



LAX – Terminal Performance Report

Q3 2021

LAX – Terminal Performance Report

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Methodology at a Glance

Methodology at a Glance

Objectives and Methodology



- ACI's Airport Service Quality (ASQ) is a benchmarking programme measuring passengers' satisfaction while they are at the airport.
- The ASQ Survey's main objective is to provide the participating airports with the research tools and management information to better understand passengers' views with respect to an airport's products and services:
 - ✓ How passengers rate an airport's services;
 - ✓ How an airport compares to others around the world by traffic type, size, region, etc.;
 - ✓ Which aspects are of particular importance for a specific airport, and;
 - ✓ How passengers' perceptions and priorities are evolving over time.
- The ASQ Survey Questionnaire is composed of 55 questions including:
 - ✓ 34 items where passengers are asked to rate specific service related topics and their overall satisfaction with the airport on a scale of 1 (poor) to 5 (excellent);
 - ✓ Questions related to the passenger profile.
- The questionnaire is self-completed by randomly selected passengers at the boarding gates of pre-selected flights. Flights are selected based on destination and carrier in order to obtain a representative sample of all departures from a participating airport. The ASQ Survey is covering all operating hours of the participating airport, and each day of a week is evenly distributed between each month of a quarter.
- Once completed and verified, paper questionnaires are sent to ACI's research supplier where they are scanned and where the generated data are cleaned, validated and processed. Data are weighted according to the proportion of actual international traffic and actual domestic traffic, when applicable.

Methodology at a Glance

Participating Airports Q3 2021 (1/2)



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

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

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

Methodology at a Glance

Participating Airports Q3 2021 (2/2)



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



Performance Summary – Table

→ Total Traffic

LAX – Terminal Performance Report

Total Traffic – Number of Respondents



→ In Q3 2021, 743 questionnaires were collected at LAX, of which 104 in Terminal T1, 100 in Terminal T2, 53 in Terminal T4, 80 in Terminal T5, 76 in Terminal T6, 95 in Terminal T7, 6 in Terminal T8, 124 in Terminal TB, 105 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
Overall Satisfaction	Total	737	104	100	52	77	76	95	6	123	104
	Business ⁽¹⁾	91	12	25	8	5	12	9	--	15	5
	Leisure ⁽¹⁾	445	65	55	35	57	49	66	4	52	62
	Other ⁽¹⁾	201	27	20	9	15	15	20	2	56	37
Access	Ground transportation to/from airport	390	55	53	28	41	38	46	3	60	66
	Parking facilities	94	10	8	5	12	4	10	--	27	18
	Value for money of parking facilities	92	8	8	5	12	4	11	--	27	17
	Availability of baggage carts/trolleys	372	47	41	20	37	37	45	1	79	65
Check-in	Waiting time in check-in queue/line	639	91	86	41	70	63	74	4	118	92
	Efficiency of check-in staff	638	90	87	43	70	62	73	4	115	94
	Courtesy and helpfulness of check-in staff	642	87	88	44	71	61	74	4	119	94
Passport	Waiting time at passport/personal ID inspection	644	80	86	41	65	65	89	5	116	97
	Courtesy and helpfulness of inspection staff	647	79	87	44	65	65	89	6	115	97
Security	Courtesy and helpfulness of security staff	668	91	88	45	67	69	83	5	116	104
	Thoroughness of security inspection	674	90	91	45	68	68	87	5	116	104
	Waiting time at security inspection	681	91	91	45	70	70	89	5	117	103
	Feeling of being safe and secure	690	93	94	49	71	71	87	5	116	104
Finding Your Way	Ease of finding your way through airport	733	103	99	52	77	76	94	6	121	105
	Flight information screens	689	99	90	48	70	70	90	5	116	101
	Walking distance inside the terminal	730	103	98	52	76	76	93	6	122	104
	Ease of making connections with other flights	165	24	23	13	12	21	22	3	25	22
Airport Facilities	Courtesy and helpfulness of airport staff	662	91	89	46	67	64	85	5	114	101
	Restaurant/Eating facilities	573	81	73	41	62	53	75	4	99	85
	Value for money of restaurant/eating facilities	569	80	71	39	63	52	78	3	100	83
	Availability of bank/ATM facilities/money changers	305	44	26	18	33	30	42	--	63	49
	Shopping facilities	448	63	48	29	49	47	59	3	86	64
	Value for money of shopping facilities	427	61	48	30	47	44	55	2	80	60
	Internet access/Wi-Fi	512	69	56	39	50	56	64	4	102	72
	Business/Executive lounges	246	35	28	15	21	19	36	--	50	42
	Availability of washrooms/toilets	680	96	82	50	69	70	87	5	120	101
Airport Environment	Cleanliness of washrooms/toilets	661	90	82	49	67	69	81	4	118	101
	Comfort of waiting/gate areas	724	104	96	52	77	75	89	6	122	103
	Cleanliness of airport terminal	731	104	100	52	77	75	93	6	121	103
	Ambience of the airport	721	102	98	51	76	76	92	5	120	101
Airport Arrivals	Passport/ID inspection	554	67	76	34	50	54	74	6	101	92
	Speed of baggage delivery	481	61	67	27	42	38	61	4	94	87
	Customs inspection	429	43	52	25	40	36	64	3	89	77

⁽¹⁾ Q7 "Overall Satisfaction" is crossed with Q4 "Main Reason for this air trip".

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

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

LAX – Terminal Performance Report

Total Traffic – Average Scores – Total



→ In Q3 2021, 743 questionnaires were collected at LAX, of which 104 in Terminal T1, 100 in Terminal T2, 53 in Terminal T4, 80 in Terminal T5, 76 in Terminal T6, 95 in Terminal T7, 6 in Terminal T8, 124 in Terminal TB, 105 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
Overall Satisfaction	Total	3.84	4.13	3.57	3.63	3.23	3.96	3.84	3.83	3.90	4.22
	Business ⁽¹⁾	3.73	4.08	3.52	4.00	2.60	3.92	3.78	--	3.67	4.20
	Leisure ⁽¹⁾	3.80	4.15	3.55	3.60	3.19	3.94	3.82	3.75	3.81	4.21
	Other ⁽¹⁾	3.99	4.07	3.70	3.44	3.60	4.07	3.95	4.00	4.05	4.24
Access	Ground transportation to/from airport	3.58	3.69	3.40	3.32	3.22	3.53	3.39	5.00	3.37	4.24
	Parking facilities	3.15	3.10	2.75	2.20	2.67	2.50	3.30	--	3.44	3.56
	Value for money of parking facilities	2.92	2.88	2.75	2.00	2.25	2.25	3.18	--	3.26	3.24
	Availability of baggage carts/trolleys	3.73	3.89	3.63	3.60	3.14	4.00	3.62	4.00	3.80	3.89
Check-in	Waiting time in check-in queue/line	3.97	4.15	3.86	4.12	3.46	4.40	3.96	4.25	3.88	4.07
	Efficiency of check-in staff	4.19	4.36	4.13	4.21	3.77	4.61	3.95	4.25	4.23	4.23
	Courtesy and helpfulness of check-in staff	4.21	4.39	4.11	4.11	3.83	4.59	3.97	4.50	4.32	4.28
Passport	Waiting time at passport/personal ID inspection	4.13	4.07	3.95	4.29	3.77	4.48	4.20	3.80	4.00	4.37
	Courtesy and helpfulness of inspection staff	4.07	4.05	3.97	4.30	3.71	4.32	4.00	4.17	4.01	4.26
Security	Courtesy and helpfulness of security staff	4.02	4.18	3.89	4.27	3.70	4.32	3.87	4.20	3.91	4.15
	Thoroughness of security inspection	4.13	4.21	4.07	4.18	3.85	4.35	3.93	4.60	4.07	4.37
	Waiting time at security inspection	4.03	4.07	3.85	4.20	3.69	4.39	4.01	4.20	3.85	4.31
	Feeling of being safe and secure	4.19	4.24	4.11	4.29	3.93	4.45	4.01	4.60	4.07	4.45
Finding Your Way	Ease of finding your way through airport	4.00	4.18	3.94	3.90	3.84	4.13	4.05	3.50	3.95	3.96
	Flight information screens	4.10	4.35	4.02	4.08	3.81	4.39	4.12	4.20	3.91	4.15
	Walking distance inside the terminal	3.92	4.16	4.12	3.96	3.63	4.13	4.03	2.33	3.89	3.53
	Ease of making connections with other flights	3.85	3.88	3.43	4.31	3.75	4.19	3.68	3.67	3.96	3.77
Airport Facilities	Courtesy and helpfulness of airport staff	4.11	4.15	4.10	4.17	3.61	4.42	4.04	4.40	4.07	4.25
	Restaurant/Eating facilities	3.35	3.77	3.23	3.10	3.02	3.74	3.36	1.75	3.61	2.98
	Value for money of restaurant/eating facilities	2.92	3.10	2.90	2.56	2.24	3.31	2.92	2.33	3.04	3.07
	Availability of bank/ATM facilities/money changers	3.60	3.95	3.81	3.67	3.03	3.77	3.71	--	3.65	3.24
	Shopping facilities	3.46	3.70	3.42	3.28	3.12	3.91	3.36	2.67	3.78	2.98
	Value for money of shopping facilities	3.02	3.30	3.02	2.77	2.38	3.23	2.98	3.00	3.26	2.90
	Internet access/Wi-Fi	3.72	3.86	3.71	3.49	3.12	4.00	3.48	4.25	3.91	3.82
	Business/Executive lounges	3.54	3.63	3.82	3.93	2.86	3.95	3.39	--	3.64	3.31
	Availability of washrooms/toilets	4.09	4.24	3.80	3.96	3.55	4.17	4.10	4.80	4.19	4.41
	Cleanliness of washrooms/toilets	3.84	4.08	3.67	3.49	3.06	3.71	3.93	4.75	3.97	4.31
Airport Environment	Comfort of waiting/gate areas	3.71	3.98	3.18	3.52	3.12	3.59	3.60	4.17	3.93	4.40
	Cleanliness of airport terminal	4.00	4.25	3.74	3.56	3.35	4.08	3.88	4.33	4.13	4.55
	Ambience of the airport	3.74	4.08	3.22	3.27	3.01	3.80	3.72	4.00	3.95	4.37
Airport Arrivals	Passport/ID inspection	4.14	4.07	4.14	4.15	3.74	4.37	4.20	4.33	4.07	4.29
	Speed of baggage delivery	3.90	3.74	3.82	3.59	3.62	4.21	3.95	3.25	3.86	4.23
	Customs inspection	3.94	3.91	3.96	3.88	3.45	4.31	3.95	4.33	3.85	4.14

(1) Q7 "Overall Satisfaction" is crossed with Q4 "Main Reason for this air trip"
 (2) Base is respondents providing a valid response.

LAX – Terminal Performance Report

Total Traffic – Average Scores – Business ⁽¹⁾



→ In Q3 2021, 92 questionnaires were collected at LAX, of which 12 in Terminal T1, 25 in Terminal T2, 8 in Terminal T4, 5 in Terminal T5, 12 in Terminal T6, 9 in Terminal T7, 0 in Terminal T8, 16 in Terminal TB, 5 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
Overall Satisfaction	Business ⁽¹⁾	3.73	4.08	3.52	4.00	2.60	3.92	3.78	--	3.67	4.20
Access	Ground transportation to/from airport	3.33	3.70	2.79	2.83	2.50	3.75	3.14	--	3.67	4.50
	Parking facilities	3.15	3.75	3.50	1.00	4.00	--	1.00	--	4.00	4.00
	Value for money of parking facilities	2.67	3.33	3.50	1.00	2.00	--	1.00	--	3.50	3.00
	Availability of baggage carts/trolleys	3.74	4.14	3.56	4.25	2.33	4.20	4.25	--	3.33	4.00
Check-in	Waiting time in check-in queue/line	3.96	3.92	3.79	4.20	3.50	4.50	4.14	--	4.00	3.40
	Efficiency of check-in staff	4.21	4.08	4.16	4.33	4.00	4.50	3.86	--	4.47	3.80
	Courtesy and helpfulness of check-in staff	4.30	4.33	4.10	4.33	4.25	4.60	4.00	--	4.40	4.60
Passport	Waiting time at passport/personal ID inspection	4.12	3.67	4.11	4.43	2.50	4.18	4.44	--	4.13	4.40
	Courtesy and helpfulness of inspection staff	4.01	3.56	4.00	4.43	3.00	4.00	4.00	--	4.13	4.40
Security	Courtesy and helpfulness of security staff	4.06	4.17	3.94	4.25	3.25	4.27	4.00	--	3.93	4.60
	Thoroughness of security inspection	4.08	4.08	4.00	4.50	3.50	4.09	4.13	--	4.00	4.40
	Waiting time at security inspection	4.07	4.33	3.95	4.38	3.50	4.42	4.33	--	3.47	4.40
	Feeling of being safe and secure	4.16	4.18	4.05	4.63	3.80	4.50	3.78	--	3.93	4.80
Finding Your Way	Ease of finding your way through airport	3.99	3.83	3.84	4.25	3.20	4.00	4.44	--	4.00	4.60
	Flight information screens	4.07	4.08	3.90	4.33	3.60	4.33	4.25	--	3.79	4.80
	Walking distance inside the terminal	4.02	4.08	4.12	4.38	3.00	3.75	4.22	--	4.07	4.00
	Ease of making connections with other flights	4.16	4.00	4.00	4.50	3.50	5.00	4.00	--	4.67	--
Airport Facilities	Courtesy and helpfulness of airport staff	3.97	3.82	3.95	4.29	3.00	4.11	3.71	--	4.00	4.80
	Restaurant/Eating facilities	3.40	3.89	3.26	3.83	2.25	3.71	3.33	--	3.15	3.75
	Value for money of restaurant/eating facilities	3.06	3.89	3.13	3.83	2.00	2.86	2.83	--	2.58	3.00
	Availability of bank/ATM facilities/money changers	3.58	4.00	4.17	5.00	2.33	2.50	2.50	--	3.60	4.00
	Shopping facilities	3.61	3.88	3.45	4.17	3.00	3.33	3.33	--	3.67	4.00
	Value for money of shopping facilities	3.23	3.63	3.27	3.50	2.00	2.60	3.00	--	3.45	3.00
	Internet access/Wi-Fi	3.84	3.78	3.91	4.14	2.67	4.00	4.00	--	3.60	4.50
	Business/Executive lounges	3.89	3.86	4.09	4.80	3.00	2.50	4.00	--	3.40	4.00
	Availability of washrooms/toilets	4.08	4.27	3.62	4.29	3.80	4.00	4.56	--	4.20	4.75
	Cleanliness of washrooms/toilets	3.86	3.91	3.62	4.00	3.20	3.82	4.13	--	4.14	4.25
Airport Environment	Comfort of waiting/gate areas	3.52	3.83	3.00	3.75	2.80	3.08	3.57	--	4.13	4.80
	Cleanliness of airport terminal	3.89	3.92	3.48	4.00	2.60	4.08	4.00	--	4.33	5.00
	Ambience of the airport	3.63	4.08	3.20	3.75	2.60	3.50	3.67	--	4.07	4.40
Airport Arrivals	Passport/ID inspection	4.09	4.14	4.05	4.00	3.00	4.00	4.33	--	4.15	4.40
	Speed of baggage delivery	3.86	4.25	3.56	4.00	3.00	3.60	3.75	--	4.08	4.20
	Customs inspection	3.86	4.14	3.67	4.00	2.33	3.50	4.33	--	4.15	4.00

(1) Q7 crossed with Q4 "Main Reason for this air trip"
 (2) Base is respondents providing a valid response. .

LAX – Terminal Performance Report

Total Traffic – Average Scores – Leisure ⁽¹⁾



→ In Q3 2021, 445 questionnaires were collected at LAX, of which 65 in Terminal T1, 55 in Terminal T2, 35 in Terminal T4, 57 in Terminal T5, 49 in Terminal T6, 66 in Terminal T7, 4 in Terminal T8, 52 in Terminal TB, 62 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
Overall Satisfaction	Leisure ⁽¹⁾	3.80	4.15	3.55	3.60	3.19	3.94	3.82	3.75	3.81	4.21
Access	Ground transportation to/from airport	3.54	3.58	3.25	3.75	3.30	3.48	3.38	5.00	3.14	4.17
	Parking facilities	3.20	3.00	2.60	3.00	2.38	2.50	4.00	--	3.70	3.67
	Value for money of parking facilities	2.90	2.67	2.60	3.00	2.25	2.25	3.50	--	3.30	3.10
	Availability of baggage carts/trolleys	3.63	3.73	3.32	3.64	3.07	4.00	3.48	--	3.72	3.97
Check-in	Waiting time in check-in queue/line	4.01	4.35	3.88	4.18	3.37	4.38	4.00	4.33	3.88	4.12
	Efficiency of check-in staff	4.22	4.48	4.10	4.17	3.76	4.72	3.98	4.33	4.27	4.32
	Courtesy and helpfulness of check-in staff	4.20	4.48	4.06	4.07	3.71	4.67	3.96	4.67	4.37	4.31
Passport	Waiting time at passport/personal ID inspection	4.12	4.19	3.90	4.35	3.71	4.53	4.23	3.67	3.88	4.35
	Courtesy and helpfulness of inspection staff	4.05	4.11	3.94	4.38	3.58	4.45	4.00	4.25	3.85	4.27
Security	Courtesy and helpfulness of security staff	4.01	4.22	3.77	4.39	3.65	4.35	3.84	4.33	3.88	4.13
	Thoroughness of security inspection	4.15	4.30	4.06	4.29	3.82	4.52	3.90	5.00	3.94	4.39
	Waiting time at security inspection	4.04	4.15	3.81	4.25	3.67	4.44	3.97	4.33	3.86	4.30
	Feeling of being safe and secure	4.19	4.33	4.04	4.34	3.86	4.50	4.07	5.00	3.98	4.44
Finding Your Way	Ease of finding your way through airport	3.99	4.25	4.13	3.83	3.81	4.14	3.97	3.50	3.86	3.90
	Flight information screens	4.11	4.47	4.14	4.09	3.76	4.36	4.08	4.25	3.86	4.07
	Walking distance inside the terminal	3.92	4.25	4.28	3.91	3.61	4.27	3.94	2.00	3.83	3.45
	Ease of making connections with other flights	3.86	4.00	3.63	4.20	3.67	4.25	3.38	3.50	3.50	4.15
Airport Facilities	Courtesy and helpfulness of airport staff	4.14	4.29	4.08	4.30	3.60	4.46	4.10	5.00	4.11	4.20
	Restaurant/Eating facilities	3.20	3.67	3.10	2.79	3.04	3.59	3.30	1.75	3.62	2.62
	Value for money of restaurant/eating facilities	2.74	3.04	2.68	2.37	2.20	3.12	2.72	2.33	3.02	2.76
	Availability of bank/ATM facilities/money changers	3.52	3.88	3.36	3.64	3.09	3.80	3.88	--	3.52	3.08
	Shopping facilities	3.32	3.66	3.14	3.00	3.16	3.89	3.28	2.00	3.68	2.82
	Value for money of shopping facilities	2.77	3.14	2.64	2.56	2.32	3.04	2.89	2.00	2.93	2.64
	Internet access/Wi-Fi	3.66	3.95	3.55	3.29	3.24	4.06	3.44	4.33	3.90	3.69
	Business/Executive lounges	3.22	3.35	3.30	3.57	2.79	4.13	3.32	--	3.31	2.76
	Availability of washrooms/toilets	4.08	4.25	3.73	3.97	3.61	4.20	4.19	4.75	4.10	4.36
	Cleanliness of washrooms/toilets	3.83	4.20	3.64	3.45	3.12	3.67	4.00	4.67	3.88	4.28
Airport Environment	Comfort of waiting/gate areas	3.71	4.14	3.17	3.49	3.19	3.73	3.56	4.00	3.75	4.38
	Cleanliness of airport terminal	3.94	4.34	3.69	3.51	3.33	4.00	3.89	4.25	4.00	4.51
	Ambience of the airport	3.67	4.09	3.13	3.32	2.95	3.80	3.68	4.33	3.78	4.33
Airport Arrivals	Passport/ID inspection	4.16	4.10	4.12	4.30	3.65	4.49	4.30	4.50	3.89	4.31
	Speed of baggage delivery	3.89	3.62	3.86	3.50	3.57	4.30	4.07	3.00	3.69	4.28
	Customs inspection	3.92	3.78	4.04	4.07	3.38	4.45	3.93	5.00	3.63	4.14

(1) Q7 crossed with Q4 "Main Reason for this air trip".
 (2) Base is respondents providing a valid response.



Performance Summary – Table

→ Domestic Traffic

LAX – Terminal Performance Report

Domestic Traffic – Number of Respondents



→ In Q3 2021, 579 questionnaires were collected at LAX, of which 104 in Terminal T1, 100 in Terminal T2, 53 in Terminal T4, 80 in Terminal T5, 64 in Terminal T6, 95 in Terminal T7, 6 in Terminal T8, 0 in Terminal TB, 77 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
Overall Satisfaction	Total	574	104	100	52	77	64	95	6	--	76
	Business ⁽¹⁾	75	12	25	8	5	12	9	--	--	4
	Leisure ⁽¹⁾	368	65	55	35	57	41	66	4	--	45
	Other ⁽¹⁾	131	27	20	9	15	11	20	2	--	27
Access	Ground transportation to/from airport	306	55	53	28	41	31	46	3	--	49
	Parking facilities	52	10	8	5	12	1	10	--	--	6
	Value for money of parking facilities	51	8	8	5	12	1	11	--	--	6
Check-in	Availability of baggage carts/trolleys	265	47	41	20	37	29	45	1	--	45
	Waiting time in check-in queue/line	488	91	86	41	70	52	74	4	--	70
	Efficiency of check-in staff	489	90	87	43	70	51	73	4	--	71
Passport	Courtesy and helpfulness of check-in staff	489	87	88	44	71	50	74	4	--	71
	Waiting time at passport/personal ID inspection	490	80	86	41	65	55	89	5	--	69
	Courtesy and helpfulness of inspection staff	494	79	87	44	65	55	89	6	--	69
Security	Courtesy and helpfulness of security staff	513	91	88	45	67	58	83	5	--	76
	Thoroughness of security inspection	519	90	91	45	68	57	87	5	--	76
	Waiting time at security inspection	526	91	91	45	70	59	89	5	--	76
Finding Your Way	Feeling of being safe and secure	535	93	94	49	71	60	87	5	--	76
	Ease of finding your way through airport	572	103	99	52	77	64	94	6	--	77
	Flight information screens	535	99	90	48	70	60	90	5	--	73
	Walking distance inside the terminal	568	103	98	52	76	64	93	6	--	76
Airport Facilities	Ease of making connections with other flights	128	24	23	13	12	18	22	3	--	13
	Courtesy and helpfulness of airport staff	509	91	89	46	67	53	85	5	--	73
	Restaurant/Eating facilities	440	81	73	41	62	43	75	4	--	61
	Value for money of restaurant/eating facilities	437	80	71	39	63	44	78	3	--	59
	Availability of bank/ATM facilities/money changers	217	44	26	18	33	24	42	--	--	30
	Shopping facilities	330	63	48	29	49	38	59	3	--	41
	Value for money of shopping facilities	315	61	48	30	47	35	55	2	--	37
	Internet access/Wi-Fi	377	69	56	39	50	47	64	4	--	48
	Business/Executive lounges	177	35	28	15	21	14	36	--	--	28
	Availability of washrooms/toilets	522	96	82	50	69	59	87	5	--	74
Airport Environment	Cleanliness of washrooms/toilets	505	90	82	49	67	58	81	4	--	74
	Comfort of waiting/gate areas	562	104	96	52	77	63	89	6	--	75
	Cleanliness of airport terminal	570	104	100	52	77	63	93	6	--	75
	Ambience of the airport	561	102	98	51	76	64	92	5	--	73
Airport Arrivals	Passport/ID inspection	414	67	76	34	50	43	74	6	--	64
	Speed of baggage delivery	351	61	67	27	42	29	61	4	--	60
	Customs inspection	302	43	52	25	40	26	64	3	--	49

⁽¹⁾ Q7 "Overall Satisfaction" is crossed with Q4 "Main Reason for this air trip".

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

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

LAX – Terminal Performance Report

Domestic Traffic – Average Scores – Total



→ In Q3 2021, 579 questionnaires were collected at LAX, of which 104 in Terminal T1, 100 in Terminal T2, 53 in Terminal T4, 80 in Terminal T5, 64 in Terminal T6, 95 in Terminal T7, 6 in Terminal T8, 0 in Terminal TB, 77 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
Overall Satisfaction	Total	3.80	4.13	3.57	3.63	3.23	3.88	3.84	3.83	--	4.20
	Business ⁽¹⁾	3.73	4.08	3.52	4.00	2.60	3.92	3.78	--	--	4.25
	Leisure ⁽¹⁾	3.75	4.15	3.55	3.60	3.19	3.83	3.82	3.75	--	4.09
	Other ⁽¹⁾	3.95	4.07	3.70	3.44	3.60	4.00	3.95	4.00	--	4.37
Access	Ground transportation to/from airport	3.59	3.69	3.40	3.32	3.22	3.52	3.39	5.00	--	4.31
	Parking facilities	2.96	3.10	2.75	2.20	2.67	1.00	3.30	--	--	4.00
	Value for money of parking facilities	2.65	2.88	2.75	2.00	2.25	1.00	3.18	--	--	2.83
	Availability of baggage carts/trolleys	3.71	3.89	3.63	3.60	3.14	4.10	3.62	4.00	--	3.91
Check-in	Waiting time in check-in queue/line	3.98	4.15	3.86	4.12	3.46	4.35	3.96	4.25	--	4.06
	Efficiency of check-in staff	4.17	4.36	4.13	4.21	3.77	4.61	3.95	4.25	--	4.28
	Courtesy and helpfulness of check-in staff	4.17	4.39	4.11	4.11	3.83	4.56	3.97	4.50	--	4.25
Passport	Waiting time at passport/personal ID inspection	4.16	4.07	3.95	4.29	3.77	4.47	4.20	3.80	--	4.49
	Courtesy and helpfulness of inspection staff	4.07	4.05	3.97	4.30	3.71	4.27	4.00	4.17	--	4.32
Security	Courtesy and helpfulness of security staff	4.03	4.18	3.89	4.27	3.70	4.28	3.87	4.20	--	4.14
	Thoroughness of security inspection	4.13	4.21	4.07	4.18	3.85	4.37	3.93	4.60	--	4.38
	Waiting time at security inspection	4.06	4.07	3.85	4.20	3.69	4.39	4.01	4.20	--	4.34
	Feeling of being safe and secure	4.21	4.24	4.11	4.29	3.93	4.45	4.01	4.60	--	4.50
Finding Your Way	Ease of finding your way through airport	3.99	4.18	3.94	3.90	3.84	4.05	4.05	3.50	--	3.94
	Flight information screens	4.12	4.35	4.02	4.08	3.81	4.32	4.12	4.20	--	4.08
	Walking distance inside the terminal	3.92	4.16	4.12	3.96	3.63	4.02	4.03	2.33	--	3.49
	Ease of making connections with other flights	3.82	3.88	3.43	4.31	3.75	4.22	3.68	3.67	--	3.69
Airport Facilities	Courtesy and helpfulness of airport staff	4.09	4.15	4.10	4.17	3.61	4.36	4.04	4.40	--	4.23
	Restaurant/Eating facilities	3.29	3.77	3.23	3.10	3.02	3.65	3.36	1.75	--	2.89
	Value for money of restaurant/eating facilities	2.85	3.10	2.90	2.56	2.24	3.20	2.92	2.33	--	2.93
	Availability of bank/ATM facilities/money changers	3.58	3.95	3.81	3.67	3.03	3.58	3.71	--	--	3.17
	Shopping facilities	3.35	3.70	3.42	3.28	3.12	3.82	3.36	2.67	--	2.71
	Value for money of shopping facilities	2.91	3.30	3.02	2.77	2.38	3.09	2.98	3.00	--	2.62
	Internet access/Wi-Fi	3.67	3.86	3.71	3.49	3.12	4.00	3.48	4.25	--	3.96
	Business/Executive lounges	3.49	3.63	3.82	3.93	2.86	3.71	3.39	--	--	3.25
	Availability of washrooms/toilets	4.05	4.24	3.80	3.96	3.55	4.10	4.10	4.80	--	4.42
Airport Environment	Cleanliness of washrooms/toilets	3.79	4.08	3.67	3.49	3.06	3.71	3.93	4.75	--	4.32
	Comfort of waiting/gate areas	3.63	3.98	3.18	3.52	3.12	3.51	3.60	4.17	--	4.40
	Cleanliness of airport terminal	3.93	4.25	3.74	3.56	3.35	4.00	3.88	4.33	--	4.55
	Ambience of the airport	3.64	4.08	3.22	3.27	3.01	3.69	3.72	4.00	--	4.32
Airport Arrivals	Passport/ID inspection	4.14	4.07	4.14	4.15	3.74	4.33	4.20	4.33	--	4.31
	Speed of baggage delivery	3.89	3.74	3.82	3.59	3.62	4.17	3.95	3.25	--	4.30
	Customs inspection	3.94	3.91	3.96	3.88	3.45	4.27	3.95	4.33	--	4.18

(1) Q7 "Overall Satisfaction" is crossed with Q4 "Main Reason for this air trip"
 (2) Base is respondents providing a valid response. .

