Passenger Satisfaction Report
LAX – Airport Performance

Q4 2021

LAX – Airport Performance
Table of Contents

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.

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

Confidentiality of Results
Terms & Conditions

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

Participating airports shall refrain from:

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

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

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

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

ASQ survey data is highly confidential

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

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

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

Where to find the base of respondent?

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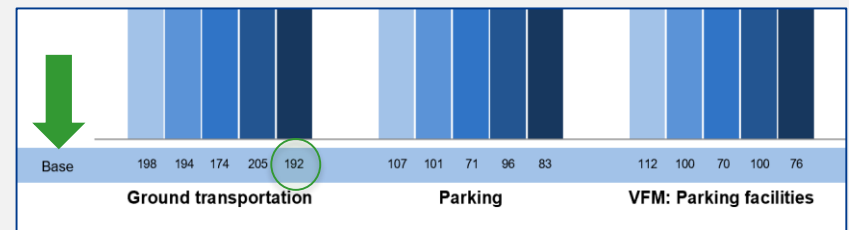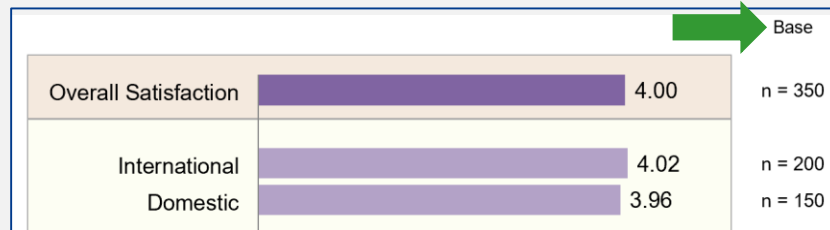
Secondly, as part of the ASQ data treatment process, results are usually weighted according to the proportion of international and domestic traffic. Since a majority of airports were unable to complete international targets, ASQ did not apply weighting to the results to avoid over-representation of international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

Methodology at a Glance
Participating Airports Q4 2021 (1/2)

➔ In Q4 2021, 289 airports were part of the ASQ Departures Main Programme. Among these, 239 airports participated in the data collection for the quarter (to see the complete list, consult the table below and the following page).

➔ 96632 passengers have completed the ASQ Departures Survey, including 821 at LAX.

	< 2 M	2 - 5 M	5 - 15 M	15 - 25 M	25 - 40 M	> 40 M	TOTAL
AFRICA	3	6	4				13
	BZV, MBA, PNR	ACC, DLA, DSS, MRU, NSI, RUN	ABV, LOS, NBO, TUN				
ASIA PACIFIC	6	15	20	10	4	18	73
	AMQ, BIK, DJB, IXE, PGK, PPT	BBI, BDJ, BDO, IXC, KOE, LGK, LOP, MDC, PAT, PKU, PLM, PNK, SOC, SRG, TRV	AMD, BPN, CGQ, CHC, COK, FOC, GAU, GOI, HET, INC, JAI, KHN, KNO, LKO, MFM, PNQ, SJW, UPG, XNN, YIA	CCU, DPS, HAK, HRB, HYD, MAA, SHE, SUB, SYX, TSN	BLR, GMP, NKG, PKX	BOM, CAN, CGK, CKG, CTU, DEL, HGH, HKG, ICN, KMG, KUL, NRT, PEK, PVG, SHA, SIN, SZX, TPE	
EUROPE	22	12	30	10	11	8	93
	CCF, EAS, GRO, GRX, INV, LCG, LDE, LEI, MLN, OVD, PDL, PGF, PNA, REU, RMU, SDR, SPC, VDE, VGO, VLL, XRY, ZAZ	FNC, KJA, LIL, MAH, SCQ, SKP, SVG, TBS, TLL, TRD, TRN, ZAG	ACE, ADB, AER, BEG, BGO, BGY, BIO, BLQ, BOD, BSL, CIA, ESB, FAO, FUE, IBZ, KEF, KRK, LCY, LIN, LPA, MLA, MRS, NCE, OPO, SKG, SVQ, TFN, TFS, TLS, VLC	AGP, ALC, BER, BUD, GVA, HEL, LED, LTN, PRG, VKO	ARN, ATH, CPH, DME, LIS, MXP, ORY, OSL, PMI, VIE, ZRH	AMS, BCN, CDG, FCO, LHR, MAD, MUC, SVO	
LATIN AMERICA / CARIBBEAN	6	1	7	2			16
	BDA, CUR, GPS, KIN, LIR, UVF	GYE	GIG, PUJ, PVR, SJD, SJO, TIJ, UIO	GDL, SCL			
MIDDLE EAST	1		5	2	1		9
	SLL		AMM, BAH, DMM, MED, SHJ	AUH, MCT	RUH		
NORTH AMERICA	2	4	11	4	6	8	35
	CRP, YYJ	ELP, GRR, GSP, PWM	BUR, CMH, CVG, IND, JAX, MKE, MSY, ONT, PIT, SAT, YEG	AUS, DAL, TPA, YYC	BWI, DTW, LGA, MSP, SLC, YVR	ATL, DFW, EWR, JFK, LAX, SEA, SFO, YYZ	
TOTAL	40	38	77	28	22	34	239

