchair, and thirteen percent (13%) request help with their luggage.

- We asked U.S. residents (defined as passengers who reside in the U.S), about household income. Forty-three percent (43%) of U.S. residents have annual household incomes of \$100,000 or greater.
- Twenty-five percent (25%) of passengers are over 55 years old and nineteen percent (19%) each are in the age groups of 45 to 55 years old and 35 to 44 years.
- Only 38 respondents of the 13,400 passengers surveyed were traveling with either a service animal or pet.

Section 2 Survey Methodology

The Unison Team conducted the LAX 2015 Air Passenger Survey to gather current information on departing airport passengers' ground access trip attributes and demographic characteristics. LAWA will use this information in planning its efforts to improve airport ground access and modernize passenger, parking, and terminal facilities. In particular, the survey collected the following information:

All Passengers

- Originating and connecting passenger mix
- Resident and visitor passenger mix
- Terminal
- Trip duration and purpose
- Demographic characteristics
- Travel party size by age group (new question in 2015)
- Traveling with pets (new question in 2015)
- Special assistance usage (new question in 2015)

Originating Passengers

- Ground access trip origin, mode and route
- Dwell time at LAX
- Proportion of passengers who are dropped off at the terminal curbside
- Proportion of passengers accompanied by well-wishers
- Checked baggage
- Parking behavior
- Off airport parking preference (new question in 2015)
- Flight destination

Connecting Passengers

- Flight origin and destination
- Layover time
- Inter-terminal travel
- Luggage check-in (new question in 2015)
- Security check (new question in 2015)

Unison Consulting, in association with Maroon Society (the "Unison Team"), conducted the survey on behalf of LAWA. Survey administration was done using a computer-aided intercept interview method. The survey was administered in two waves, over separate 7-day periods in 2015. Details are discussed below.

2.1 Survey Instrument

The Unison Team, in consultation with LAWA staff, used the 2011 survey questionnaire as a baseline and developed a questionnaire to gather the necessary data. The Team worked to ensure all questions were clear, concise, and easy to understand. Nearly 100 multiple choice and open-ended questions were developed to elicit information regarding passenger trip attributes, visitor spending, airport ground access, parking, origination, and demographic characteristics. The questionnaire was loaded

onto hand-held computer tablets. Questions were programmed with skip logic and conditional branching to ensure that respondents were asked only those questions relevant to them. For example, only Originating Passengers were asked questions related to airport access and point of origination while Connecting Passengers would skip these series of questions, making the survey process more streamlined and efficient. Interviewers assisted passengers in reading and entering answers onto the electronic tablet, encouraging survey participation and reducing interpretation errors. The computer-aided intercept interview method improved response rate, and eliminated the need for separate data entry and associated errors.

The 2015 survey instrument was pilot-tested on 22 departing passengers on April 2, 2015 to identify any issues with questionnaire design, response rate, and completion time. The Unison Team refined the questionnaire based on observations from the pilot survey. Appendix A contains the final survey instrument.

2.2 Sampling Design

The Unison Team took various measures to obtain the target sample size as efficiently as possible, while ensuring that the sample was representative of the composition of passenger traffic at LAX. Unison adopted a stratified random sampling approach to plan the survey sample. The stratification was based on the actual distribution of passengers by terminal and airline. As shown on Table 2-1, the survey sample is similar to the 2015 distribution of passengers for the 10 airlines with the largest market shares at LAX.

Table 2-1 Top 10 Airlines

Top 10 Airlines By Market Share	Survey Sample	Actual Market Share*	Difference
Delta	17.4%	16.9%	0.5%
United Airlines	15.4%	16.6%	-1.2%
American	15.8%	16.1%	-0.3%
Southwest	14.0%	11.6%	2.4%
Alaska	2.9%	4.5%	-1.5%
Virgin America	4.3%	4.1%	0.2%
US Airways	2.7%	3.2%	-0.5%
Air Canada	2.3%	1.7%	0.6%
JetBlue	1.0%	1.7%	-0.7%
Qantas	1.7%	1.6%	0.1%
Total 10 Airlines	77.5%	78.0%	-0.4%

*Source: www.lawa.org, LAX Statistics, top 10 air carriers January to July 2015

Note: Differences in numbers are due to rounding

Ultimately, the Unison Team collected nearly 13,400 surveys. A sample of this size meets LAWA's requirements that the sample must not exceed a margin of error of ± 5 percentage points at a 95-percent confidence level. Moreover, the smallest terminal sample of 855 at Terminal 2 is also highly accurate: the sampling error associated with a sample of this size is ± 3.3 percentage points at a 95-percent confidence level, when estimating sample proportions reporting particular attributes (Table 2-2).

Table 2-2 Survey Sample by Terminal

	Size	Margin of Error
Terminal 1	1,882	2.4%
Terminal 2	855	3.3%
Terminal 3	1,150	2.9%
Terminal 4	2,143	2.1%
Terminal 5	2,248	2.0%
Terminal 6	966	3.1%
Terminal 7/8	2,086	2.1%
TBIT	2,059	2.1%
Total	13,389	0.9%

2.3 Survey Administration

The survey administration team consisted of 20 interviewers, more than half of whom were bilingual. The interviewers undertook a comprehensive training on how to approach passengers, use an electronic tablet, and maintain professionalism. They were closely supervised during the survey. The survey was conducted in two waves, with each wave consisting of separate 7-day periods: April 13-19, 2015 (non-peak) and July 13-18, 2015 (peak). Table 2-3 shows the samples obtained from each wave.

Table 2-3 Survey Dates

Survey	Dates	Sample Size
Non-Peak	April 13-19, 2015	6,699
Peak	July 13-18, 2015	6,690
Total		13,389

The daily survey schedule was staggered from 5:00 a.m. to 11:00 p.m. Supervisors reviewed each day’s flight schedule and gate assignments and deployed interviewers accordingly. Using electronic tablets, interviewers randomly approached departing passengers in post-security hold rooms of all terminals.

2.4 Data Processing and Analysis

The Unison Team used SPSS – statistical software commonly used for survey analysis – for initial processing and data cleaning of survey results. The Unison Team re-coded responses based on the logical choices for quality control. For example, if a passenger chose “other” place of origination, but also indicated, for example, Marriott El Segundo Hotel, the response was re-coded to “hotel” as place of origination and the corresponding ZIP code and county data was then entered.

Point of origination ZIP code data was geocoded for the purpose of conducting the geospatial analysis. The process of geocoding includes matching each ZIP code centroid (center) to its corresponding latitude and longitude coordinates. We used Texas A&M Geoservices to geocode the ZIP codes of 8,401 passengers. Raw map data (Line Files & Shape Files) were provided by the US Census Bureau.

The Unison Team analyzed the survey data using standard statistical methods such as frequency and cross tabulation analysis. We also performed statistical analyses to determine whether significant differences exist among different types of passengers.

To determine if weights were necessary for analysis, Unison weighted the 2015 peak and non-peak survey samples based on 2015 peak-to-non-peak passenger traffic ratios, assuming a June-August peak period. The analysis revealed no statistically significant differences between weighted and unweighted results. Therefore, the unweighted survey results are presented in the report. It is important to note, the same was true for the 2011 survey data: the differences between weighted and unweighted results were not statistically significant; thus, 2011 survey data presented was not weighted.

Section 3 Survey Results

The survey results are reported separately for Originating and Connecting Passengers. Originating Passengers begin their air travel at LAX. Connecting Passengers begin their air travel from another airport, arrive at LAX from one flight, and transfer to another flight to another airport.

Originating Passengers answered questions about Southern California ground trip origin, airport access mode, route, parking, and visitor spending. Connecting Passengers answered questions regarding their layover at LAX. All passengers answered questions about terminal use, demographic information, and trip characteristics. Table 3-1 summarizes the questions for each passenger group.

Table 3-1 Summary of Questions by Passenger Category

All Passengers	Originating	Connecting
◆ Terminal	◆ Point of origin	◆ Origination from U.S. airport or country
◆ Airline	◆ Zip code or location of origin	◆ Terminal landed
◆ Final destination	◆ Dwell time	◆ Mode of transportation between terminals
◆ Income	◆ Well wishers	◆ Layover time
◆ Age	◆ Baggage information	◆ Leave airport premises during layover
◆ Gender	◆ Mode of transportation to LAX	◆ Mode of transportation back to LAX
◆ Trip purpose	◆ Rental car behavior and usage	◆ Discretionary layover time
◆ Special assistance	◆ Parking behavior and usage	◆ Connection between terminals
◆ Pets traveling	◆ Parking lot used	◆ Security check usage
	◆ Parking preference	◆ Baggage check-in
	◆ Route to LAX	
	◆ Visitor or resident	
	◆ County of residence	
	◆ Trip duration, if resident	
	◆ Nights in S. California, if visitor	
	◆ Amount spent off-airport, if visitor	
	◆ Mode of transportation upon return	
	◆ Size of travel party by age group	

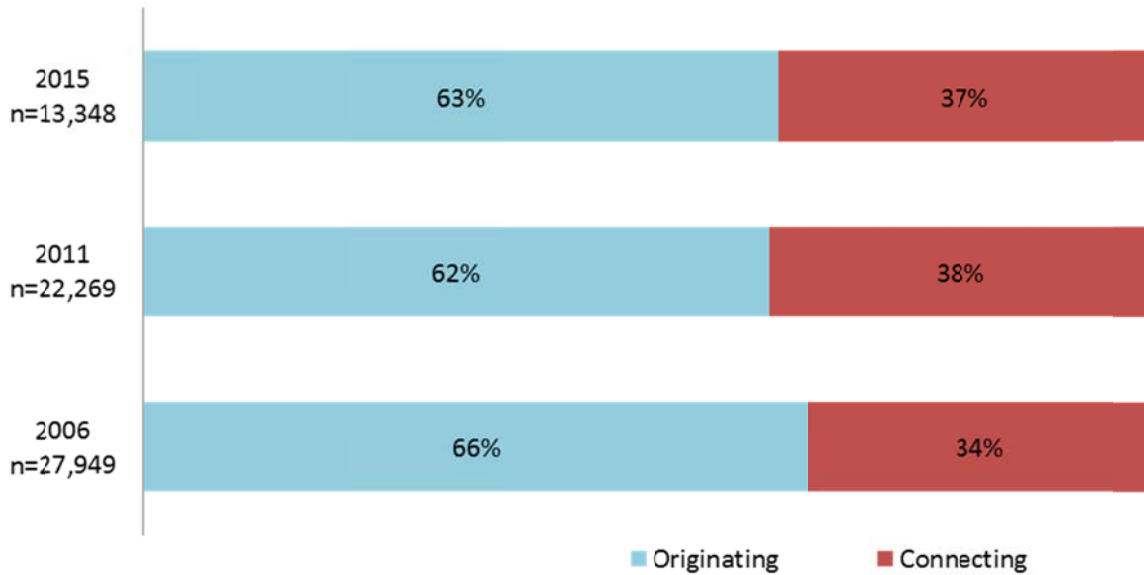
3.1 Sample Composition Between Originating and Connecting Passengers

The 2015 sample consists of sixty-three percent (63%) Originating Passengers and thirty-seven percent (37%) Connecting Passengers (Table 3-2). These proportions are within three percentage points of the 2011 and 2006 results (Figure 3-1).

Table 3-2 Breakdown on Originating and Connecting Passengers

Type of Passenger	Peak n = 6,690	Non-Peak n = 6,699	Total Sample n = 13,348
Originating	64%	61%	63%
Connecting	36%	39%	37%

Figure 3-1 Breakdown on Originating and Connecting Passengers



3.2 Originating Passengers

3.2.1 Residents and Visitors

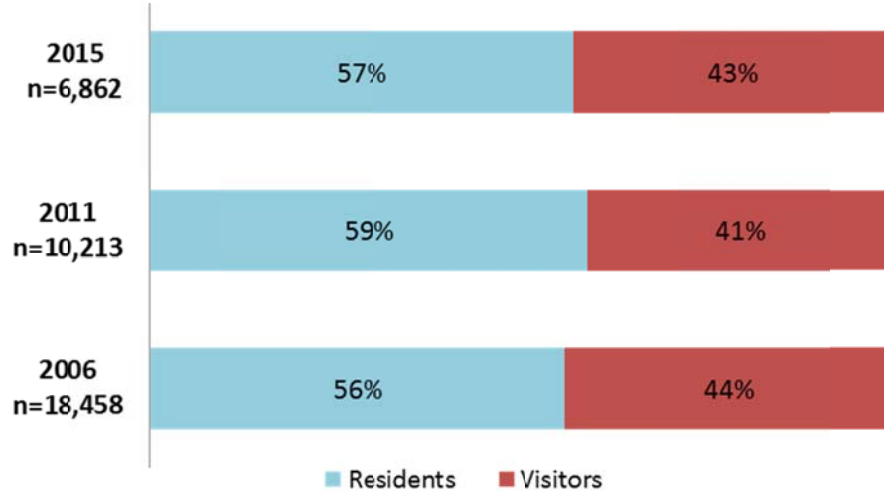
The Southern California area is defined as the area between the Mexican border and Santa Barbara. Fifty-seven percent (57%) of Originating Passengers are Southern California residents and forty-three percent (43%) are visitors (Table 3-3). The sample proportion of Southern California residents is the same for the peak survey and the off-peak survey.

**Table 3-3
Originating Passengers: Sample Composition
Between Southern California Residents and Visitors**

Area of Residence	Peak n=3,548	Non-Peak n=3,294	Total Sample n=6,862
Residents	57%	57%	57%
Visitors	43%	43%	43%

The 2015 sample proportions between Southern California residents and visitors are within two percentage-points of the 2011 results and within one percentage-point of the 2006 results (Figure 3-2).

Figure 3-2 Breakdown on Visitors and Residents



3.2.2 Ground Trip Origin

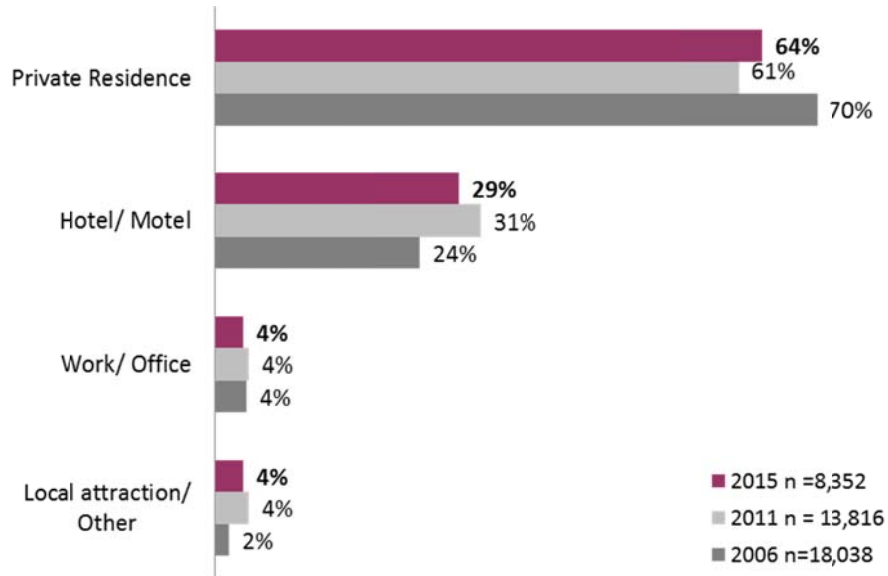
Forty-five percent (45%) of Originating Passengers began their ground travel from their home, twenty-nine percent (29%) from a hotel/motel, eighteen percent (18%) from someone else’s home, four percent (4%) from work, and two percent (2%) from a cruise ship. Two percent (2%) began their trip from a local attraction or other location, such as college (Table 3-4). The sample proportion coming from a private residence (own or someone else’s home) is slightly larger during the peak (65 percent), compared to off-peak (61 percent).

Table 3-4 Ground Trip Origin

Originating Passengers	Peak n=4,291	Non-Peak n=4,061	Total Sample n=8,352
Your home	45%	45%	45%
Hotel/ motel	28%	29%	29%
Someone else's home	20%	16%	18%
Work/ office	3%	4%	4%
Cruise ship	0%	3%	2%
Local attraction/ other location	2%	3%	2%

The 2015 survey found a larger proportion of Originating Passengers coming from a private residence than in both 2011 and 2006. A smaller proportion of Originating Passengers began their trip at a hotel/motel in 2015 than in both 2011 and 2006 (Figure 3-3).

Figure 3-3 Ground Trip Origin – 2015 vs. Prior Years



Ground trip origin differs substantially between Residents and Visitors. Most Residents come from a private residence: ninety-six percent (96%) in 2015 and ninety-five percent (95%) in 2011 (Figure 3-4A). In contrast, the largest proportion of Visitors comes from a hotel/motel: forty-nine percent (49%) in 2015 and fifty percent (50%) in 2011 (Figure 3-4B).

Figure 3-4A Ground Trip Origin – Residents

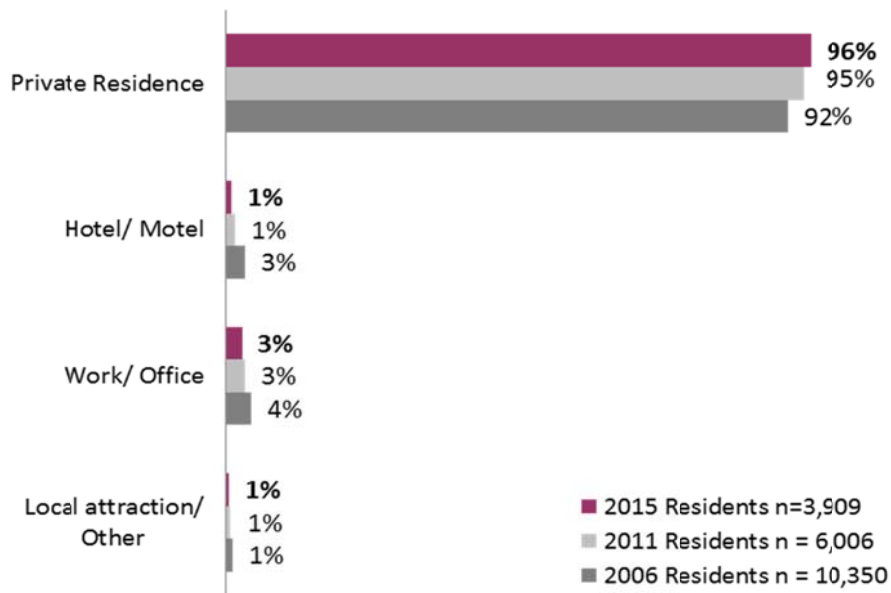
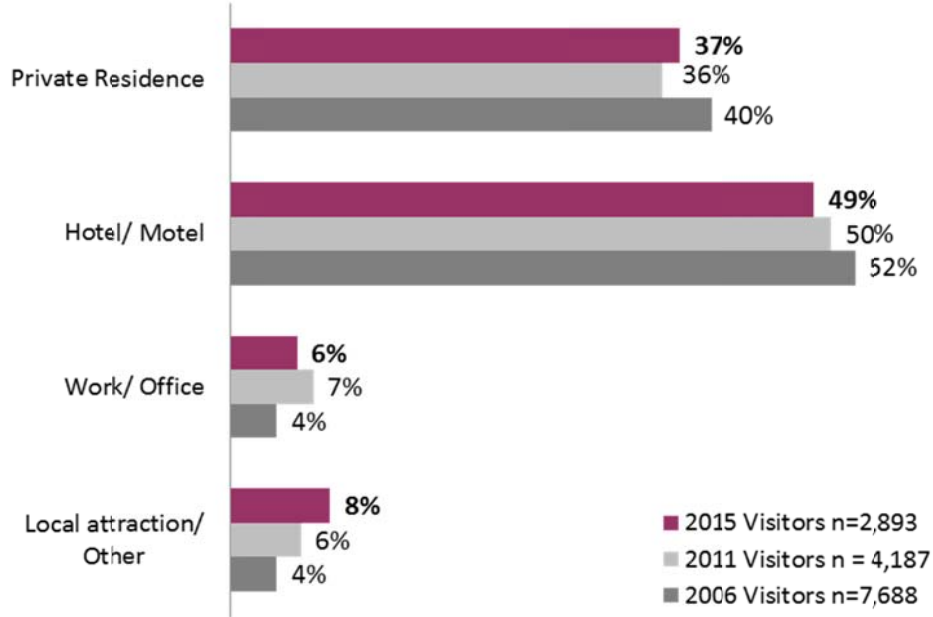


Figure 3-4B Ground Trip Origin – Visitors



3.2.3 County Origin

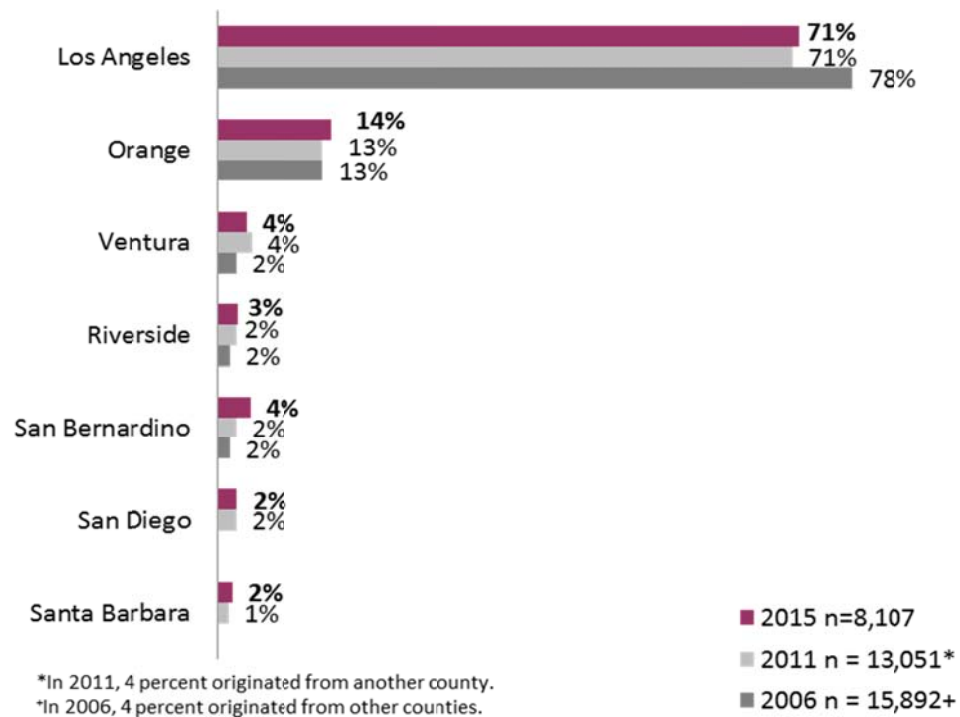
Respondents provided ZIP code, answered a series of questions, or pointed on a map to identify their ground trip origin. Seventy-one percent (71%) come from Los Angeles County, fourteen percent (14%) from Orange County, and the remaining fifteen percent (15%) among Ventura, Riverside, San Bernardino, San Diego, and Santa Barbara Counties (Table 3-5). There is little difference between the peak and non-peak survey: the percentage of passengers originating from a county is virtually the same.