LAX – Terminal Performance Report

Domestic Traffic – Average Scores – Business ⁽¹⁾



→ In Q3 2021, 75 questionnaires were collected at LAX, of which 12 in Terminal T1, 25 in Terminal T2, 8 in Terminal T4, 5 in Terminal T5, 12 in Terminal T6, 9 in Terminal T7, 0 in Terminal T8, 0 in Terminal TB, 4 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
Overall Satisfaction	Business ⁽¹⁾	3.73	4.08	3.52	4.00	2.60	3.92	3.78	--	--	4.25
Access	Ground transportation to/from airport	3.28	3.70	2.79	2.83	2.50	3.75	3.14	--	--	4.67
	Parking facilities	3.09	3.75	3.50	1.00	4.00	--	1.00	--	--	5.00
	Value for money of parking facilities	2.44	3.33	3.50	1.00	2.00	--	1.00	--	--	--
	Availability of baggage carts/trolleys	3.84	4.14	3.56	4.25	2.33	4.20	4.25	--	--	--
Check-in	Waiting time in check-in queue/line	3.97	3.92	3.79	4.20	3.50	4.50	4.14	--	--	3.50
	Efficiency of check-in staff	4.16	4.08	4.16	4.33	4.00	4.50	3.86	--	--	4.00
	Courtesy and helpfulness of check-in staff	4.28	4.33	4.10	4.33	4.25	4.60	4.00	--	--	4.75
Passport	Waiting time at passport/personal ID inspection	4.12	3.67	4.11	4.43	2.50	4.18	4.44	--	--	4.50
	Courtesy and helpfulness of inspection staff	3.98	3.56	4.00	4.43	3.00	4.00	4.00	--	--	4.50
Security	Courtesy and helpfulness of security staff	4.09	4.17	3.94	4.25	3.25	4.27	4.00	--	--	4.75
	Thoroughness of security inspection	4.09	4.08	4.00	4.50	3.50	4.09	4.13	--	--	4.25
	Waiting time at security inspection	4.20	4.33	3.95	4.38	3.50	4.42	4.33	--	--	4.50
	Feeling of being safe and secure	4.20	4.18	4.05	4.63	3.80	4.50	3.78	--	--	4.75
Finding Your Way	Ease of finding your way through airport	3.99	3.83	3.84	4.25	3.20	4.00	4.44	--	--	4.75
	Flight information screens	4.12	4.08	3.90	4.33	3.60	4.33	4.25	--	--	4.75
	Walking distance inside the terminal	4.03	4.08	4.12	4.38	3.00	3.75	4.22	--	--	4.25
	Ease of making connections with other flights	4.06	4.00	4.00	4.50	3.50	5.00	4.00	--	--	--
Airport Facilities	Courtesy and helpfulness of airport staff	3.97	3.82	3.95	4.29	3.00	4.11	3.71	--	--	5.00
	Restaurant/Eating facilities	3.46	3.89	3.26	3.83	2.25	3.71	3.33	--	--	4.00
	Value for money of restaurant/eating facilities	3.18	3.89	3.13	3.83	2.00	2.86	2.83	--	--	3.00
	Availability of bank/ATM facilities/money changers	3.56	4.00	4.17	5.00	2.33	2.50	2.50	--	--	--
	Shopping facilities	3.58	3.88	3.45	4.17	3.00	3.33	3.33	--	--	--
	Value for money of shopping facilities	3.17	3.63	3.27	3.50	2.00	2.60	3.00	--	--	--
	Internet access/Wi-Fi	3.89	3.78	3.91	4.14	2.67	4.00	4.00	--	--	5.00
	Business/Executive lounges	3.97	3.86	4.09	4.80	3.00	2.50	4.00	--	--	--
	Availability of washrooms/toilets	4.06	4.27	3.62	4.29	3.80	4.00	4.56	--	--	5.00
	Cleanliness of washrooms/toilets	3.80	3.91	3.62	4.00	3.20	3.82	4.13	--	--	4.33
Comfort of waiting/gate areas	3.38	3.83	3.00	3.75	2.80	3.08	3.57	--	--	5.00	
Airport Environment	Cleanliness of airport terminal	3.79	3.92	3.48	4.00	2.60	4.08	4.00	--	--	5.00
	Ambience of the airport	3.52	4.08	3.20	3.75	2.60	3.50	3.67	--	--	4.25
Airport Arrivals	Passport/ID inspection	4.08	4.14	4.05	4.00	3.00	4.00	4.33	--	--	4.50
	Speed of baggage delivery	3.80	4.25	3.56	4.00	3.00	3.60	3.75	--	--	4.25
	Customs inspection	3.76	4.14	3.67	4.00	2.33	3.50	4.33	--	--	4.00

(1) Q7 crossed with Q4 "Main Reason for this air trip".
(2) Base is respondents providing a valid response.

LAX – Terminal Performance Report

Domestic Traffic – Average Scores – Leisure ⁽¹⁾



→ In Q3 2021, 368 questionnaires were collected at LAX, of which 65 in Terminal T1, 55 in Terminal T2, 35 in Terminal T4, 57 in Terminal T5, 41 in Terminal T6, 66 in Terminal T7, 4 in Terminal T8, 0 in Terminal TB, 45 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
Overall Satisfaction	Leisure ⁽¹⁾	3.75	4.15	3.55	3.60	3.19	3.83	3.82	3.75	--	4.09
Access	Ground transportation to/from airport	3.58	3.58	3.25	3.75	3.30	3.60	3.38	5.00	--	4.22
	Parking facilities	3.00	3.00	2.60	3.00	2.38	1.00	4.00	--	--	3.80
	Value for money of parking facilities	2.71	2.67	2.60	3.00	2.25	1.00	3.50	--	--	2.83
	Availability of baggage carts/trolleys	3.60	3.73	3.32	3.64	3.07	4.25	3.48	--	--	3.96
Check-in	Waiting time in check-in queue/line	4.01	4.35	3.88	4.18	3.37	4.35	4.00	4.33	--	4.08
	Efficiency of check-in staff	4.20	4.48	4.10	4.17	3.76	4.72	3.98	4.33	--	4.36
	Courtesy and helpfulness of check-in staff	4.15	4.48	4.06	4.07	3.71	4.61	3.96	4.67	--	4.25
Passport	Waiting time at passport/personal ID inspection	4.15	4.19	3.90	4.35	3.71	4.56	4.23	3.67	--	4.39
	Courtesy and helpfulness of inspection staff	4.06	4.11	3.94	4.38	3.58	4.41	4.00	4.25	--	4.28
Security	Courtesy and helpfulness of security staff	4.00	4.22	3.77	4.39	3.65	4.33	3.84	4.33	--	4.07
	Thoroughness of security inspection	4.16	4.30	4.06	4.29	3.82	4.54	3.90	5.00	--	4.39
	Waiting time at security inspection	4.05	4.15	3.81	4.25	3.67	4.42	3.97	4.33	--	4.32
	Feeling of being safe and secure	4.21	4.33	4.04	4.34	3.86	4.51	4.07	5.00	--	4.43
Finding Your Way	Ease of finding your way through airport	3.98	4.25	4.13	3.83	3.81	4.00	3.97	3.50	--	3.82
	Flight information screens	4.12	4.47	4.14	4.09	3.76	4.29	4.08	4.25	--	3.90
	Walking distance inside the terminal	3.93	4.25	4.28	3.91	3.61	4.17	3.94	2.00	--	3.40
	Ease of making connections with other flights	3.86	4.00	3.63	4.20	3.67	4.20	3.38	3.50	--	4.17
Airport Facilities	Courtesy and helpfulness of airport staff	4.12	4.29	4.08	4.30	3.60	4.44	4.10	5.00	--	4.10
	Restaurant/Eating facilities	3.12	3.67	3.10	2.79	3.04	3.52	3.30	1.75	--	2.34
	Value for money of restaurant/eating facilities	2.64	3.04	2.68	2.37	2.20	3.00	2.72	2.33	--	2.47
	Availability of bank/ATM facilities/money changers	3.50	3.88	3.36	3.64	3.09	3.67	3.88	--	--	2.69
	Shopping facilities	3.21	3.66	3.14	3.00	3.16	3.73	3.28	2.00	--	2.30
	Value for money of shopping facilities	2.67	3.14	2.64	2.56	2.32	2.85	2.89	2.00	--	2.05
	Internet access/Wi-Fi	3.62	3.95	3.55	3.29	3.24	4.07	3.44	4.33	--	3.78
	Business/Executive lounges	3.17	3.35	3.30	3.57	2.79	3.83	3.32	--	--	2.57
	Availability of washrooms/toilets	4.04	4.25	3.73	3.97	3.61	4.16	4.19	4.75	--	4.30
Airport Environment	Cleanliness of washrooms/toilets	3.79	4.20	3.64	3.45	3.12	3.64	4.00	4.67	--	4.23
	Comfort of waiting/gate areas	3.65	4.14	3.17	3.49	3.19	3.72	3.56	4.00	--	4.27
	Cleanliness of airport terminal	3.90	4.34	3.69	3.51	3.33	3.95	3.89	4.25	--	4.48
Airport Arrivals	Ambience of the airport	3.60	4.09	3.13	3.32	2.95	3.71	3.68	4.33	--	4.23
	Passport/ID inspection	4.17	4.10	4.12	4.30	3.65	4.46	4.30	4.50	--	4.29
	Speed of baggage delivery	3.89	3.62	3.86	3.50	3.57	4.35	4.07	3.00	--	4.32
	Customs inspection	3.95	3.78	4.04	4.07	3.38	4.57	3.93	5.00	--	4.16

(1) Q7 crossed with Q4 "Main Reason for this air trip".
(2) Base is respondents providing a valid response.



Performance Summary – Table

→ International Traffic

LAX – Terminal Performance Report

International Traffic – Number of Respondents



→ In Q3 2021, 164 questionnaires were collected at LAX, of which 0 in Terminal T1, 0 in Terminal T2, 0 in Terminal T4, 0 in Terminal T5, 12 in Terminal T6, 0 in Terminal T7, 0 in Terminal T8, 124 in Terminal TB, 28 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
Overall Satisfaction	Total	163	--	--	--	--	12	--	--	123	28
	Business ⁽¹⁾	16	--	--	--	--	--	--	--	15	1
	Leisure ⁽¹⁾	77	--	--	--	--	8	--	--	52	17
	Other ⁽¹⁾	70	--	--	--	--	4	--	--	56	10
Access	Ground transportation to/from airport	84	--	--	--	--	7	--	--	60	17
	Parking facilities	42	--	--	--	--	3	--	--	27	12
	Value for money of parking facilities	41	--	--	--	--	3	--	--	27	11
	Availability of baggage carts/trolleys	107	--	--	--	--	8	--	--	79	20
Check-in	Waiting time in check-in queue/line	151	--	--	--	--	11	--	--	118	22
	Efficiency of check-in staff	149	--	--	--	--	11	--	--	115	23
	Courtesy and helpfulness of check-in staff	153	--	--	--	--	11	--	--	119	23
Passport	Waiting time at passport/personal ID inspection	154	--	--	--	--	10	--	--	116	28
	Courtesy and helpfulness of inspection staff	153	--	--	--	--	10	--	--	115	28
Security	Courtesy and helpfulness of security staff	155	--	--	--	--	11	--	--	116	28
	Thoroughness of security inspection	155	--	--	--	--	11	--	--	116	28
	Waiting time at security inspection	155	--	--	--	--	11	--	--	117	27
	Feeling of being safe and secure	155	--	--	--	--	11	--	--	116	28
Finding Your Way	Ease of finding your way through airport	161	--	--	--	--	12	--	--	121	28
	Flight information screens	154	--	--	--	--	10	--	--	116	28
	Walking distance inside the terminal	162	--	--	--	--	12	--	--	122	28
	Ease of making connections with other flights	37	--	--	--	--	3	--	--	25	9
Airport Facilities	Courtesy and helpfulness of airport staff	153	--	--	--	--	11	--	--	114	28
	Restaurant/Eating facilities	133	--	--	--	--	10	--	--	99	24
	Value for money of restaurant/eating facilities	132	--	--	--	--	8	--	--	100	24
	Availability of bank/ATM facilities/money changers	88	--	--	--	--	6	--	--	63	19
	Shopping facilities	118	--	--	--	--	9	--	--	86	23
	Value for money of shopping facilities	112	--	--	--	--	9	--	--	80	23
	Internet access/Wi-Fi	135	--	--	--	--	9	--	--	102	24
	Business/Executive lounges	69	--	--	--	--	5	--	--	50	14
	Availability of washrooms/toilets	158	--	--	--	--	11	--	--	120	27
Airport Environment	Cleanliness of washrooms/toilets	156	--	--	--	--	11	--	--	118	27
	Comfort of waiting/gate areas	162	--	--	--	--	12	--	--	122	28
	Cleanliness of airport terminal	161	--	--	--	--	12	--	--	121	28
	Ambience of the airport	160	--	--	--	--	12	--	--	120	28
Airport Arrivals	Passport/ID inspection	140	--	--	--	--	11	--	--	101	28
	Speed of baggage delivery	130	--	--	--	--	9	--	--	94	27
	Customs inspection	127	--	--	--	--	10	--	--	89	28

⁽¹⁾ Q7 "Overall Satisfaction" is crossed with Q4 "Main Reason for this air trip".

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

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

LAX – Terminal Performance Report

International Traffic – Average Scores – Total



→ In Q3 2021, 164 questionnaires were collected at LAX, of which 0 in Terminal T1, 0 in Terminal T2, 0 in Terminal T4, 0 in Terminal T5, 12 in Terminal T6, 0 in Terminal T7, 0 in Terminal T8, 124 in Terminal TB, 28 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
Overall Satisfaction	Total	4.01	--	--	--	--	4.42	--	--	3.90	4.29
	Business ⁽¹⁾	3.69	--	--	--	--	--	--	--	3.67	4.00
	Leisure ⁽¹⁾	4.04	--	--	--	--	4.50	--	--	3.81	4.53
	Other ⁽¹⁾	4.04	--	--	--	--	4.25	--	--	4.05	3.90
Access	Ground transportation to/from airport	3.52	--	--	--	--	3.57	--	--	3.37	4.06
	Parking facilities	3.38	--	--	--	--	3.00	--	--	3.44	3.33
	Value for money of parking facilities	3.27	--	--	--	--	2.67	--	--	3.26	3.45
	Availability of baggage carts/trolleys	3.79	--	--	--	--	3.63	--	--	3.80	3.85
Check-in	Waiting time in check-in queue/line	3.97	--	--	--	--	4.64	--	--	3.88	4.09
	Efficiency of check-in staff	4.24	--	--	--	--	4.64	--	--	4.23	4.09
	Courtesy and helpfulness of check-in staff	4.35	--	--	--	--	4.73	--	--	4.32	4.35
Passport	Waiting time at passport/personal ID inspection	4.05	--	--	--	--	4.50	--	--	4.00	4.07
	Courtesy and helpfulness of inspection staff	4.07	--	--	--	--	4.60	--	--	4.01	4.11
Security	Courtesy and helpfulness of security staff	4.01	--	--	--	--	4.55	--	--	3.91	4.18
	Thoroughness of security inspection	4.13	--	--	--	--	4.27	--	--	4.07	4.32
	Waiting time at security inspection	3.95	--	--	--	--	4.36	--	--	3.85	4.22
	Feeling of being safe and secure	4.14	--	--	--	--	4.45	--	--	4.07	4.32
Finding Your Way	Ease of finding your way through airport	4.01	--	--	--	--	4.58	--	--	3.95	4.04
	Flight information screens	4.04	--	--	--	--	4.80	--	--	3.91	4.32
	Walking distance inside the terminal	3.91	--	--	--	--	4.75	--	--	3.89	3.64
	Ease of making connections with other flights	3.95	--	--	--	--	4.00	--	--	3.96	3.89
Airport Facilities	Courtesy and helpfulness of airport staff	4.16	--	--	--	--	4.73	--	--	4.07	4.29
	Restaurant/Eating facilities	3.57	--	--	--	--	4.10	--	--	3.61	3.21
	Value for money of restaurant/eating facilities	3.16	--	--	--	--	3.88	--	--	3.04	3.42
	Availability of bank/ATM facilities/money changers	3.65	--	--	--	--	4.50	--	--	3.65	3.37
	Shopping facilities	3.76	--	--	--	--	4.33	--	--	3.78	3.48
	Value for money of shopping facilities	3.32	--	--	--	--	3.78	--	--	3.26	3.35
	Internet access/Wi-Fi	3.85	--	--	--	--	4.00	--	--	3.91	3.54
	Business/Executive lounges	3.67	--	--	--	--	4.60	--	--	3.64	3.43
	Availability of washrooms/toilets	4.25	--	--	--	--	4.55	--	--	4.19	4.37
	Cleanliness of washrooms/toilets	4.01	--	--	--	--	3.73	--	--	3.97	4.26
Airport Environment	Comfort of waiting/gate areas	4.02	--	--	--	--	4.00	--	--	3.93	4.39
	Cleanliness of airport terminal	4.24	--	--	--	--	4.50	--	--	4.13	4.57
	Ambience of the airport	4.08	--	--	--	--	4.42	--	--	3.95	4.50
Airport Arrivals	Passport/ID inspection	4.14	--	--	--	--	4.55	--	--	4.07	4.25
	Speed of baggage delivery	3.94	--	--	--	--	4.33	--	--	3.86	4.07
	Customs inspection	3.94	--	--	--	--	4.40	--	--	3.85	4.07

(1) Q7 "Overall Satisfaction" is crossed with Q4 "Main Reason for this air trip"
 (2) Base is respondents providing a valid response. .

LAX – Terminal Performance Report

International Traffic – Average Scores – Business ⁽¹⁾



→ In Q3 2021, 17 questionnaires were collected at LAX, of which 0 in Terminal T1, 0 in Terminal T2, 0 in Terminal T4, 0 in Terminal T5, 0 in Terminal T6, 0 in Terminal T7, 0 in Terminal T8, 16 in Terminal TB, 1 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
Overall Satisfaction	Business ⁽¹⁾	3.69	--	--	--	--	--	--	--	3.67	4.00
Access	Ground transportation to/from airport	3.71	--	--	--	--	--	--	--	3.67	4.00
	Parking facilities	3.50	--	--	--	--	--	--	--	4.00	3.00
	Value for money of parking facilities	3.33	--	--	--	--	--	--	--	3.50	3.00
	Availability of baggage carts/trolleys	3.40	--	--	--	--	--	--	--	3.33	4.00
Check-in	Waiting time in check-in queue/line	3.94	--	--	--	--	--	--	--	4.00	3.00
	Efficiency of check-in staff	4.38	--	--	--	--	--	--	--	4.47	3.00
	Courtesy and helpfulness of check-in staff	4.38	--	--	--	--	--	--	--	4.40	4.00
Passport	Waiting time at passport/personal ID inspection	4.13	--	--	--	--	--	--	--	4.13	4.00
	Courtesy and helpfulness of inspection staff	4.13	--	--	--	--	--	--	--	4.13	4.00
Security	Courtesy and helpfulness of security staff	3.94	--	--	--	--	--	--	--	3.93	4.00
	Thoroughness of security inspection	4.07	--	--	--	--	--	--	--	4.00	5.00
	Waiting time at security inspection	3.50	--	--	--	--	--	--	--	3.47	4.00
	Feeling of being safe and secure	4.00	--	--	--	--	--	--	--	3.93	5.00
Finding Your Way	Ease of finding your way through airport	4.00	--	--	--	--	--	--	--	4.00	4.00
	Flight information screens	3.87	--	--	--	--	--	--	--	3.79	5.00
	Walking distance inside the terminal	4.00	--	--	--	--	--	--	--	4.07	3.00
	Ease of making connections with other flights	4.67	--	--	--	--	--	--	--	4.67	--
Airport Facilities	Courtesy and helpfulness of airport staff	4.00	--	--	--	--	--	--	--	4.00	4.00
	Restaurant/Eating facilities	3.14	--	--	--	--	--	--	--	3.15	3.00
	Value for money of restaurant/eating facilities	2.62	--	--	--	--	--	--	--	2.58	3.00
	Availability of bank/ATM facilities/money changers	3.67	--	--	--	--	--	--	--	3.60	4.00
	Shopping facilities	3.69	--	--	--	--	--	--	--	3.67	4.00
	Value for money of shopping facilities	3.42	--	--	--	--	--	--	--	3.45	3.00
	Internet access/Wi-Fi	3.64	--	--	--	--	--	--	--	3.60	4.00
	Business/Executive lounges	3.50	--	--	--	--	--	--	--	3.40	4.00
	Availability of washrooms/toilets	4.19	--	--	--	--	--	--	--	4.20	4.00
	Cleanliness of washrooms/toilets	4.13	--	--	--	--	--	--	--	4.14	4.00
Airport Environment	Comfort of waiting/gate areas	4.13	--	--	--	--	--	--	--	4.13	4.00
	Cleanliness of airport terminal	4.38	--	--	--	--	--	--	--	4.33	5.00
Airport Arrivals	Ambience of the airport	4.13	--	--	--	--	--	--	--	4.07	5.00
	Passport/ID inspection	4.14	--	--	--	--	--	--	--	4.15	4.00
	Speed of baggage delivery	4.07	--	--	--	--	--	--	--	4.08	4.00
	Customs inspection	4.14	--	--	--	--	--	--	--	4.15	4.00

(1) Q7 crossed with Q4 "Main Reason for this air trip".
(2) Base is respondents providing a valid response.

LAX – Terminal Performance Report

International Traffic – Average Scores – Leisure ⁽¹⁾



→ In Q3 2021, 77 questionnaires were collected at LAX, of which 0 in Terminal T1, 0 in Terminal T2, 0 in Terminal T4, 0 in Terminal T5, 8 in Terminal T6, 0 in Terminal T7, 0 in Terminal T8, 52 in Terminal TB, 17 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
Overall Satisfaction	Leisure ⁽¹⁾	4.04	--	--	--	--	4.50	--	--	3.81	4.53
Access	Ground transportation to/from airport	3.34	--	--	--	--	3.00	--	--	3.14	4.00
	Parking facilities	3.53	--	--	--	--	3.00	--	--	3.70	3.50
	Value for money of parking facilities	3.24	--	--	--	--	2.67	--	--	3.30	3.50
	Availability of baggage carts/trolleys	3.72	--	--	--	--	3.20	--	--	3.72	4.00
Check-in	Waiting time in check-in queue/line	4.01	--	--	--	--	4.50	--	--	3.88	4.23
	Efficiency of check-in staff	4.31	--	--	--	--	4.75	--	--	4.27	4.21
	Courtesy and helpfulness of check-in staff	4.45	--	--	--	--	4.88	--	--	4.37	4.50
Passport	Waiting time at passport/personal ID inspection	4.00	--	--	--	--	4.33	--	--	3.88	4.24
	Courtesy and helpfulness of inspection staff	4.01	--	--	--	--	4.67	--	--	3.85	4.24
Security	Courtesy and helpfulness of security staff	4.03	--	--	--	--	4.43	--	--	3.88	4.29
	Thoroughness of security inspection	4.10	--	--	--	--	4.43	--	--	3.94	4.41
	Waiting time at security inspection	4.01	--	--	--	--	4.57	--	--	3.86	4.25
	Feeling of being safe and secure	4.14	--	--	--	--	4.43	--	--	3.98	4.47
Finding Your Way	Ease of finding your way through airport	4.03	--	--	--	--	4.88	--	--	3.86	4.12
	Flight information screens	4.08	--	--	--	--	4.71	--	--	3.86	4.47
	Walking distance inside the terminal	3.87	--	--	--	--	4.75	--	--	3.83	3.59
	Ease of making connections with other flights	3.84	--	--	--	--	4.50	--	--	3.50	4.14
Airport Facilities	Courtesy and helpfulness of airport staff	4.24	--	--	--	--	4.57	--	--	4.11	4.47
	Restaurant/Eating facilities	3.56	--	--	--	--	3.86	--	--	3.62	3.27
	Value for money of restaurant/eating facilities	3.18	--	--	--	--	3.80	--	--	3.02	3.40
	Availability of bank/ATM facilities/money changers	3.59	--	--	--	--	4.33	--	--	3.52	3.55
	Shopping facilities	3.75	--	--	--	--	4.50	--	--	3.68	3.60
	Value for money of shopping facilities	3.19	--	--	--	--	3.67	--	--	2.93	3.47
	Internet access/Wi-Fi	3.81	--	--	--	--	4.00	--	--	3.90	3.53
	Business/Executive lounges	3.41	--	--	--	--	5.00	--	--	3.31	3.14
	Availability of washrooms/toilets	4.23	--	--	--	--	4.43	--	--	4.10	4.53
Airport Environment	Cleanliness of washrooms/toilets	4.00	--	--	--	--	3.86	--	--	3.88	4.41
	Comfort of waiting/gate areas	3.95	--	--	--	--	3.75	--	--	3.75	4.65
	Cleanliness of airport terminal	4.16	--	--	--	--	4.25	--	--	4.00	4.59
	Ambience of the airport	4.01	--	--	--	--	4.25	--	--	3.78	4.59
	Passport/ID inspection	4.10	--	--	--	--	4.57	--	--	3.89	4.35
Airport Arrivals	Speed of baggage delivery	3.88	--	--	--	--	4.17	--	--	3.69	4.19
	Customs inspection	3.84	--	--	--	--	4.17	--	--	3.63	4.12

(1) Q7 crossed with Q4 "Main Reason for this air trip".
(2) Base is respondents providing a valid response.