Methodology at a Glance
Participating Airports Q4 2021 (2/2)

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

LAX – Airport Performance

LAX – Airport Performance
Number of Respondents

→ In Q4 2021, 821 questionnaires were collected at LAX

		Base
Overall Satisfaction	Total	812
	Business [1]	85
	Leisure [1]	546
	Other [1]	181
Access	Ground transportation to/from airport	482
	Parking facilities	103
	Value for money of parking facilities	106
	Availability of baggage carts/trolleys	388
Check-in	Waiting time in check-in queue/line	727
	Efficiency of check-in staff	716
	Courtesy and helpfulness of check-in staff	718
Passport	Waiting time at passport/personal ID inspection	722
	Courtesy and helpfulness of inspection staff	724
Security	Courtesy and helpfulness of security staff	769
	Thoroughness of security inspection	777
	Waiting time at security inspection	780
	Feeling of being safe and secure	787
Finding Your Way	Ease of finding your way through airport	812
	Flight information screens	767
	Walking distance inside the terminal	809
	Ease of making connections with other flights	144

		Base
Airport Facilities	Courtesy and helpfulness of airport staff	752
	Restaurant/Eating facilities	652
	Value for money of restaurant/eating facilities	653
	Availability of bank/ATM facilities/money changers	361
	Shopping facilities	521
	Value for money of shopping facilities	504
	Internet access/Wi-Fi	611
	Business/Executive lounges	289
	Availability of washrooms/toilets	750
	Cleanliness of washrooms/toilets	736
	Comfort of waiting/gate areas	795
Airport Environment	Cleanliness of airport terminal	809
	Ambience of the airport	806
Airport Arrivals	Passport/ID inspection	634
	Speed of baggage delivery	532
	Customs inspection	472

Notes:

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

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

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

LAX – Airport Performance
Focus on Q4 2021 – Mean Scores by Rated Item

Category	Rated Item	Score
Overall Satisfaction	Overall Satisfaction	3.81
	Business	3.78
	Leisure	3.79
	Other*	3.87
	Leisure & Other	3.81
Access	Ground transportation	3.61
	Parking	3.40
	VFM: Parking facilities	2.97
	Baggage carts/trolleys	3.59
Check-in	Check-in waiting time	3.98
	Efficiency of staff	4.11
	Courtesy of check-in staff	4.11
Passport Control	Inspection waiting time	4.01
	Courtesy of inspection staff	3.97
Security	Courtesy of security staff	3.94
	Thoroughness	4.05
	Security waiting time	3.94
	Safe/secure feeling	4.12
Finding Way	Ease of finding way	3.98
	Flight info screens	4.05
	Walking distance	3.90
	Ease of connections	3.69
Airport Facilities	Courtesy of airport staff	4.04
	Eating facilities	3.55
	VFM: Eating facilities	3.07
	Availability Bank/ATM/exchange	3.64
	Shopping facilities	3.52
	VFM: Shopping facilities	3.12
	Internet / Wi-Fi	3.65
	Business/Executives Lounges	3.62
	Availability of washrooms	4.00
	Cleanliness of washrooms	3.79
	Comfort of waiting/gate areas	3.65
Airport Environment	Terminal cleanliness	3.90
	Airport Ambience	3.71
Arrivals Services	Passport inspection	4.02
	Baggage delivery speed	3.85
	Customs inspection	3.86