Table 3-5 County Origin

County of Origin	Peak n=4,199	Non-Peak n=3,908	Total Sample n=8,107
Los Angeles County	71%	72%	71%
Orange County	15%	14%	14%
Ventura County	3%	4%	4%
Riverside County	3%	2%	3%
San Bernardino County	4%	4%	4%
San Diego County	2%	2%	2%
Santa Barbara County	2%	2%	2%

There are similar proportions between the 2015 and 2011 survey: the passengers originating from Los Angeles, Orange, Riverside, Ventura, and San Diego Counties are approximately the same. This year, a larger proportion of passengers are coming from San Bernardino and Santa Barbara counties (Figure 3-5).

Figure 3-5 Originating Passengers – What county did you begin your ground trip?



There are some differences in the distribution of Residents and Visitors by county ground trip origin (Table 3-6). Sixty-nine percent (69%) of Residents and seventy-four percent (74%) of Visitors are originating from Los Angeles County. Six percent (6%) of Residents and only three percent (3%) of Visitors are originating from Ventura County. Four percent (4%) of Residents and only two percent (2%) of Visitors are originating from San Bernardino County. For the remaining areas, the percentage of Residents and Visitors originating from those counties are about the same.

Table 3-6 Residents and Visitors – County of Origin

County of Origin	Residents n = 3,835	Visitors n = 2,755
Los Angeles County	69%	74%
Orange County	14%	14%
Ventura County	6%	3%
Riverside County	4%	3%
San Bernardino County	4%	2%
San Diego County	2%	2%
Santa Barbara County	2%	2%

3.2.4 Ground Access Mode

Eighty-eight percent (88%) of all Originating Passengers travel to LAX via private transportation (Table 3-7), by private vehicle, taxi, town car/limousine, private shuttle (non-stop) or paid ride service (Uber or Lyft). Approximately eleven percent (11%) use shared or scheduled transportation such as shuttles, courtesy vans, and scheduled airport buses. Less than one percent use public transportation. In the

peak survey, a larger proportion of passengers use private transportation in the peak survey (50 percent) compared to the non-peak survey (43 percent), a difference of seven percentage points.

Table 3-7 Ground Access Mode

Originating Passengers Mode of Transportation	Peak n=4,293	Non-Peak n=4,041	Total Sample n=8,334
<i>Private transportation:</i>	88%	88%	88%
Private vehicle	50%	43%	47%
Rental vehicle	16%	19%	17%
Paid ride service (Uber, Lyft)	7%	6%	7%
Taxi	6%	8%	7%
Shuttle/ van (private)	6%	9%	7%
Limousine/ town car	2%	3%	2%
<i>Shared/ scheduled:</i>	12%	11%	11%
Shared shuttle	5%	5%	5%
Hotel courtesy van	2%	2%	2%
Van Nuys Flyaway	2%	1%	1%
Union Station Flyaway	1%	1%	1%
Scheduled airport/ bus/ van	1%	1%	1%
Organized group/ tour bus or	0.3%	0.4%	0.4%
Westwood Flyaway	0.1%	0.1%	0.1%
Santa Monica Flyaway	0.1%	0.2%	0.1%
<i>Public transportation:</i>	0.5%	0.6%	0.6%
MTA (Metro or other public)	0.3%	0.5%	0.4%
Green line/ light rail	0.3%	0.1%	0.2%

Compared to the 2011 results, the 2015 survey found significantly fewer Residents using private vehicles for airport access, while many other modes remained consistent in usage. However, the 2015 survey is the first survey to record the usage of paid ride service (Uber or Lyft). Eight percent (8%) of Residents use this mode of transport to LAX. Similarly, among Visitors, the usage of private vehicles, private shuttles, and taxis is down, while paid ride service account for six percent (6%) of Visitors' transport to LAX.

Residents and Visitors differ in their use of private transportation to LAX (Figures 3-6A and 3-6B). Sixty-seven percent (67%) of Residents use a private vehicle, compared to thirty percent (30%) of Visitors. Only three percent (3%) of Residents use a rental car, compared to thirty-two percent (32%) of Visitors. In comparison to Visitors, smaller proportions of Residents use taxis and shuttles. Residents and Visitors use limousines/town cars in the same frequency.

Figure 3-6A Mode of Transportation – Residents

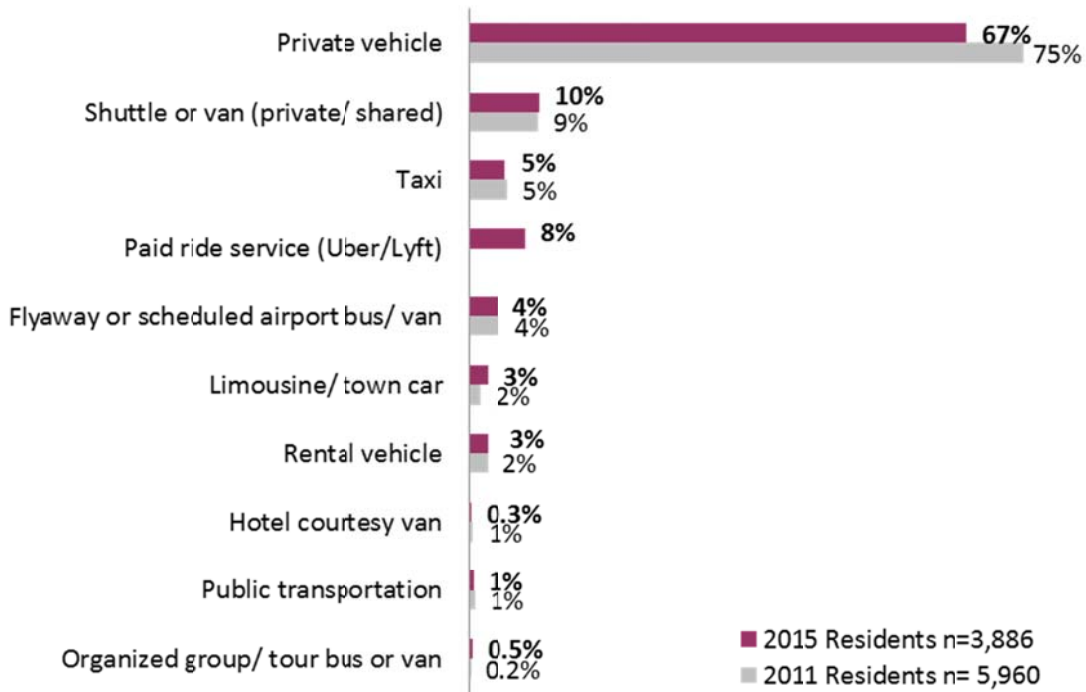
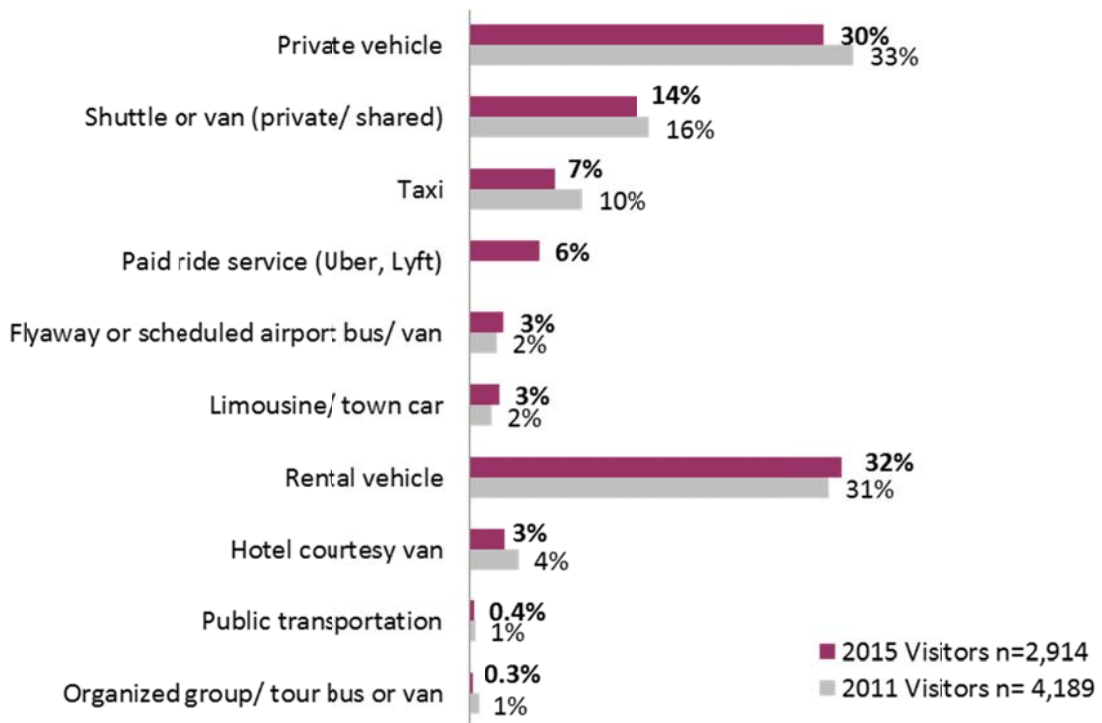


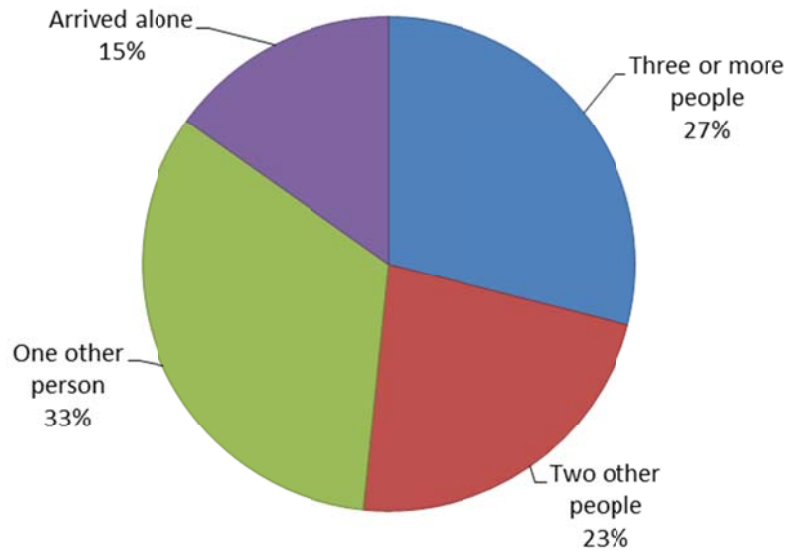
Figure 3-6B Mode of Transportation – Visitors



Among Originating Passengers who use private transportation, fifteen percent (15%) drive alone and eighty-five percent (85%) share a ride with at least one other person. Of passengers who use private transportation, thirty-three percent (33%) shared transportation with one other person, twenty-three

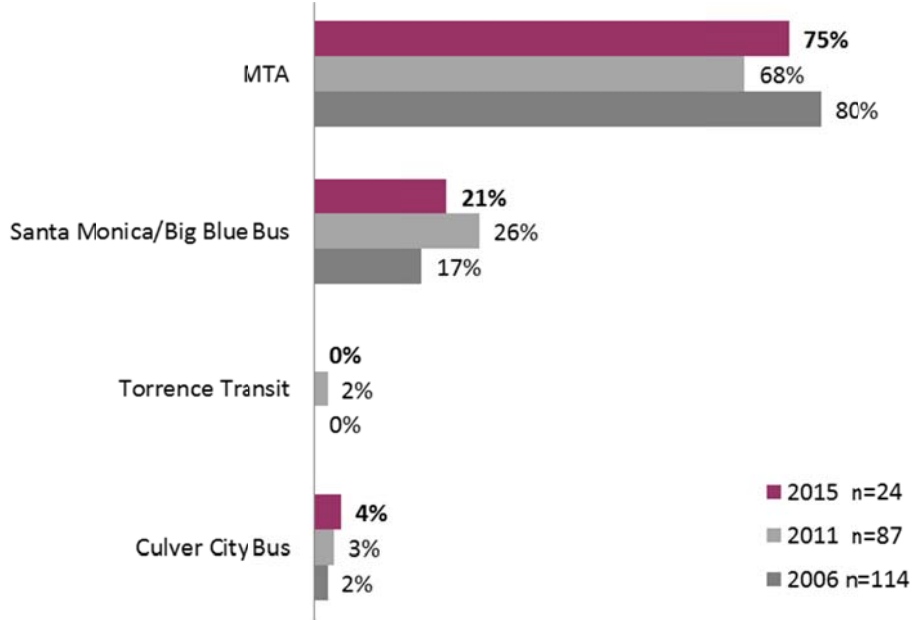
percent (23%) with two others, and twenty-seven percent (27%) with three or more people (Figure 3-7).

Figure 3-7 Size of Party Using Private Transportation



Of the few Originating Passengers using public transportation for airport access, seventy-five percent (75%) rode MTA buses, up from sixty-eight percent (68%) in 2011 (Figure 3-8). The 2015 survey found proportionately less Originating Passengers using the Santa Monica/Big Blue Bus and the Torrance Transit compared to the 2011 survey, while use of the Culver City Bus has increased slightly.

Figure 3-8 Transit Bus Usage



3.2.5 Parking

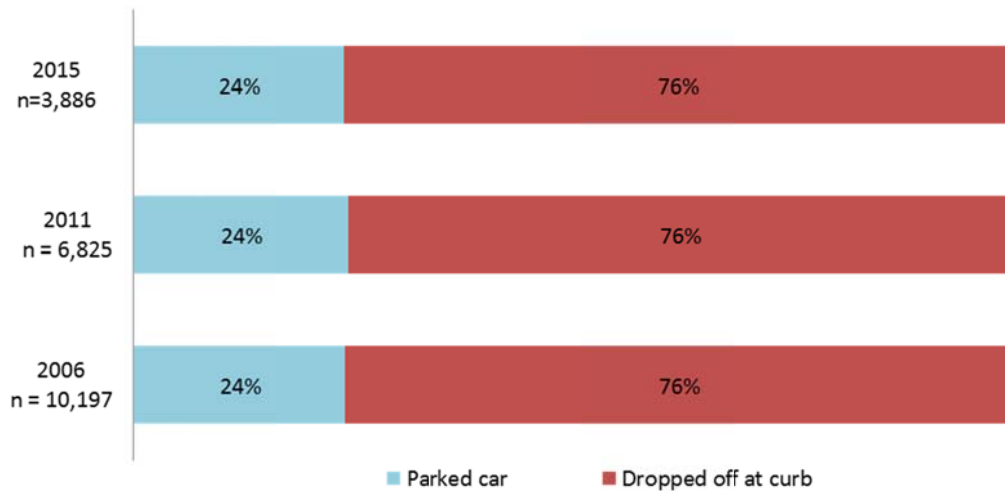
Seventy-six percent (76%) of Originating Passengers using a private vehicle are dropped off at the terminal curbside, and twenty-four percent (24%) park (Table 3-8). It is important to note, of passengers who have come via private vehicle and then park, seven percent (7%) are first dropped off at the curb.

Table 3-8 Private Vehicle Users – Did you park?

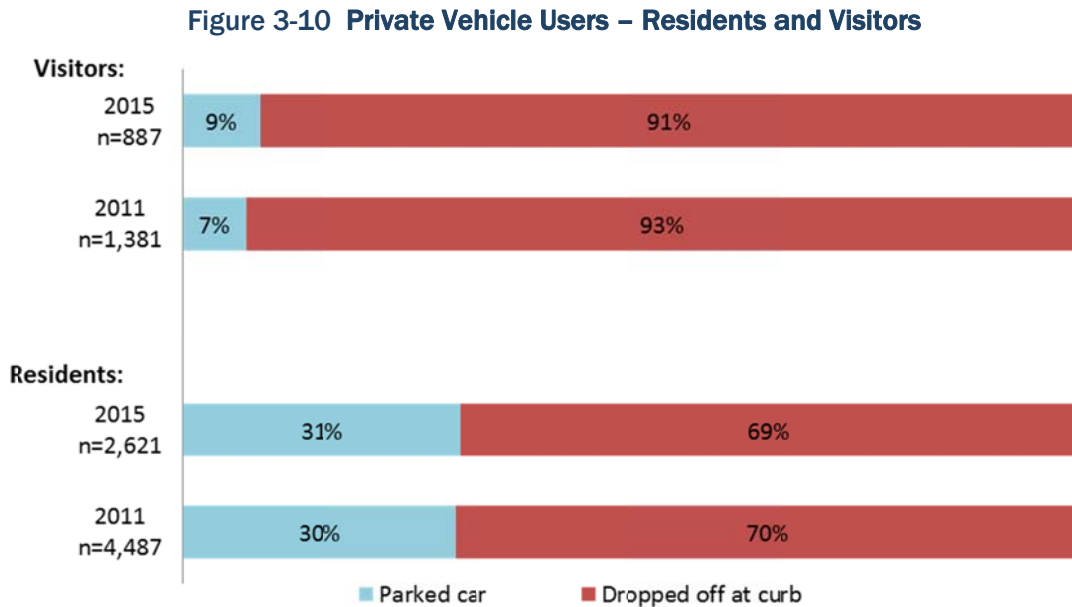
Park or Drop Off	Peak n=2,158	Non-Peak n=1,728	Total Sample n=3,886
Dropped off at curb	76%	76%	76%
Vehicle was parked	24%	22%	24%

The results are similar from those obtained in the 2011 and 2006 surveys (Figure 3-9), which showed twenty-four percent (24%) of Originating Passengers parking their vehicle.

Figure 3-9 Private Vehicle Users – Did you park?



Residents are more likely to park (31%), compared to Visitors (9%) (Figure 3-10). The 2011 survey showed a similar result.



Among Private Vehicle Users who park, the majority use an Airport parking structure (the CTA parking structures are directly across from the terminals): sixty-four percent (64%) during the peak period and fifty-five percent (55%) during off-peak period (Table 3-9).

Table 3-9 Private Vehicle Parking

Parking Lot Used	Peak n=540	Non-Peak n=421	Total Sample n=961
Parked an Airport parking structure	64%	55%	60%
Parked at off-airport facility	36%	45%	40%

Visitors and Residents show different parking choices (Figure 3-11A). Among Residents, fifty-six percent (56%) park at an Airport parking structure and forty-four percent (44%) park off-airport. Among Visitors who use and park a private vehicle, seventy-one percent (71%) park at an Airport parking structure, and twenty-nine percent (29%) park off-airport.

Residents who parked themselves (not accompanied by well-wishers) are more likely than Visitors to use off-airport parking facilities. Fifty-eight percent (58%) of Residents compared to thirty-nine percent (39%) of Visitors use off-airport parking facilities (Figure 3-11B).