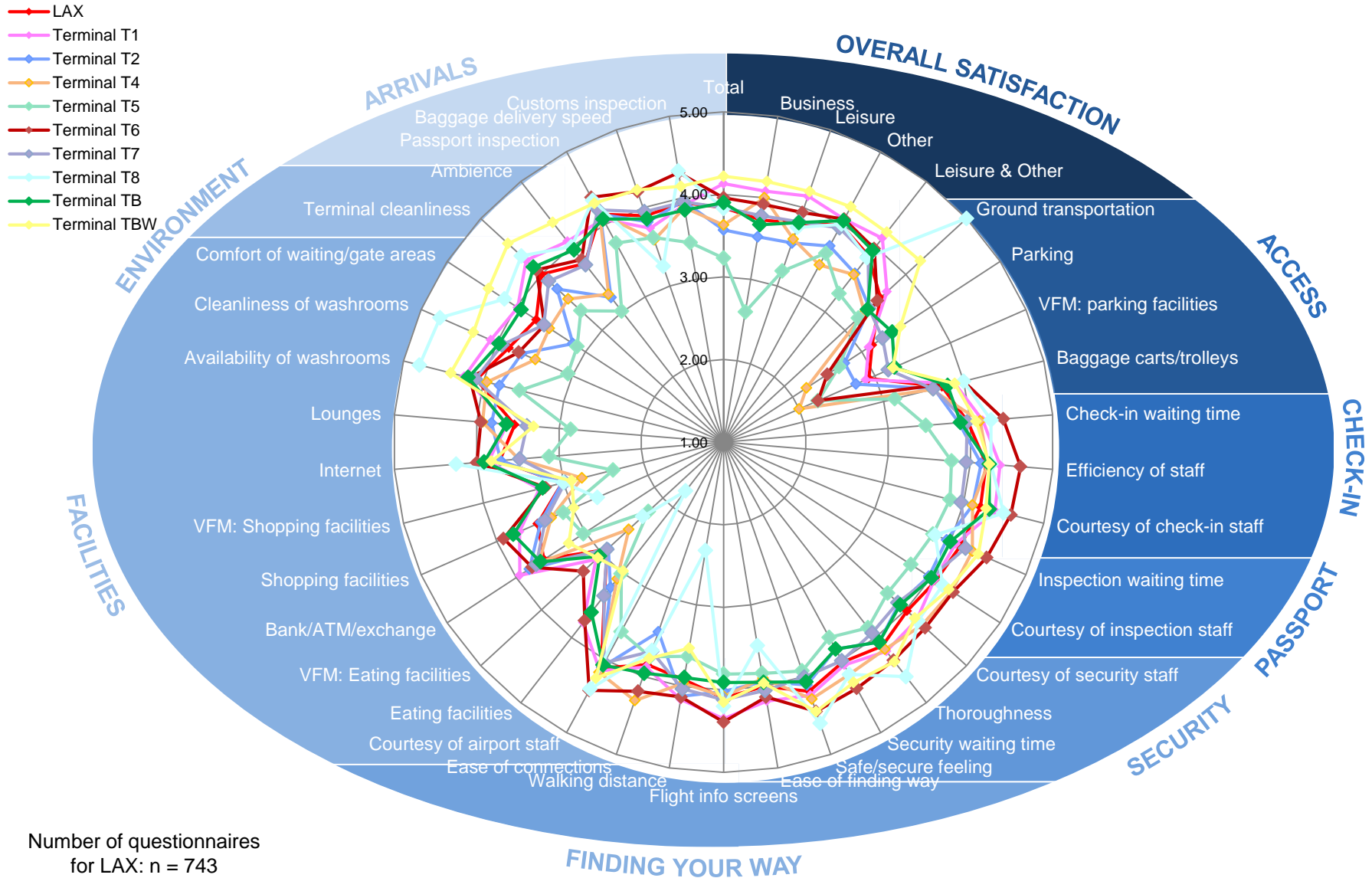


Performance Summary – Graphs

→ Total Traffic

LAX – Terminal Performance Report

Total Traffic – Average Scores by Terminal



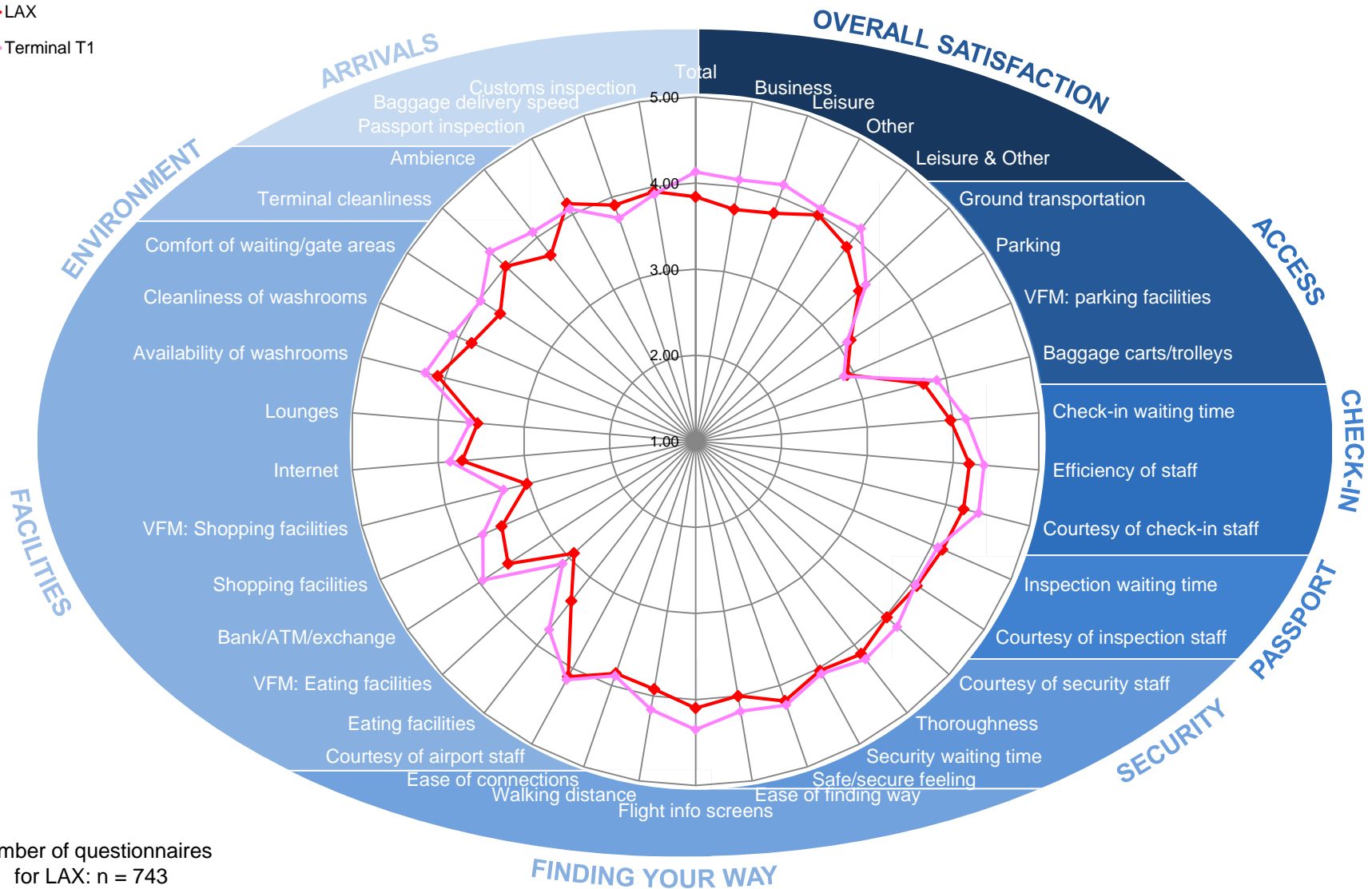
Number of questionnaires for LAX: n = 743

LAX – Terminal Performance Report

Total Traffic – Average Scores by Terminal



— LAX
— Terminal T1



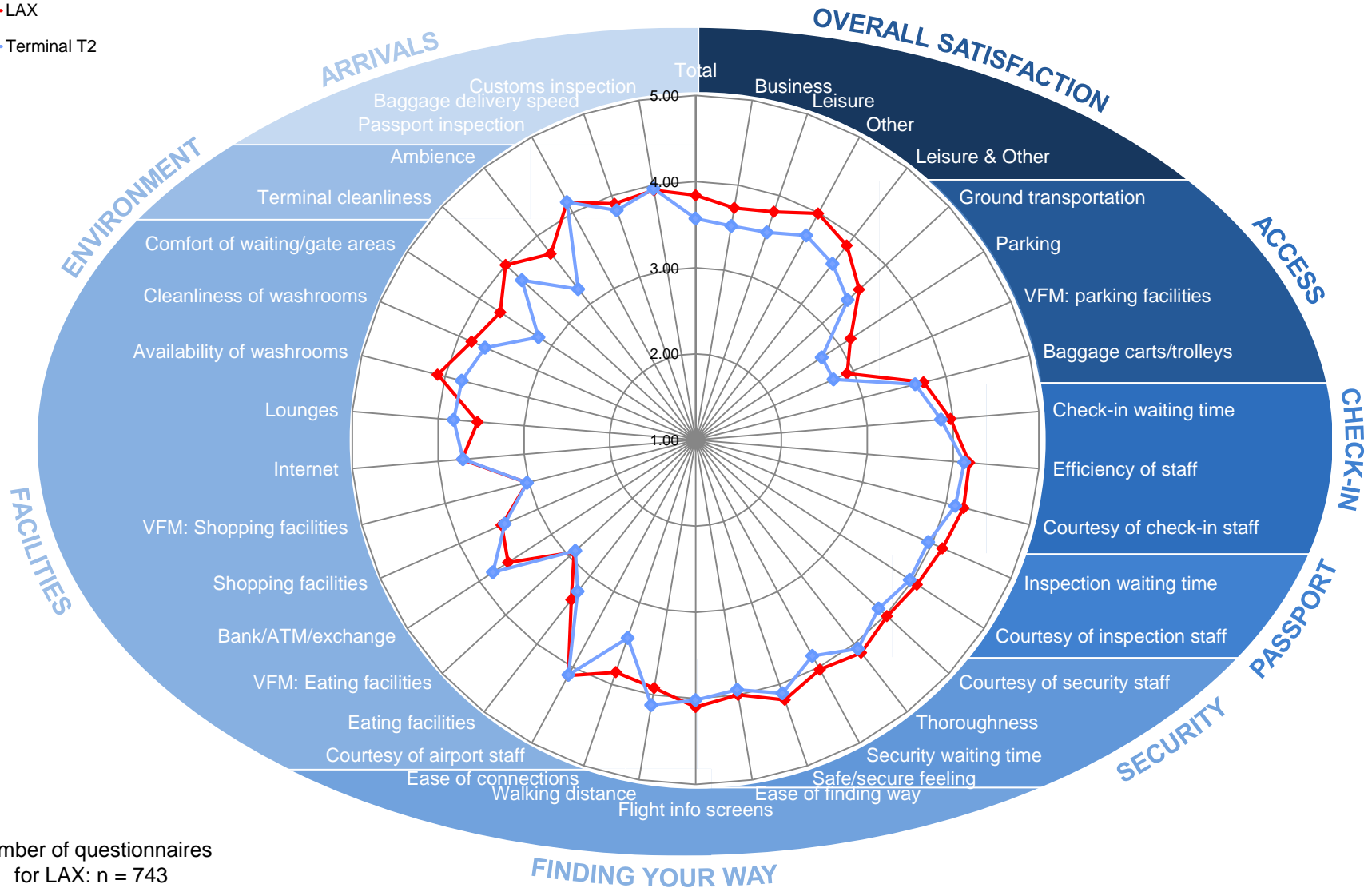
Number of questionnaires
for LAX: n = 743

LAX – Terminal Performance Report

Total Traffic – Average Scores by Terminal



— LAX
— Terminal T2



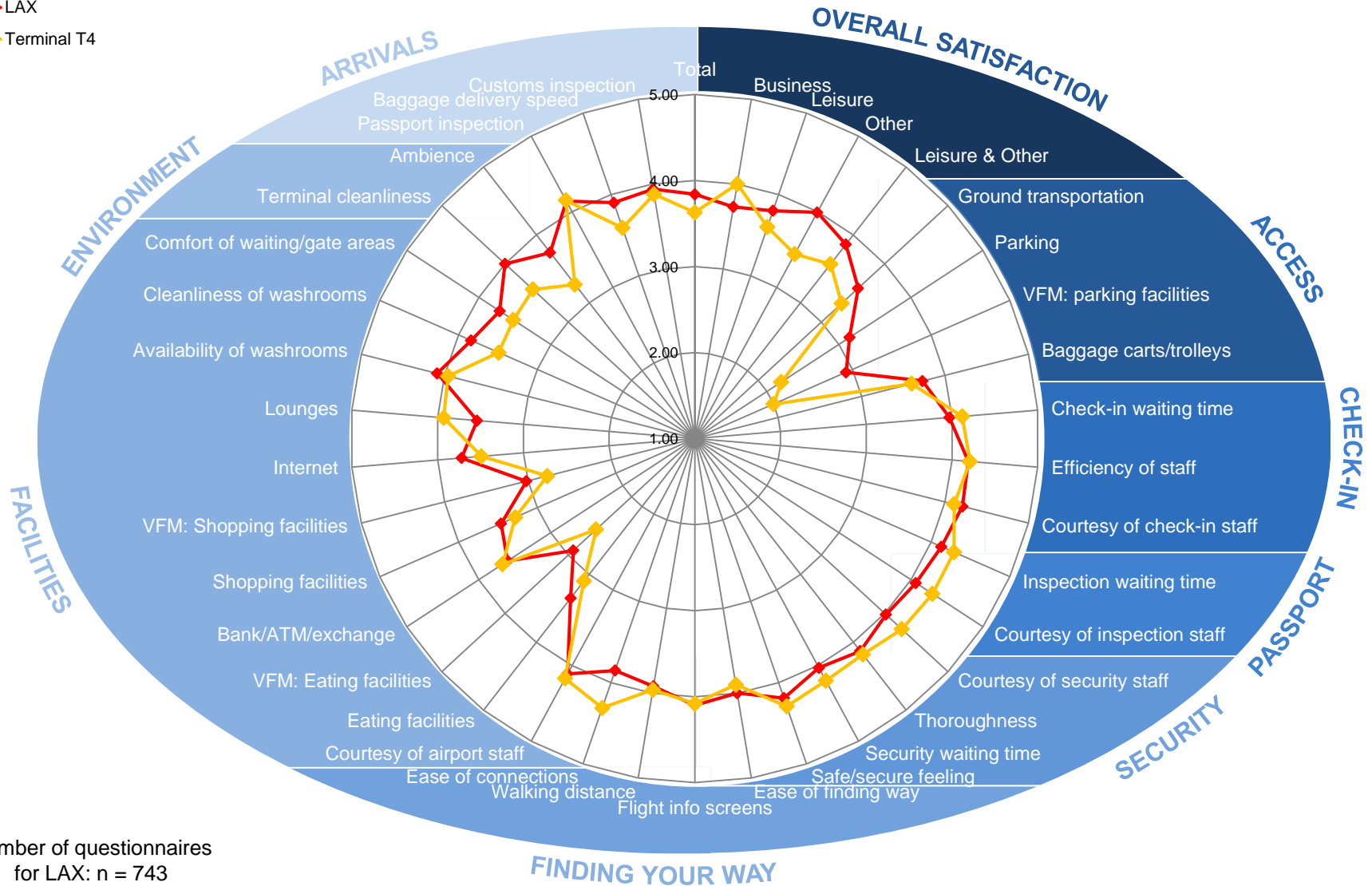
Number of questionnaires
for LAX: n = 743

LAX – Terminal Performance Report

Total Traffic – Average Scores by Terminal



— LAX
— Terminal T4



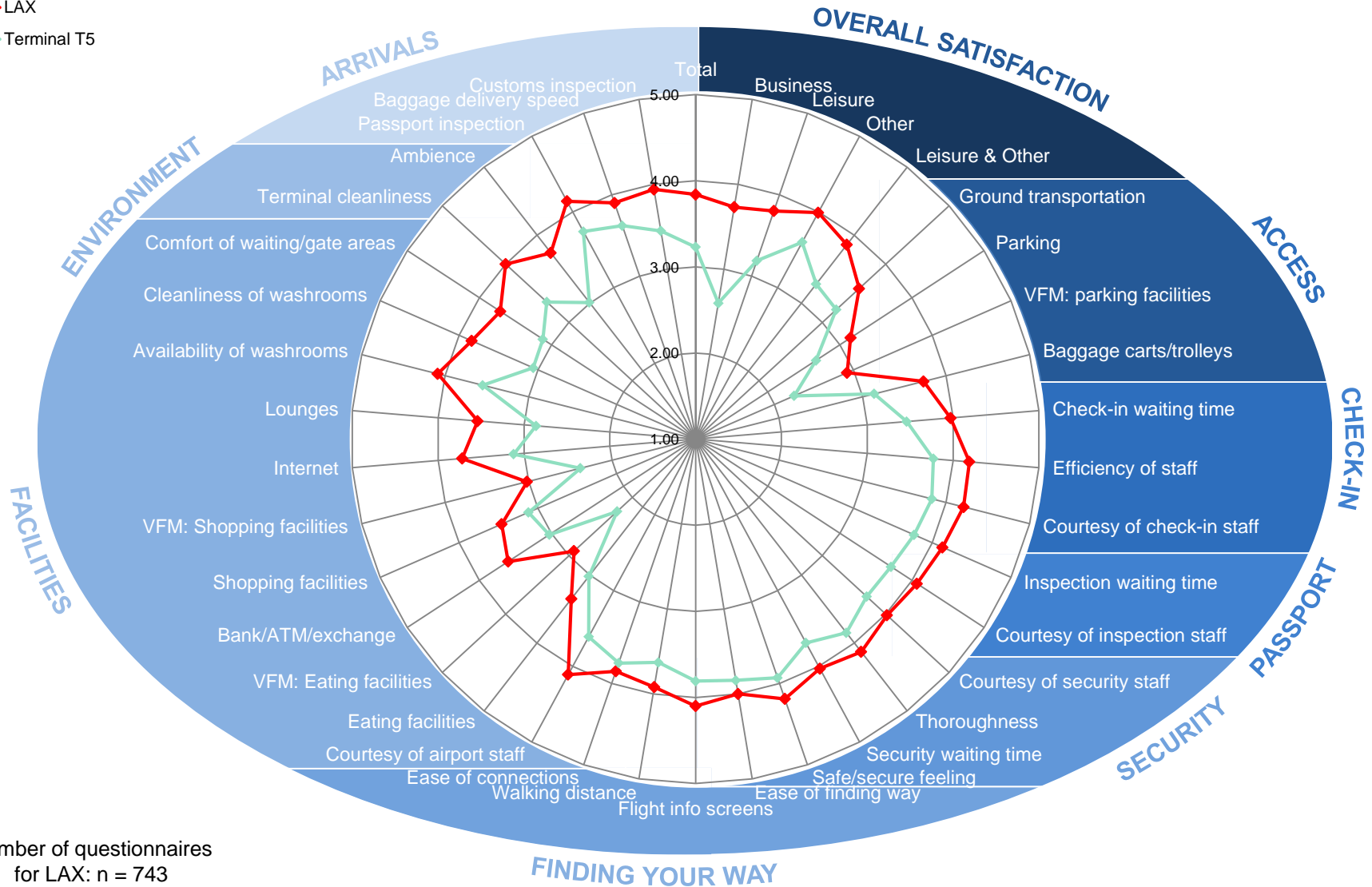
Number of questionnaires
for LAX: n = 743

LAX – Terminal Performance Report

Total Traffic – Average Scores by Terminal



— LAX
— Terminal T5



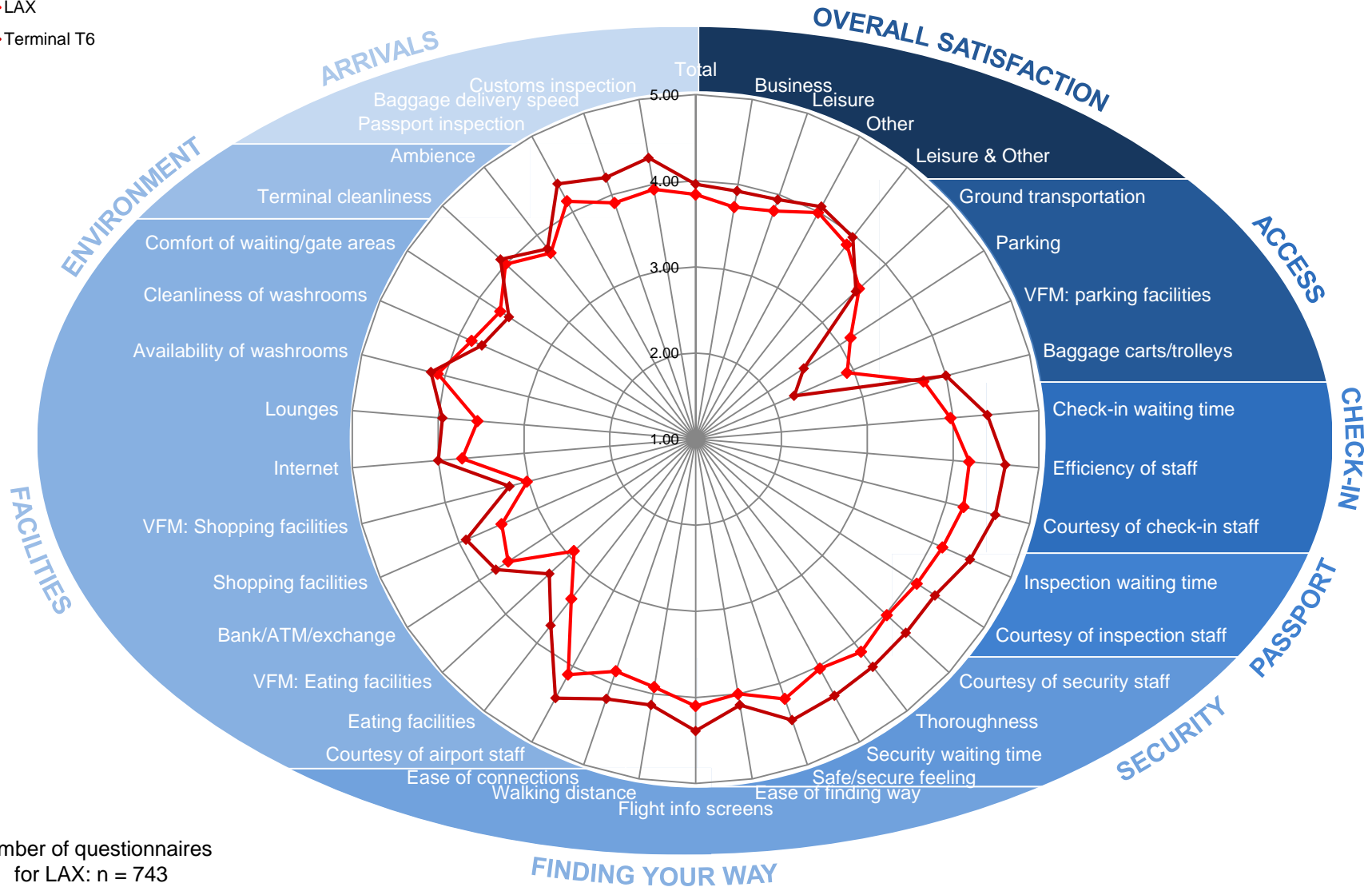
Number of questionnaires
for LAX: n = 743

LAX – Terminal Performance Report

Total Traffic – Average Scores by Terminal



◆ LAX
◆ Terminal T6



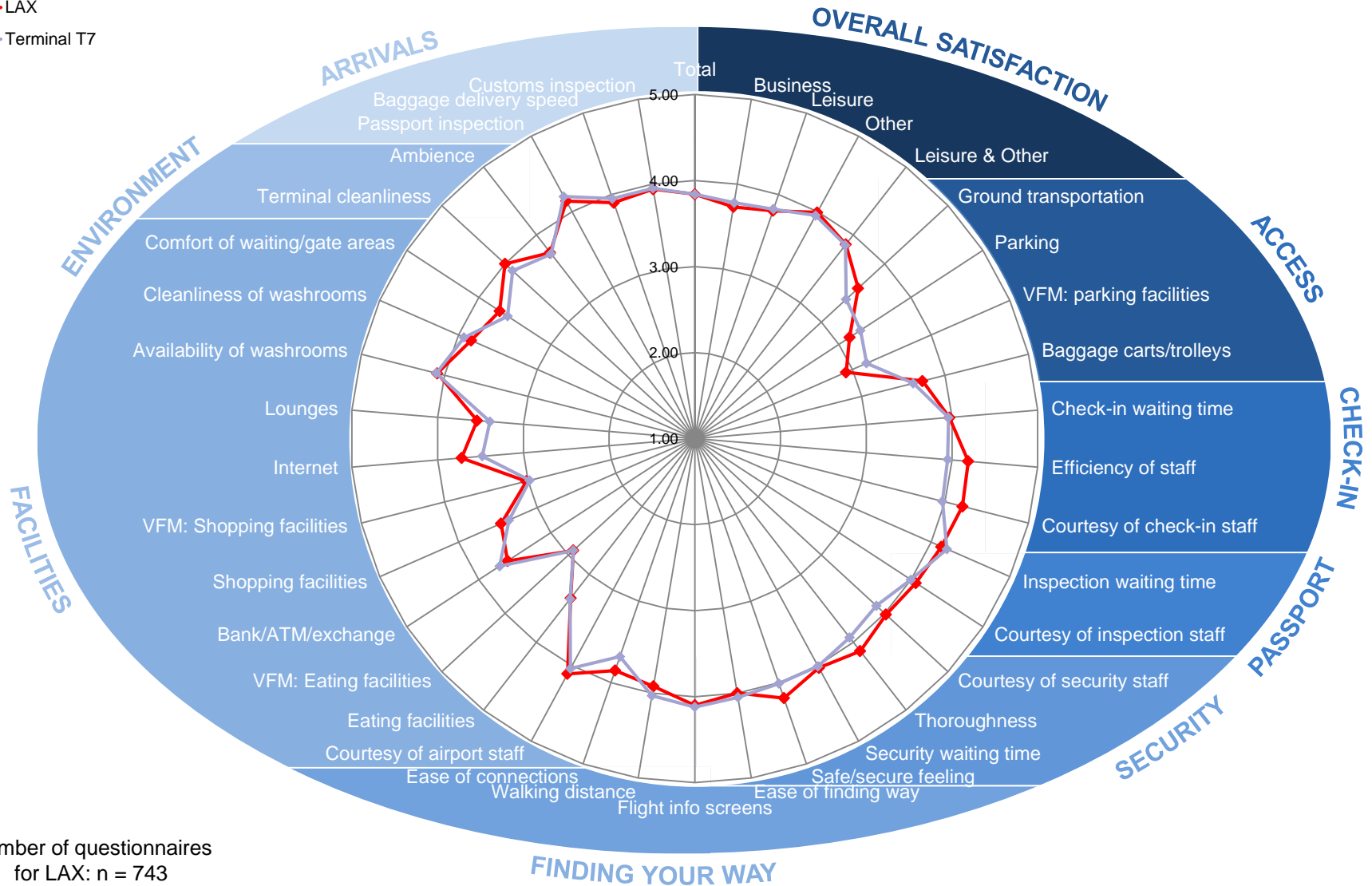
Number of questionnaires for LAX: n = 743