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

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

Base

	Segment	Mean Score		Base
	Overall Satisfaction	3.81		n = 812
A	International	3.96	B	n = 213
B	Domestic	3.75		n = 599
C	Business	3.78		n = 85
D	Leisure	3.79		n = 546
E	Other*	3.87		n = 181
F	Connecting	3.63		n = 154
G	Not Connecting	3.85	F	n = 658
H	1st Class	3.91		n = 33
I	Business Class	3.76		n = 54
J	Economy Class	3.80		n = 725

Notes:

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

LAX – Airport Performance
Focus on Q4 2021 – Mean Scores by Category

Base
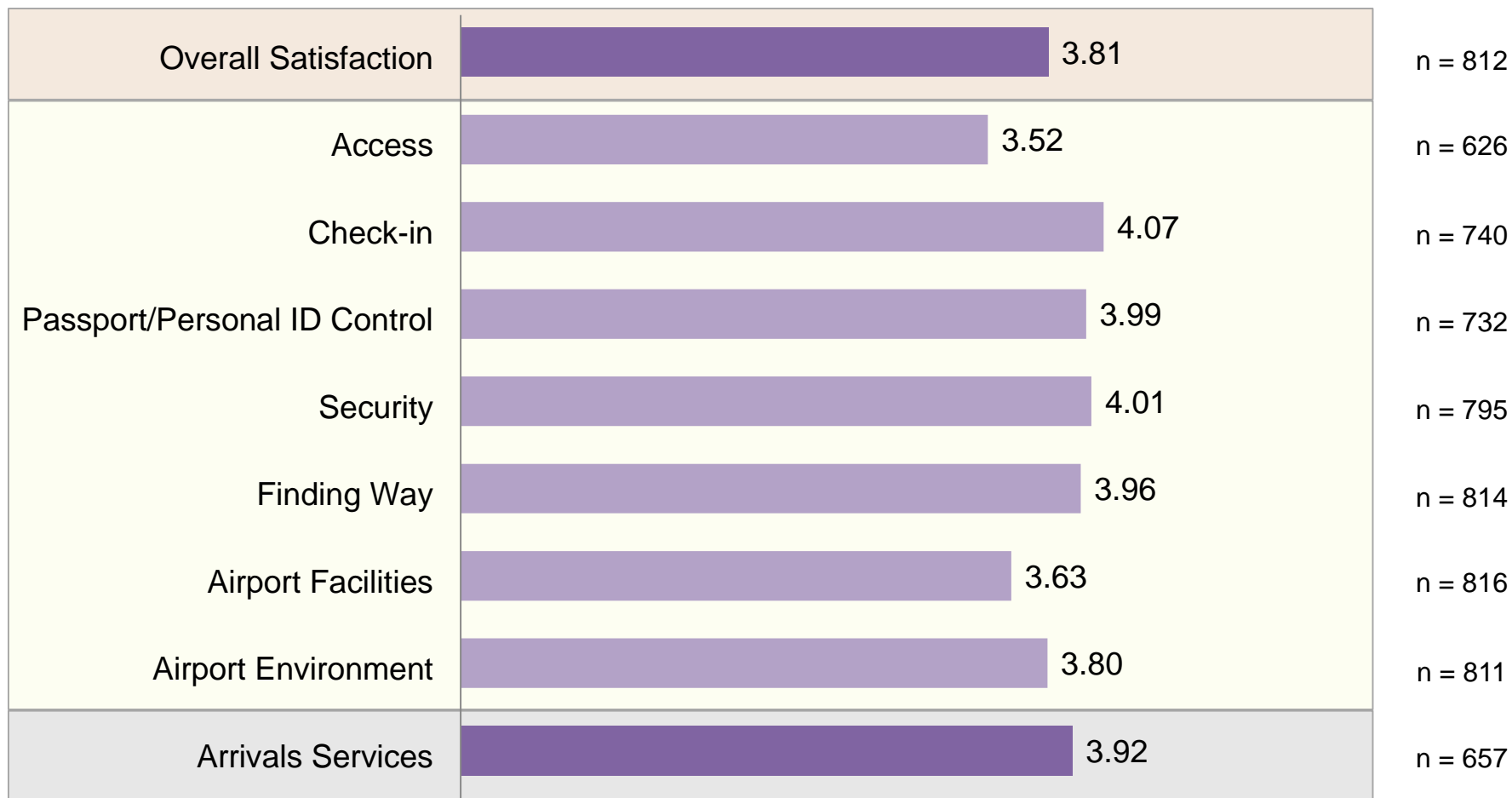
Category	Score	Base
Overall Satisfaction	3.81	n = 812
Access	3.52	n = 626
Check-in	4.07	n = 740
Passport/Personal ID Control	3.99	n = 732
Security	4.01	n = 795
Finding Way	3.96	n = 814
Airport Facilities	3.63	n = 816
Airport Environment	3.80	n = 811
Arrivals Services	3.92	n = 657