Figure 3-11A Private Vehicle Parking

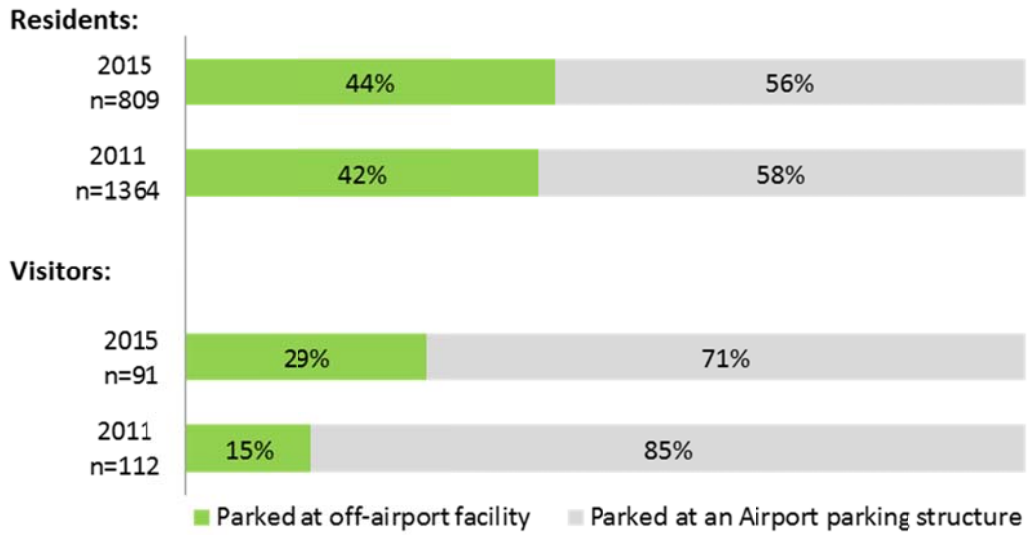


Figure 3-11B Private Vehicle Parking Without Well-Wishers



For off-airport parking facilities, the top choices are: LAX Economy Lot C, accounting for fourteen percent (14%) of off-airport parkers; the Parking Spot Sepulveda location, nine percent (9%); and Wally Park, nine percent (9%) (Table 3-10).

Table 3-10 Off-Airport Parking Facilities n=317

Off Airport Parking Facility	Frequency %
LAX Economy Parking Lot C	14%
Parking Spot-Sepulveda	9%
Wally Park	9%
Park N Fly	8%
Parking Spot-Century	7%
Valet Air Park	6%
105 Airport Parking	6%
Airport Center Express	6%
Quik Park	5%
Joe's Airport Parking	5%
Easy Park	4%
405 Airport Parking	4%
Fox Auto Parks	4%
Hilton Hotel Parking	3%
Sam's Park	2%
Marriott Hotel Parking	2%
Park Air	2%
LAX Park on Bellanca	1%
LAX Parking Curbside Express	1%
Four Points Sheraton Parking	1%
LAX Parking Place	1%
The Park at LAX	1%
Holiday Inn Parking	0%
Sunrise LAX Parking	0%

In the 2015 survey, off-airport parkers were asked an additional question to discover what the most important factor for them in deciding where to park. Most important was good price, at forty percent (40%) (Table 3-11). Other top responses include convenient location, at thirty-four percent (34%); safe location, at ten percent (10%); and frequent shuttles at nine percent (9%).

In the peak survey, forty-four percent (44%) of off-airport parkers compared to only thirty-six percent (36%) in the non-peak survey stated good price as the most important factor in deciding where to park, a difference of eight percentage points. In the non-peak survey, frequent shuttles are most important to twelve percent (12%) of parkers compared to only six percent (6%) in the peak survey.

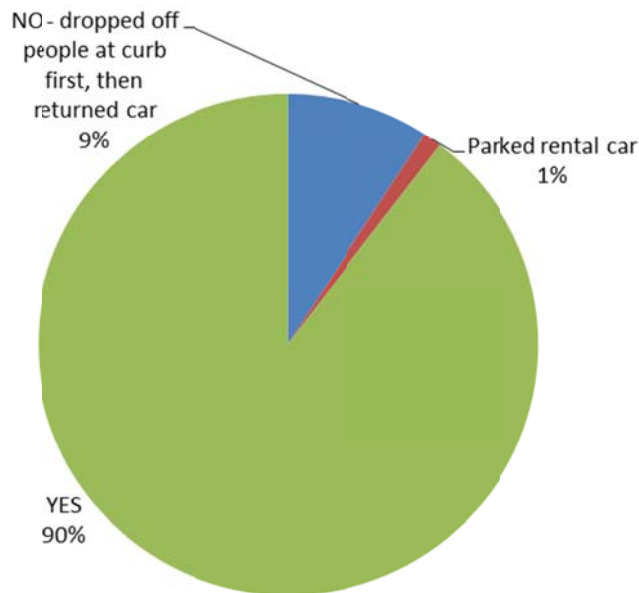
**Table 3-11 What is the most important factor in deciding where to park?
Passengers who Parked Off-Airport**

Passengers who Parked Off-Airport Most Important Deciding Factor	Peak n=179	Non-Peak n=179	Total Sample n=358
Good price	44%	36%	40%
Convenient location	34%	33%	34%
Safe location	9%	11%	10%
Frequent shuttles	6%	12%	9%
Valet parking	2%	3%	3%
Covered parking	3%	2%	2%
Reserved or guaranteed parking	1%	1%	1%
Frequent parker program	1%	2%	1%
Luggage handling assistance	0.0%	1%	0.3%

3.2.6 Rental Car Use

Among Originating Passengers who arrive at LAX via rental car, ninety percent (90%) drop off the rental car first and take a courtesy shuttle to the terminals (Figure 3-12). Nine percent (9%) drop off people at the terminal curbside before returning the rental car, and one percent (1%) park the rental car.

Figure 3-12 Rental Car Users
Did you go directly to the rental car agency? n=1,438



3.2.7 Ground Trip Origin Details

The 2015 passenger survey collected point of origination ZIP code data from 3,871 Originating Passenger respondents. This number increased to 8,280 as a result of our method of asking participants three origination questions: ZIP code, neighborhood, and county. This allowed us to assign an appropriate ZIP code for passengers who provided a neighborhood within a Southern California

county but who did not provide a ZIP code. This process yielded valid ZIP codes for nearly ninety-nine percent (99%) of Originating Passenger respondents.

Consistent with the 2011 Passenger Survey, the largest share of Originating Passengers, almost four percent (4%), come from the 90045 ZIP code, which includes LAX, Westchester, and surrounding hotels (Table 3-12). Seventy-nine percent (79%) of these passengers come from a hotel and twenty-five percent (25%) use a shuttle to arrive at the Airport. Eight other ZIP codes each account for more than one percent (1%) of Originating Passengers: Downtown LA (90013), Santa Monica (90404), Hollywood (90028), Long Beach (90802), Beverly Hills (90210), Anaheim (92805), Disneyland (92802), and West Hollywood (90069).

The 2015 origination ZIP codes have notable differences from 2011 ZIP codes. West LA ZIP codes (90024 and 90025) comprised a smaller share of originating passengers in 2015 and fell from the Top 9 list of ZIP codes with the highest concentration of passengers. In 2011, nearly eight percent (8%) of originating passengers came from West LA ZIP codes (90024 and 90025); in 2015, the percentage dropped to less than two percent (2%). The most notable changes, and increases, took place among passengers originating from the Anaheim/Disneyland ZIP codes (92805 & 92802) and Downtown LA (90013). The percent of originating passengers from Anaheim/Disneyland increased from a combined one percent (1%) in 2011 to nearly four percent (4%) in 2015; and, passengers from Downtown LA increased from two percent (2%) in 2011 to four percent (4%) in 2015. The trip purpose of Downtown LA passengers also shifted from primarily business in 2011 (54%) to primarily vacation in 2015 (51%).

The introduction of paid ride service by companies like Uber and Lyft had the greatest impact on mode of transportation to the airport. Paid ride service accounted for an average of nine percent (9%) of passenger trips originating from the Top 9 ZIP codes with the highest concentration of passengers. Use of paid ride service helps explain the twenty-five percent (25%) decline in average taxicab trips among the Top 9 ZIP codes with the highest concentration of passengers between 2011 and 2015. The impact that paid ride services has on taxicab trips is most pronounced for trips originating in Downtown LA. In 2011, thirty percent (30%) of passengers from Downtown LA used a taxi; but in 2015, taxicab service accounted for eighteen percent (18%) of passenger arrivals, an overall decline of thirty-eight percent (38%). Twelve percent (12%) of originating passengers from Downtown LA used paid ride services. Paid ride services are most used by passengers originating from West Hollywood (24%) and Santa Monica (15%).

Table 3-12 provides details about trip purpose, starting point and transit mode for passengers who originate from ZIP codes with the highest shares of Originating Passengers.

Table 3-12 All Originating Passengers – ZIP Codes with Highest Concentration of Passengers

Location	ZIP Code	Origins (%)	Purpose (%)		Start Trip (%)		Transport to LAX (%)				
			Vacation	Business	Home ¹	Hotel	Car	Shuttle ²	Taxi	Rental	Paid Ride Service
1 LAX	90045	3.94	61.6	32.6	16.9	78.9	16.3	24.8	7.9	16.6	3.9
2 Downtown LA	90013	3.83	50.9	41.9	21.4	64	21.4	17.3	18.3	18.3	11.8
3 Santa Monica	90404	3.17	70.6	22.3	32.7	62.8	22.9	8.3	17.3	30.1	15.4
4 Hollywood	90028	2.34	79.5	13.8	35.5	58.4	25.4	18.3	11.7	25.9	9.6
5 Long Beach	90802	2.07	65.7	29.7	32.2	31	31.1	29.3	9.2	22.4	4.6
6 Beverly Hills	90210	2.02	61.5	30.2	31.4	63.3	27.8	6.5	21.9	24.9	10.1
7 Anaheim	92805	1.95	81.7	14	26.2	72.6	24.4	37.2	3.7	26.8	3
8 Disneyland	92802	1.61	86.7	6.7	17.8	65.2	15.6	36.3	3.7	37	1.5
9 West Hollywood	90069	1.42	67.2	23.5	52.1	45.4	31.9	10.1	8.4	20.2	23.5

¹ Respondent’s home or another person’s home

² Shuttle includes private shuttles, shared shuttles, airport shuttle multiple stops (except for ZIP 90045) and scheduled bus/vans.

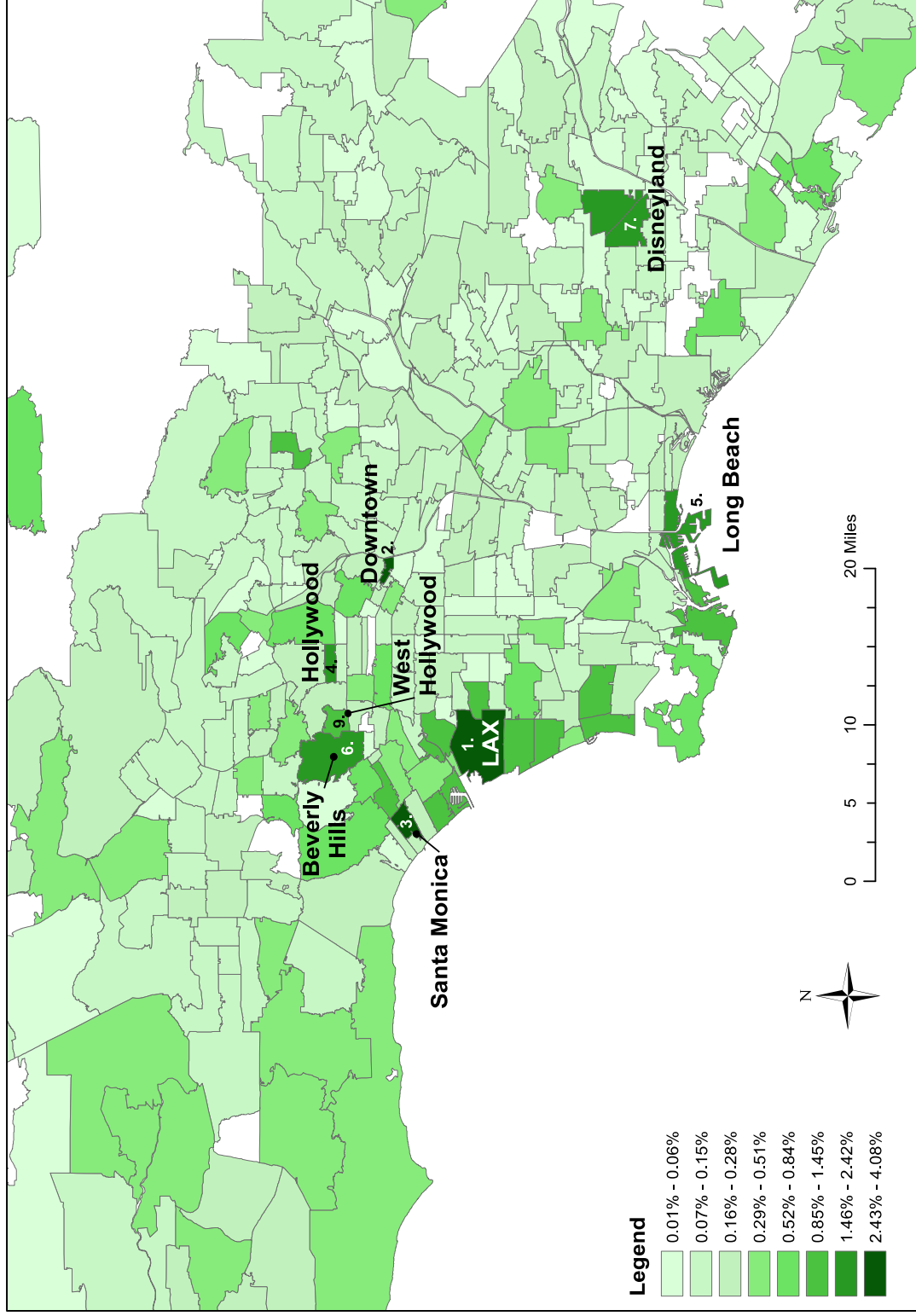
³ 12.4% of passengers originating from Zip Code 90024 used the Westwood Flyaway.

Table 3-13 provides a distribution of originations for all passengers, Southern California residents, US residents, and international passengers. This table illustrates how each passenger type contributes to the overall volume of passengers from each of the nine highest-share ZIP codes. International travelers originate primarily from the most popular origination points listed, whereas, Southern California residents have a wider range of origination points.

Table 3-13 Originating Passengers – Comparison All, Southern California, US and International

Location	ZIP Code	All Passengers (n=8,401) (%)	Southern California (n=3,905) (%)	US Residents (n=6,739) (%)	International (n=1,488) (%)
1 LAX	90045	3.94	1.31	3.34	7.12
2 Downtown LA	90013	3.83	0.82	3.23	6.85
3 Santa Monica	90404	3.17	0.82	2.31	7.33
4 Hollywood	90028	2.34	0.87	1.60	5.98
5 Long Beach	90802	2.07	0.82	1.90	3.02
6 Beverly Hills	90210	2.02	0.77	1.77	3.36
7 Anaheim	92805	1.95	0.49	1.57	3.90
8 Disneyland	92802	1.61	0.20	1.25	3.43
9 West Hollywood	90069	1.42	0.67	1.14	2.82

Figure 3-13` All Originating Passengers by ZIP Code - 2015



The map in Figure 3-13, displays all Originating Passengers. The area surrounding (1) LAX accounts for the largest share of Originating Passengers, followed by (2) Downtown LA, (3) Santa Monica, (4) Hollywood, (5) Long Beach, (6) Beverly Hills, and (7) Disneyland.

Figure 3-14 Southern California Resident - Originating Passengers by ZIP Code - 2015

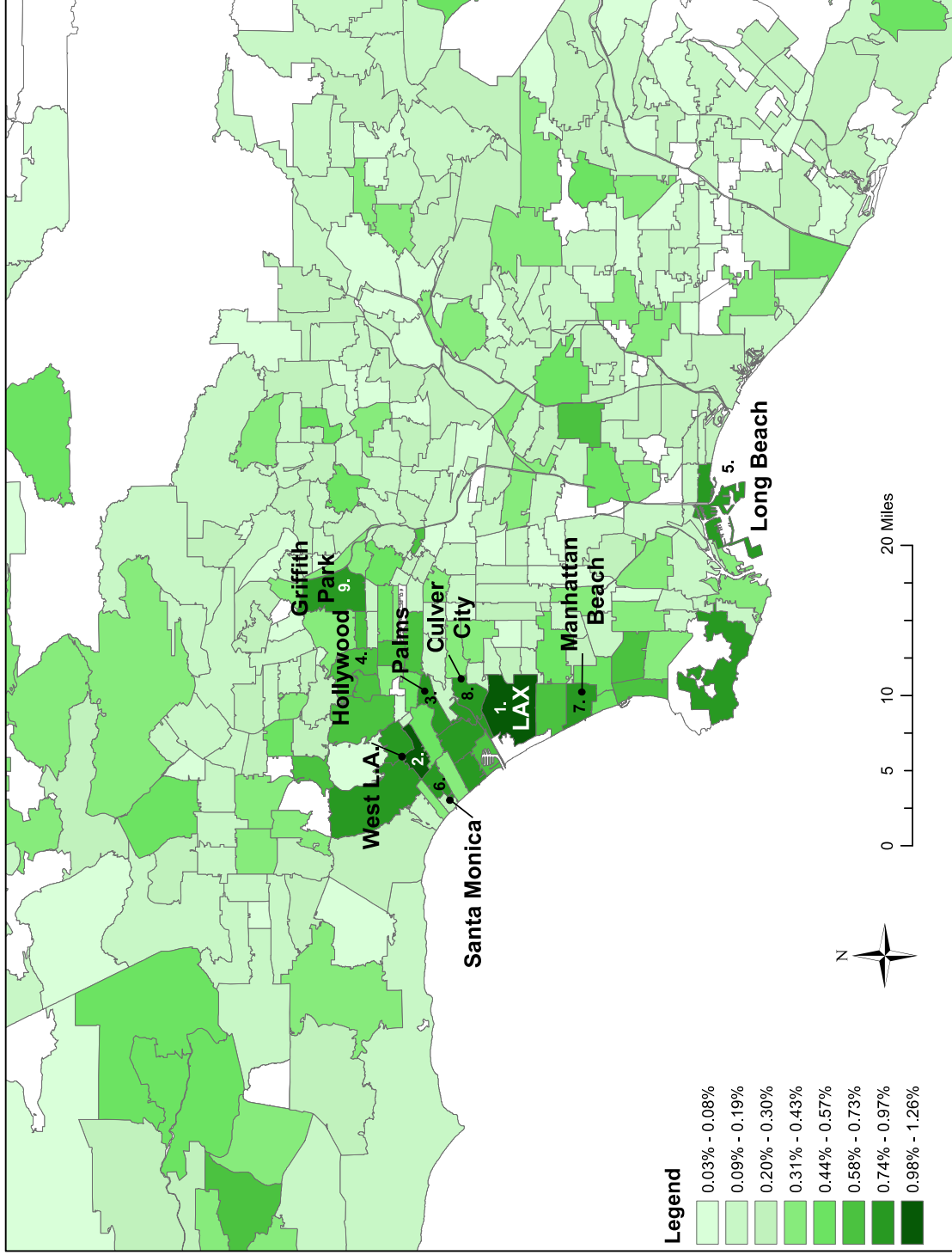


Figure 3-14 displays Southern California residents. Most Southern California residents start their trip near (1) LAX and (2) West Los Angeles. There are almost an equal percentage of passengers originating from each of the next Top Nine ZIP codes: Palms, Hollywood, Long Beach, Santa Monica, Manhattan Beach, Culver City, and Griffith Park.