LAX – Terminal Performance Report

Total Traffic – Average Scores by Terminal



— LAX
— Terminal T7



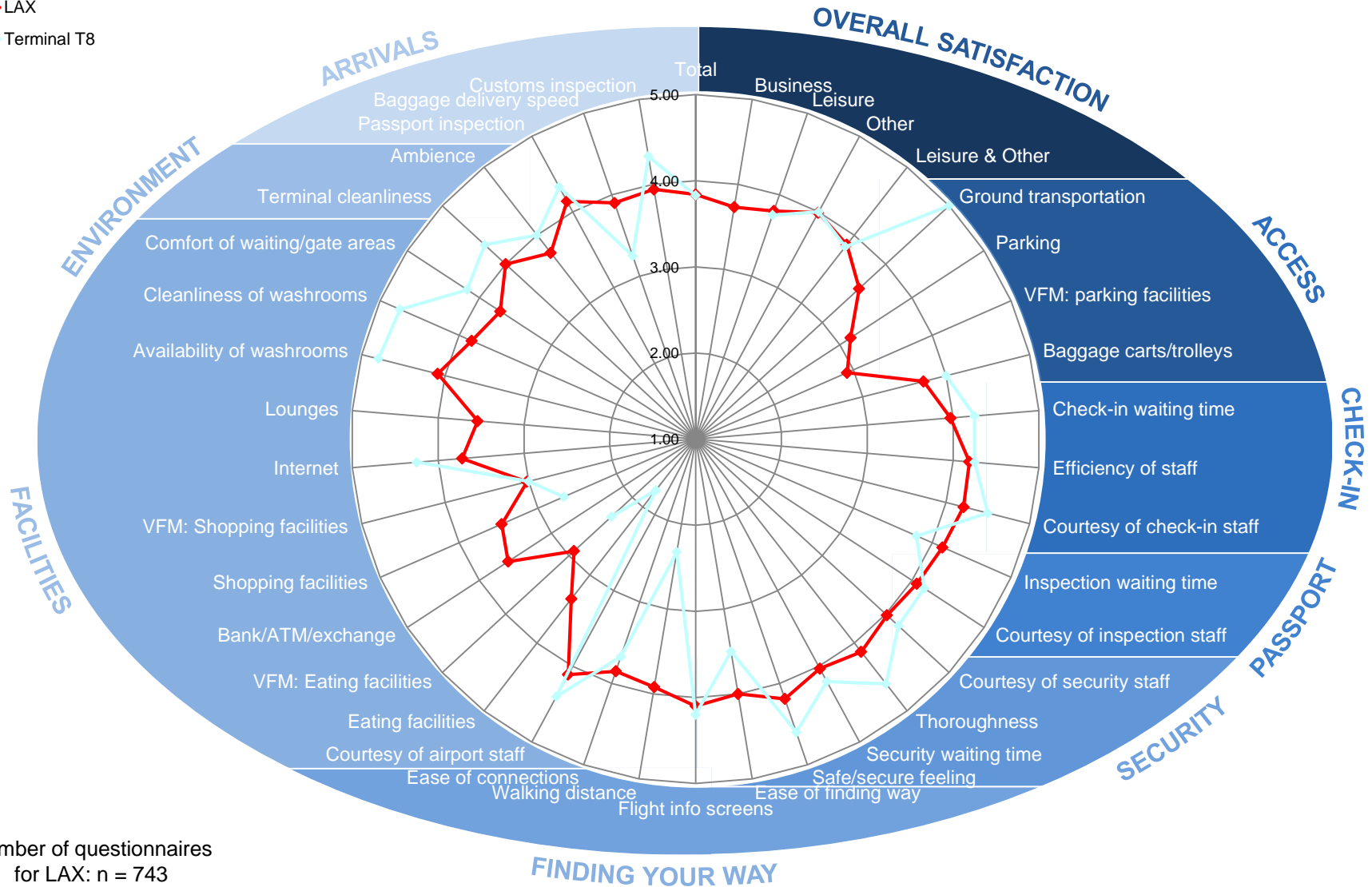
Number of questionnaires
for LAX: n = 743

LAX – Terminal Performance Report

Total Traffic – Average Scores by Terminal



— LAX
— Terminal T8



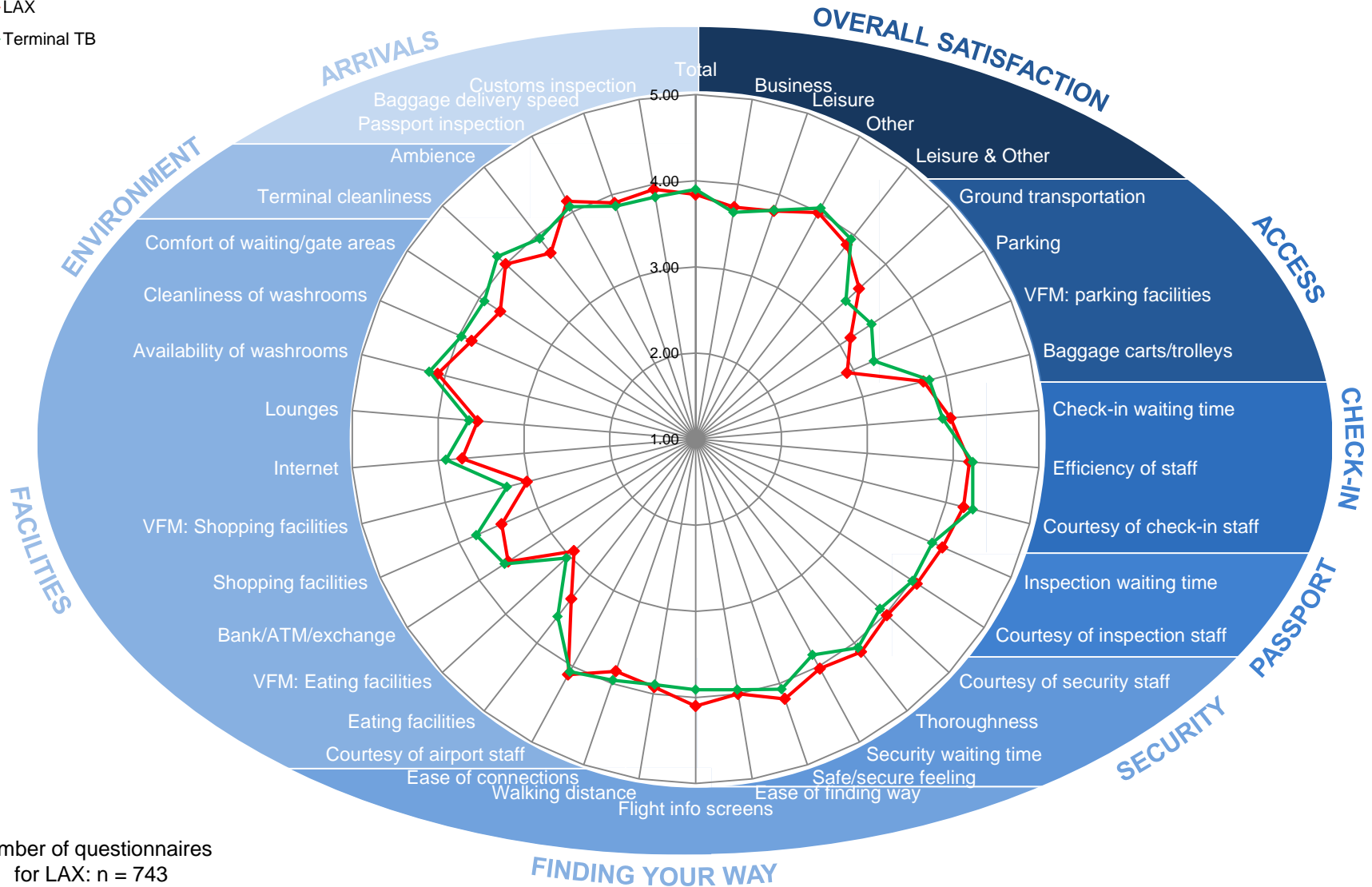
Number of questionnaires
for LAX: n = 743

LAX – Terminal Performance Report

Total Traffic – Average Scores by Terminal



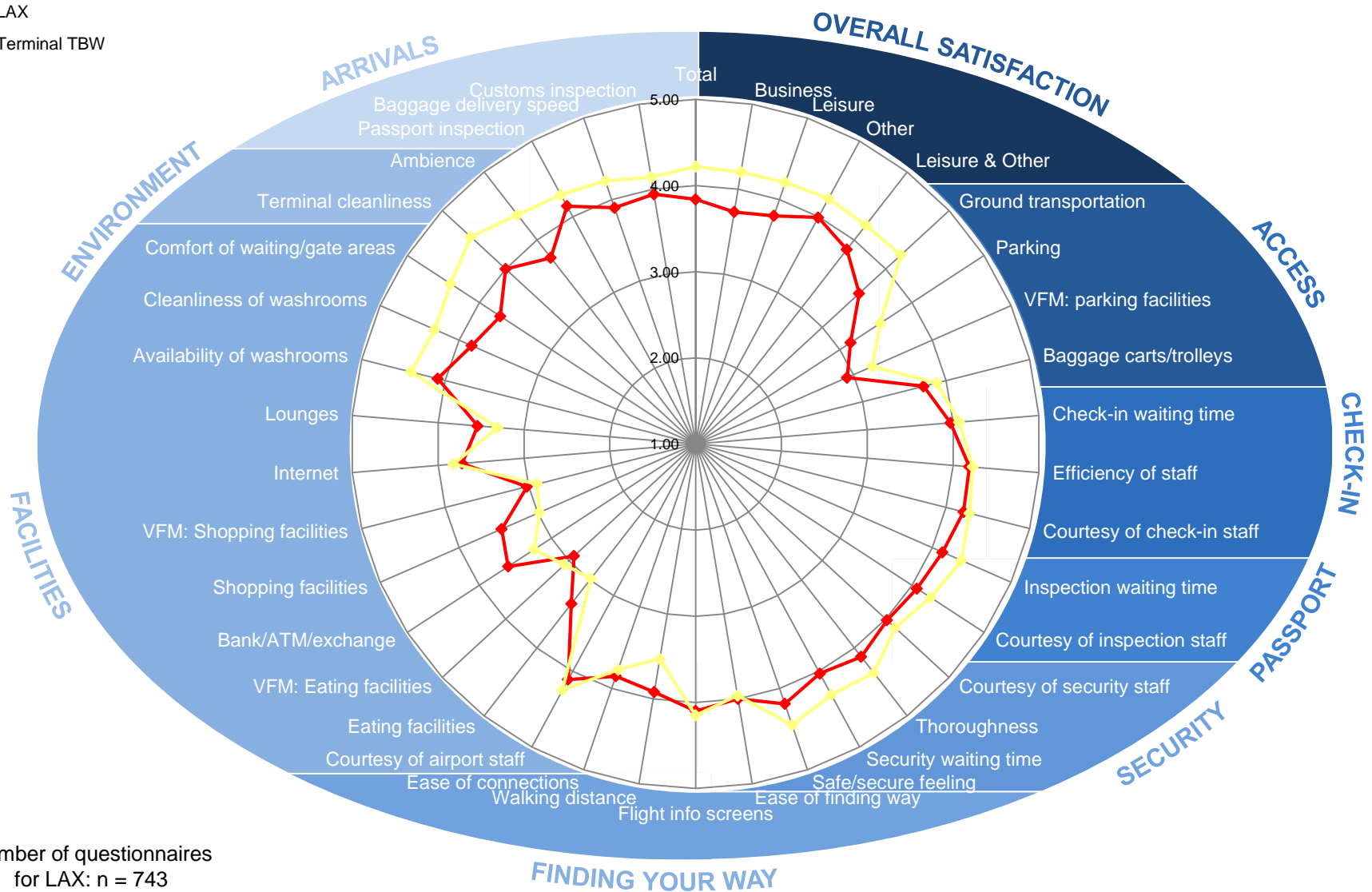
◆ LAX
◆ Terminal TB



Number of questionnaires for LAX: n = 743

LAX – Terminal Performance Report

Total Traffic – Average Scores by Terminal



Number of questionnaires for LAX: n = 743



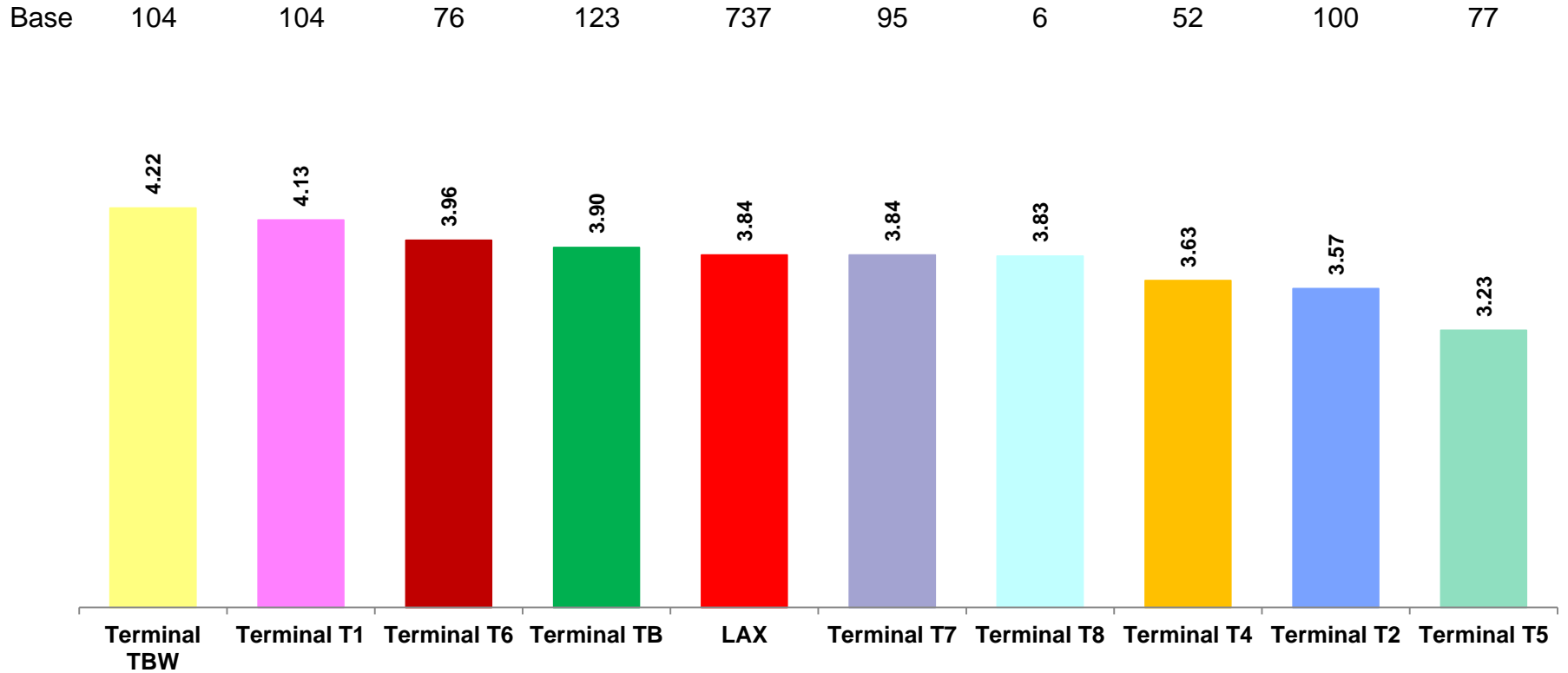
Ranking Terminals

→ Overall Satisfaction



LAX – Terminal Performance Report

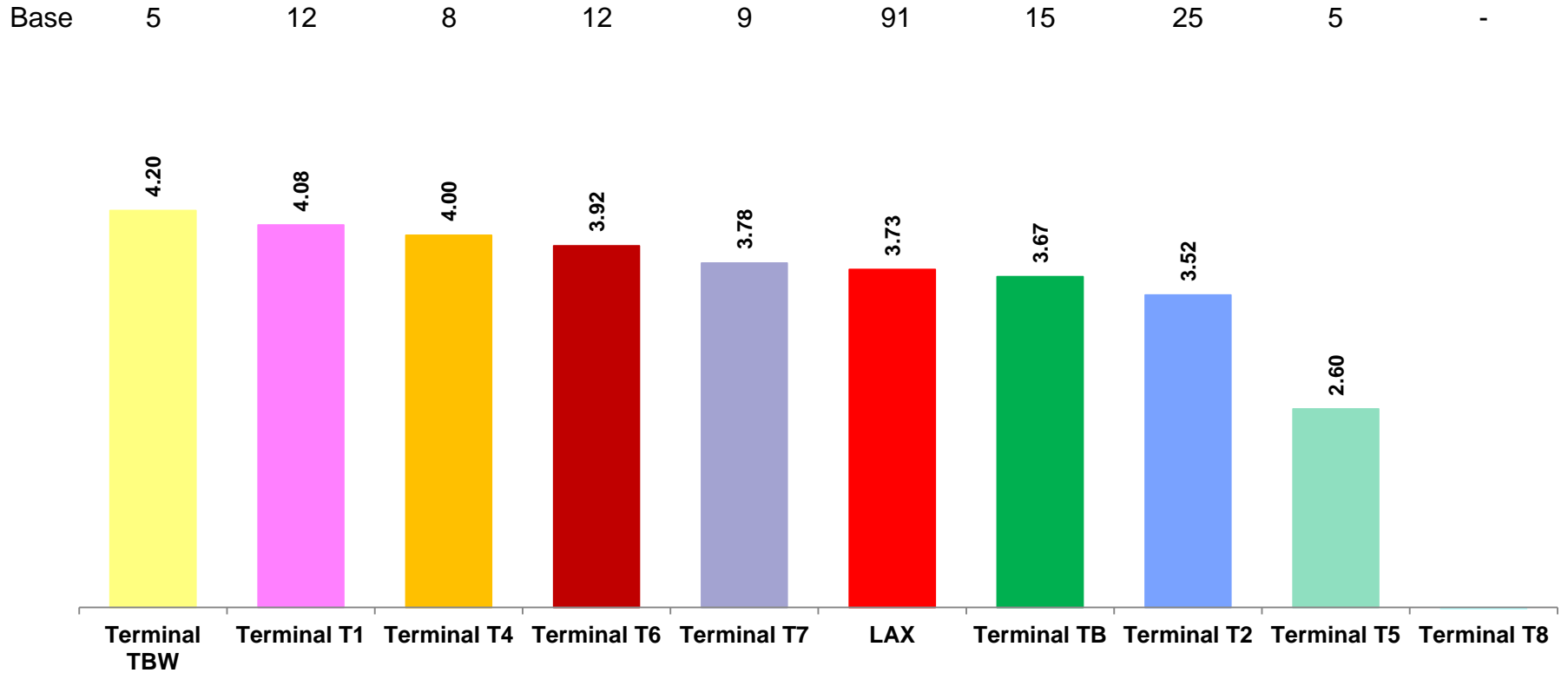
Overall Satisfaction – Total Passengers



Base is respondents providing a valid response.

LAX – Terminal Performance Report

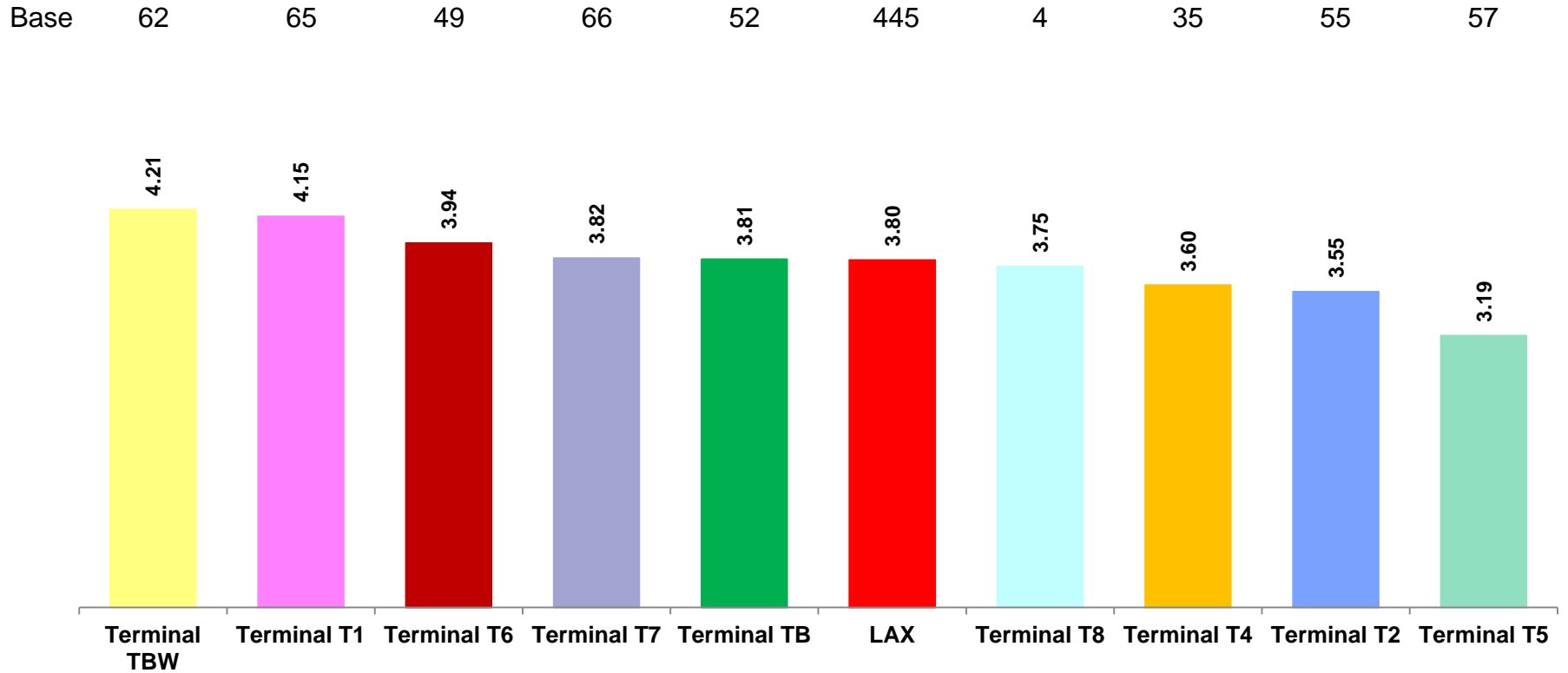
Overall Satisfaction – Business Passengers



Base is respondents providing a valid response.

LAX – Terminal Performance Report

Overall Satisfaction – Leisure Passengers



Base is respondents providing a valid response.



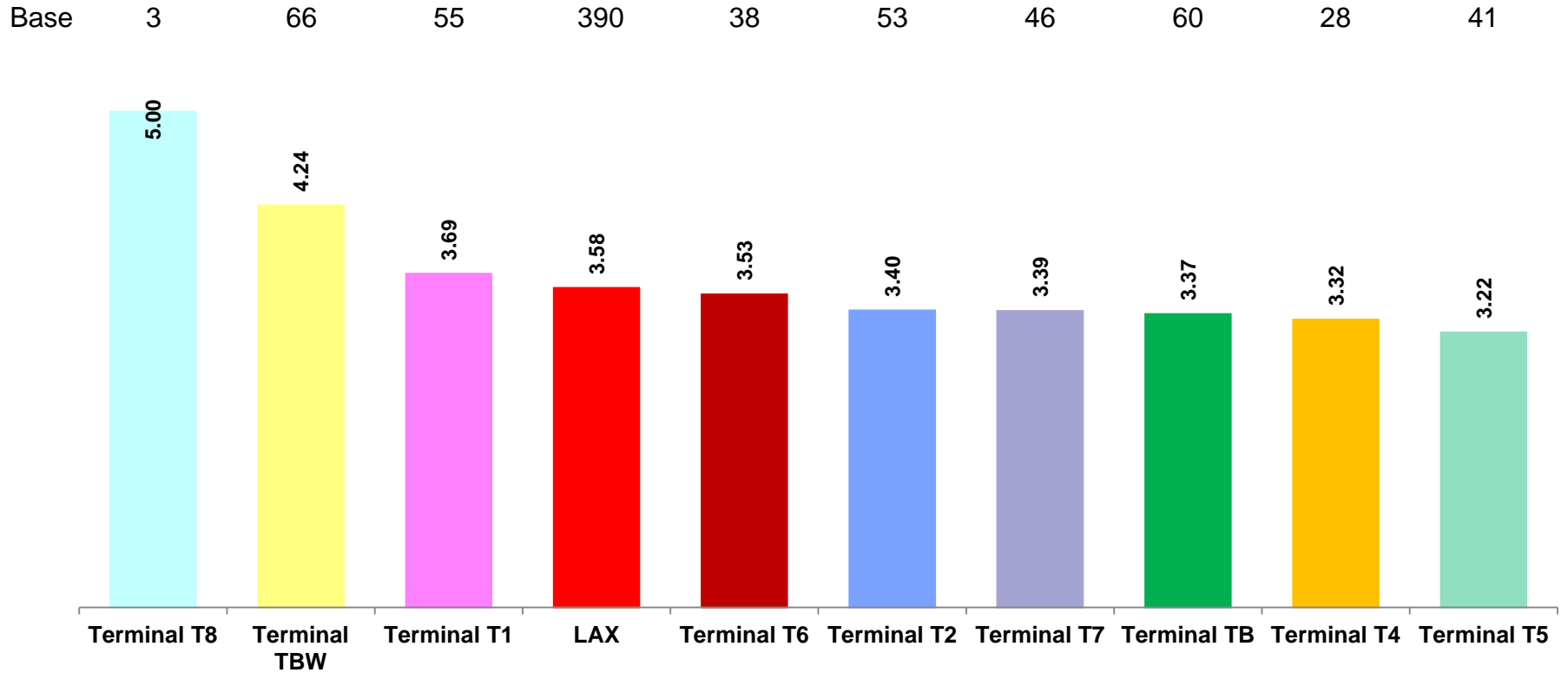
Ranking Terminals

→ Access



LAX – Terminal Performance Report

Access – Ground transportation



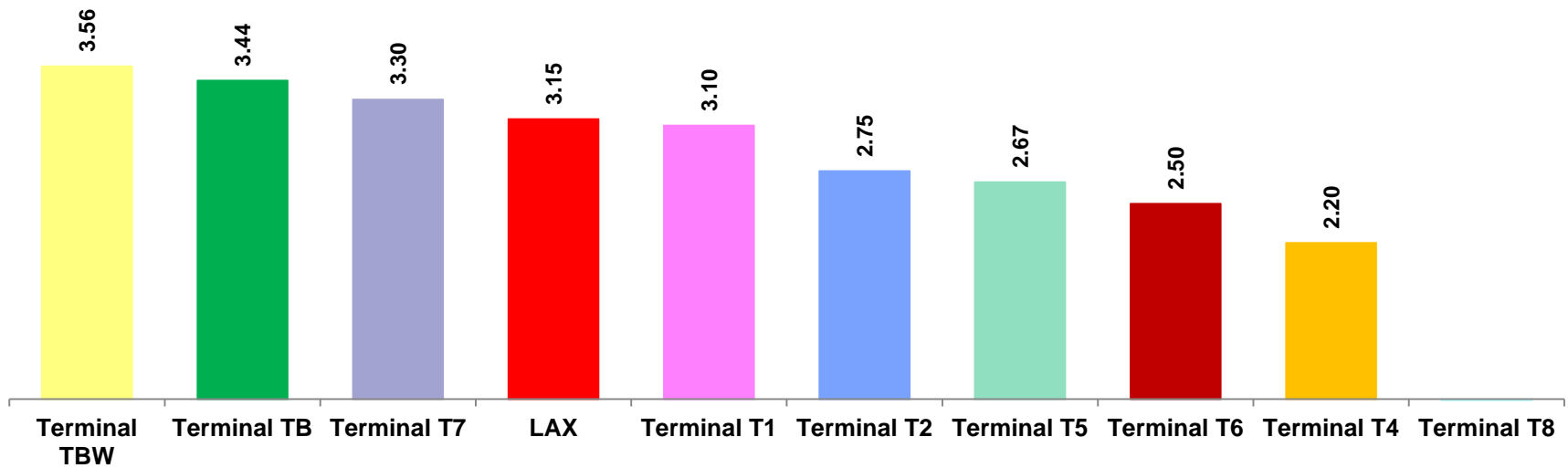
Base is respondents providing a valid response.