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

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

Base
n = 818

TOP 5 Most Important Items

Satisfied Passengers

Among Q8 respondents   *Among Q7 respondents*

Item	1st	2nd	3rd	Among Q8	Among Q7
Waiting time in check-in queue/line	183	75	36	65%	68%
Ease of finding your way through airport	78	80	84	71%	68%
Ground transportation to/from airport	145	35	33	35%	56%
Waiting time at security inspection	53	61	38	67%	66%
Waiting time at passport/personal ID inspection	44	61	33	60%	69%

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

■ Scores 4 + 5 (Excellent+ Very Good)

Notes:

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

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

Overall Satisfaction with the Airport

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21	Q2'21	Q3'21	Q4'21
Rank	314	308	316	321	308	63	110	174	165	215	211	220
Mean Score	3.84	3.85	3.74	3.79	3.85	4.24	4.18	4.11	4.13	3.94	3.84	3.81

■ Mean Score   ◆ Rank

Notes:

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

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

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

Overall Satisfaction with the Airport
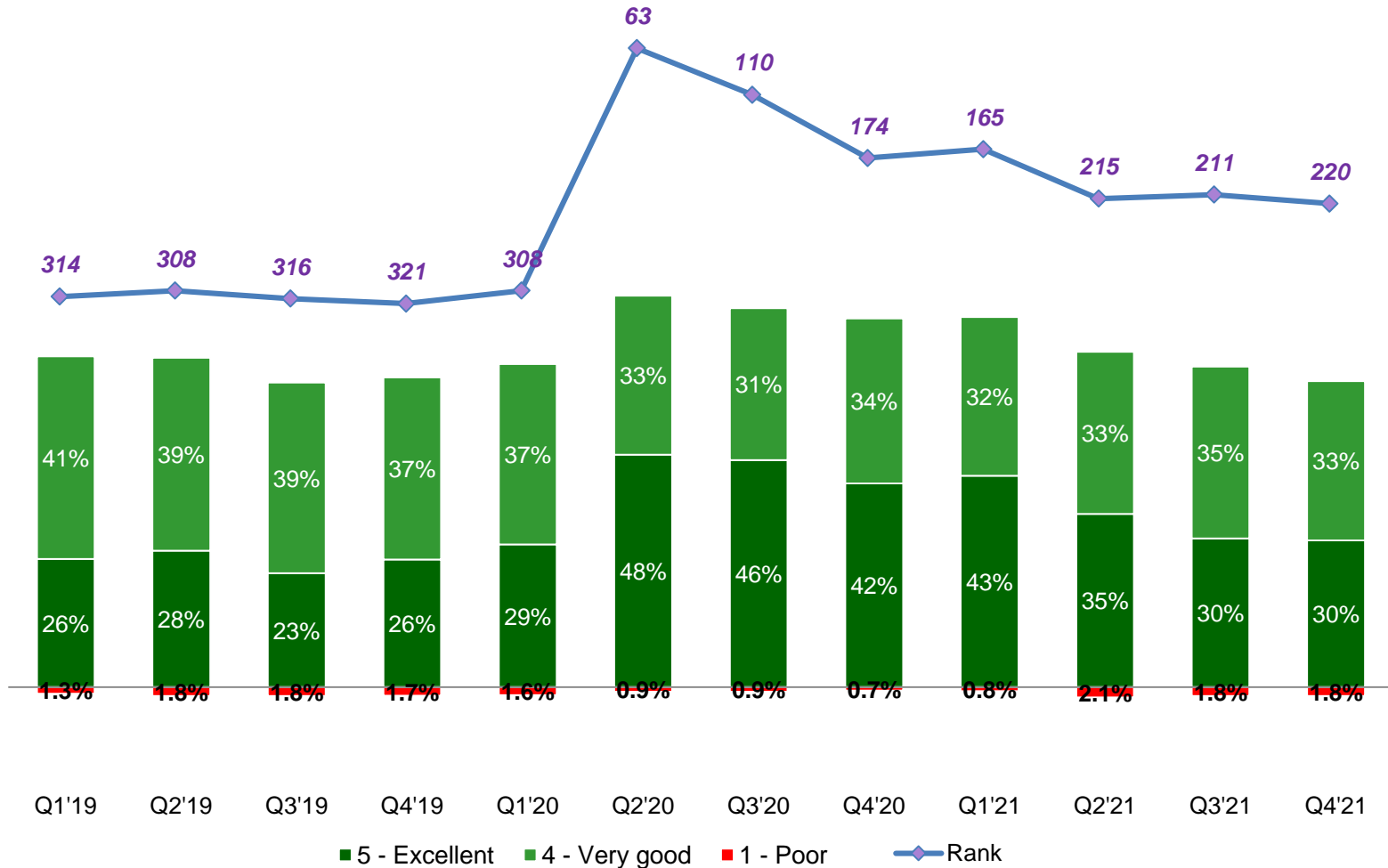
Notes:

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

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

LAX – Airport Performance
Trend Over Time – Overall Satisfaction

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

Mean Score (y-axis)

Total
- Q4'20: 4.11
- Q1'21: 4.13
- Q2'21: 3.94
- Q3'21: 3.84
- Q4'21: 3.81

Business
- Q4'20: 4.18
- Q1'21: 4.16
- Q2'21: 3.75
- Q3'21: 3.73
- Q4'21: 3.78

Leisure
- Q4'20: 4.09
- Q1'21: 4.16
- Q2'21: 3.90
- Q3'21: 3.80
- Q4'21: 3.79

Other*
- Q4'20: 4.12
- Q1'21: 4.08
- Q2'21: 4.11
- Q3'21: 3.99
- Q4'21: 3.87

Leisure & Other
- Q4'20: 4.10
- Q1'21: 4.12
- Q2'21: 3.97
- Q3'21: 3.86
- Q4'21: 3.81

Base	Total					Business					Leisure					Other*					Leisure & Other				
	757	717	714	737	812	104	167	105	91	85	371	268	399	445	546	282	282	210	201	181	653	550	609	646	727
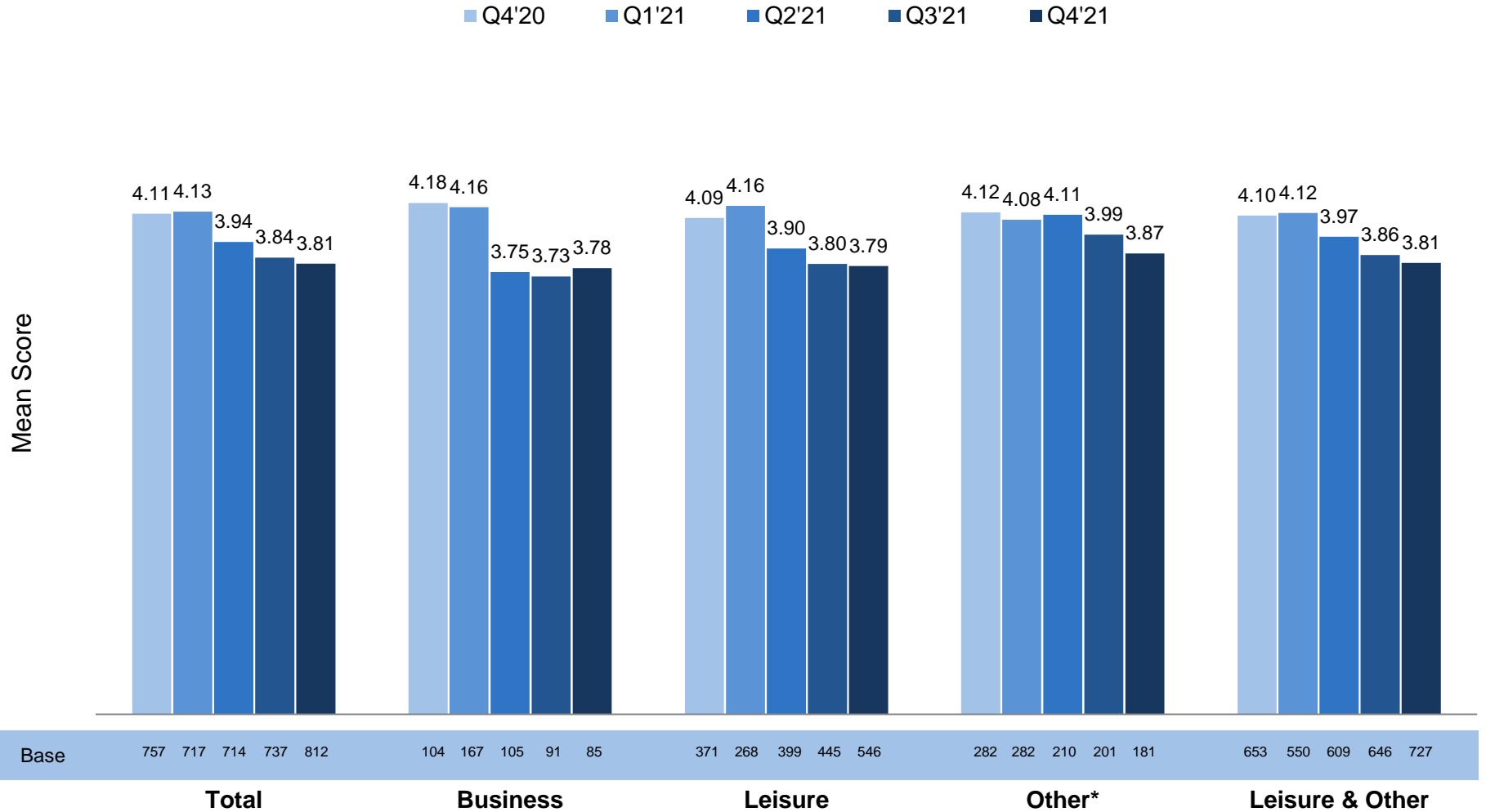
Notes:

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

LAX – Airport Performance
Trend Over Time – Access

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

Mean Score

Ground transportation: 3.99, 3.99, 3.63, 3.58, 3.61

Parking: 4.02, 3.94, 3.22, 3.15, 3.40

VFM: Parking facilities: 3.43, 3.52, 2.74, 2.92, 2.97

Availability of baggage carts/trolleys: 3.87, 3.85, 3.71, 3.73, 3.59

Base																				
Ground transportation	387	361	391	390	482															
Parking						83	88	97	94	103										
VFM: Parking facilities											81	84	88	92	106					
Availability of baggage carts/trolleys																409	398	367	372	388