Figure 3-15 US Resident - Originating Passengers by ZIP Code - 2015

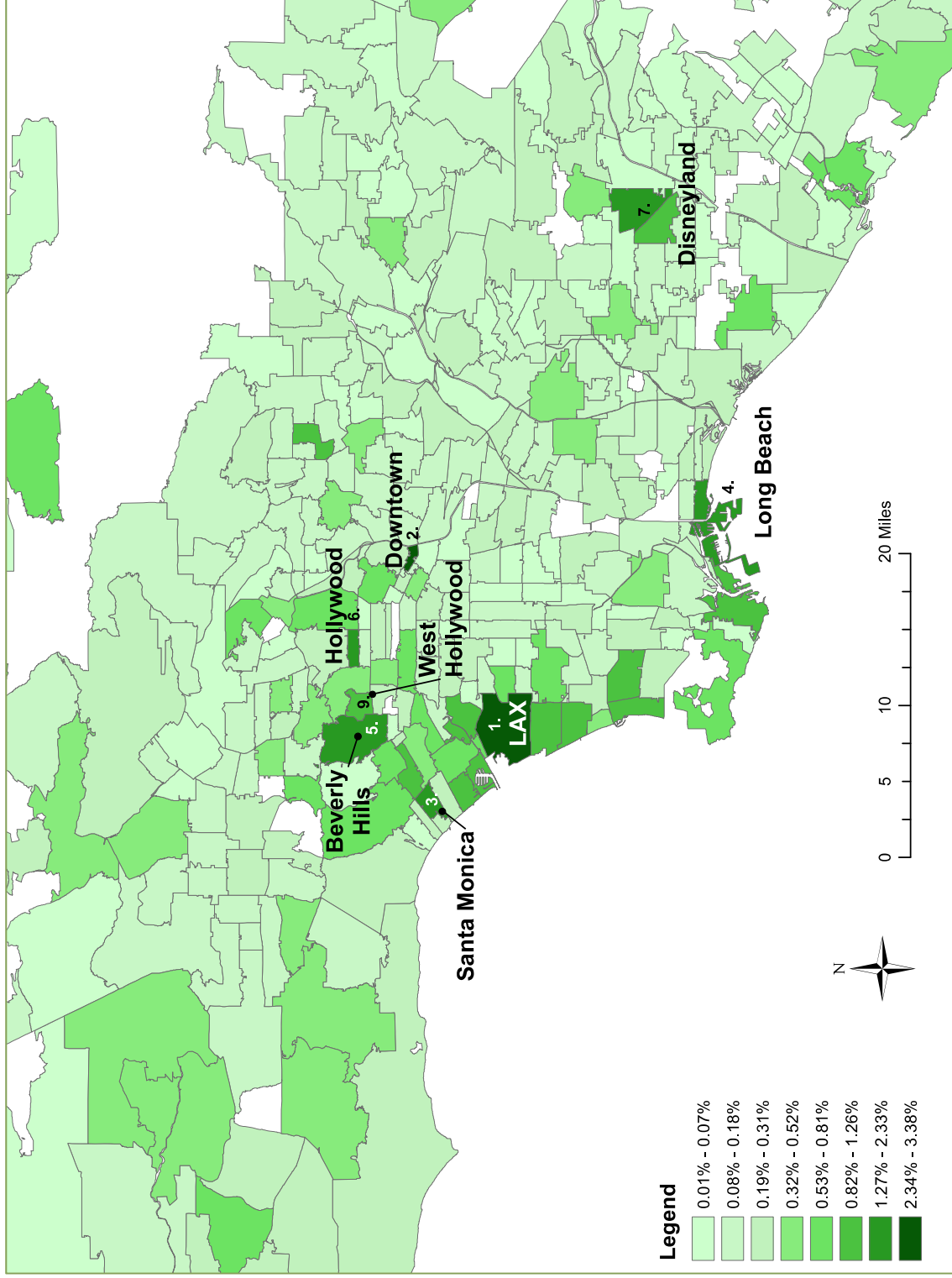
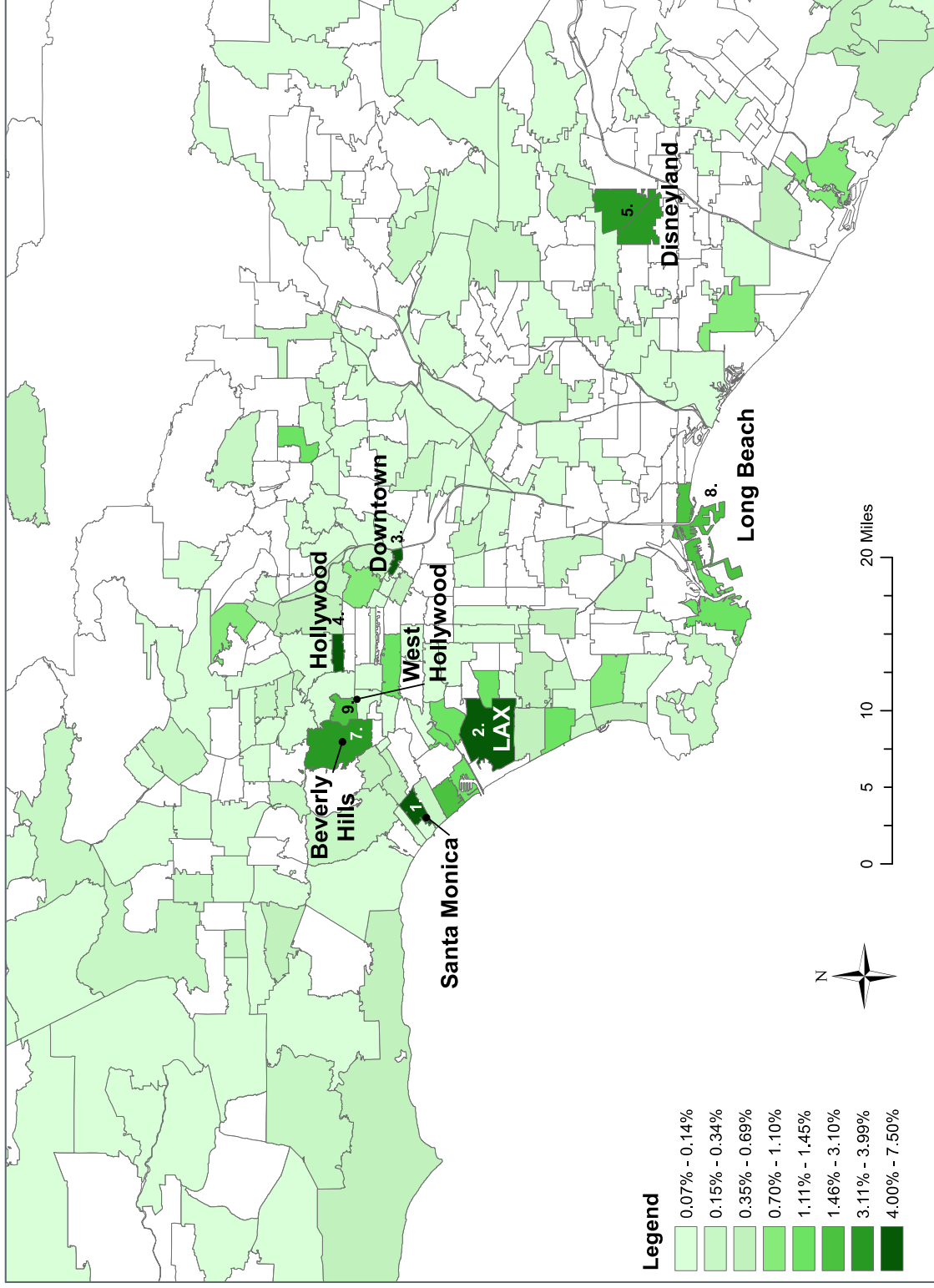


Figure 3-15 shows Originating Passengers who are Visitor U.S. residents. Most US residents originate from locations near (1) LAX. Other popular originations include (2) Downtown LA, (3) Santa Monica, (4) Long Beach, (5) Beverly Hills, and (6) Hollywood and Disneyland.

Figure 3-16 International - Originating Passengers by ZIP Code - 2015



Most international passengers displayed in Figure 3-16, start their trip from a hotel/motel near (1) Santa Monica or (2) LAX. Downtown LA (3), Hollywood (4), Disneyland, and Beverly Hills are frequent points of origination.

3.2.8 Route to LAX

Originating Passengers who come via private transportation such as a private vehicle, rental car, private shuttle/van (i.e. non-stop paid shuttle), taxi, or limousine/town car were asked about their route to LAX; specifically, which freeway and freeway exit they used. A map was provided to point out the various routes and exits to LAX in order to help passengers answer this question.

Of passengers using private transportation, the largest proportion use the I-405 Freeway to access LAX: thirty-six percent (36%) of passengers in the peak survey and forty-three percent (43%) in the non-peak survey (Table 3-14A). The peak survey found that twenty-nine percent (29%) use the I-105 Freeway compared to thirty percent (30%) in the non-peak survey. Nineteen percent (19%) in the peak survey did not use a freeway compared to twenty percent (20%) in the non-peak survey. Fifteen percent (15%) of these passengers used both the I-405 and I-105 as their route to LAX during the peak survey, as opposed to seven percent (7%) during the non-peak survey.

Our findings among Originating Passengers who used a private vehicle or rental car are similar. Table 3-14B shows forty-one percent (41%) of these passengers used the I-405 Freeway, thirty-one percent (31%) used the I-105 Freeway, and seventeen percent (17%) did not use the freeway. Eleven percent (11%) used both the I-405 and I-105.

Table 3-14A Route to LAX (Passengers Using Private Transportation)

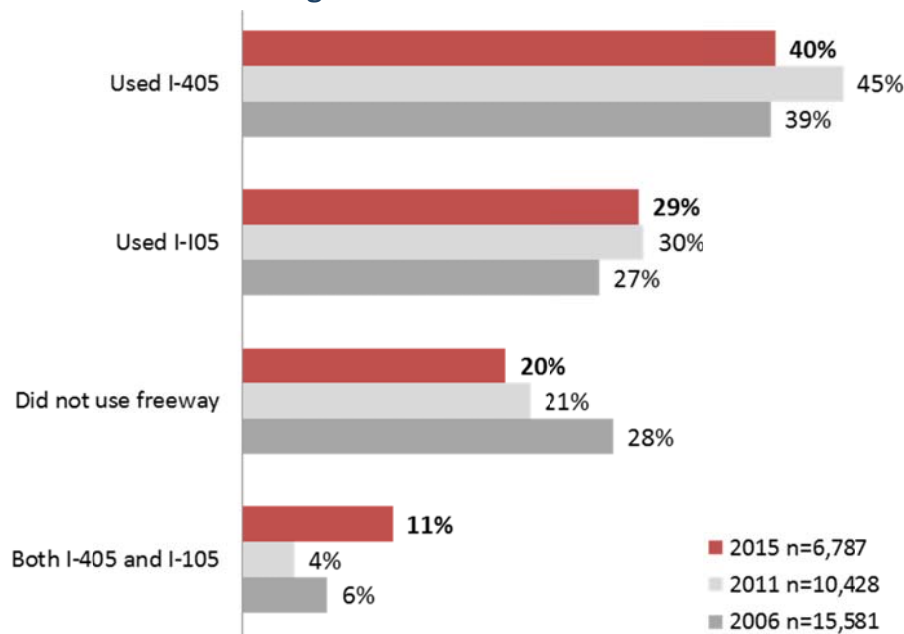
Route to LAX	Peak n=3,493	Non-Peak n=3,294	Total Sample n=6,787
Used I-405	36%	43%	40%
Used I-105	29%	30%	29%
Did not use freeway	19%	20%	20%
Both I-405 and I-105	15%	7%	11%

Table 3-14B Route to LAX (Passengers Using Private Vehicle/ Rental Car)

Route to LAX	Peak n=2,682	Non-Peak n=2,350	Total Sample n=5,032
Used I-405	38%	44%	41%
Used I-105	31%	32%	31%
Did not use freeway	17%	17%	17%
Both I-405 and I-105	15%	7%	11%

The percentage of passengers using the I-405 or I-105 in 2015 is more similar to the findings in the 2006 survey, rather than the 2011 survey. Sixty-nine percent (69%) of passengers used either the I-405 or I-105 in 2015, compared to seventy-five percent (75%) in 2011 and sixty-six percent (66%) in 2006 (Figure 3-17). In 2015, twenty percent (20%) did not use a freeway, which is similar to our finding in 2011. However, a larger percentage of passengers in 2015 use both the I-405 and I-105: eleven percent (11%) in 2015 compared to four percent (4%) in 2011.

Figure 3-17 Route to LAX¹



Cross tabulation analysis shows that Visitors use the I-405 Freeway more frequently than Residents: forty-two percent (42%) of Visitors use the I-405 Freeway compared to thirty-seven percent (37%) of Residents (Figure 3-15). However, Residents are more likely to use the I-105 Freeway than Visitors. Thirty-four percent (34%) of Residents versus twenty-four percent (24%) of Visitors use the I-105 Freeway. The percentage of Residents and Visitors using both the I-405 and I-105 is about the same (11% and 12%, respectively). Eighteen percent (18%) of Residents and twenty-one percent (21%) of Visitors did not use a freeway (Table 3-15).

Table 3-15 Route to LAX – Residents and Visitors

Route to LAX	Residents n=3,480	Visitors n=2,306
Used I-405	37%	42%
Used I-105	34%	24%
Both I-405 and I-105	11%	12%
Didn't Use Freeway	18%	21%

The survey shows that fifty percent (50%) of passengers who use the I-405 Freeway to come to LAX use the Century Boulevard exit (Table 3-16). In 2015, twenty eight percent (28%) of passengers who use the I-405 Freeway use the Sepulveda Boulevard/Howard Hughes Parkway exit, eleven percent (11%) use the La Tijera Boulevard exit, five percent (5%) use the Manchester Boulevard exit, and five percent (5%) use the Imperial Highway exit. There is little difference in exit used between the peak and non-peak survey.

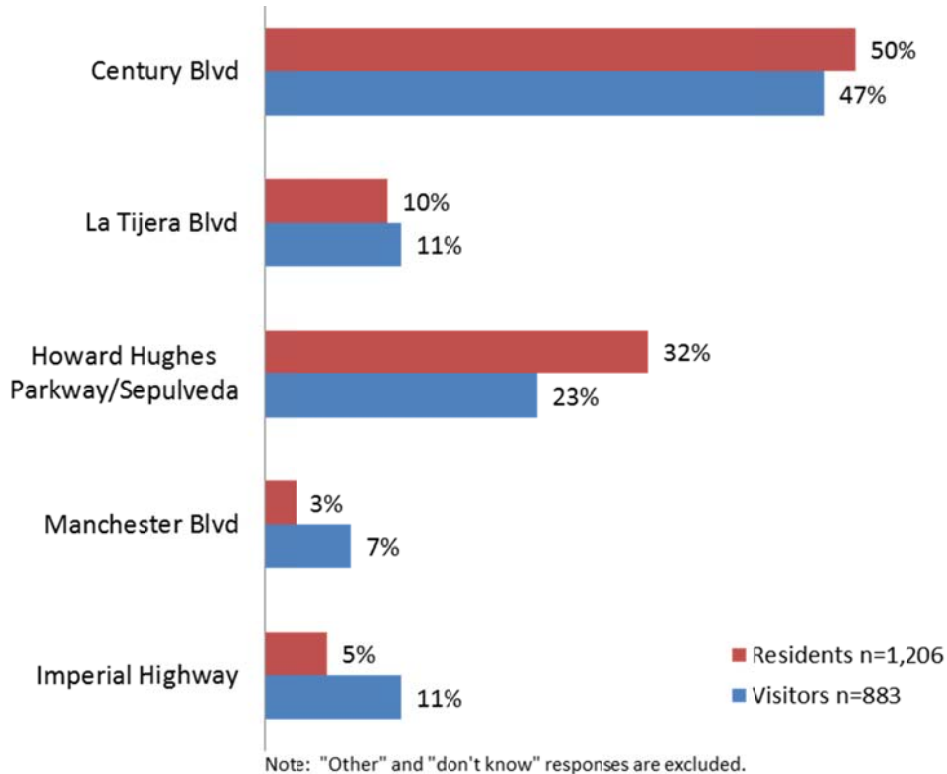
¹ 2011 and 2006 results were recalculated to exclude “don’t know” responses.

Table 3-16 I-405 Exit Usage

I-405 Exit Used	Peak n=1,121	Non Peak n=1,258	Total Sample n=2,379
Century Blvd.	51%	50%	50%
Howard Hughes Pkway/ Sepulveda Blvd.	27%	29%	28%
Imperial Hwy	5%	5%	5%
La Tijera Blvd.	13%	10%	11%
Manchester Blvd.	4%	5%	5%

As mentioned above, the largest percentage passengers who use the I-405 Freeway also use the Century Boulevard exit: fifty percent (50%) use the Century Boulevard exit and forty-seven percent (47%) of Visitors (Figure 3-18). The percentage of Residents and Visitors using the La Tijera Boulevard exit is about the same (10-11%). However, a larger percentage of Residents (32%) are using the Howard Hughes Parkway/Sepulveda Boulevard exit from the I-405 Freeway compared to Visitors (23%). Meanwhile, only five percent (5%) of Residents are using the Imperial Highway exit compared to eleven percent (11%) of Visitors.

Figure 3-18 I-405 Exit Used –Residents vs. Visitors



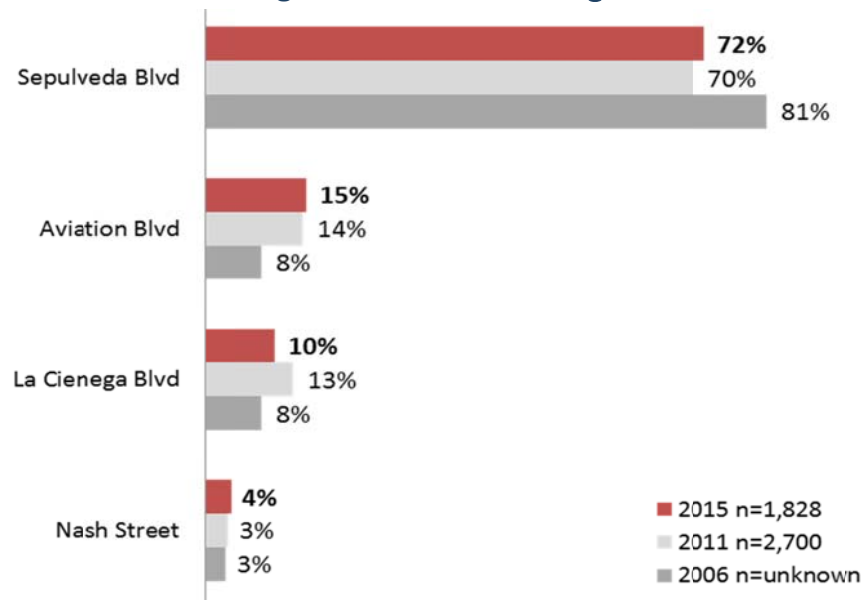
As shown on Table 3-17, there are some differences between the peak and non-peak survey among passengers who use the I-105 Freeway. The majority of respondents stated that they use the Sepulveda Boulevard exit from the I-105 Freeway: seventy-four percent (74%) in the peak survey and seventy percent (70%) in the non-peak survey used this exit. A larger percentage of passengers use the Aviation Boulevard exit in the non-peak survey (18%) compared to the peak survey (11%).

Table 3-17 I-105 Exit Used

I-105 Exit Used	Peak n=924	Non-Peak n=904	Total Sample n=1,828
Sepulveda Blvd	74%	70%	72%
Aviation Blvd	11%	18%	15%
La Cienega Blvd	11%	9%	10%
Nash Street	4%	3%	4%

Similar percentages of passengers used the Sepulveda Boulevard and Aviation Boulevard exits from the I-105 Freeway in both the 2015 and 2011 surveys (slight increases in use in 2015 were recorded). Ten percent (10%) of passengers used the La Cienega Boulevard exit in 2015, a difference of three percentage points compared to 2011 (13%).

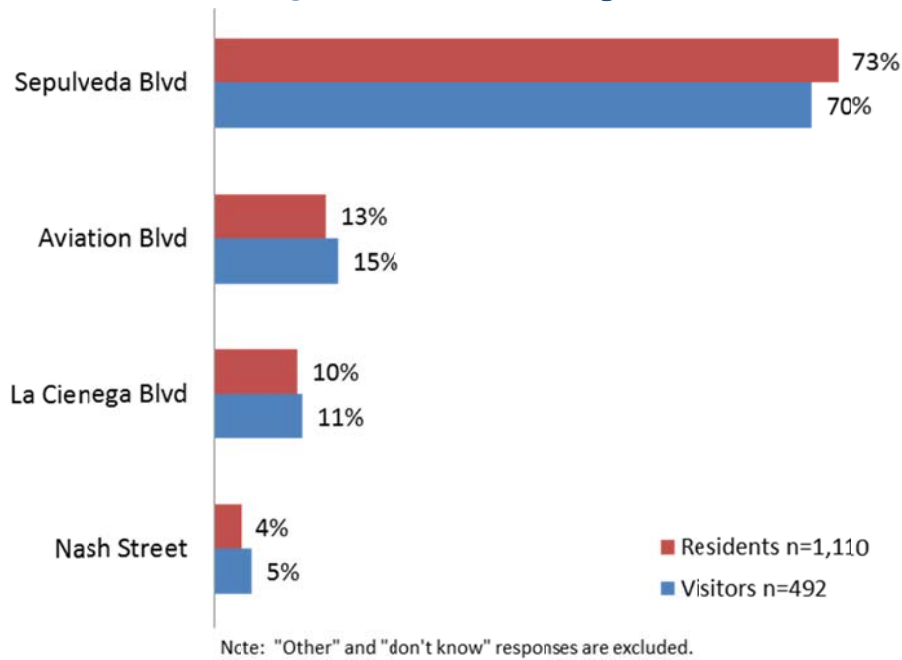
Figure 3-19 I-105 Exit Usage²



The usage patterns of Residents and Visitors who use the I-105 Freeway were fairly similar in 2015. Seventy-three percent (73%) of Residents compared to seventy percent (70%) of Visitors report using the Sepulveda Boulevard exit; thirteen percent (13%) of Residents compared to fifteen percent (15%) of Visitors report using the Aviation Boulevard exit; and ten percent (10%) of Residents versus eleven percent (11%) of Visitors report using the La Cienega Boulevard exit (Figure 3-20).

² It is important to note that Unison weighted prior survey results to equal 100% in order to allow for direct comparisons among the three surveys. Further, “Don’t Know” and “Other” responses are excluded from the analysis shown in Figure 3-19.