LAX – Terminal Performance Report

Access – Parking



Base 18 27 10 94 10 8 12 4 5 -



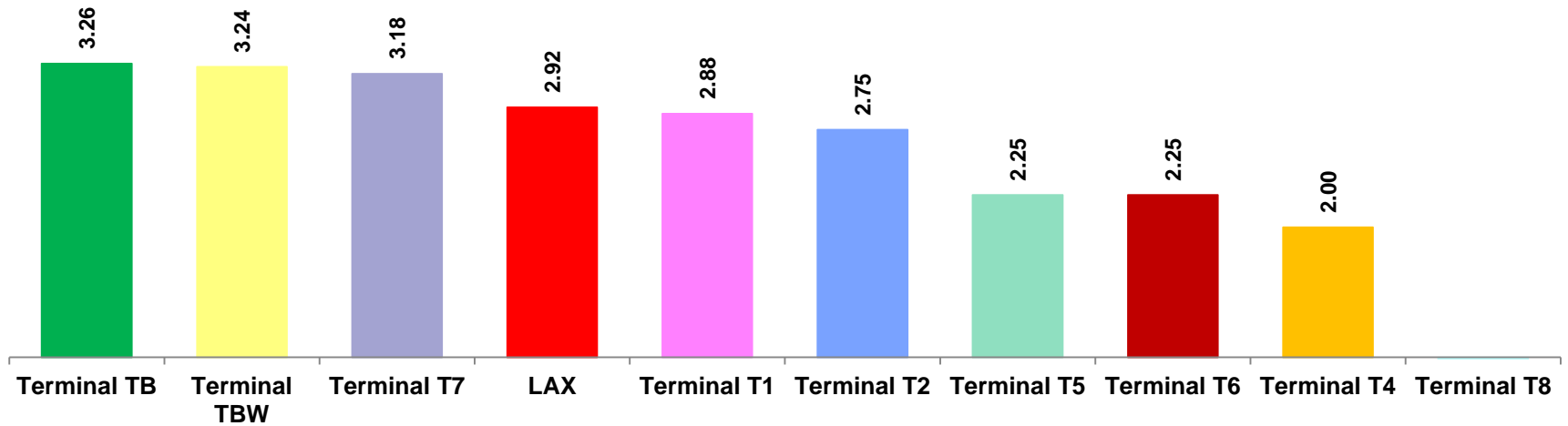
Base is respondents providing a valid response.

LAX – Terminal Performance Report

Access – VFM : Parking facilities



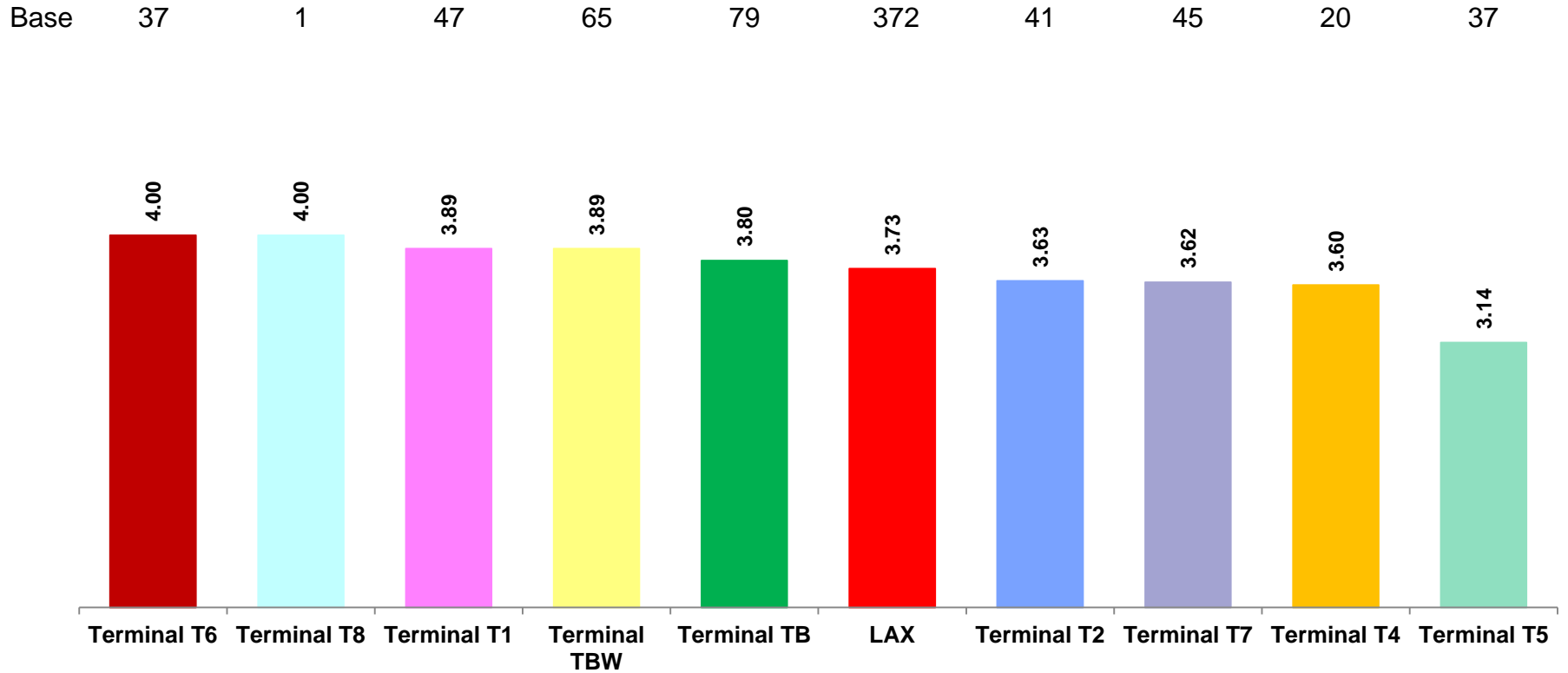
Base 27 17 11 92 8 8 12 4 5 -



Base is respondents providing a valid response.

LAX – Terminal Performance Report

Access – Availability of baggage carts/trolleys



Base is respondents providing a valid response.



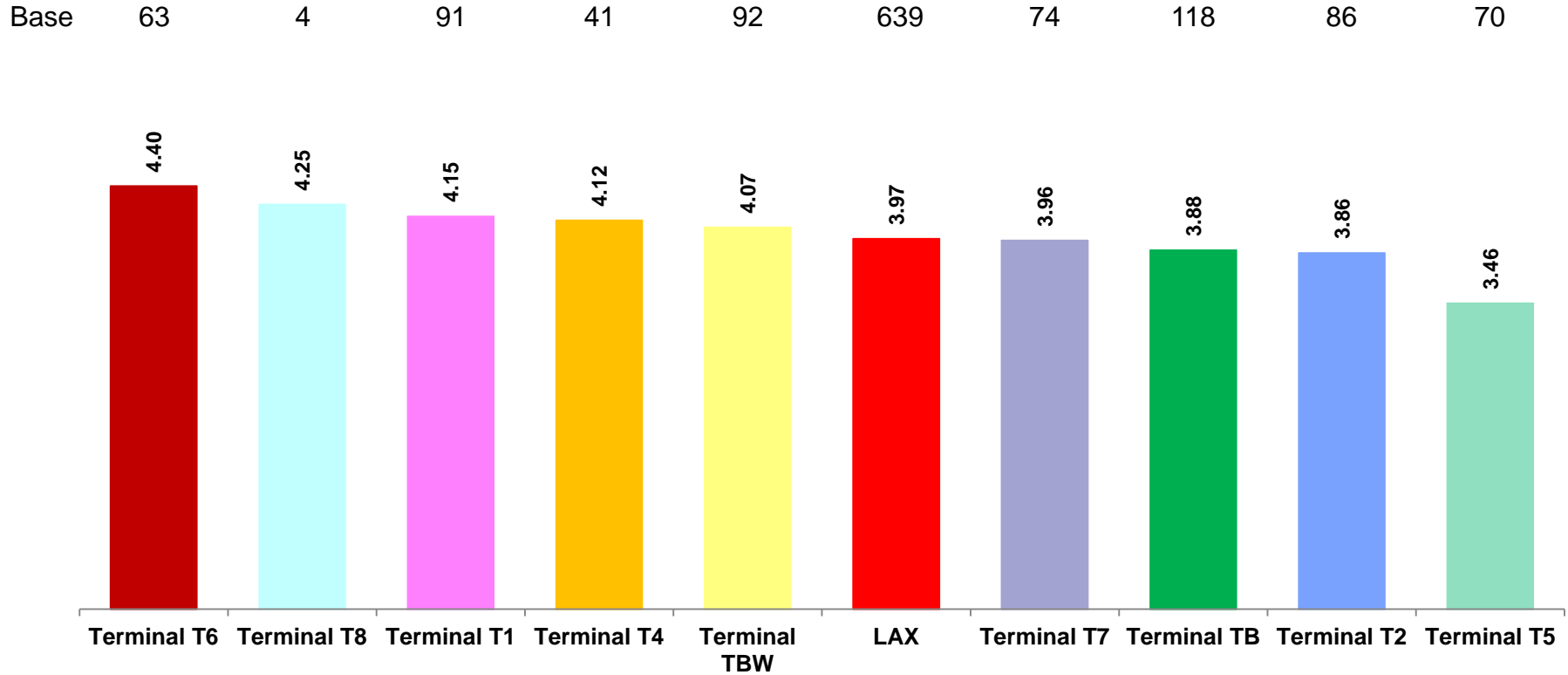
Ranking Terminals

→ Check-in



LAX – Terminal Performance Report

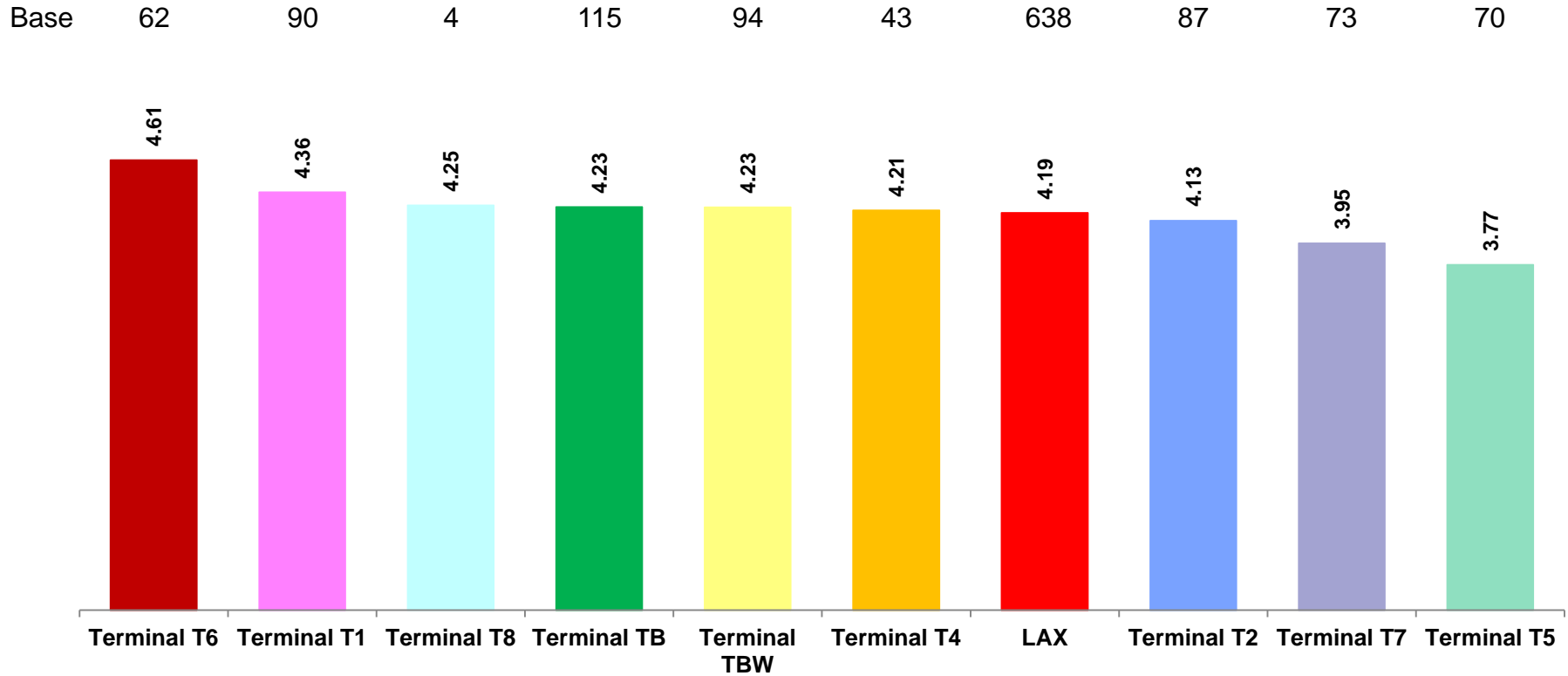
Check-in – Check-in waiting time



Base is respondents providing a valid response.

LAX – Terminal Performance Report

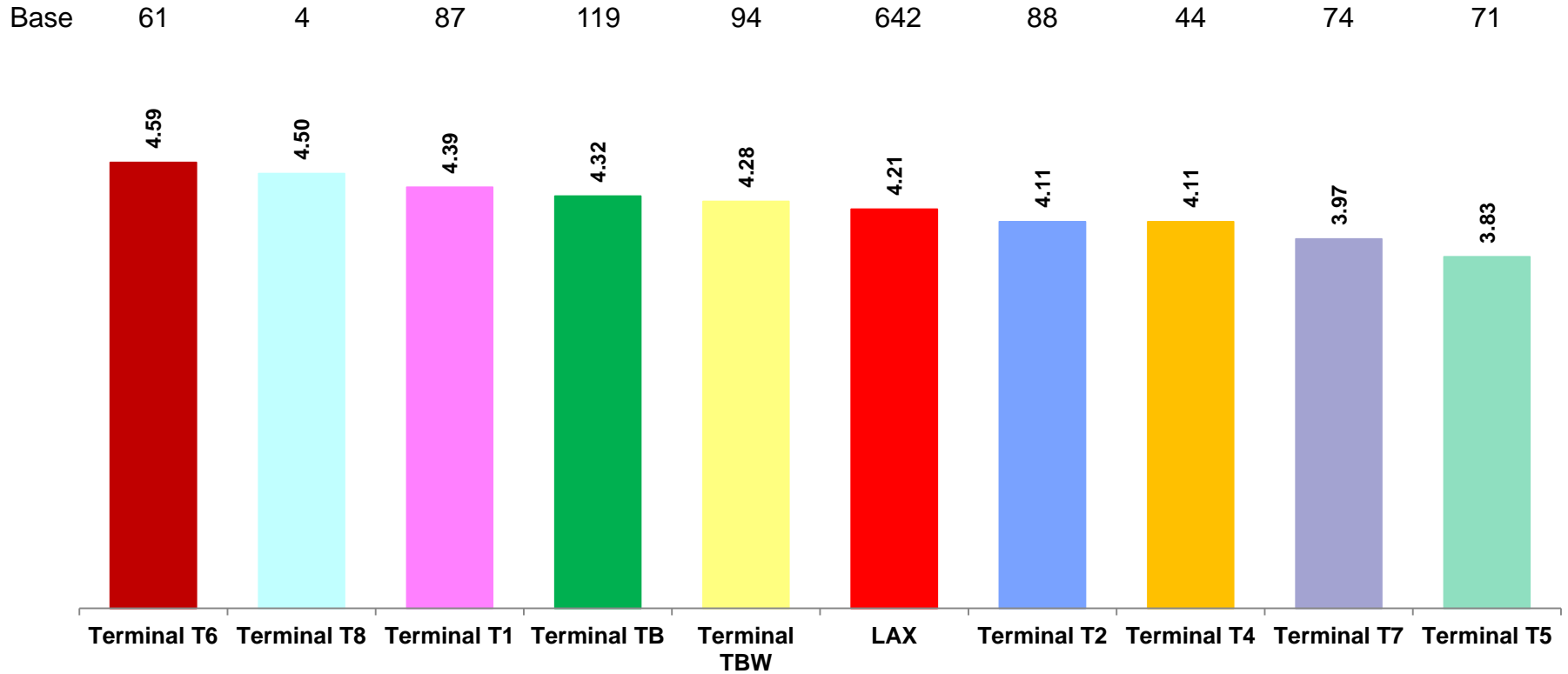
Check-in – Efficiency of check-in staff



Base is respondents providing a valid response.

LAX – Terminal Performance Report

Check-in – Courtesy of check-in staff



Base is respondents providing a valid response.



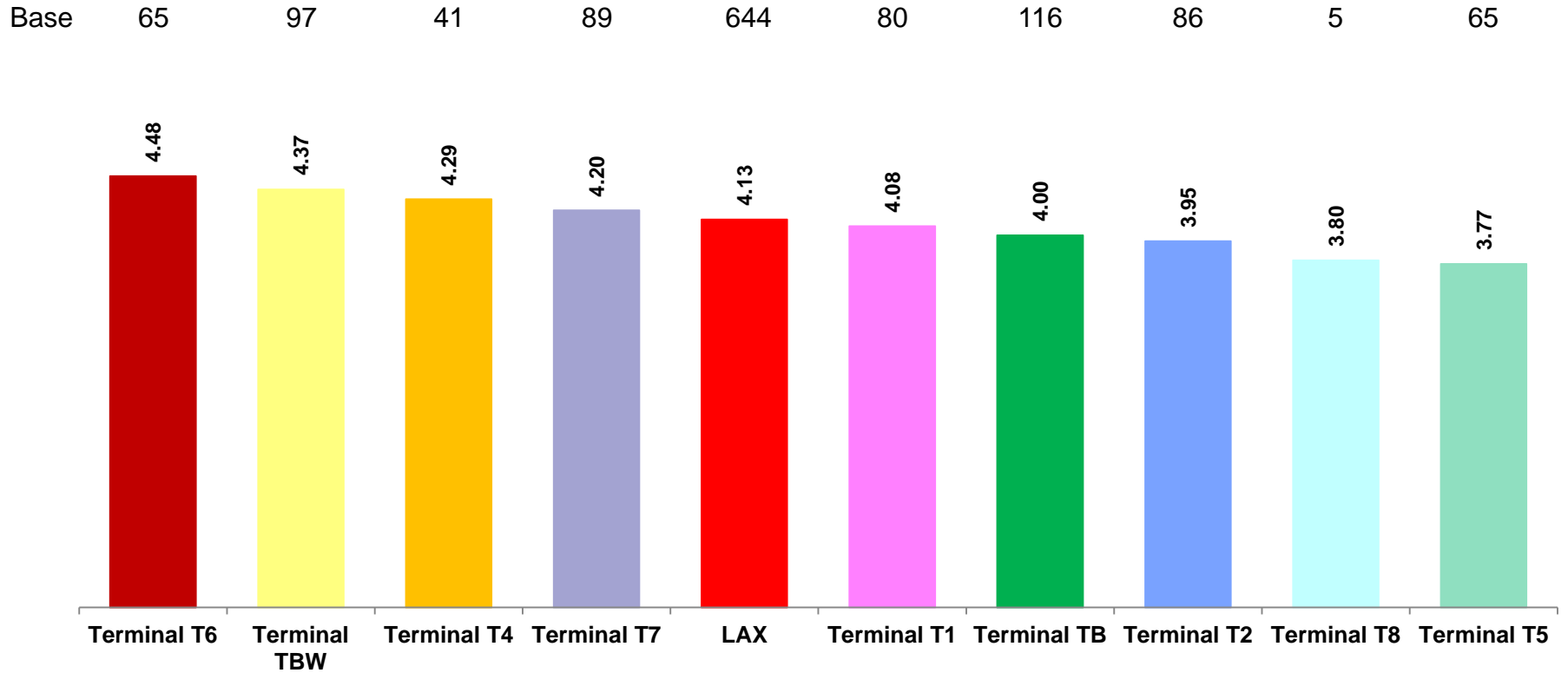
Ranking Terminals

→ Passport Control



LAX – Terminal Performance Report

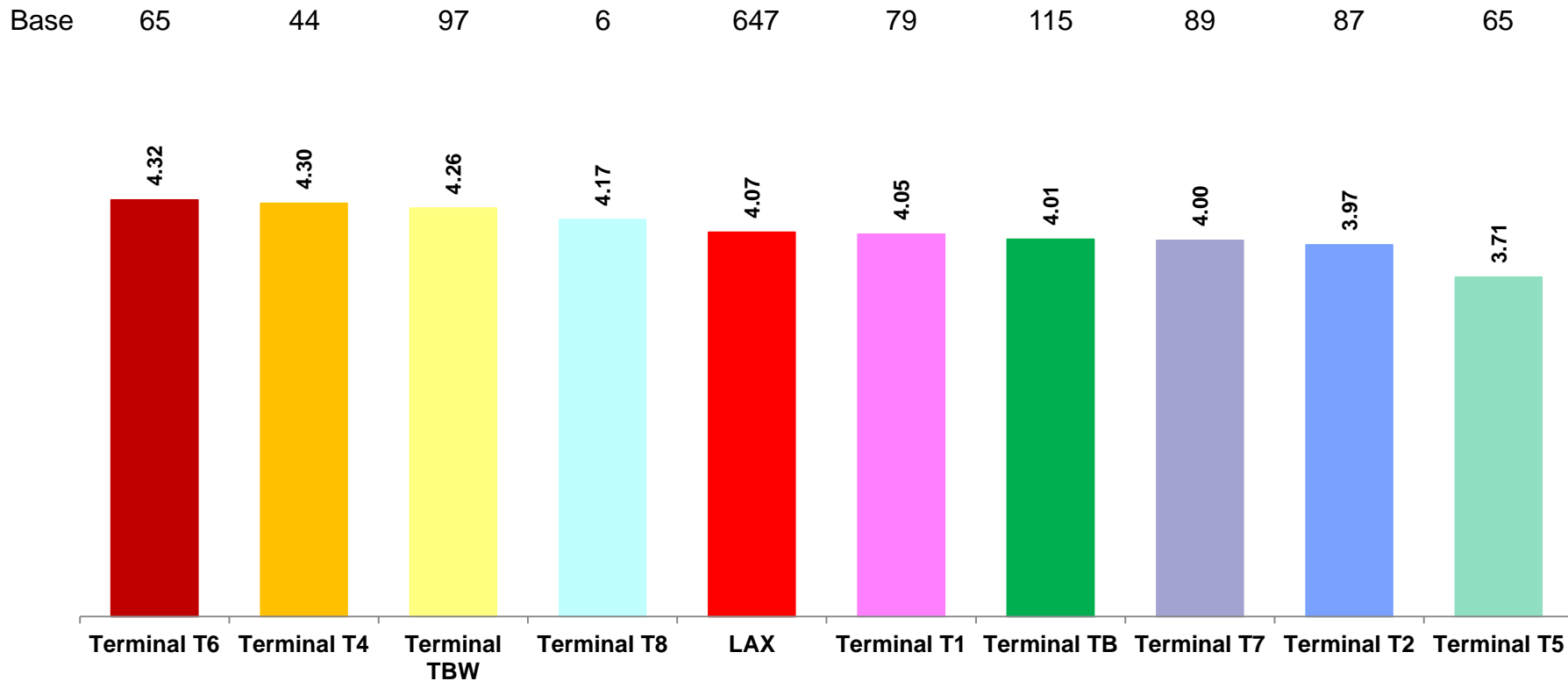
Passport Control – Inspection waiting time



Base is respondents providing a valid response.

LAX – Terminal Performance Report

Passport Control – Courtesy of inspection staff



Base is respondents providing a valid response.