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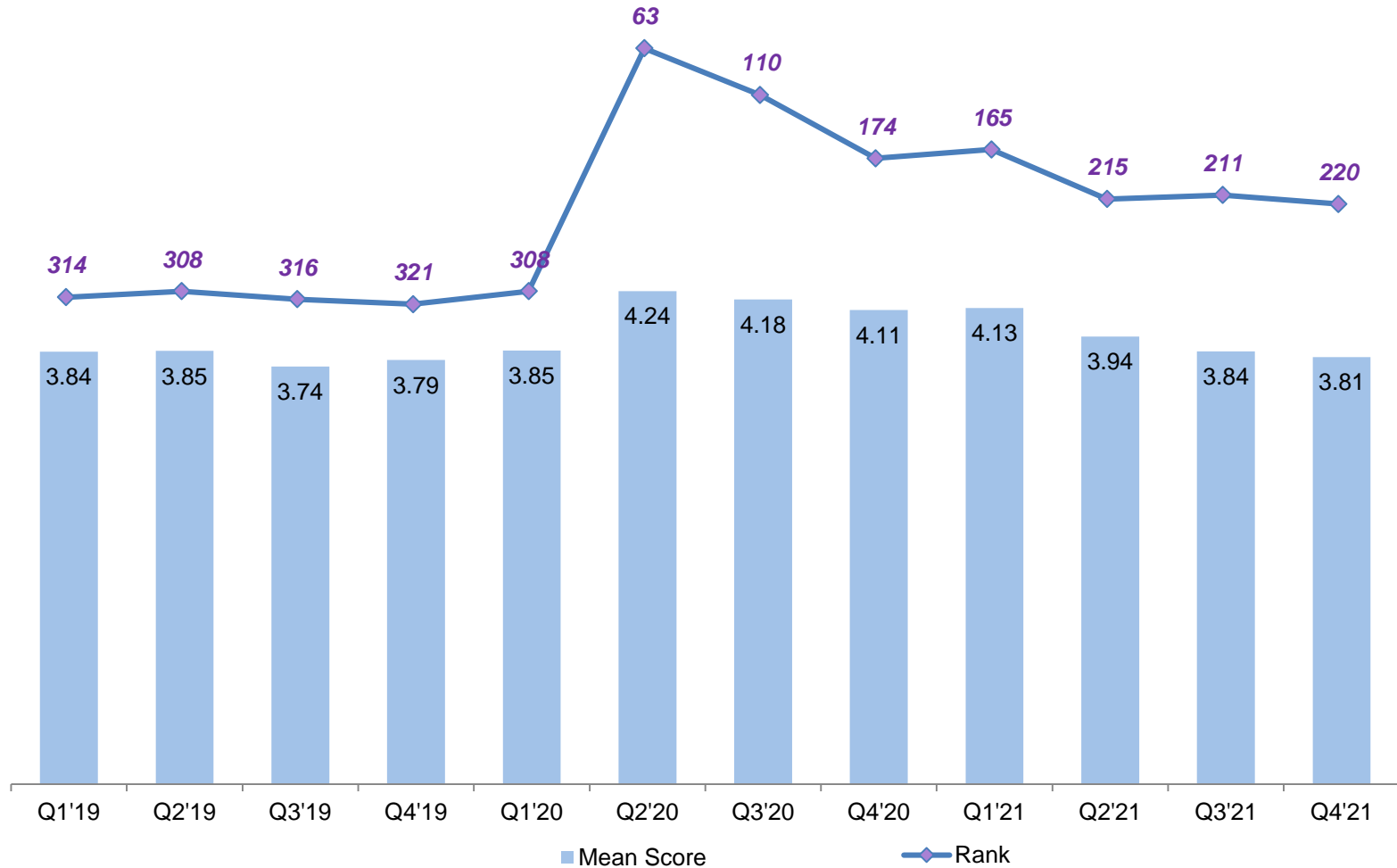*Q7: "Based on your experience today, please rate this airport on each service item"*
Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

LAX – Airport Performance
Trend Over Time – Check-in

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

Mean Score

Check-in waiting time
- Q4'20: 4.31
- Q1'21: 4.27
- Q2'21: 4.10
- Q3'21: 3.97
- Q4'21: 3.98

Efficiency of check-in staff
- Q4'20: 4.34
- Q1'21: 4.32
- Q2'21: 4.17
- Q3'21: 4.19
- Q4'21: 4.11

Courtesy of check-in staff
- Q4'20: 4.33
- Q1'21: 4.28
- Q2'21: 4.15
- Q3'21: 4.21
- Q4'21: 4.11

Base	Check-in waiting time					Efficiency of check-in staff					Courtesy of check-in staff				
	681	652	625	639	727	673	652	613	638	716	669	652	620	642	718