Figure 3-20 I-105 Exit Usage



In summary, Originating Passengers who come to LAX via private transportation most frequently use the Sepulveda Boulevard exit from the I-105 Freeway: thirty-four percent (34%) use this exit (Table 3-18 and Figure 3-21). Next, the Century Boulevard exit from the I-405 Freeway is used by twenty-six percent (26%) of Originating Passengers who use private transportation. Rounding out the top three exits used at fourteen percent (14%) is the Sepulveda Boulevard/Howard Hughes Parkway exit from the I-405 Freeway.

Table 3-18 All Originating Passengers using Private Transportation n=4,933

Exit Used	Freeway	All
Sepulveda Blvd	I-105	34%
Century Blvd	I-405	26%
Howard Hughes Pkwy/ Sepulveda Blvd.	I-405	14%
Aviation Blvd	I-105	6%
La Tijera Blvd	I-405	6%
La Cienega Blvd	I-405	4%
Imperial Highway	I-405	4%
Manchester Blvd	I-405	3%
Nash Street	I-105	2%

Figure 3-21 Freeway Exits Used



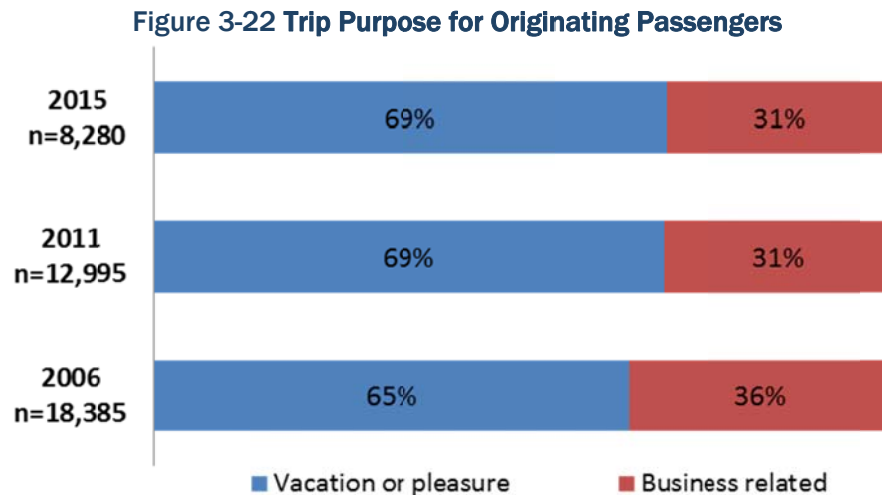
3.2.9 Trip Purpose

The largest share of Originating Passengers travel for vacation or pleasure purposes. Moreover, more Originating Passengers are traveling for vacation or pleasure during the peak survey period: seventy-three percent (73%) compared to sixty-six percent (66%) in the non-peak survey (Table 3-19). The smaller share of vacation/pleasure travelers in the non-peak survey results in a relatively larger percentage of business-related travel in the non-peak season: twenty-seven (27%) of Originating Passengers travel for business-related purposes in the non-peak season compared to twenty-one percent (21%) in the peak survey.

Table 3-19 Trip Purpose

Trip Purpose Originating Passengers	Peak n=6,641	Non Peak n=6,511	Total Sample n=13,152
Vacation or pleasure	73%	66%	69%
Business related	21%	27%	24%
Business and pleasure	7%	7%	7%

In order to make direct comparisons between the current and previous surveys, Unison grouped trip purpose into two major categories: business-related and vacation or pleasure. In 2015 and 2011, sixty-nine percent (69%) of passengers are traveling for vacation or pleasure (Figure 3-22). In 2006, that number was sixty-five percent (65%). The percentage of passengers traveling for business related purposes is thirty percent (31%) in 2015 and 2011, and thirty-six percent (36%) in 2006.



In the 2015 survey, cross tabulation analysis is used to differentiate the travel purposes of Residents versus Visitors (Table 3-20). The trip purposes for Residents and Visitors are fairly similar: Residents report vacation or pleasure trip purposes just three percentage points more than Visitors, while Visitors report business-related trip purposes just three percentage points more than Residents.

Table 3-20 Trip Purpose for Originating Passengers

Trip Purpose Originating Passengers	Residents n=3,899	Visitors n=2,926
Vacation or pleasure	68%	65%
Business related	25%	28%
Business and pleasure	8%	7%

3.2.10 Dwell Time at the Airport

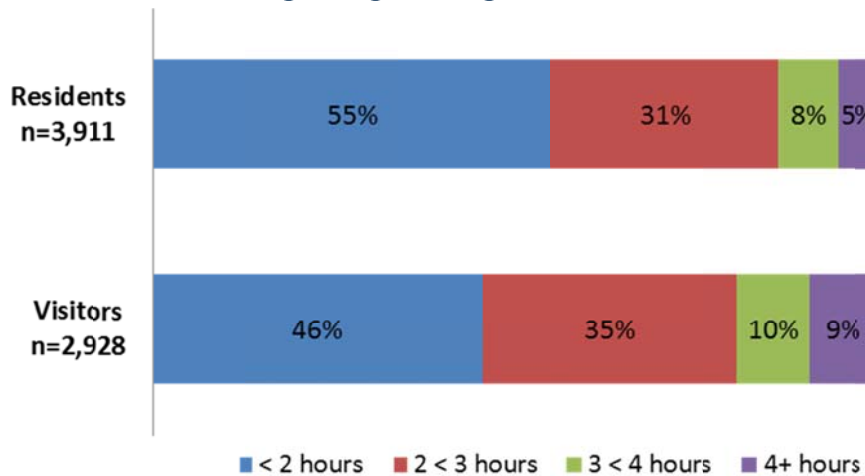
Originating Passengers were asked about their airport dwell time, which is defined as the amount of time a passenger is at the airport, from entering the terminal through scheduled departure time. Forty-seven percent (47%) of Originating Passengers report dwell times of less than two hours, thirty-four percent (34%) report dwell times of two to three hours, and ten percent (10%) report dwell times of three to four hours (Table 3-21). Eight percent (8%) of Originating Passengers report dwell times over four hours. Dwell times are generally shorter during the non-peak period: forty-nine percent (49%) of Originating Passengers in the non-peak survey report dwell times of less than two hours compared to forty-five percent (45%) in the peak survey.

Table 3-21 Dwell Time for Originating Passengers

Dwell Time	Peak n=4,307	Non Peak n=4,055	Total Sample n=8,362
Less than 2 hours	45%	49%	47%
2 < 3 hours	36%	32%	34%
3 < 4 hours	11%	9%	10%
4 < 6 hours	6%	7%	6%
6 < 8 hours	2%	1%	1%
8 hours or more	1%	1%	1%

Residents report shorter dwell times than Visitors: fifty-five percent (55%) of Residents report dwell times of less than two hours before their departure time, as compared to forty-six percent (46%) of Visitors (Figure 3-23). Moreover, a smaller percentage of Residents than Visitors report dwell times between two and four hours. Five percent (5%) of Residents compared to nine percent (9%) of Visitors report dwell times of more than four hours. These findings are not surprising because Visitors are less likely to be familiar with the airport and the time it takes to check in, pass security screening, and access their gates.

**Figure 3-23
Dwell Time for Originating Passengers – Residents and Visitors**



3.2.11 Well-Wishers

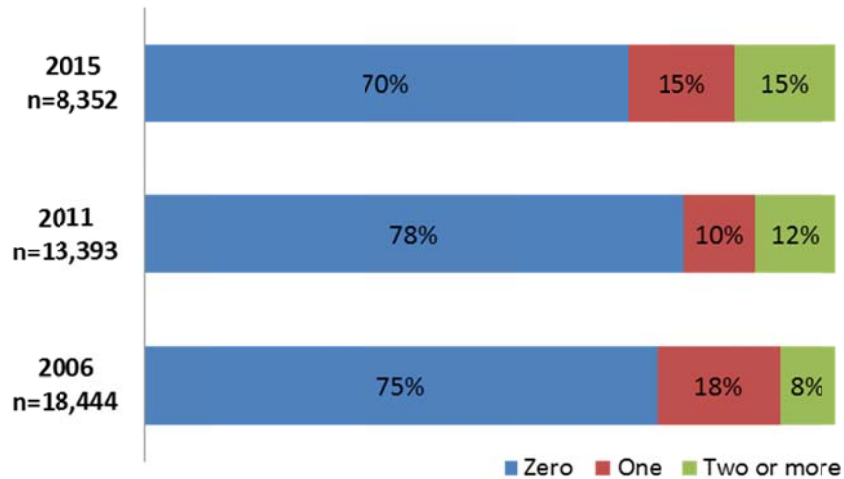
The majority of Originating Passengers are not accompanied by a non-traveler (“well-wisher”) inside the terminal (Table 3-22). Both during the peak and non-peak surveys, the incidence of Originating Passengers being accompanied by non-travelers is fairly consistent.

Table 3-22 Passengers Accompanied By Well-Wishers Inside Terminal

Number of Well Wishers	Peak n=4,307	Non-Peak n=4,055	Total Sample n=8,362
Zero	70%	70%	70%
One	15%	16%	15%
Two or more	15%	14%	15%

Compared to the 2011 and 2006 surveys, more passengers have a well-wisher accompany them inside the terminal: thirty percent (30%) in 2015 compared to twenty-two percent (22%) in 2011 and twenty-six percent (26%) in 2006 (Figure 3-24).

Figure 3-24 Passengers Accompanied By Well-Wishers Inside Terminal



Residents are more likely to come to the airport with a well-wisher than Visitors: thirty-four percent (34%) of Residents come to the airport with a well-wisher compared to twenty-three percent (23%) of Visitors (Figure 3-25; Table 3-23).

Figure 3-25
Passengers Accompanied By Well-Wishers Inside Terminal – Residents and Visitors

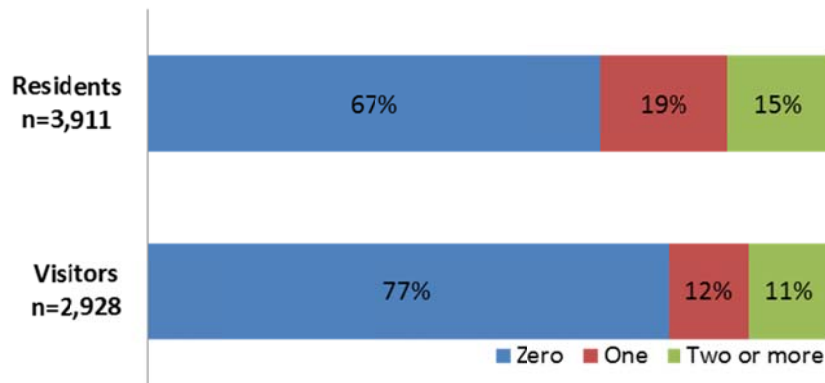


Table 3-23 Number of Well Wishers – Residents and Visitors

Number of Well Wishers	Residents n=3,911	Visitors n=2,928
Zero	67%	77%
One	19%	12%
Two or more	15%	11%

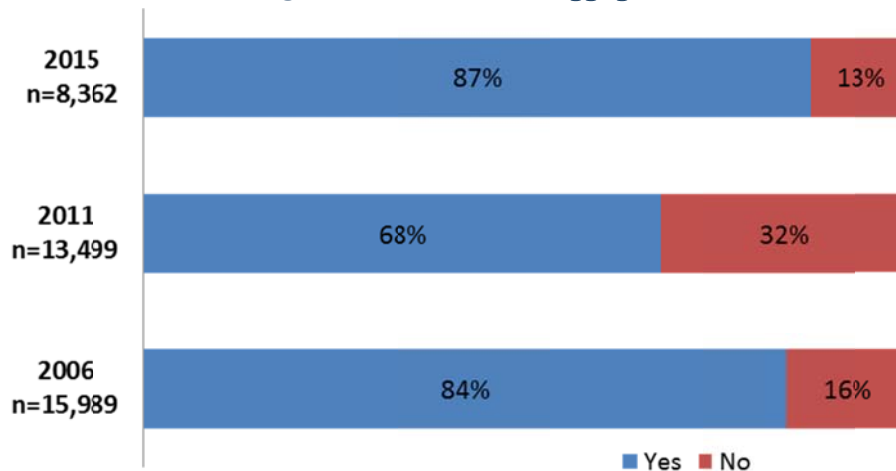
3.2.12 Baggage

Eighty-seven percent (87%) of Originating Passengers checked bags in 2015, compared to sixty-eight percent (68%) in 2011 (Table 3-24). The incidence of passengers checking baggage rebounded back to the levels recorded in the 2006 survey after dropping significantly in 2011 (Figure 3-26). This increase may show that passengers have become accustomed to the baggage fees charged by most airlines, whereas, in 2011, baggage fees were still being introduced to the marketplace.

Table 3-24 Checked Baggage

Checked in Baggage	Peak n=4,307	Non-Peak n=4,055	Total Sample n=8,362
Yes	90%	85%	87%
No	10%	15%	13%

Figure 3-26 Checked Baggage



As shown on Table 3-25, sixty-five percent (65%) of passengers check in one bag and thirty-five percent (35%) check-in two bags or more. The percentages are consistent during both the peak and non-peak survey periods.

Table 3-25 Checked Baggage – Number of Checked Bags

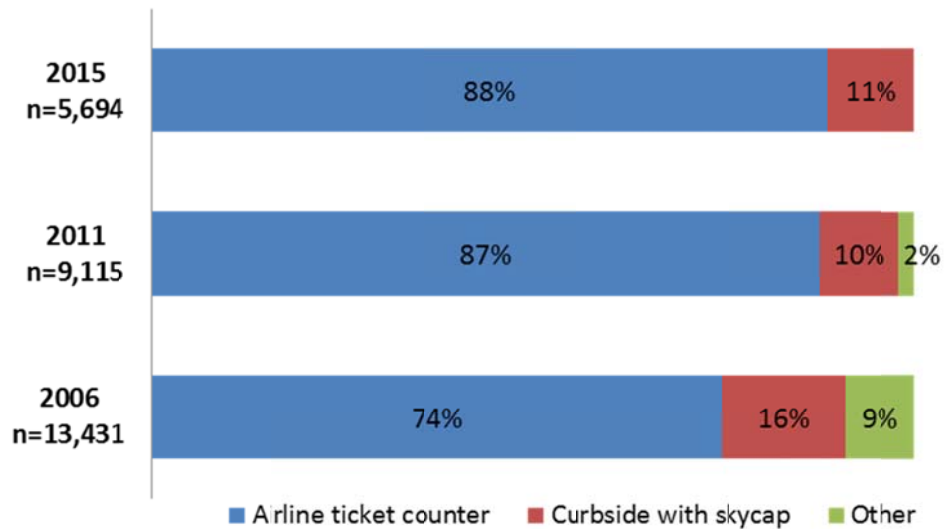
Number of Checked in Baggage	Peak n=2,988	Non-Peak n=2,707	Total Sample n=5,695
One	65%	65%	65%
Two	25%	26%	25%
Three	5%	5%	5%
Four or more	5%	4%	5%

Eighty-eight percent (88%) of passengers who check baggage do so at airline ticket counters. Eleven percent (11%) check baggage with the curbside skycap and a negligible percentage (less than one percent) check baggage at off-airport locations, such as with a cruise line or hotel (Table 3-26). Of the passengers who check baggage, the percentage using airline ticket counters remained steady from 2011 to 2015, after increasing for each survey, from sixty-four percent (64%) in 2001 to seventy-four percent (74%) in 2006 and eighty-seven percent (87%) in 2011 (Figure 3-27).

Table 3-26 Location of Baggage Check

Location of Baggage Check	Peak n=2,990	Non Peak n=2,704	Total Sample n=5,694
Airline ticket counter	88%	89%	88%
Curbside with skycap/outside terr	12%	11%	11%

Figure 3-27 Location of Baggage Check



3.2.13 Area of Residence

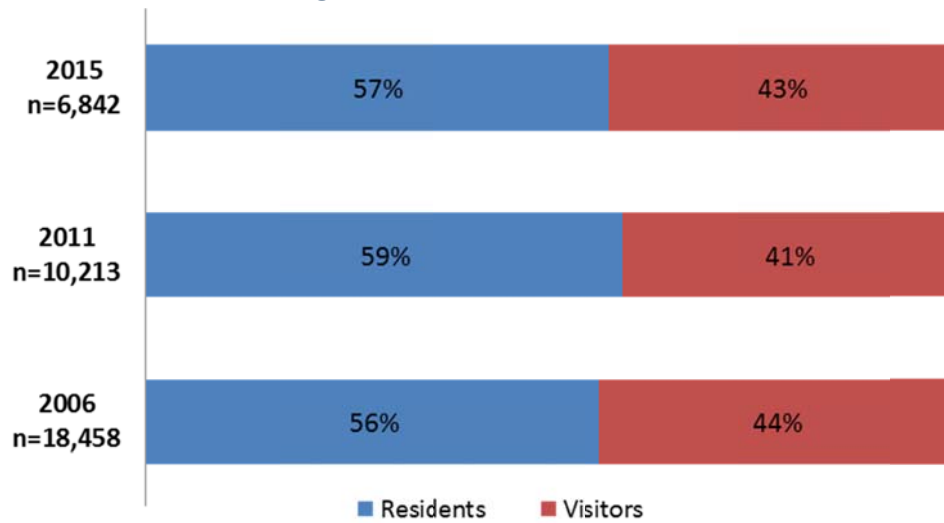
The majority of Originating Passengers are Southern California residents, and that majority is equally reflected between the peak and non-peak survey. Fifty-seven percent (57%) of Originating Passengers in both the peak survey and non-peak survey are Residents (Table 3-27).

Table 3-27 Area of Residence

Area of Residence	Peak n=3,548	Non-Peak n=3,294	Total Sample n=6,842
Residents	57%	57%	57%
Visitors	43%	43%	43%

The data also indicate that the percentage of Originating Passengers who are Residents is slightly smaller than the 2011 survey (Figure 3-28). In 2015, 57 percent (57%) of Originating Passengers are Residents compared to fifty-nine percent (59%) in 2011. The percentage of Originating Passengers who are Residents was fifty-six percent (56 percent) in 2006.

Figure 3-28 Area of Residence



Sixty-three percent (63%) of travelers who live in the Southern California region (“Residents”) live in Los Angeles County (Table 3-28). This percentage was slightly higher in the peak survey than the non-peak survey (66% versus 60%). Orange County residents represent eighteen percent (18%) of all Residents traveling, and Ventura County residents represent five percent (5%) of Resident passengers in 2015. It is important to note that during the non-peak survey, a larger proportion of residents are from Orange County in comparison to the peak survey.

Table 3-28 County of Residence

Area of Residence	Peak n=2,040	Non-Peak n=2,166	Total Sample n=4,206
Los Angeles County	66%	60%	63%
Orange County	14%	22%	18%
Ventura County	6%	5%	5%
Riverside County	5%	3%	4%
San Bernardino County	4%	3%	3%
San Diego County	2%	2%	2%
Santa Barbara County	2%	2%	2%
Other County	2%	4%	3%

3.2.14 Spent the Night in Nearby Hotel – Residents Only

A small percentage of Residents spend the night at a nearby hotel prior to their departure flight from LAX: one percent (1%) in both the peak season and non-peak season (Table 3-29).

Table 3-29 Spent the Night at Nearby Hotel

Did you spend the night at a nearby hotel?	Peak n=1,978	Non-Peak n=1,709	Total Sample n=3,687
Yes	1%	1%	1%
No	99%	99%	99%

3.2.15 Trip Duration – Residents Only

The majority of Residents reported a trip duration of four or more nights: seventy-four percent (74%) spend four or more nights away from home (Table 3-30). In the peak survey, trip duration is longer than the non-peak survey. Fifty percent (50%) of passengers reported trip duration of one week or longer during the peak season, while forty percent (40%) of passengers during non-peak season reported the same length of trip.

Table 3-30 Trip Duration – Local Residents Only³

# of nights away from home	Peak n=1,879	Non Peak n=1,642	Total Sample n=3,621
Returning same day	2%	2%	2%
One to three nights	21%	28%	24%
Four to six nights	28%	31%	29%
Seven to 13 nights	27%	22%	25%
Fourteen to 20 nights	14%	11%	13%
3 weeks or more	9%	7%	8%

3.2.16 Nights in Southern California – Visitors Only

Sixty-one percent (61%) of Visitors spend four or more nights in Southern California (Table 3-31). As with the trip duration for Residents, Visitors stay in the Southern California area longer during peak season. Sixty-three percent (63%) of Visitors during the peak season stayed four nights or longer, while fifty-eight percent (58%) stayed four nights or longer during the non-peak season.