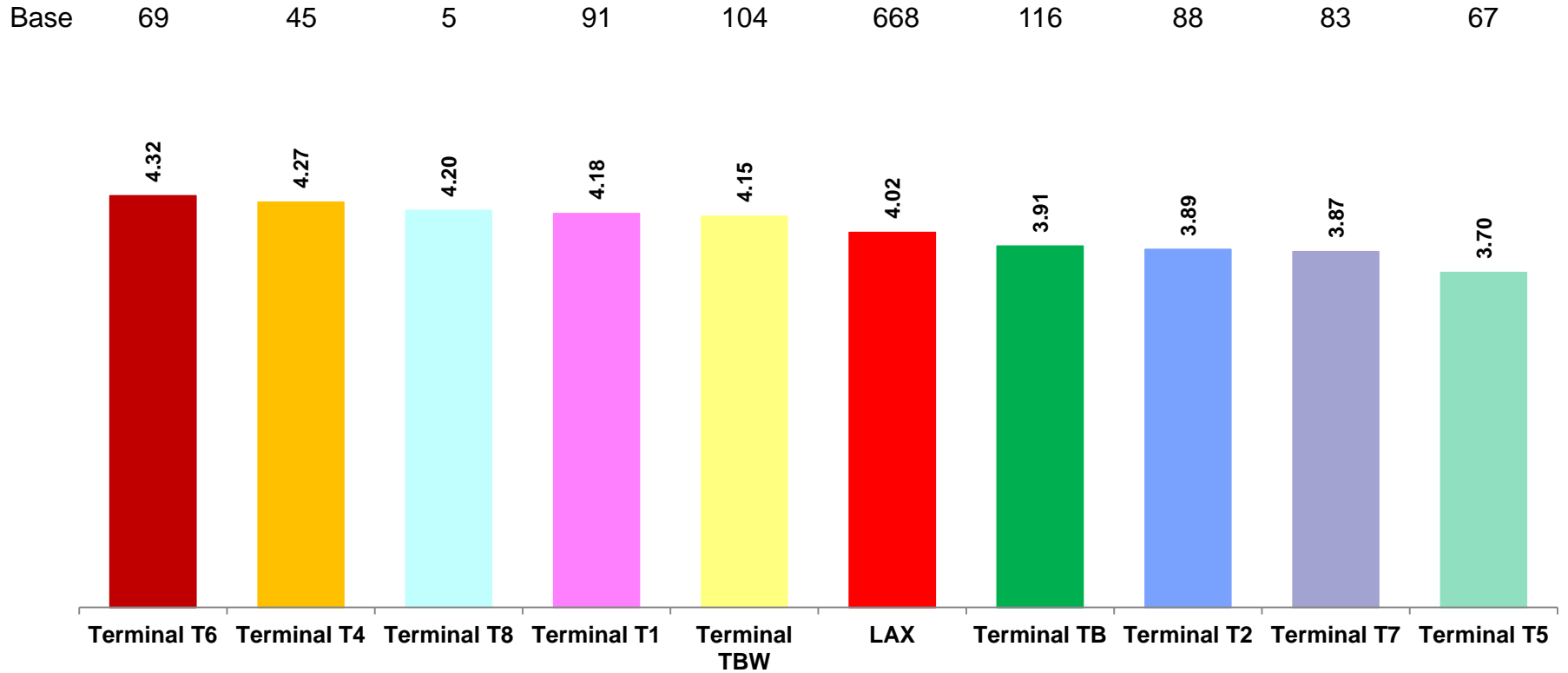
Ranking Terminals

→ Security



LAX – Terminal Performance Report

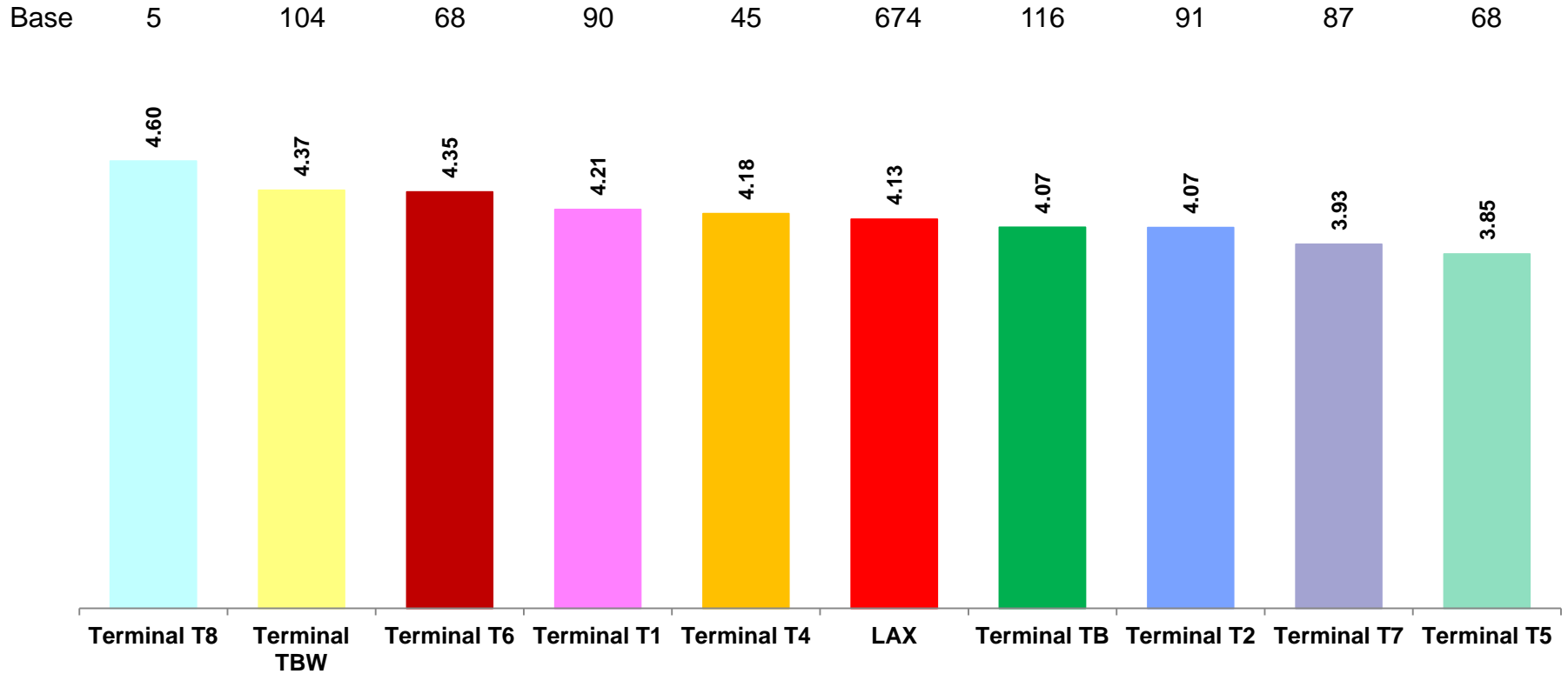
Security – Courtesy of security staff



Base is respondents providing a valid response.

LAX – Terminal Performance Report

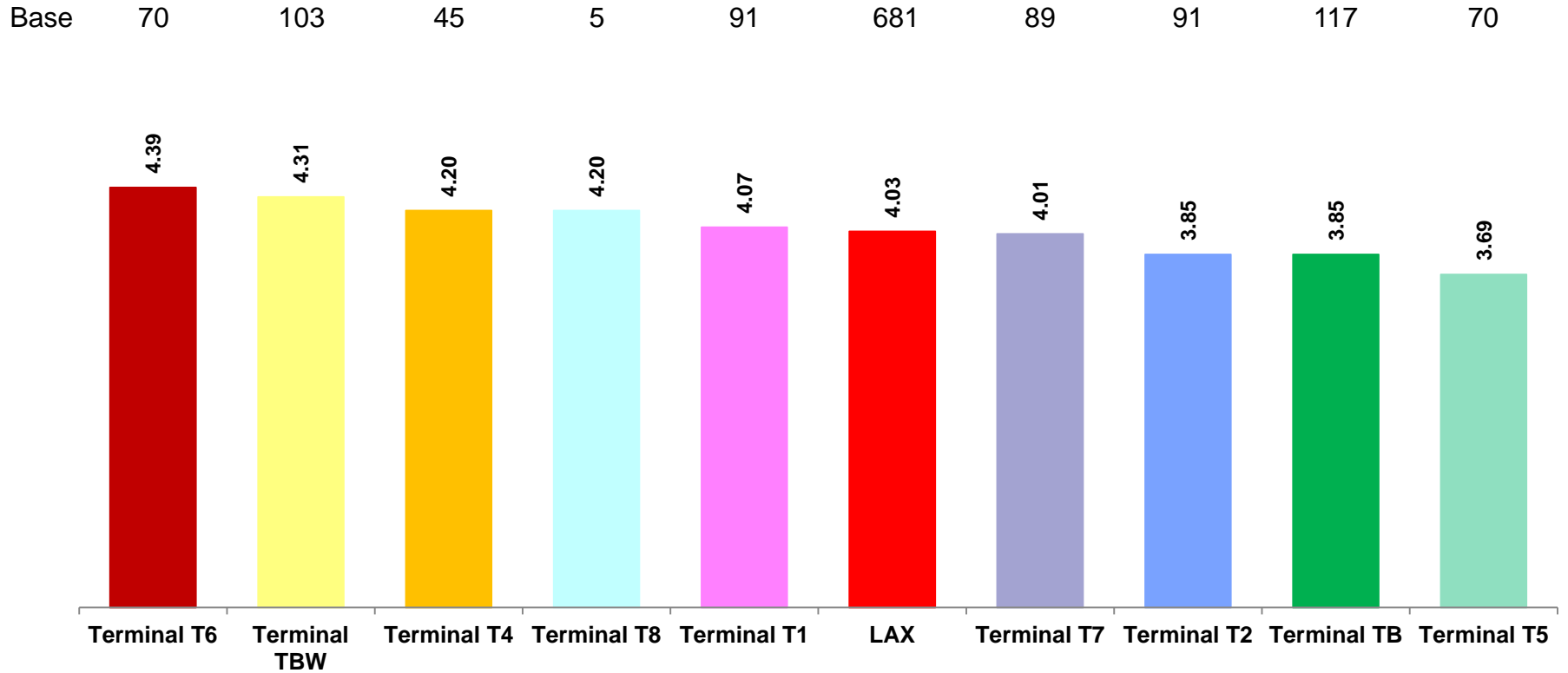
Security – Thoroughness of inspection



Base is respondents providing a valid response.

LAX – Terminal Performance Report

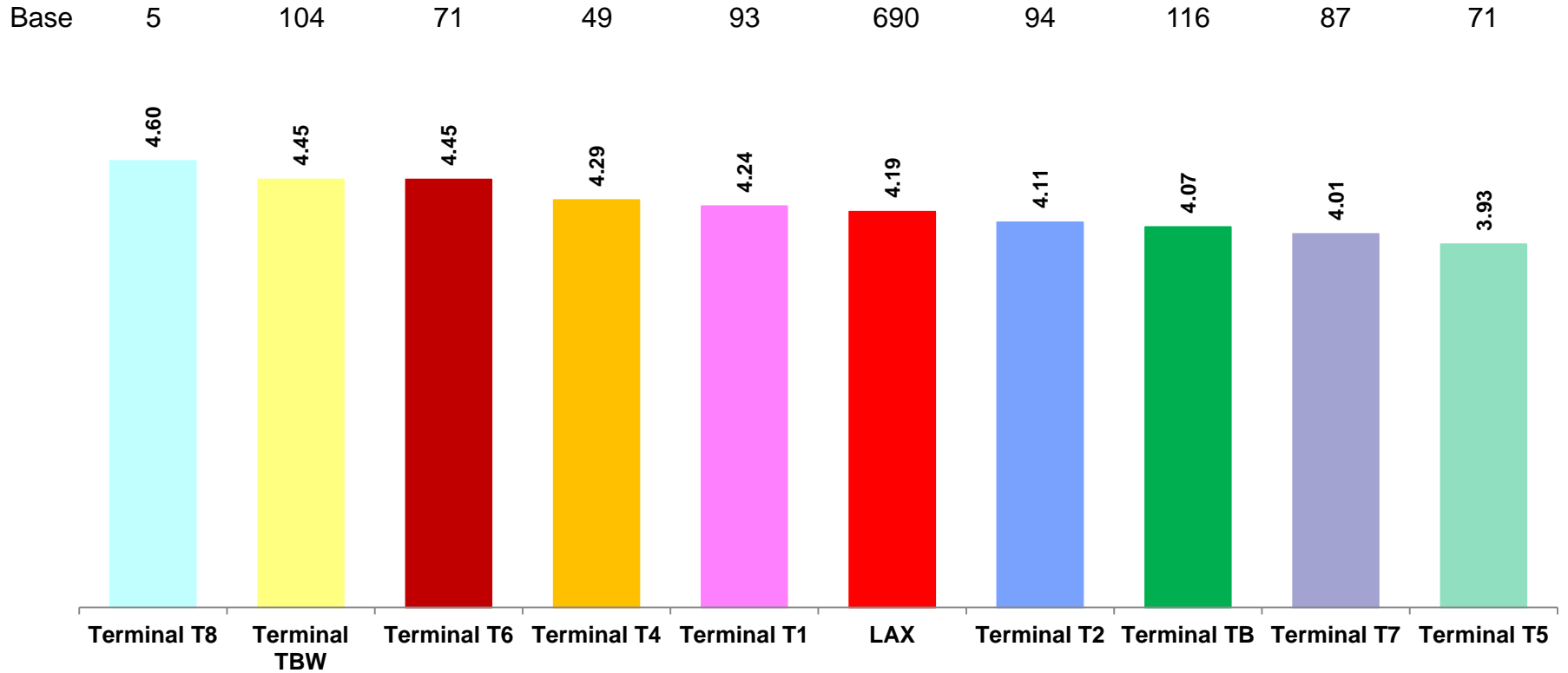
Security – Security waiting time



Base is respondents providing a valid response.

LAX – Terminal Performance Report

Security – Safe/secure feeling



Base is respondents providing a valid response.



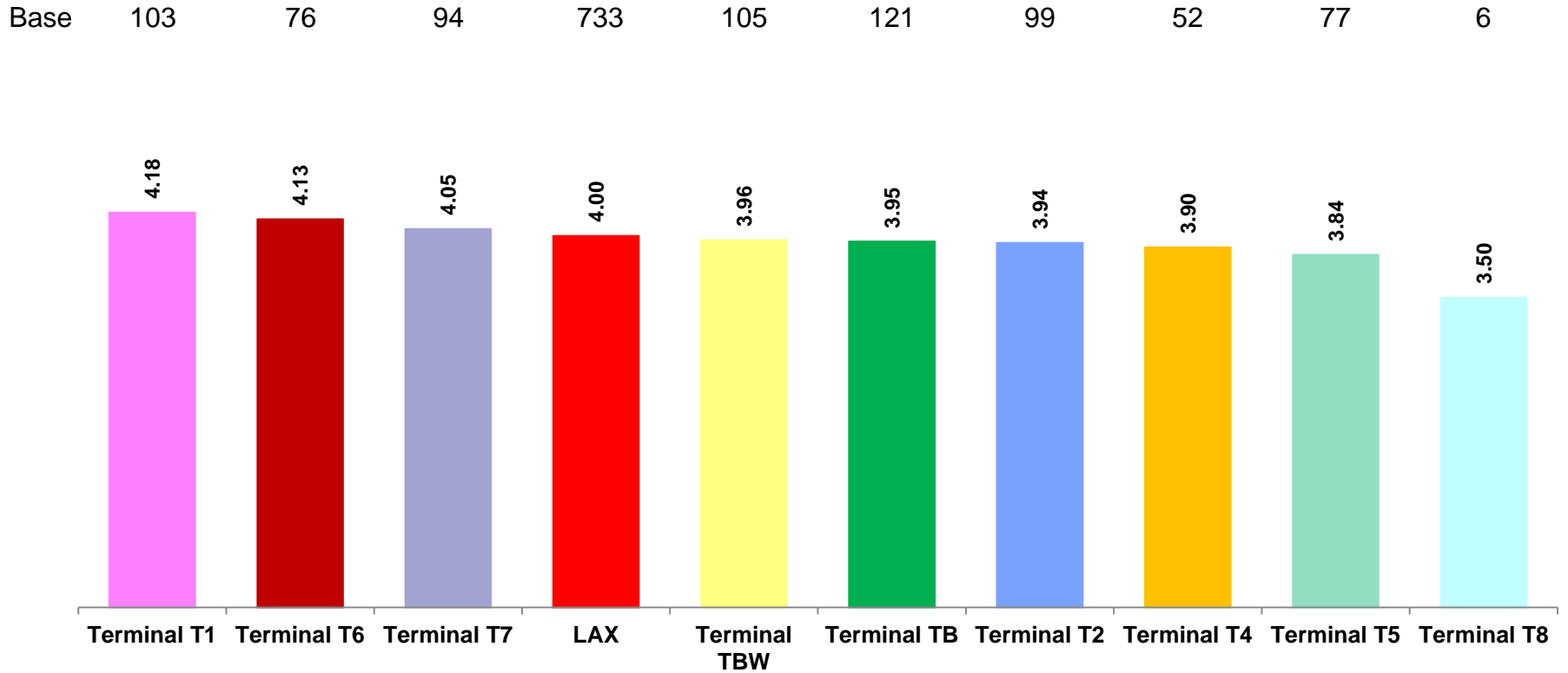
Ranking Terminals

→ Finding Way



LAX – Terminal Performance Report

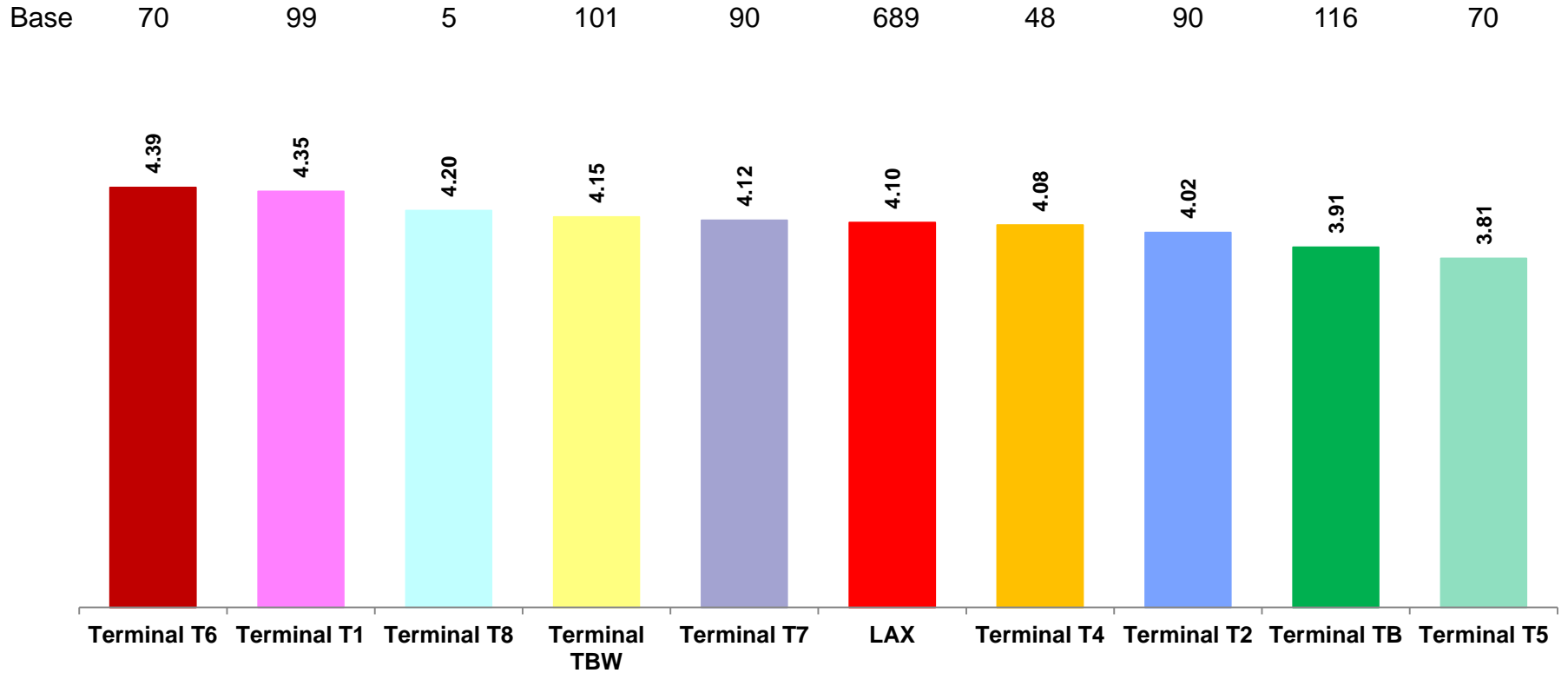
Finding Way – Ease of finding way through airport



Base is respondents providing a valid response.

LAX – Terminal Performance Report

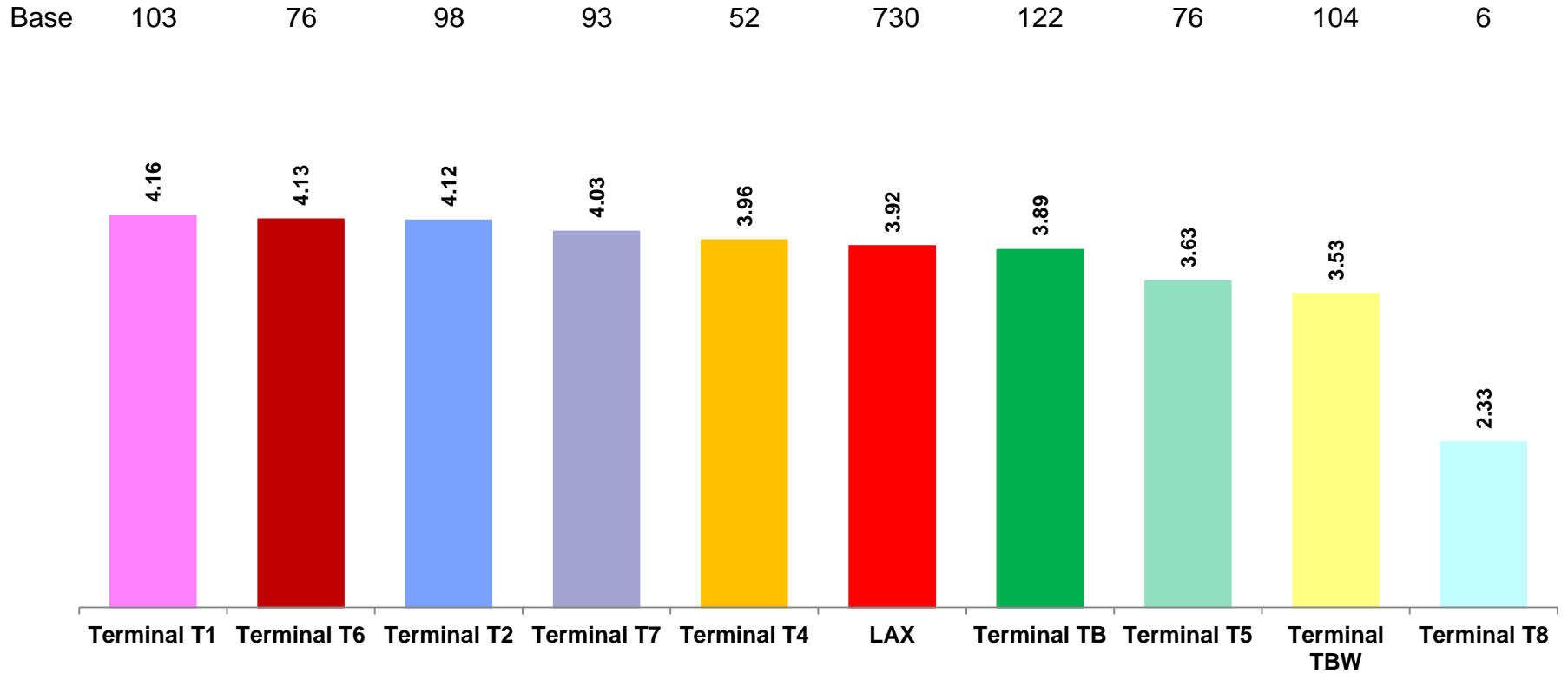
Finding Way – Flight info screens



Base is respondents providing a valid response.

LAX – Terminal Performance Report

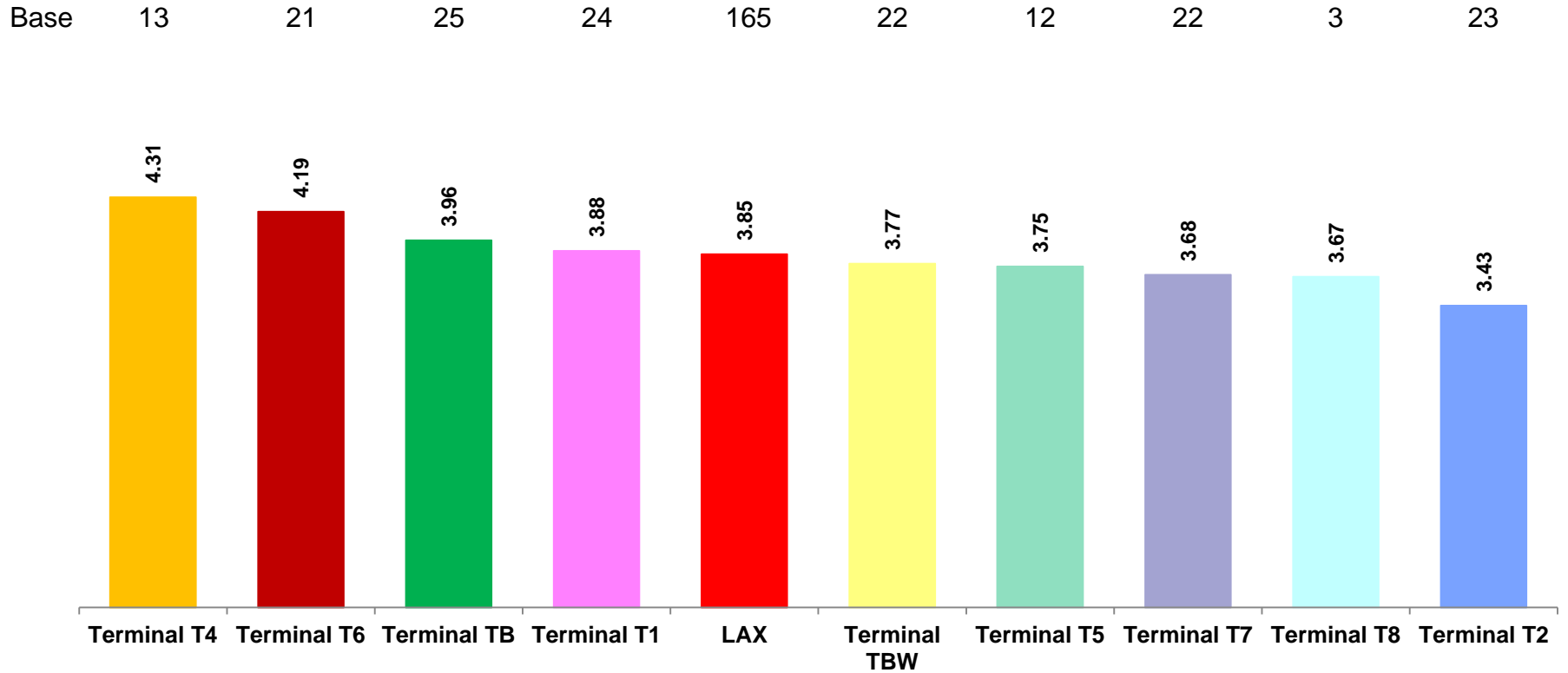
Finding Way – Walking distance inside terminal



Base is respondents providing a valid response.

LAX – Terminal Performance Report

Finding Way – Ease of connections



Base is respondents providing a valid response.



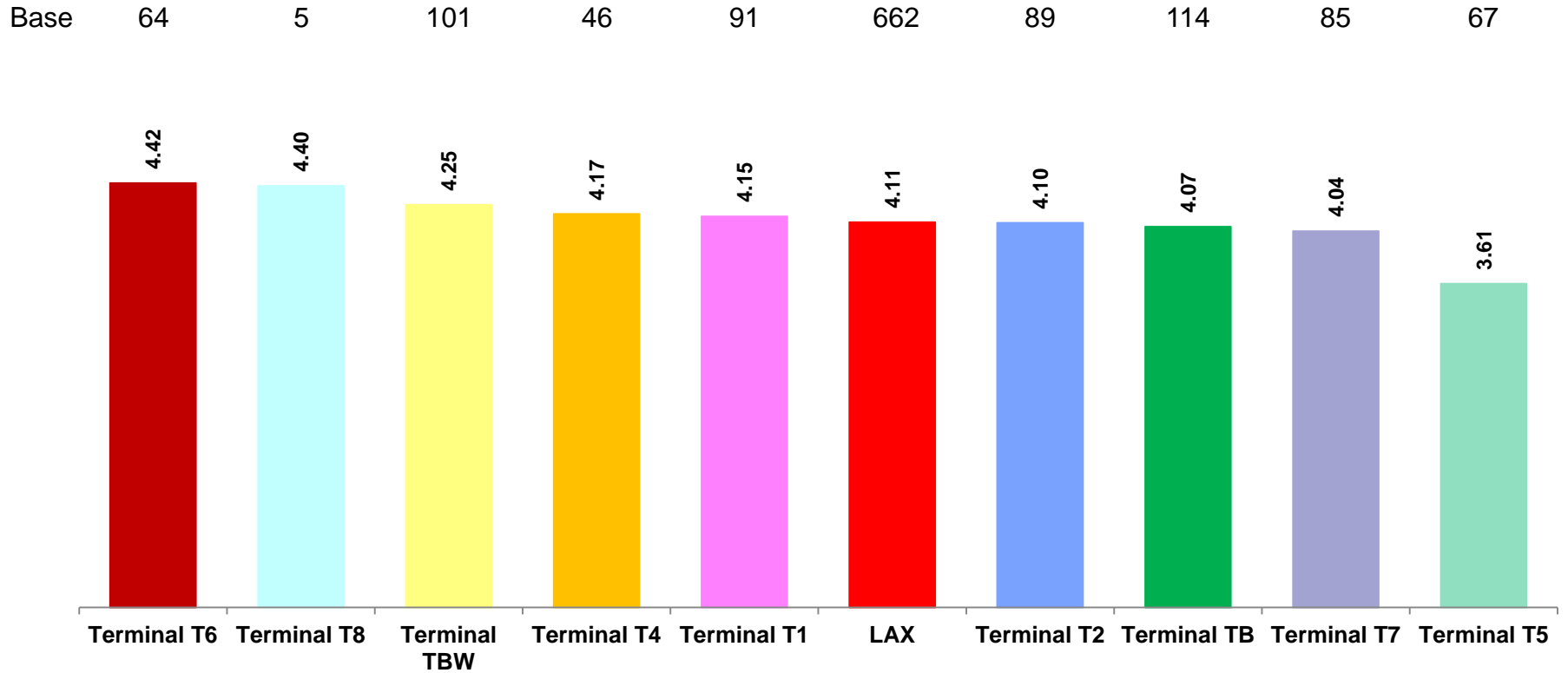
Ranking Terminals

→ Airport Facilities



LAX – Terminal Performance Report

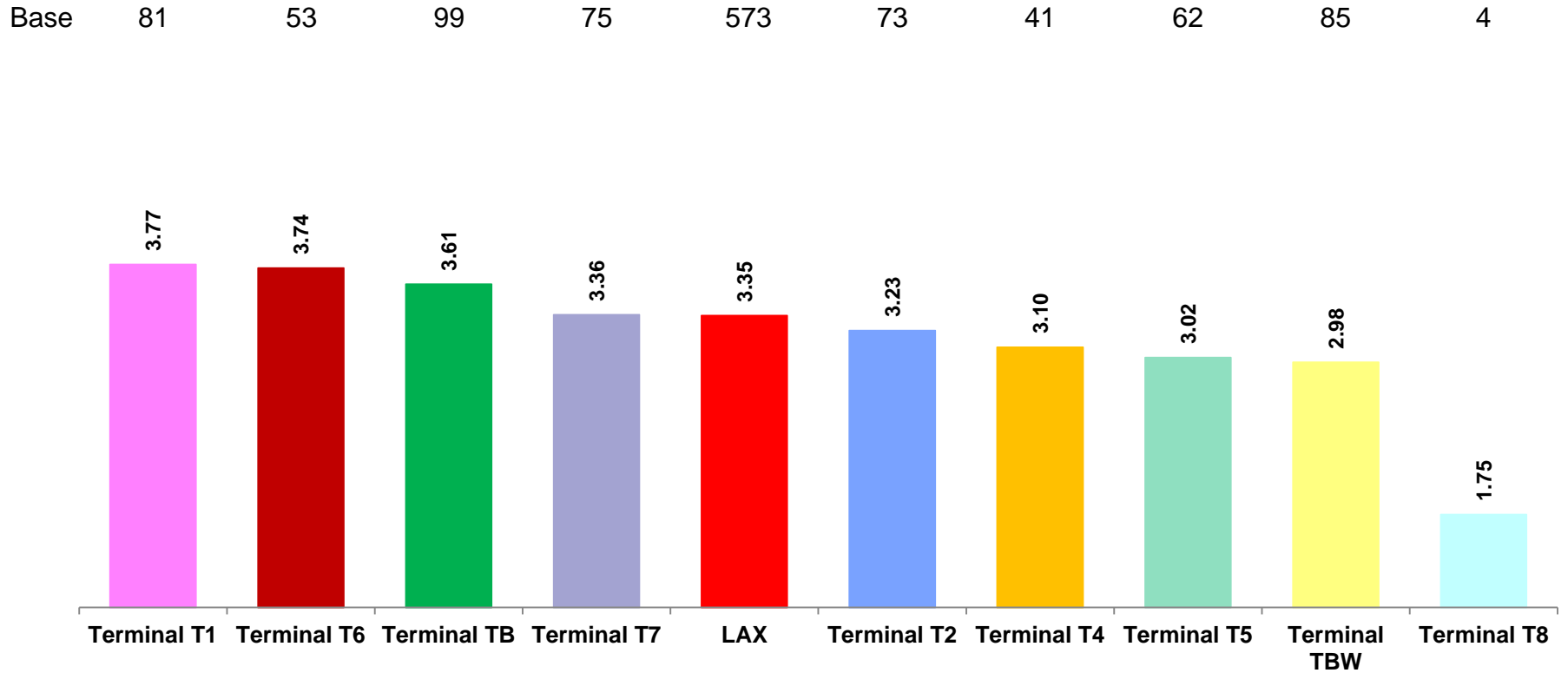
Airport Facilities – Courtesy of airport staff



Base is respondents providing a valid response.

LAX – Terminal Performance Report

Airport Facilities – Eating facilities



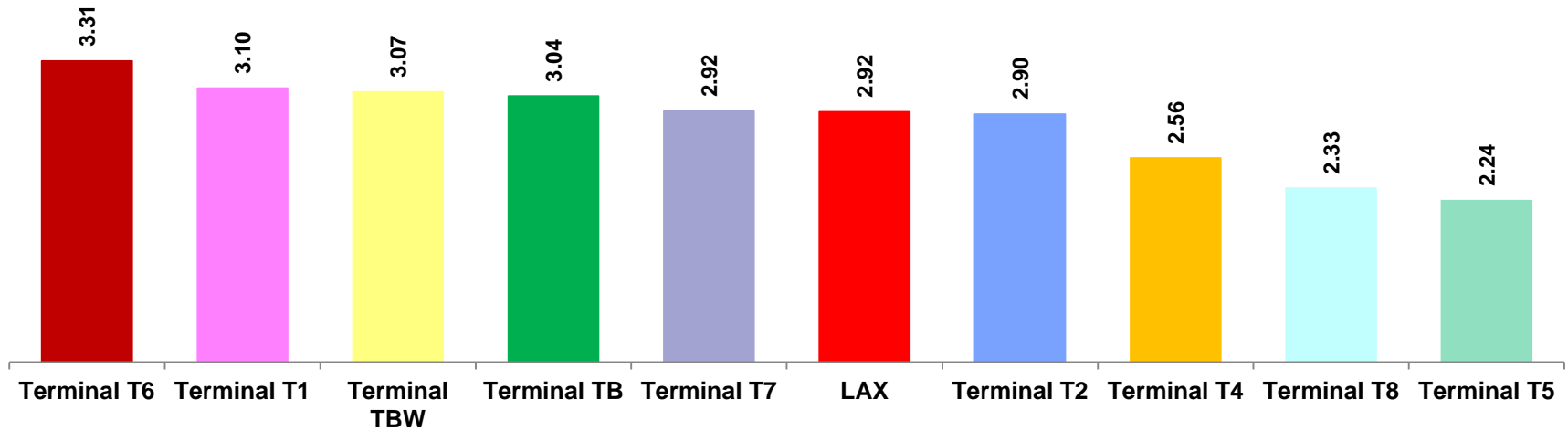
Base is respondents providing a valid response.

LAX – Terminal Performance Report

Airport Facilities – VFM: Eating facilities



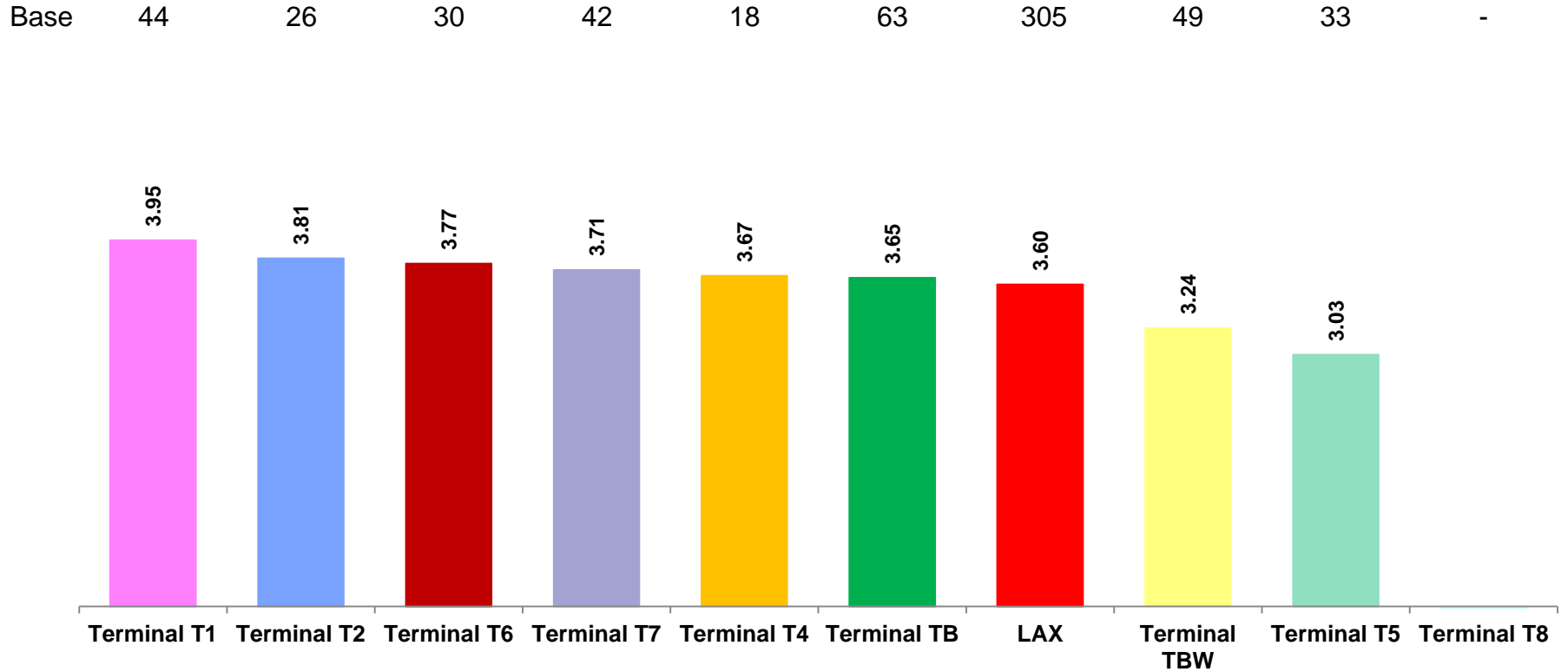
Base 52 80 83 100 78 569 71 39 3 63



Base is respondents providing a valid response.

LAX – Terminal Performance Report

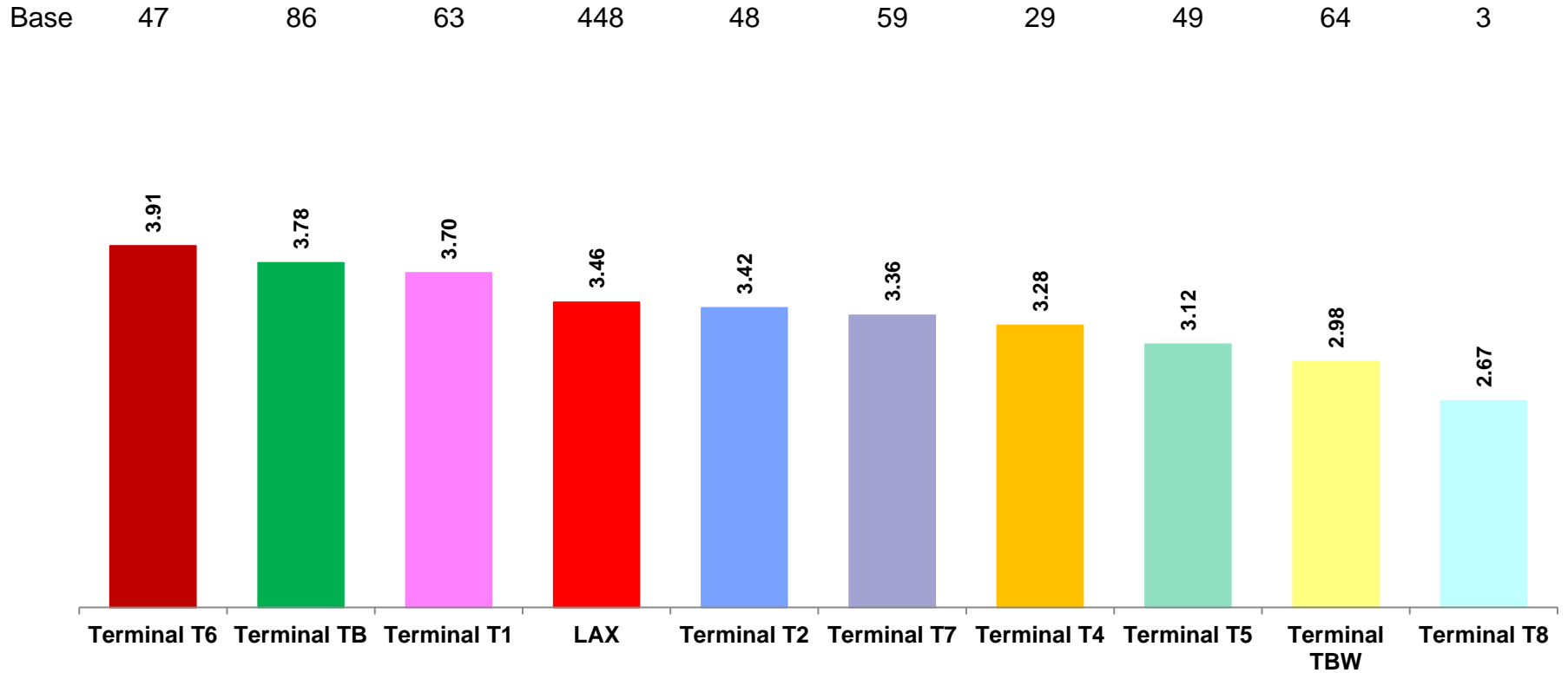
Airport Facilities – Availability of bank/ATM/exchange



Base is respondents providing a valid response.

LAX – Terminal Performance Report

Airport Facilities – Shopping facilities



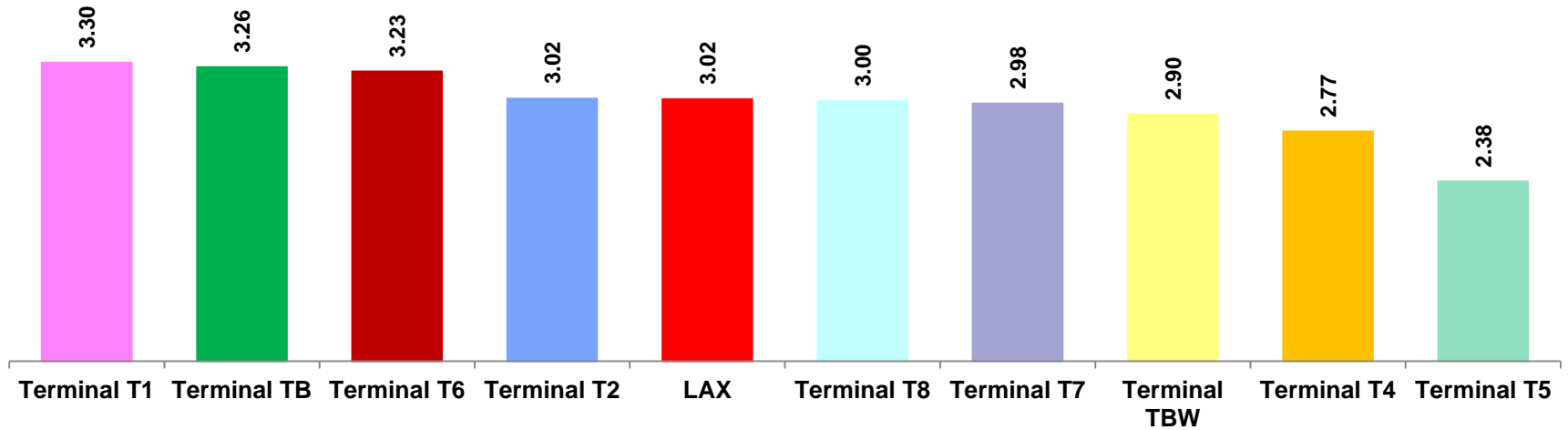
Base is respondents providing a valid response.

LAX – Terminal Performance Report

Airport Facilities – VFM: Shopping facilities



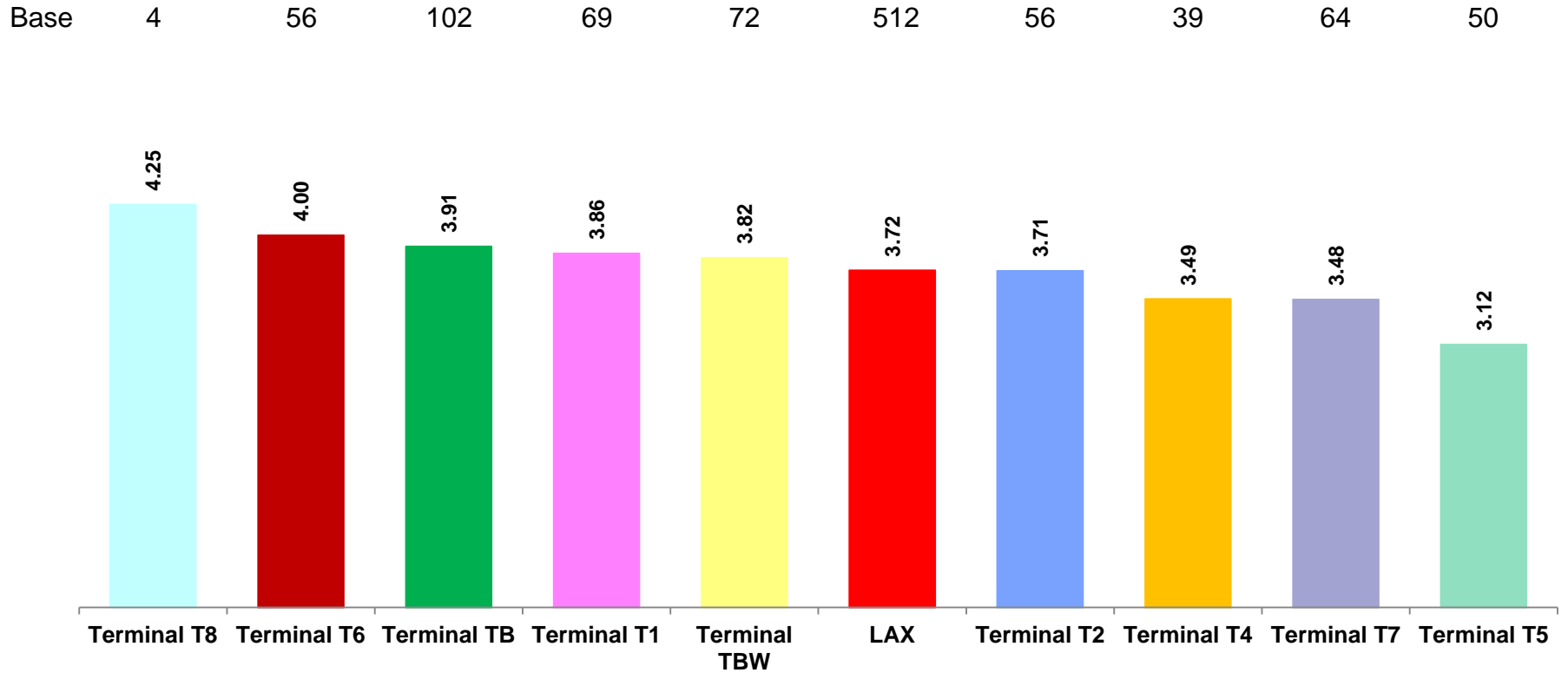
Base 61 80 44 48 427 2 55 60 30 47



Base is respondents providing a valid response.

LAX – Terminal Performance Report

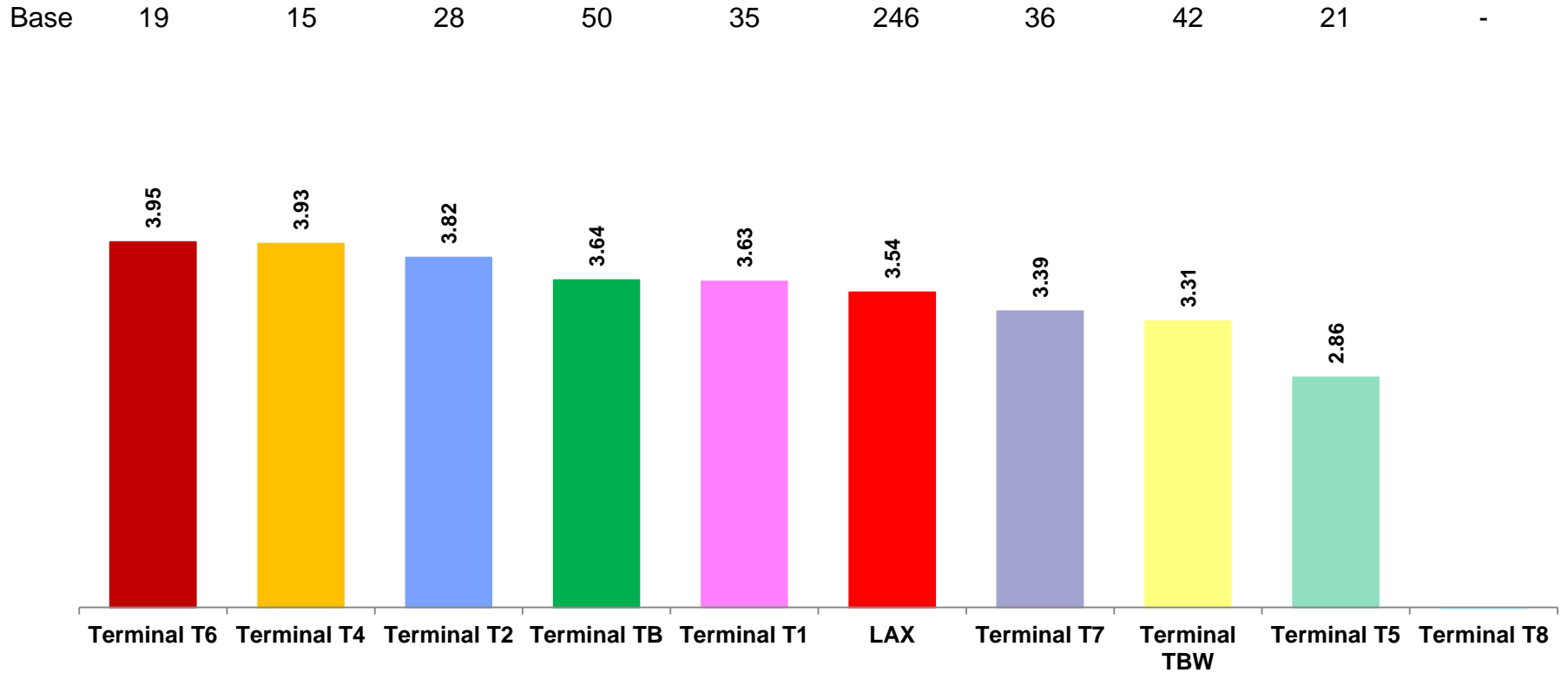
Airport Facilities – Internet access/WiFi



Base is respondents providing a valid response.