Table 3-31 Nights in Southern California – Visitors Only

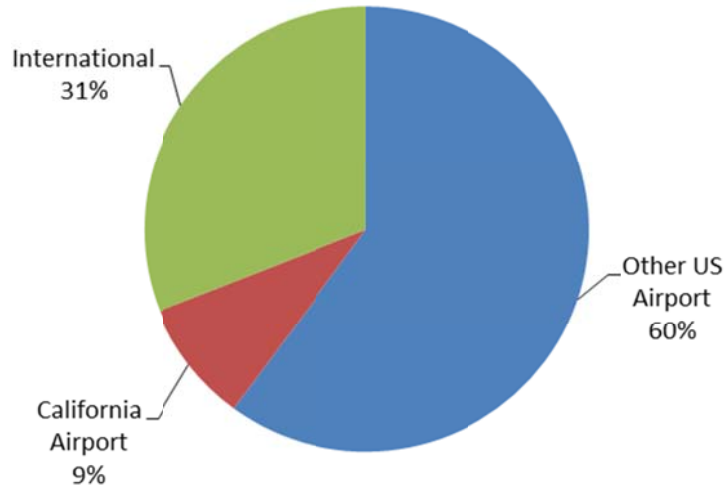
# of nights in So Cal	Peak n=2,249	Non-Peak n=2,250	Total Sample n=4,499
Returning same day	3%	5%	4%
One to three nights	34%	37%	35%
Four to six nights	31%	29%	30%
Seven to 13 nights	20%	19%	20%
Fourteen to 20 nights	8%	7%	7%
3 weeks or more	4%	3%	4%

³Excludes one percent of passengers who are out of town for 150 nights or longer.

3.2.17 Final Destination

Most Originating Passengers are traveling to a domestic destination: sixty percent (60%) to another U.S. airport and nine percent (9%) to another California airport (Figure 3-29). International destinations make up the remaining thirty-one percent (31%) of Originating Passenger trips (Figure 3-29).

Figure 3-29 Final Destination – Originating Passengers n=8,356



Originating Passengers' final destination varies depending on trip purpose. Eighty percent (80%) of Originating Passengers traveling to an international destination are traveling for pleasure/personal reasons, compared to sixty-four percent (64%) of those traveling to a US destination. (Figure 3-30).

Figure 3-30 Final Destination – Trip Purpose

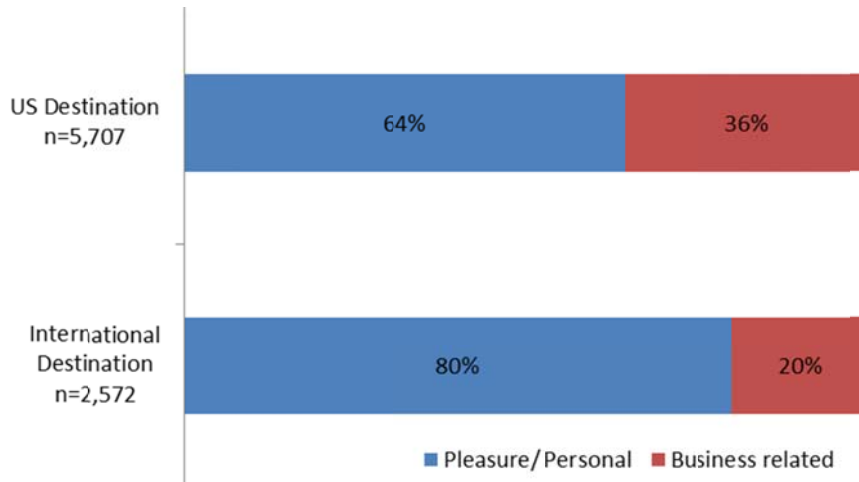
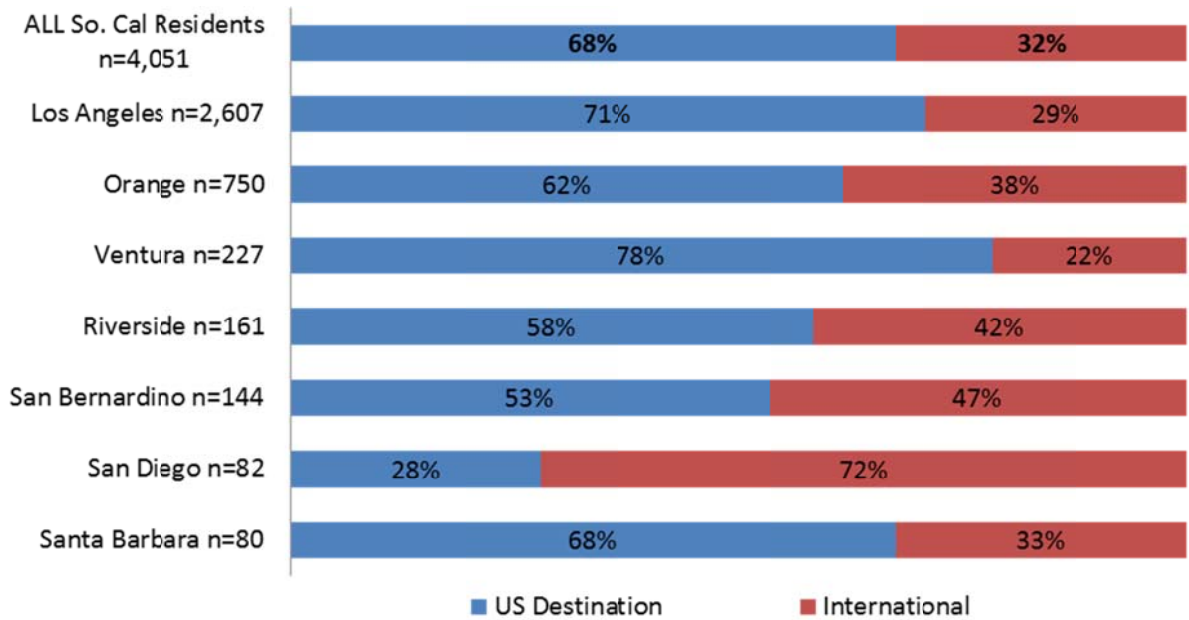


Figure 3-31 shows final destination by county of residence. Sixty-eight percent (68%) of all Southern California residents fly to another U.S. destination and thirty-two percent (32%) to an international destination. A smaller percentage of Los Angeles County residents (29%) fly to an

international destination in comparison to residents of most other counties in Southern California (Figure 3-31). Only twenty-two percent (22%) of Ventura County residents travel to an international destination. Meanwhile, seventy-two percent (72%) of Originating Passengers who are residents of San Diego County fly to an international destination from LAX, a substantially larger proportion than the residents of other Southern California counties. Since LAX offers more international flights than any other Southern California airport, a San Diego County resident may find the drive to LAX worthwhile when taking an international flight.

Figure 3-31 Final Destination – Southern California Residents

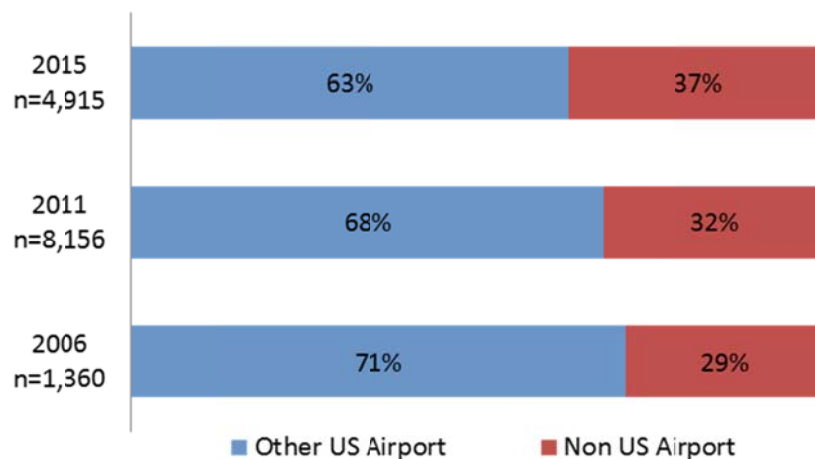


3.3 Connecting Passengers

3.3.1 Area of Origination

The incidence of connecting passengers originating from other US airports has been decreasing since 2006. Sixty-three percent (63%) of Connecting Passengers originated from a domestic airport in 2015, compared to sixty-eight percent (68%) in 2011 and seventy-one percent (71%) in 2006 (Figure 3-32). In 2015, thirty-seven percent (37%) of passengers originated from a non-U.S. airport compared to thirty-two percent (32%) in 2011, and twenty-nine percent (29%) in 2006. The survey findings are consistent with the actual airport traffic. International traffic at LAX has been increasing at double the rate of domestic traffic⁴.

Figure 3-32 Connecting Passengers – Where did you begin your trip?



3.3.2 Terminal Arrived

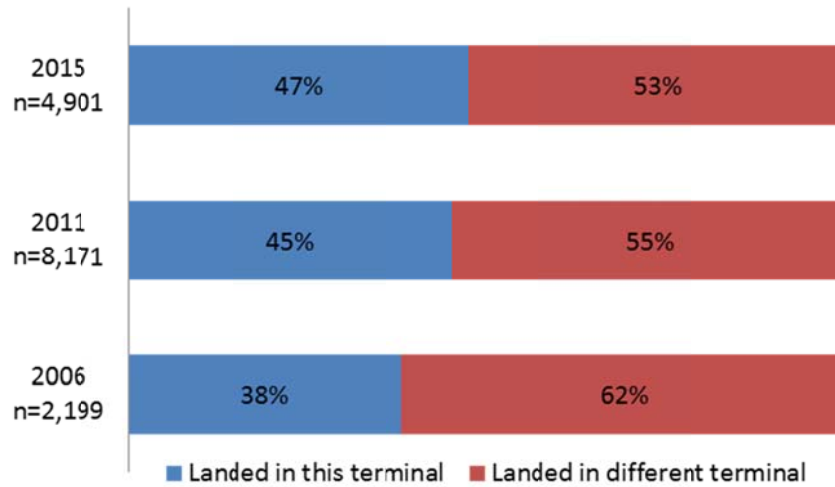
A majority of Connecting Passengers arrive in one terminal at LAX and depart from another, particularly during the peak season: fifty-five percent (55%) in the peak survey compared to fifty-one percent (51%) in the non-peak survey (Table 3-32). The percentage of Connecting Passengers changing terminals is slightly lower than the prior survey: fifty-five percent (55%) of Connecting Passengers changed terminals in 2011 compared to fifty-three percent (53%) in 2015 (Figure 3-33).

Table 3-32 Connecting Passengers - Where did you land?

Connecting Passengers Terminal Arrival	Peak n=2,356	Non-Peak n=2,545	Total Sample n=4,901
Landed in this terminal	45%	49%	47%
Landed in different terminal	55%	51%	53%

⁴ LAWA website: Traffic Comparison Calendar YTD January to October

Figure 3-33 Connecting Passengers - Where did you land?

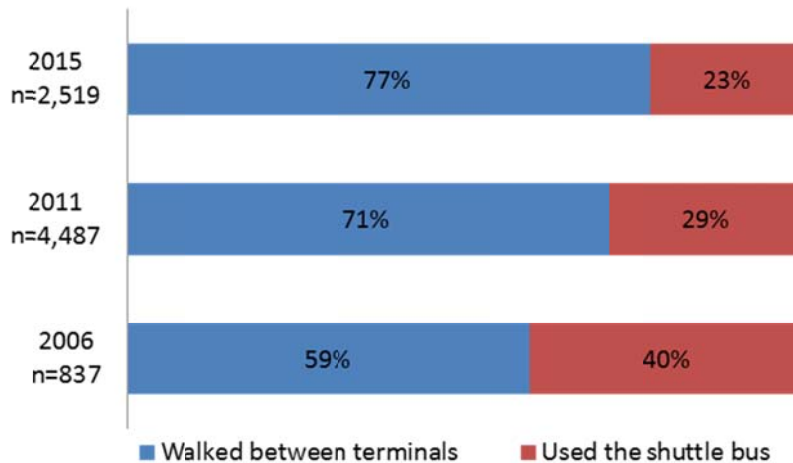


For Connecting Passengers who arrive in one terminal and depart from another terminal, the majority walk to their departure terminal. Seventy-seven percent (77%) walked between terminals and twenty-three percent (23%) use the inter-terminal shuttle bus (Table 3-33). There was only a very slight difference in the incidence of walking during the peak survey versus the non-peak survey. The 2011 survey found a smaller percentage of passengers who walked between terminals: seventy-one percent (71%) walked from their arrival terminal to their departure terminal in 2011 and twenty-nine percent (29%) use the shuttle buses (Figure 3-34).

Table 3-33 Connecting Passengers - Travel Between Terminals

Travel Between Terminals	Peak n= 1,262	Non-Peak n=1,257	Total Sample n=2,519
Walked between terminals	77%	78%	77%
Took shuttle bus	23%	22%	23%

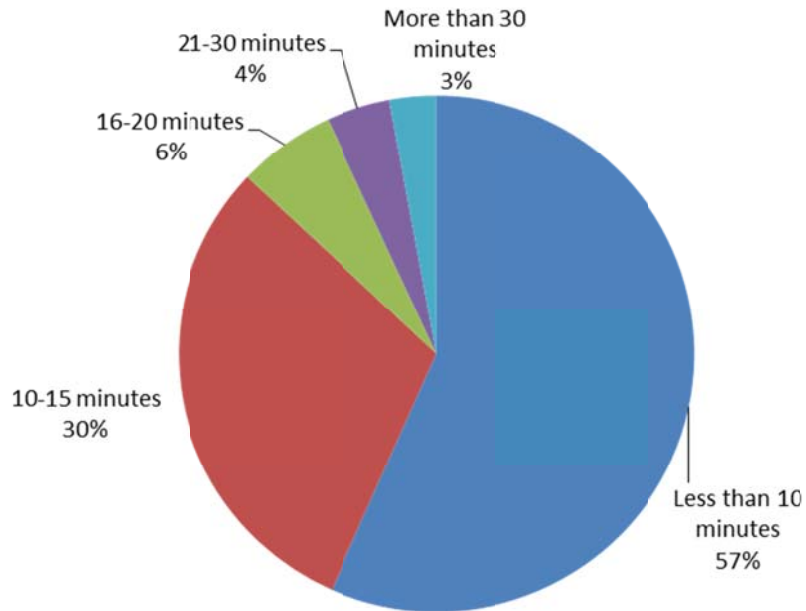
Figure 3-34 Connecting Passengers - Travel Between Terminals



3.3.3 Travel Time Between Terminals

In 2015, we asked Connecting Passengers who transferred between terminals to estimate their travel time (the time from leaving one’s arrival terminal to reaching one’s departure terminal). The majority of Connecting Passengers indicate travel time less than 10 minutes between terminals (Figure 3-35). Thirty-percent (30%) report 10-15 minutes travel time between terminals; six percent (6%), 16 to 20 minutes; and four percent (4%), 21 to 30 minutes. Three percent (3%) of Connecting Passengers indicate travel time between terminals of more than 30 minutes.

Figure 3-35 Connecting Passengers - Travel Time Between Terminals



3.3.4 Layover Time

In general, layover times for Connecting Passengers are long: seventy percent (70%) have layover times of two hours or more (Table 3-34). Layover time is defined as the wait time from when a passenger arrives from his or her first flight to the scheduled departure time of his or her departing flight. Layover times are slightly longer in the peak season than the non-peak season: seventy-four percent (74%) of passengers have layover times of two hours or longer in the peak season compared to sixty-six percent (66%) in the non-peak season.

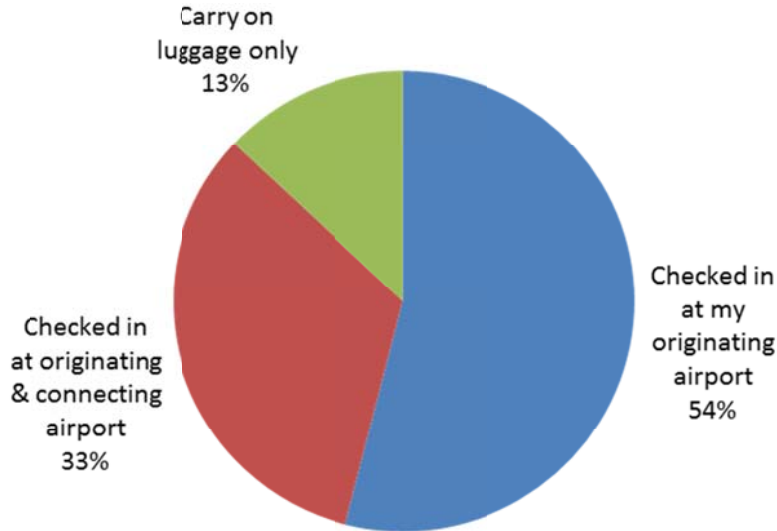
Table 3-34 Layover Time

Layover Time	Peak n=2,349	Non-Peak n=2,526	Sample n=4,875
Less than 2 hours	26%	34%	30%
2 < 3 hours	25%	25%	25%
3 < 4 hours	15%	14%	14%
4 < 6 hours	18%	16%	17%
6 < 8 hours	7%	5%	6%
8 hours or more	9%	6%	7%

3.3.5 Checked Baggage and Security Screening

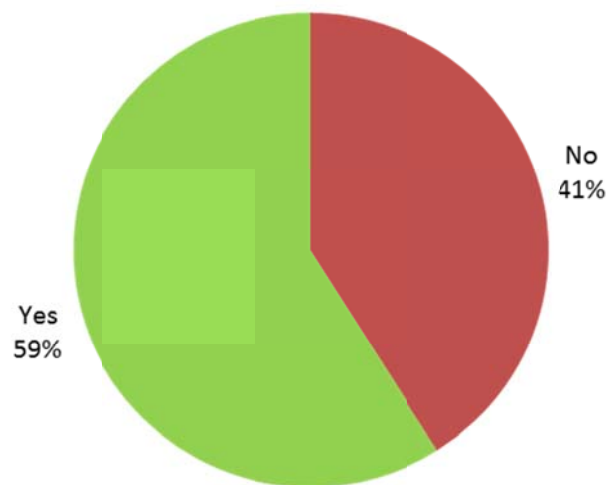
New questions were added to the 2015 survey to assess whether Connecting Passengers were re-screened, and if they needed to re-check luggage at LAX. Thirty-three percent (33%) of Connecting Passengers checked in their luggage at LAX in addition to checking in at their originating airport (Figure 3-36). This finding is not surprising considering international arriving passengers connecting to another flight at LAX are required to re-check their luggage. As mentioned above, about a third of Connecting Passengers originated their trip from another country.

Figure 3-36 Where did you check in your luggage? n=4,900



Fifty-nine percent (59%) of Connecting Passengers went through the security screening process at LAX (Figure 3-37).

Figure 3-37 Did you go through security screening at LAX today? n=4,900



3.3.6 Leave Airport Premises

Considering the long layover times at LAX, Connecting Passengers were asked if they left the airport premises. Only four percent (4%) of Connecting Passengers leave LAX during their layover (Figure 3-38). Cross tabulation analysis shows that Connecting Passengers with the longest layover times are most likely to leave the airport. Thirty-one percent (31%) of Connecting Passengers with layover times of eight hours or more leave LAX compared to three percent (3%) with layover times of less than two hours. In general, the longer the layover, the more likely a passenger is to leave the airport premises during their layover at LAX (Figure 3-39).

Figure 3-38 Did you leave LAX during your layover? n=4,900

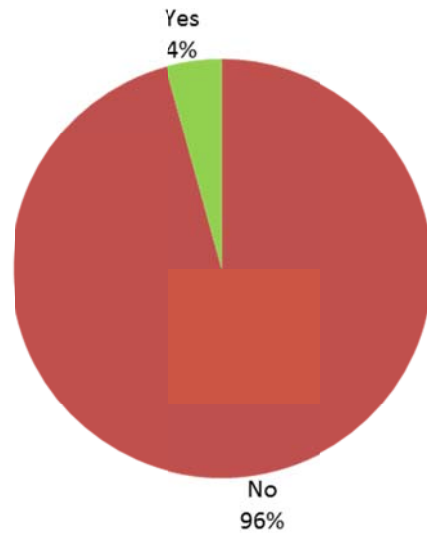
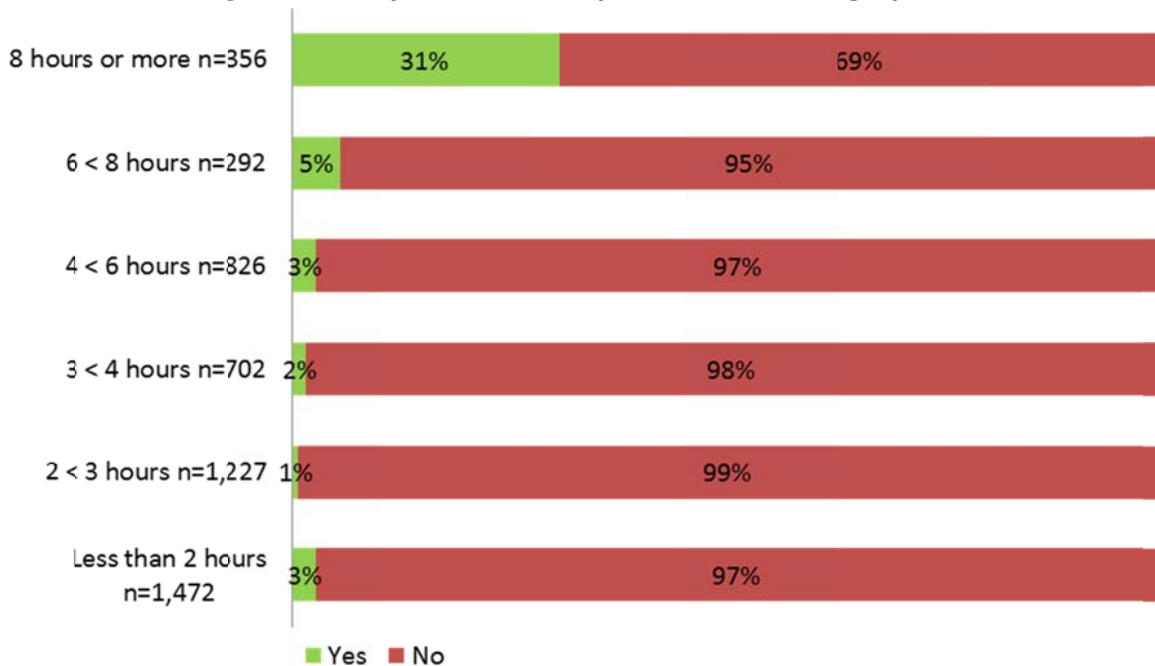


Figure 3-39 Layover Time - Did you leave LAX during layover?



3.3.7 Travel Back to LAX

The majority of Connecting Passengers (59%) who leave the airport return to LAX via private transportation, such as a private vehicle, taxi, private shuttle, or paid ride service (Uber or Lyft). Another twenty-two percent (22%) use a hotel courtesy shuttle and eleven percent (11%) use shared shuttle services to return to LAX (Table 3-35).

Table 3-35 Mode of Transportation Back to LAX⁵

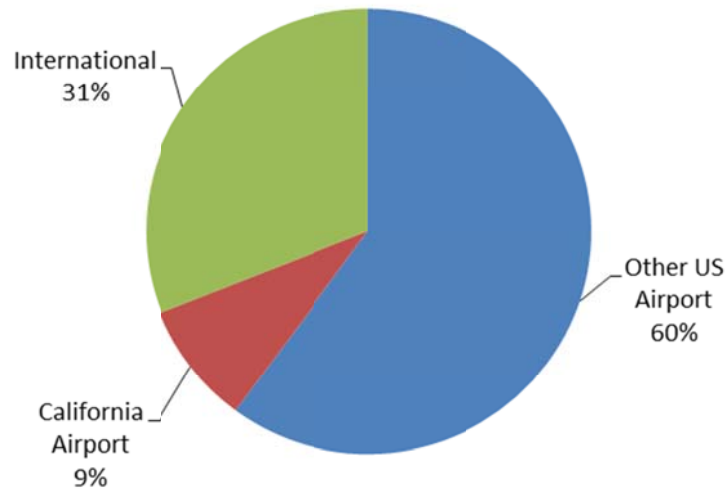
Connecting Passengers	Total Sample n=187
<i>Private transportation:</i>	
Taxi	18%
Private vehicle	17%
Shuttle/ van (private - non stop direct)	12%
Rental vehicle	8%
Paid ride service (Uber/ Lyft)	4%
<i>Shared/scheduled transportation:</i>	
Hotel courtesy shuttle	22%
Airport shuttle/ van (multiple stops)	11%
LA Union Flyaway	2%
Hollywood Flyaway	1%
Santa Monica Flyaway	1%
Van Nuys Flyaway	1%
Organized group/ tour bus	1%
<i>Public transportation:</i>	
MTA or other public	2%
Green line/ light rail	1%

⁵ Excludes “Don’t Know” and “Other” responses.

3.3.8 Final Destination

The majority of Connecting Passengers fly to another domestic airport outside of California (60%), nine percent (9%) fly to another California airport, and thirty-one percent (31%) fly to an international destination (Figure 3-40).

Figure 3-40 Final Destination – Connecting Passengers n=4,933



3.4 All Passengers

3.4.1 Trip Purpose (All Passengers)

The largest subgroup of passengers – seventy percent (70%) of all passengers – travel for vacation or pleasure, but there is a difference between the peak and non-peak seasons: seventy-four percent (74%) of all passengers travel for vacation or pleasure in the peak season compared to sixty-six percent (66%) in the non-peak season (Table 3-36). With the share of vacation/pleasure travel decreasing in the non-peak season, business-related travel has a larger share: twenty-five percent (25%) of all passengers in the non-peak season are business travelers compared to nineteen percent (19%) in the peak season. An equal amount of passengers (7%) indicated traveling for both business and pleasure/personal reasons during the peak and non-peak surveys.

Table 3-36 Trip Purpose – All Passengers

Trip Purpose Originating Passengers	Peak n=6,641	Non Peak n=6,511	Total Sample n=13,152
Vacation or pleasure	73%	66%	69%
Business related	21%	27%	24%
Business and pleasure	7%	7%	7%

3.4.2 Passengers Traveling With Others

Less than half of all passengers at LAX traveled with someone in the 2015 survey. In 2015, forty-seven percent (47%) of passengers travel with someone: fifty percent (50%) in the peak survey and thirty-six percent (36%) in the non-peak survey (Table 3-37). Notable is that an equal amount of passengers traveled alone versus with another person during the peak survey period, when more family related vacation and/or holiday travel would be expected. It is important to note, the survey revealed the same findings among Originating Passengers: forty-seven percent (47%) are traveling with others.

Table 3-37 Are you traveling with others?

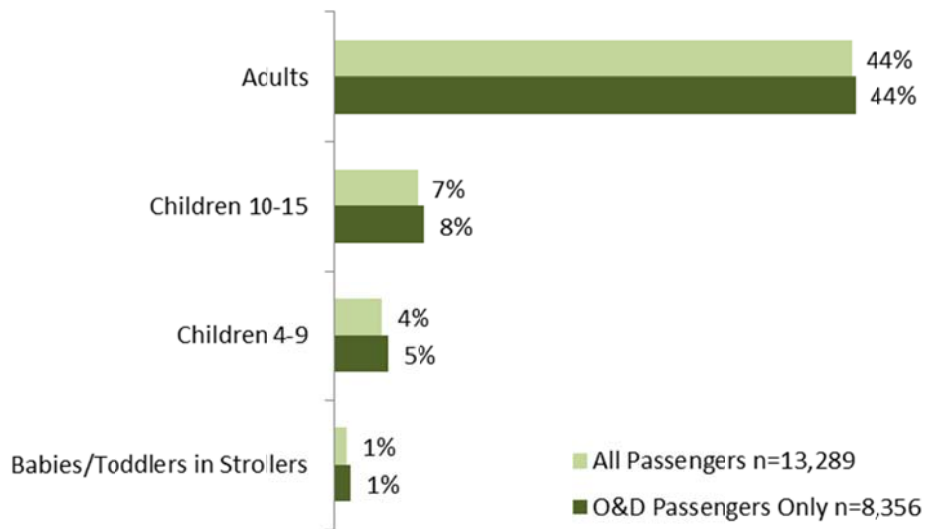
ALL PASSENGERS Traveling with Others	Peak n=6,600	Non-Peak n=6,689	Total Sample n=13,289
Yes	50%	36%	47%
No	50%	64%	53%

New questions were added to the 2015 survey to assess travel party size by age group (Adults 18 and over, children 10-17, children 4-9, and Babies/Toddlers in Strollers).

The percentage of passengers traveling with other adults is the same for all passengers and Originating Passengers: forty-four percent (44%) are traveling with at least one other adult (Figure I-11). We also asked passengers about the ages of children traveling in their party. Seven percent (7%) of all passengers and eight percent (8%) of Originating Passengers are traveling with at least one child between the ages of 10 to 17 years old. Four percent (4%) of all passengers and five percent of Originating Passengers travel with at least one child between 4 and 9 years old. One percent (1%) of all passengers and Originating Passengers travel with a baby or toddler in a stroller (Figure 3-41)⁶.

⁶ These are not mutually exclusive subcategories; therefore, respondents may answer “yes” to more than one question about the composition of their travel party.

Figure 3-41 Traveling With Others



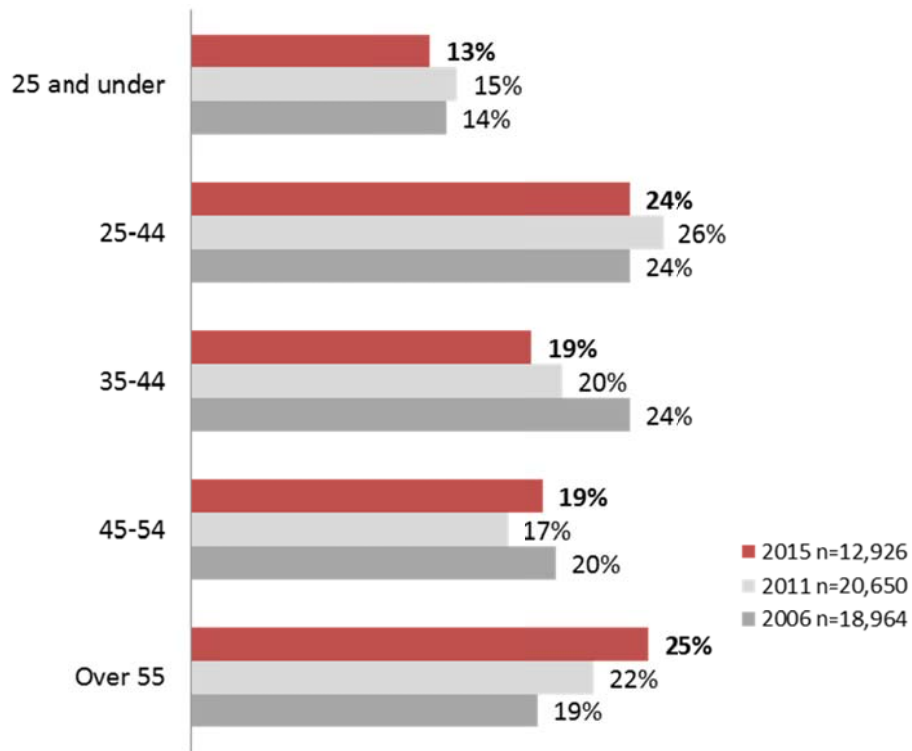
3.4.3 Age Range (All Passengers)

The peak season has a generally younger passenger market. Fifteen percent (15%) of passengers are under 25 years of age (Table 3-42). Overall, however, the results of the 2015 survey showed a slight increase in the amount of travelers in the older age groups of 45 and above. Forty-four percent (44%) of travelers were 45 years or older in 2015, compared to thirty-nine percent (39%) in 2011. Conversely, thirty-seven percent (37%) of passengers in 2015 were under 35, compared to forty-one percent (41%) in 2011 (Figure 3-42).

Table 3-38 Age Range of All Passengers

Age Range	Peak n=6,444	Non-Peak n=6,482	Total Sample n=12,926
Under 25	15%	11%	13%
25-34	23%	25%	24%
35-44	20%	17%	19%
45-54	20%	19%	19%
55-65	15%	18%	16%
Over 65	7%	10%	9%

Figure 3-42 Age Range of All Passengers



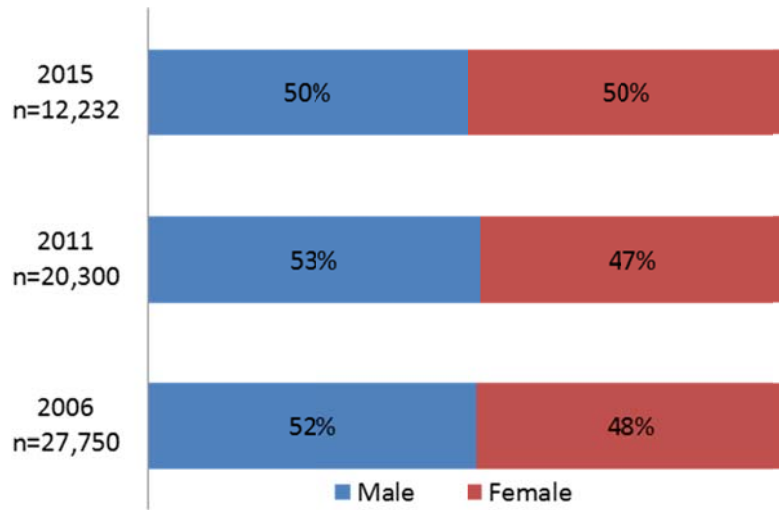
3.4.4 Gender (All Passengers)

The gender split among passengers at LAX during the 2015 survey is equal, compared to a slightly greater proportion of male travelers in 2011 and 2006 (Figure 3-43). Females have a slightly greater percentage during the peak survey (53%), while males have a slightly greater percentage during the non-peak survey (52%) (Table 3-39).

Table 3-39 Gender of All Passengers

Gender	Peak n=6,673	Non Peak n=6,559	Total Sample n=13,232
Male	47%	52%	50%
Female	53%	48%	50%

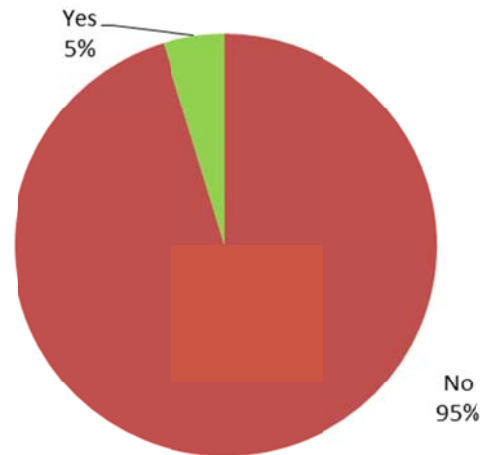
Figure 3-43 Gender of All Passengers



3.4.5 Passengers Requesting Special Assistance

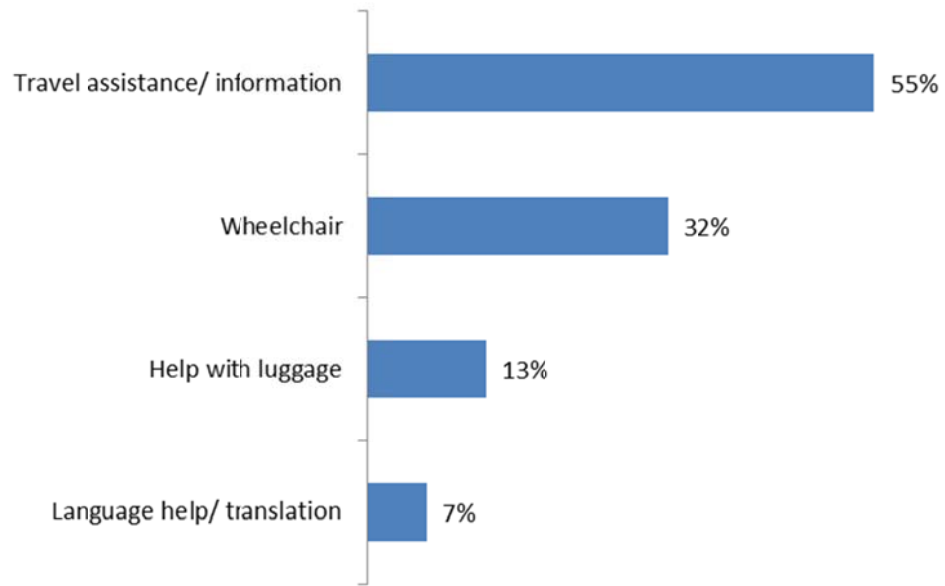
In 2015, we asked all passengers if they requested special assistance during their travel at LAX, such as a wheel chair, help with luggage, travel assistance, or language translation. Five percent (5%) of all passengers requested special assistance during their travel at LAX (Figure 3-44).

Figure 3-44 All Passengers – Did you need special assistance today?



Of passengers who requested special assistance, fifty-five percent (55%) request help with travel assistance and information (Figure 3-45). Thirty-two percent (32%) request a wheel chair. Thirteen percent (13%) request help with luggage and seven percent (7%) request help with language translation.

Figure 3-45 All Passengers – Special Assistance Needed⁷



3.4.6 Traveling with Pets

Less than one percent of passengers are traveling with either a service animal or pet.

⁷ Passengers were asked to select all that apply; thus percentages will not equal 100 percent

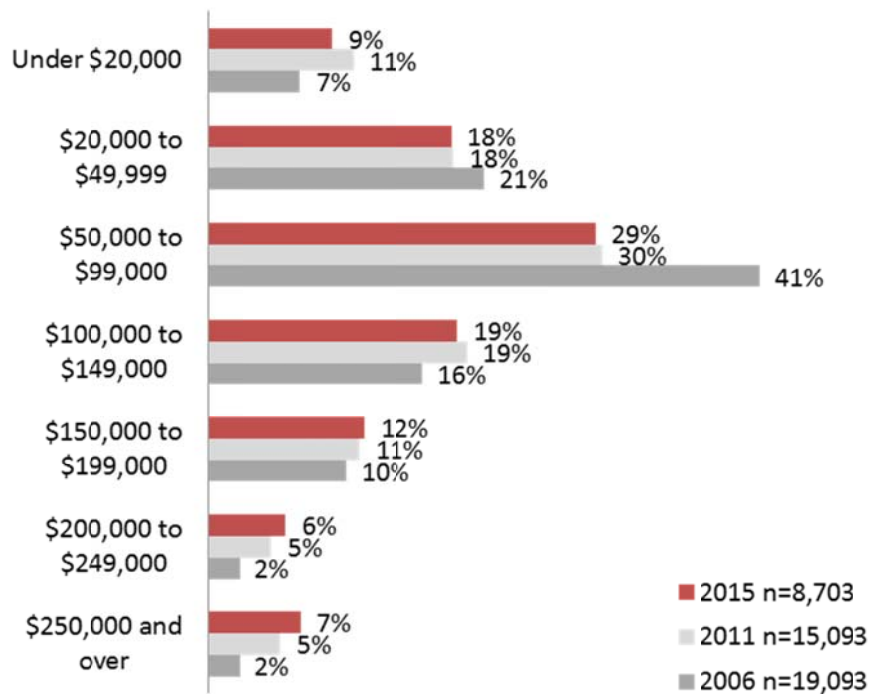
3.4.7 Annual Household Income (U.S. Residents Only)

Passengers who live in the United States (“U.S. residents”) were asked their annual household income. As shown in Table 3-40 and Figure 3-46, the largest subgroup of U.S. resident passengers report annual household incomes between \$50,000 and \$100,000, which was also the case in 2011. This finding is generally consistent with the average household income for the U.S., which was approximately \$54,000 last year.⁸ The reported annual household income percentages remained steady when comparing 2015 to 2011. There was a slight uptick in passengers reporting incomes over \$150,000 in 2015 (25%) versus 2011 (21%). Additionally, slightly fewer passengers reported incomes under \$20,000 in 2015 (9% versus 11% in 2011).

Table 3-40 Annual Household Income – U.S. Residents Only

Household Income	Peak n=4,187	Non-Peak n=4,516	Total Sample n=8,703
Under \$20,000	10%	8%	9%
\$20,000 to \$49,999	18%	19%	18%
\$50,000 to \$99,999	30%	29%	29%
\$100,000 to \$149,999	19%	18%	19%
\$150,000 to \$199,999	12%	12%	12%
\$200,000 to \$249,999	6%	6%	6%
\$250,000 and over	6%	8%	7%

Table 3-46 Annual Household Income – U.S. Residents Only



⁸ Source: U.S. Census Bureau: Income and Poverty 2014 Report

Section 4 Summary of Findings

The Unison Team collected surveys from over 13,000 departing passengers in 2015 in two waves: a peak survey in July and a non-peak survey in April. Similar to past surveys, the majority of passengers in 2015 originate at LAX, travel for non-business related purposes, and have long dwell times/layover times at the airport. Other notable findings are as follows:

- As in the 2011 survey, the majority of Originating Passengers come from Los Angeles County (71%), with an additional fourteen percent (14%) coming from Orange County. The remaining fifteen percent of travelers come from the following counties:
 - Ventura County (4%)
 - San Bernardino County (4%)
 - Riverside County (3%)
 - San Diego County (2%)
 - Santa Barbara County (2%)
- The percentage of Residents using LAX remains fairly steady in 2015 at fifty-seven percent (57%), down slightly from the 2011 tally of fifty-nine percent (59%).
- 2015 marks the first time that the use of paid ride service (Uber or Lyft) was tracked. Eight percent (8%) of Residents and six percent (6%) of Visitors used such services to get to LAX. The use of private vehicles among Residents dropped from seventy-five percent (75%) in 2011 to sixty-seven percent (67%) in 2015, while the use of both private vehicles and taxis dropped among Visitors in 2015 in comparison to 2011.
- In the 2015 survey, off-airport parkers were asked to name the most important factor in deciding where to park. The top three factors are: Good price, at forty percent (40%); convenient location, thirty-four percent (34%); and safe location, ten percent (10%).
- Visitors use the I-405 Freeway more frequently than Residents: forty-two percent (42%) of Visitors use the I-405 Freeway compared to thirty-seven percent (37%) of Residents. However, Residents are more likely to use the I-105 Freeway than Visitors. Thirty-four percent (34%) of Residents versus twenty-four percent (24%) of Visitors use the I-105 Freeway. Eighteen percent (18%) of Residents and twenty-one percent (21%) of Visitors do not use a freeway.
- The incidence of Originating Passengers checking baggage rebounded in 2015 after dropping significantly in 2011. Eighty-seven percent (87%) of Originating Passengers checked bags in 2015, compared to sixty-eight percent (68%) of Originating Passengers in 2011.
- Compared to the 2011 and 2006 surveys, more Originating Passengers had a well-wisher accompany them inside the terminal: Thirty percent (30%) in 2015 compared to twenty-two percent (22%) in 2011 and twenty-six percent (26%) in 2006.