LAX – Terminal Performance Report

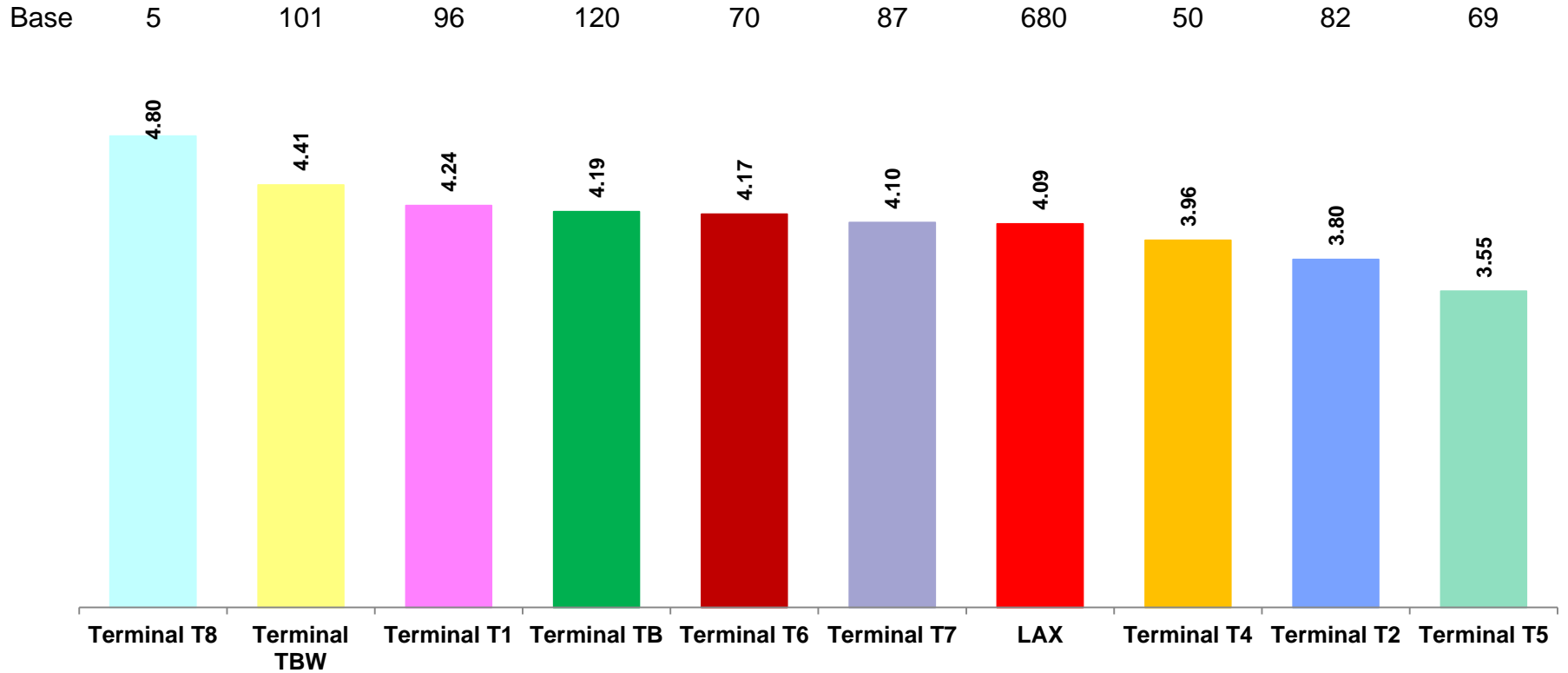
Airport Facilities – Business/Executive Lounges



Base is respondents providing a valid response.

LAX – Terminal Performance Report

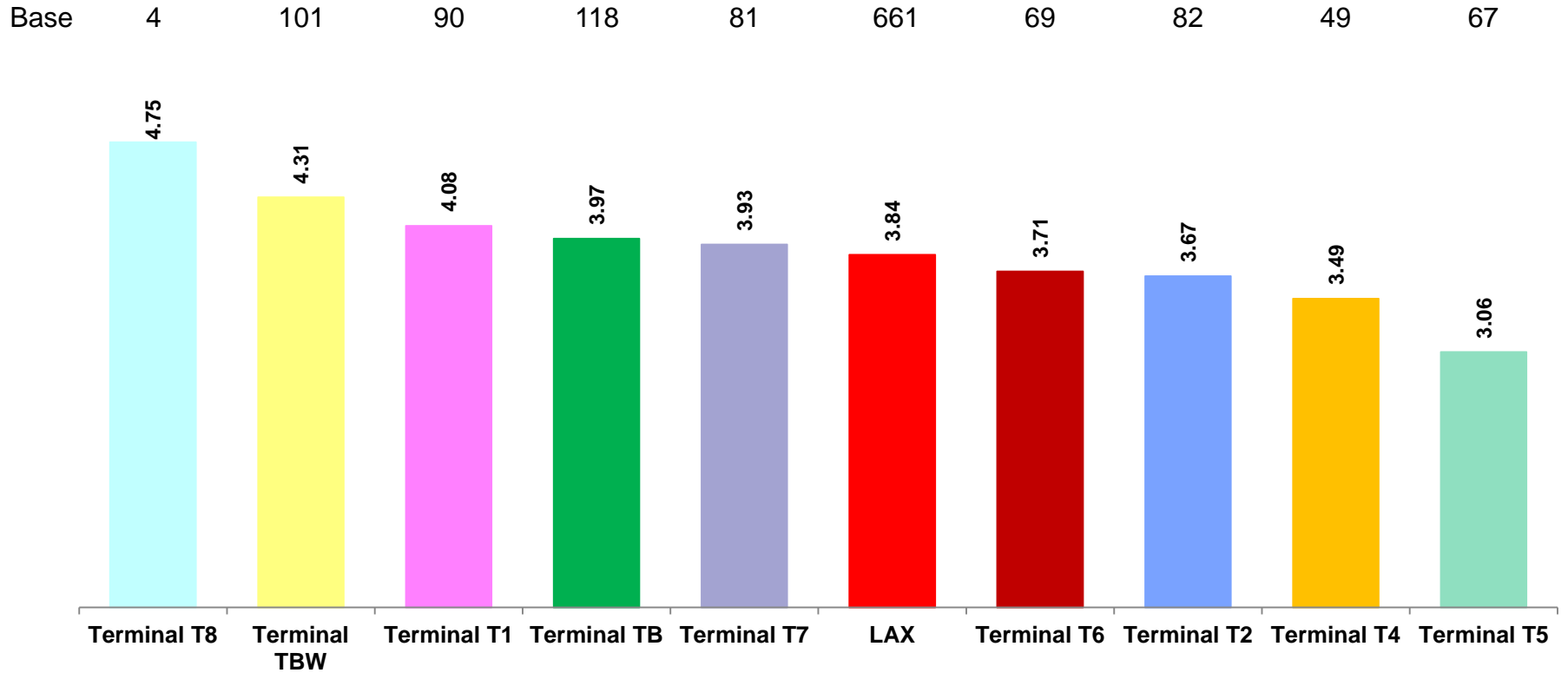
Airport Facilities – Availability of washrooms



Base is respondents providing a valid response.

LAX – Terminal Performance Report

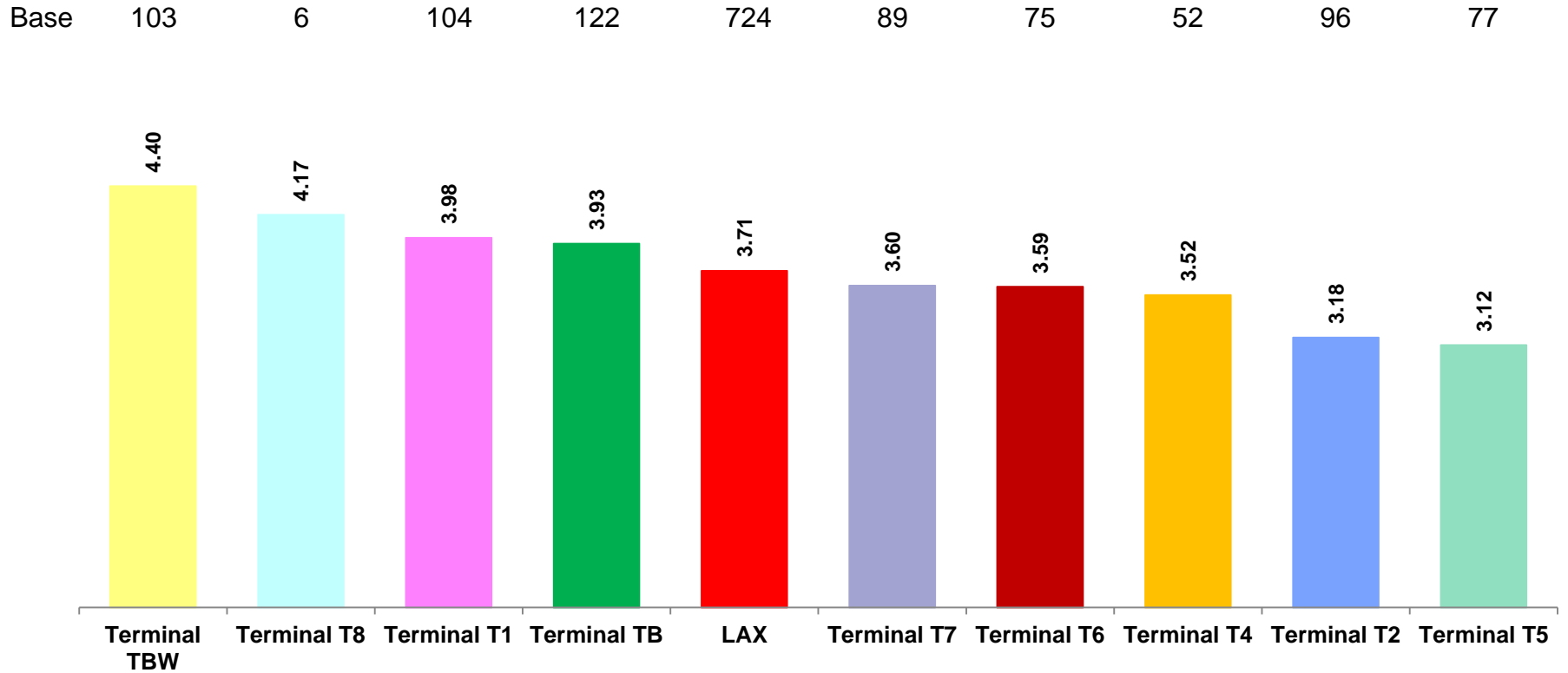
Airport Facilities – Cleanliness of washrooms



Base is respondents providing a valid response.

LAX – Terminal Performance Report

Airport Facilities – Comfort of waiting/gate areas



Base is respondents providing a valid response.



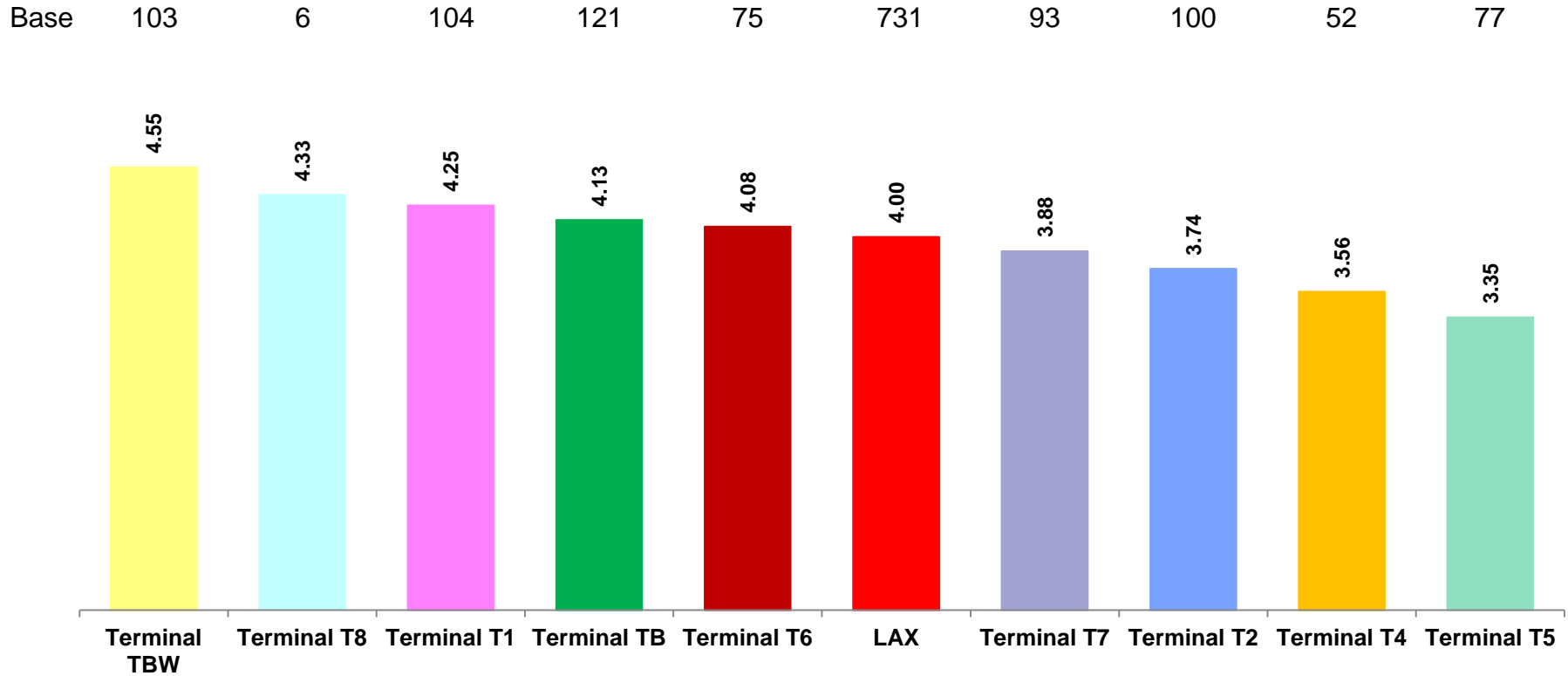
Ranking Terminals

→ Airport Environment



LAX – Terminal Performance Report

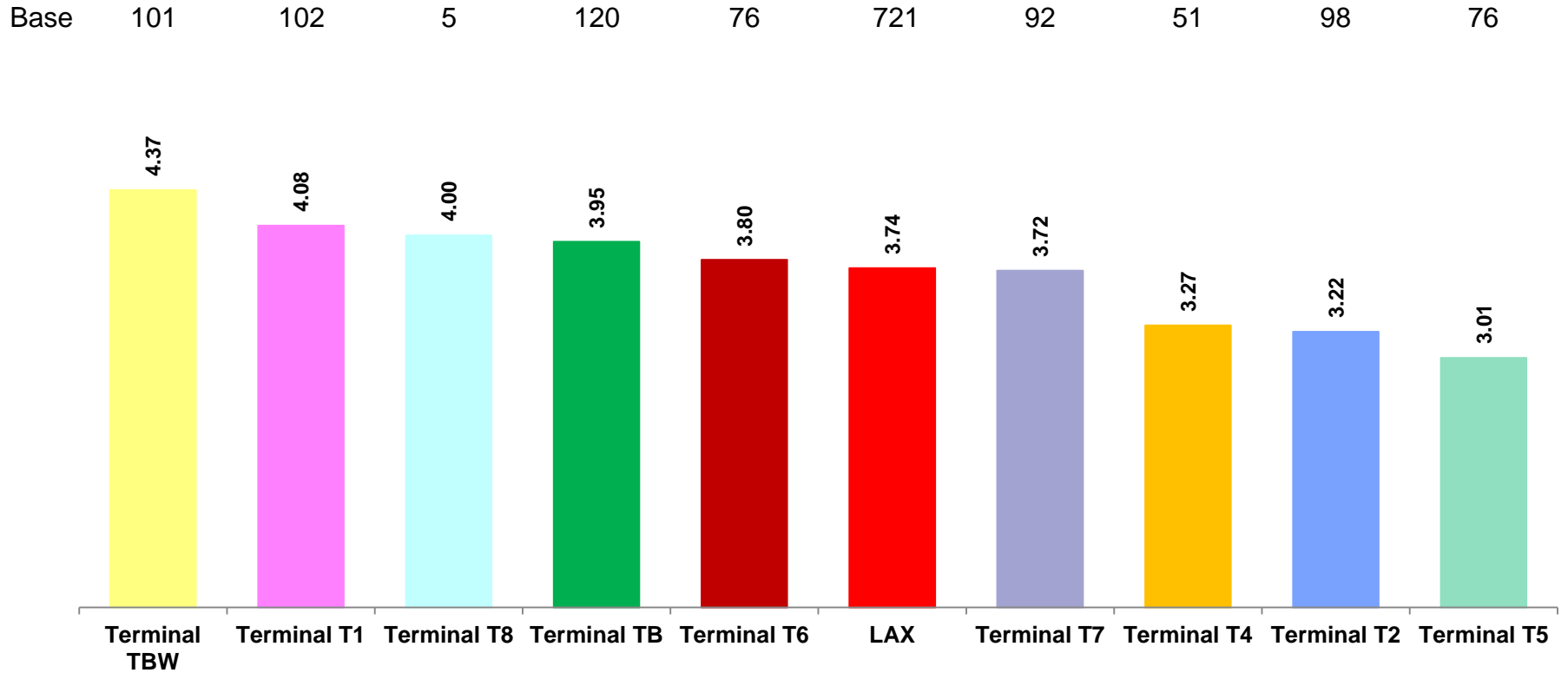
Airport Environment – Terminal cleanliness



Base is respondents providing a valid response.

LAX – Terminal Performance Report

Airport Environment – Ambience of the airport



Base is respondents providing a valid response.



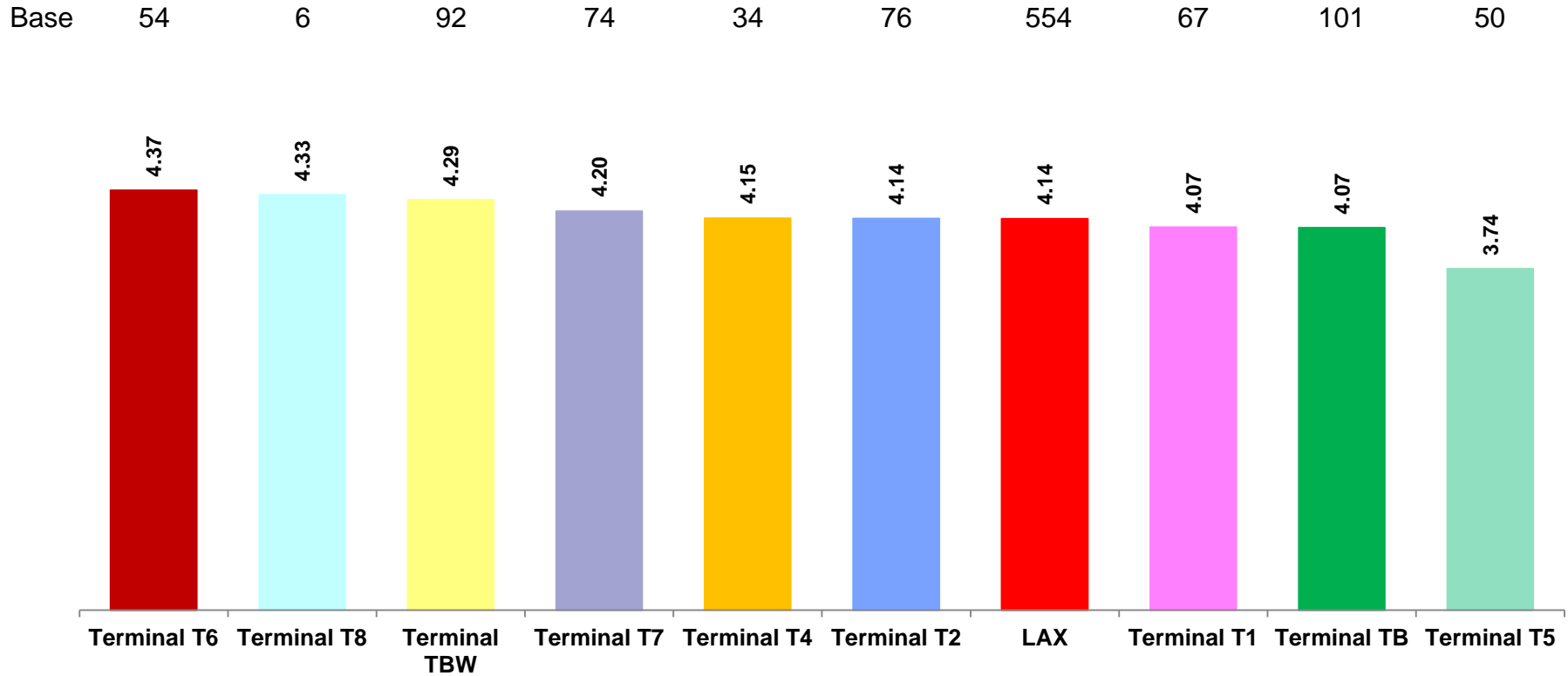
Ranking Terminals

→ Arrivals Services



LAX – Terminal Performance Report

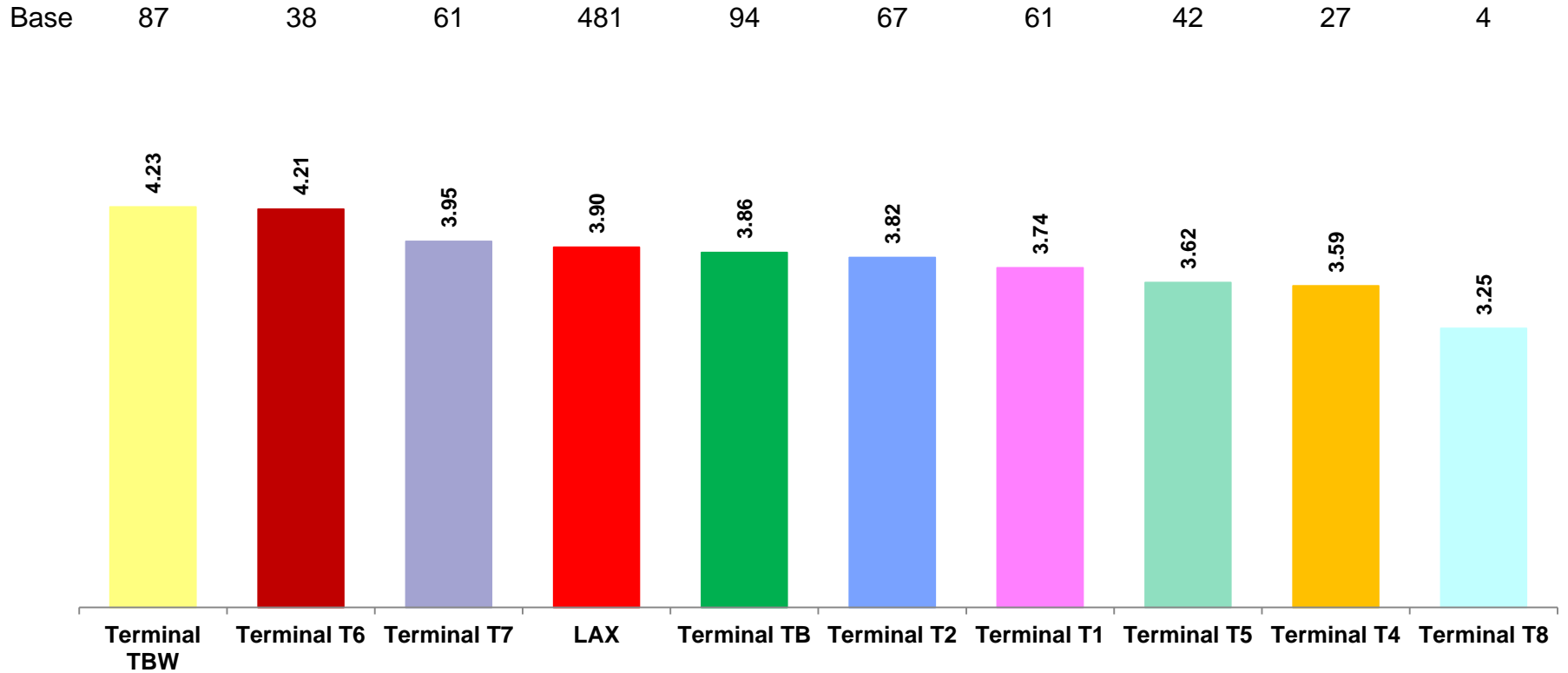
Arrivals Services – Passport inspection



Base is respondents providing a valid response.

LAX – Terminal Performance Report

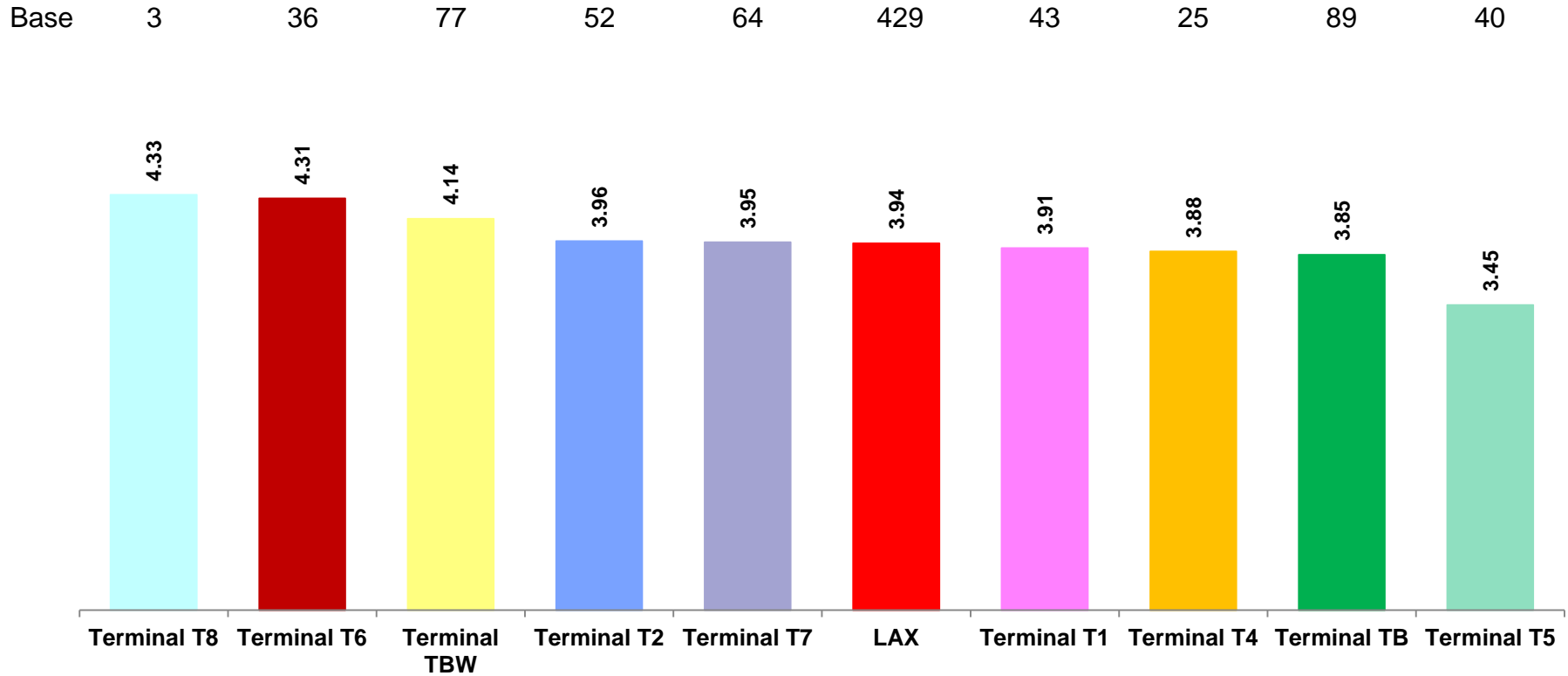
Arrivals Services – Baggage delivery speed



Base is respondents providing a valid response.

LAX – Terminal Performance Report

Arrivals Services – Customs inspection



Base is respondents providing a valid response.



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