- The incidence of Connecting Passengers originating from international airports increased in 2015. Thirty-seven percent (37%) of Connecting Passengers originate from an international airport in 2015, compared to thirty-two percent (32%) in 2011 and twenty-nine percent (29%) in 2006. These results are not surprising considering the growth of international traffic at LAX.
- To better assess the behavior of Connecting Passengers, new questions were added to the 2015 survey to assess whether Connecting Passengers were re-screened, and if they needed to re-check luggage at LAX. Thirty-three percent (33%) of Connecting Passengers checked in their luggage at LAX in addition to checking in at their originating airport. Fifty-nine percent (59%) of Connecting Passengers go through security screening at LAX.
- Forty-seven percent (47%) of all passengers and Originating Passengers are traveling with at least one other person. As expected, a larger percentage of passengers are traveling with others in the peak survey period (50% versus 36% in the non-peak survey). New questions were added to the 2015 survey to assess travel party size by age group:
 - Forty-four percent (44%) of all passengers are traveling with at least one other adult. The same finding is true among Originating Passengers.
 - Seven percent (7%) of all passengers and eight percent (8%) of Originating Passengers are traveling with at least one child between 10 and 17 years old.
 - Four percent (4%) of all passengers and five percent (5%) of Originating Passengers are traveling with at least one child between 4 and 9 years old.
 - The incidence of passengers with babies/toddlers in strollers was low. Only one percent (1%) of all passengers and Originating Passengers are traveling with a child in this category.

LAX - 2015 Passenger Survey*

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
001	Terminal / Single	What terminal are you departing from today?	[1] Terminal 1 [2] Terminal 2 [3] Terminal 3 [4] Terminal 4 [5] Terminal 5 [6] Terminal 6 [7] Terminal 7 [8] Terminal 8 [9] TBIT Tom Bradley International Terminal [10] Refused to be surveyed [11] Doesn't speak English	Next Question T2 airlines T3 airlines T4 airlines T5 airlines T6 airlines T7 airlines T8 airlines TBIT airlines End of Survey End of Survey
002	T1 Airline / Single	TERMINAL 1 Which airline are you flying with today?	[1] Southwest [2] Other	Frequency Next Question
003	T1 OTHER airlines / Verbatim	TERMINAL 1 What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Frequency
004	T2 airlines / Single	TERMINAL 2 What airline are you flying with today?	[1] Aeromexico [2] Air Canada [3] Air China [4] Arkefly [5] Avianca [6] Hawaiian [7] Sun Country [8] TACA [9] Virgin Atlantic [10] Volaris [11] West Jet [12] Other	Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Next Question Frequency
005	T2 OTHER airlines / Verbatim	TERMINAL 2 What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Frequency
006	T3 airlines / Single	TERMINAL 3 What airline are you flying with today?	[1] Allegiant Air [2] Frontier [3] Jet Blue [4] Spirit [5] Virgin America [6] Virgin Australia [7] Other	Frequency Frequency Frequency Frequency Frequency Frequency Next Question Frequency
007	T3 OTHER airlines / Verbatim	TERMINAL 3 What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Frequency
008	T4 airlines / Single	TERMINAL 4 What airline are you flying with today?	[1] American Airlines [2] American Eagle Airlines [3] Other	Frequency Frequency Next Question

*Skip conditions are programmed into electronic survey tablet and will not appear on paper version

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
009	T4 OTHER airlines / Verbatim	TERMINAL 4 What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Frequency
010	T5 airlines / Single	TERMINAL 5 What airline are you flying with today?	[1] Delta [2] Other	Frequency Next Question
011	T5 OTHER airlines / Verbatim	TERMINAL 5 What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Frequency
012	T6 airlines / Single	TERMINAL 6 - What airline are you flying with today?	[1] Alaska Airlines [2] Copa Airlines [3] Great Lakes Airlines [4] USAirways [5] Other	Frequency Frequency Frequency Frequency Next Question
013	T6 OTHER airlines / Verbatim	TERMINAL 6 What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Frequency
014	T7 airlines / Single	TERMINAL 7 - What airline are you flying with today?	[1] United Airlines [2] Other	Frequency T7 8 OTHER airlines
015	T8 airlines / Single	TERMINAL 8 - What airline are you flying with today?	[1] United Airlines [2] Other	Frequency Next Question
016	T7 8 OTHER airlines / Verbatim	Terminal 7/8 What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Frequency
017	TBIT airlines / Single	TBIT - What airline are you flying with today?	[1] Air France [2] Air New Zealand [3] Air Tahiti Nui [4] All Nippon Airways (ANA) [5] Asiana [6] British Airways [7] Cathay Pacific [8] China Airlines [9] China Eastern [10] China Southern [11] Eva Airways [12] Korean Airlines [13] Lufthansa [14] Philippine Airlines [15] Qantas [16] Singapore Airlines [17] Other	Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Next Question

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
018	TBIT OTHER airlines / Single	TBIT - What OTHER airline are you flying with today?	<ul style="list-style-type: none"> [1] Aeroflot Russian [2] Air Berlin [3] All Nippon [4] Alitalia [5] Emirates [6] El Al Israel [7] Etihad [8] Fiji [9] Japan Airlines [10] KLM Royal [11] Iberia [12] LAN Airlines [13] Norwegian Air [14] Saudia [15] Swiss [16] Thai [17] Transaero Airlines [18] Turkish [19] Other 	Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Frequency Next Question Next Question
019	TBIT OTHER airlines not listed / Verbatim	TBIT - What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
020	Frequency / Single	In the past 12 months, how often have you flown from LA Airport, including today's trip?	<ul style="list-style-type: none"> [1] First time/once [2] 2 to 3 times [3] 4 to 5 times [4] 6 to 8 times [5] 9 to 12 times [6] More than 12 times 	Next Question Next Question Next Question Next Question Next Question Next Question
021	Connecting flight / Single	Are you connecting/ transferring flights here at Los Angeles Airport?	<ul style="list-style-type: none"> [1] No - Starting trip here at LA Airport [2] Yes - Connecting to another plane [3] Stopping at LA Airport and leaving on same plane 	Prior to arriving at LAX Next Question End of Survey
022	US or non US origination / Single	CONNECTING PASSENGERS ONLY Did your flight come from a U.S.Airport or Non-U.S. Airport?	<ul style="list-style-type: none"> [1] U.S. Airport [2] Non-U.S. Airport 	Next Question Non US origination
023	US Airport Origination / ItemSelectionList	CONNECTING PASSENGERS ONLY What U.S. airport did your flight come from? Type airport name on keypad then select.	(FileName: LAX_excel_airport_list_2015.txt)	Next Question
024	Other US Airport Origination / Verbatim	CONNECTING PASSENGERS ONLY What OTHER U.S. airport?	(Minimum Digits: 0) (Maximum Digits: 300)	Terminal landed
025	Non US origination / ItemSelectionList	CONNECTING PASSENGERS ONLY What country did your flight come from? Type country name on keypad and select.	(FileName: world_countries_2015.txt)	Next Question

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
026	Terminal landed / Single	CONNECTING PASSENGERS ONLY Did you arrive in this terminal or a different terminal at LA Airport?	[1] Landed in this terminal [2] Landed in different terminal	Connecting bags Next Question
027	Terminal arrived / Single	CONNECTING PASSENGERS ONLY At what terminal did your plane land?	[1] Terminal 1 [2] Terminal 2 [3] Terminal 3 [4] Terminal 4 [5] Terminal 5 [6] Terminal 6 [7] Terminal 7 [8] Terminal 8 [9] Tom Bradley International Terminal TBIT [10] I don't know/ don't remember (Minimum Digits: 0) (Maximum Digits: 300)	Travel between terminals Travel between terminals Travel between terminals Travel between terminals Travel between terminals Travel between terminals Travel between terminals Travel between terminals Travel between terminals Next Question Next Question
028	Originating airline / Verbatim	CONNECTING PASSENGERS ONLY What airline did you use to fly to LA Airport?		Next Question
029	Travel between terminals / Single	CONNECTING PASSENGERS ONLY How did you travel between terminals?	[1] Walked between terminals [2] Used the airport shuttle bus [3] Other	Next Question Next Question Next Question
030	Time between terminals / Single	CONNECTING PASSENGERS ONLY How long did it take you to get from one terminal to the other? From the time you left one terminal and arrived at another. (Estimate number of minutes)	[1] Less than 10 minutes [2] 10-15 minutes [3] 16-20 minutes [4] 21-30 minutes [5] More than 30 minutes	Next Question Next Question Next Question Next Question Next Question
031	Connecting bags / Single	CONNECTING PASSENGERS ONLY Where did you check-in your luggage?	[1] Checked-in at my originating airport [2] Checked-in at my originating airport AND at LA Airport [3] I have carry-on luggage only - no check-in luggage	Next Question Next Question Next Question
032	Connecting security / Single	CONNECTING PASSENGERS ONLY Did you go through security screening at LA Airport today?	[1] Yes [2] No	Next Question Next Question
033	Layover time / Single	CONNECTING PASSENGERS ONLY How long is your layover (connection time) here at LA Airport?	[1] Less than 1 hour [2] 1 < 2 hours [3] 2 < 3 hours [4] 3 < 4 hours [5] 4 < 6 hours [6] 6 < 8 hours [7] 8 < 10 hours [8] 10 < 12 hours [9] More than 12 hours [10] Don't know	Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question
034	Leave the premises / Single	CONNECTING PASSENGERS ONLY During your layover (connection time), did you leave LA Airport premises?	[1] No [2] Yes	Others traveling with you Next Question

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
040	So Cal County Origination / Single	What part of Southern California did you depart from prior to coming to LA Airport today?	[1] Los Angeles County [2] Orange County [3] Riverside County [4] San Bernardino County [5] Ventura County [6] San Diego County [7] Santa Barbara County [8] Don't know [9] Other (FileName: LA-Neighborhood_list_2015.txt)	Next Question Orange County Riverside County San Bernardino Ventura County San Diego County Santa Barbara County So Cal Map Other So Cal Area Next Question
041	LA Neighborhood / ItemSelectionList	What part of the LA area did you come from prior to coming to this Airport? Click NEXT if area is not listed	(Picturename:)	Next Question
042	LA Neighborhood MAP / Info	What other area of Los Angeles did you come from prior to coming to this Airport? PLEASE BE SPECIFIC - INDICATE CLOSEST LANDMARK OR NEIGHBORHOOD	(Minimum Digits: 0) (Maximum Digits: 300)	Dwell time OD
043	Other LA Area / Verbatim	What part of Orange County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: Orange County Cities.txt)	Dwell time OD
044	Orange County / ItemSelectionList	What part of Riverside County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: Riverside cities.txt)	Dwell time OD
045	Riverside County / ItemSelectionList	What part of San Bernardino County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: san bernardino cities.txt)	Dwell time OD
046	San Bernardino / ItemSelectionList	What part of Ventura County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: Ventura Cities.txt)	Dwell time OD
047	Ventura County / ItemSelectionList	What part of San Diego County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: San Diego cities.txt)	Dwell time OD
048	San Diego County / ItemSelectionList	What part of the Santa Barbara County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: Santa Barbara Cities.txt)	Dwell time OD
049	Santa Barbara County / ItemSelectionList	What part of the Santa Barbara County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: Santa Barbara Cities.txt)	Dwell time OD

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
055	People inside terminal / Single	How many people came inside the terminal with you to see you off today?	[1] None [2] 1 [3] 2 [4] 3 [5] 4 [6] 5 or more	Next Question Next Question Next Question Next Question Next Question Next Question
056	Check in luggage / Single	Did you check in luggage at LA Airport?	[1] Yes [2] No	Primary form of transpo...
057	Location of check-in luggage / Single	Where did you check in luggage?	[1] Airline ticket counter [2] Curbside with sky cap/outside terminal [3] Checked in luggage but not at LA Airport (with cruise line or other transportation agent) [4] Other	Pieces of luggage Pieces of luggage Pieces of luggage
058	Other location luggage check in / Verbatim	What other location did you check in your luggage?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
059	Pieces of luggage / Single	How many pieces of luggage did you check-in for yourself?	[1] 1 [2] 2 [3] 3 [4] 4 [5] 5 or more	Next Question Next Question Next Question Next Question Next Question
060	Primary form of transportation / Single	What was the primary form of transportation you used to get to LA Airport today?	[1] Private vehicle [2] Rental vehicle [3] Taxi [4] Limousine/town car [5] Shuttle/van (Private - non stop direct service) [6] Airport shuttle/van - multiple stops (Super Shuttle, Prime Time, Road Runner) [7] Hotel courtesy van [8] Paid ride share (Uber, Lyft, Sidecar) [9] LA Union Station Flyaway [10] Hollywood Flyaway [11] Santa Monica Flyaway [12] Van Nuys Flyaway [13] Westwood Flyaway [14] MTA (Metro) or other public [15] Green line/light rail [16] Organized group/tour bus or van [17] Scheduled airport bus/van (Disneyland, Santa Barbara, Cruise Ship bus, etc.) [18] Don't know [19] Other	Dropped off or vehicle p.. Rental car drop off Travel party using same.. Travel party using same.. Travel party using same.. US resident US resident Travel party using same.. US resident US resident US resident US resident US resident Specify transit agency a.. US resident US resident US resident US resident US resident
061	Other primary transportation / Verbatim	What was your other means of primary transportation used to get to LA airport today?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question Use of I-405 or I-105

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
062	Specify transit agency and bus line or route /	Please specify the transit agency and bus line or route you used to get to this airport	<ul style="list-style-type: none"> [1] MTA (Metro) [2] Santa Monica/Big Blue bus [3] Culver City Bus [4] Torrance Transit [5] Other [6] Didn't use/ doesn't apply to me [7] Don't know/ don't remember 	<ul style="list-style-type: none"> Next Question Bus line number for San.. Bus line number for Cul.. Bus line number for Tor.. What is the other transit.. US resident US resident US resident
063	Bus line Metro / Verbatim	MTA (Metro) What is the bus line number?	<ul style="list-style-type: none"> (Minimum Digits: 0) (Maximum Digits: 300) 	US resident
064	Bus line number for Santa Monica + Big Blue	Santa Monica + Big Blue Bus What was the bus line number?	<ul style="list-style-type: none"> (Minimum Digits: 0) (Maximum Digits: 300) 	US resident
065	Bus line number for Culver City bus /	Culver City What was the bus line number?	<ul style="list-style-type: none"> (Minimum Digits: 0) (Maximum Digits: 300) 	US resident
066	Bus line number for Torrance Transit /	Torrance Transit What was the bus line number?	<ul style="list-style-type: none"> (Minimum Digits: 0) (Maximum Digits: 300) 	US resident
067	What is the other transit agency / Verbatim	What is the other transit agency and bus line or route you used to get to the airport?	<ul style="list-style-type: none"> (Minimum Digits: 0) (Maximum Digits: 300) 	US resident
068	Rental car drop off / Single	Did you go directly to rental car agency?	<ul style="list-style-type: none"> [1] YES [2] NO - I dropped off people at curb first, then returned car [3] NEITHER - I parked the rental car 	<ul style="list-style-type: none"> Travel party using same.. Travel party using same..
069	Dropped off or vehicle parked / Single	Were you dropped off at the curb or was the vehicle parked by you or someone else?	<ul style="list-style-type: none"> [1] I was dropped off at curb and driver left [2] I was dropped off at curb then driver parked the car [3] Vehicle was parked by me or someone in my travel party 	<ul style="list-style-type: none"> Vehicle parked at airport Travel party using same.. Next Question
070	Vehicle parked at airport / Single	Was the vehicle parked in one of the Airport parking lots/ garages right here across the terminal?	<ul style="list-style-type: none"> [1] Yes – Parked here at Airport lot/ garage (across the terminal) [2] No - Parked at OFF-airport lot/ garage (away from terminal) 	<ul style="list-style-type: none"> Next Question Travel party using same.. Next Question

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
083	Which surface street used / Multi Normal	Which of the following surface streets did you use to get to this airport? CHOOSE ALL THAT APPLY	<ul style="list-style-type: none"> [1] Airport Blvd [2] Arbor Vitae St [3] Aviation Blvd [4] Century Blvd [5] El Segundo Blvd [6] Imperial Highway [7] La Cienega Blvd [8] La Tijera Blvd [9] Lincoln Blvd [10] Manchester Blvd [11] Sepulveda Blvd [12] Westchester Parkway [13] Other [14] Don't know (Min: 0, Max: 0, Exclusive: 0) (Picturename:)	Next Question
084	LA Street Map(1) / Info			Next Question
085	Which other surface street / Verbatim	Which other surface street did you use to get to the airport?	(Minimum Digits: 0) (Maximum Digits: 300) (Picturename:)	US resident
086	LA Street Map / Info			Next Question
087	Which other exit / Verbatim	Which other exit did you use today to get to the airport?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
088	US resident / Single	Do you currently live in the U.S?	[1] Yes [2] No	Next Question
089	Home zip code / Numeric	What is your home zip code?	(Minimum Digits: 0) (Maximum Digits: 5)	Nights in So Cal Next Question
090	Live in So Cal area / Single	Do you currently live in the Southern California area? (North of Mexico border to Santa Barbara)	[1] Yes - I live in Southern California [2] No - I am visiting Southern California	Next Question
091	So Cal County / Single	SOUTHERN CALIFORNIA RESIDENTS What county do you reside in?	<ul style="list-style-type: none"> [1] Los Angeles County [2] Orange County [3] Riverside County [4] San Bernardino County [5] Ventura County [6] San Diego County [7] Santa Barbara County [8] Other (Minimum Digits: 0) (Maximum Digits: 3)	Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question
092	Nights away from home / Numeric	In total, how many nights will you be away from home on this trip? (If returning same day, Enter "0")		Next Question
093	Spend the night / Single	SOUTHERN CALIFORNIA RESIDENTS Did you spend the night at a hotel near LA Airport prior to your flight today?	[1] Yes [2] No	Next Question Next Question

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
100	US Airport Destination / ItemSelectionList	What airport is your final U.S. DESTINATION? Type airport name on keypad then select.	(FileName: LAX_excel_airport_list_2015.txt)	Next Question
101	Other US Airport Destination / Verbatim	What OTHER U.S. airport DESTINATION?	(Minimum Digits: 0) (Maximum Digits: 300)	Main purpose of trip
102	International destination / ItemSelectionList	Where is your final international DESTINATION? Type country name on keypad then select.	(FileName: world_countries_2015.txt)	Next Question
103	Main purpose of trip / Single	What is the main purpose of your trip today?	[1] Business related [2] Pleasure/ personal reasons [3] Business and pleasure/personal [4] Other	Assistance required Assistance required Assistance required Next Question
104	What the other main purpose of your trip /	What is the other main purpose of your trip?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
105	Assistance required / Single	Did you need any special assistance today at LA Airport? (e.g. wheel chair, help with luggage, etc.)	[1] Yes [2] No	Next Question Age range
106	Assistance with what / Multi Normal	What kind of assistance did you need today at LA Airport? CHOOSE ALL THAT APPLY	[1] Wheelchair [2] Help with luggage [3] Travel assistance/ information [4] Language help/ translation [5] Other (Min: 0, Max: 0, Exclusive: 0)	Next Question
107	Other assistance / Verbatim	What other type(s) of assistance did you need?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
108	Age range / Single	What is your age range, please?	[1] 18-24 [2] 25-34 [3] 35-44 [4] 45-54 [5] 55-65 [6] 65-74 [7] 75 and up	Next Question Next Question Next Question Next Question Next Question Next Question Next Question
109	Total annual income / Single	What is the range of your total annual household income?	[1] Under \$20,000 [2] \$20,000-\$49,999 [3] \$50,000-\$99,999 [4] \$100,000-\$149,999 [5] \$150,000-\$199,999 [6] \$200,000-\$249,999 [7] \$250,000 and over [8] Don't know [9] Refused	Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question
110	Gender / Single	FINAL QUESTION What is your gender?	[1] Male [2] Female	Next Question Next Question
111	End of survey / Info	Thank you for your participation	(Picturename:)	Next Question

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
112	Traveling with animal / Single	INTERVIEWER USE ONLY Is passenger traveling with an animal?	[1] No [2] Yes - service animal [3] Yes - pet	Next Question Next Question Next Question



25910 Acero, Suite 250
Mission Viejo, CA 92691
(949) 282-6700 Tel.
(949) 859-6842 Fax.

Headquarters
409 W Huron, Suite 400
Chicago, IL 60654
(312) 988-3360 Tel.
(312) 988-3370 Fax.
www.unison-ucg.com