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

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

Mean Score

Inspection waiting time

Q4'20	Q1'21	Q2'21	Q3'21	Q4'21
4.35	4.36	4.17	4.13	4.01

Courtesy of inspection staff

Q4'20	Q1'21	Q2'21	Q3'21	Q4'21
4.28	4.31	4.15	4.07	3.97

Base	682	630	616	644	722		685	639	621	647	724

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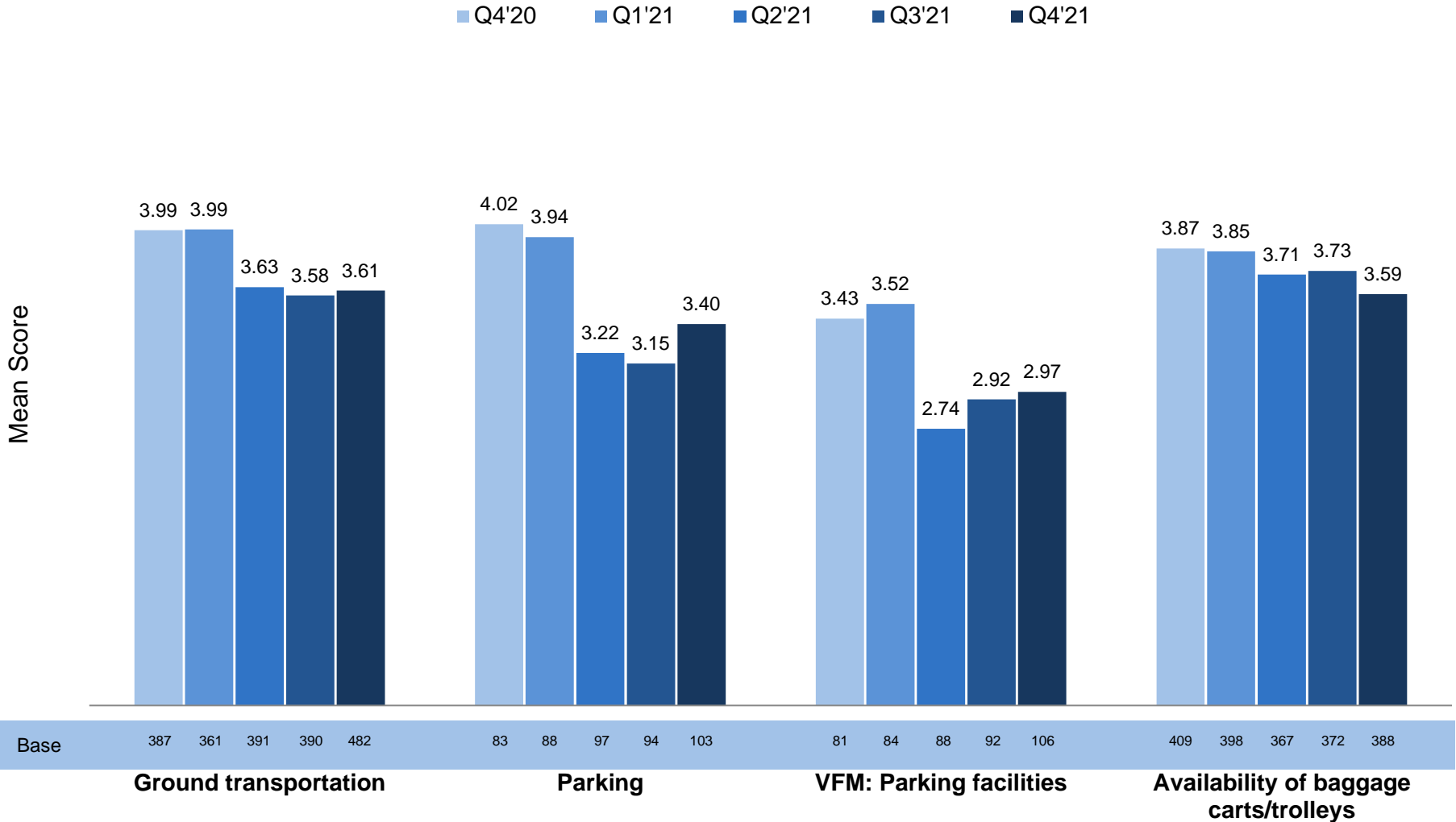
LAX – Airport Performance
Trend Over Time – Security

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

Mean Score

Courtesy of security staff
- 4.27
- 4.29
- 4.10
- 4.02
- 3.94

Thoroughness of inspection
- 4.32
- 4.29
- 4.17
- 4.13
- 4.05

Security waiting time
- 4.35
- 4.33
- 4.17
- 4.03
- 3.94

Feeling of being safe/secure
- 4.35
- 4.34
- 4.25
- 4.19
- 4.12

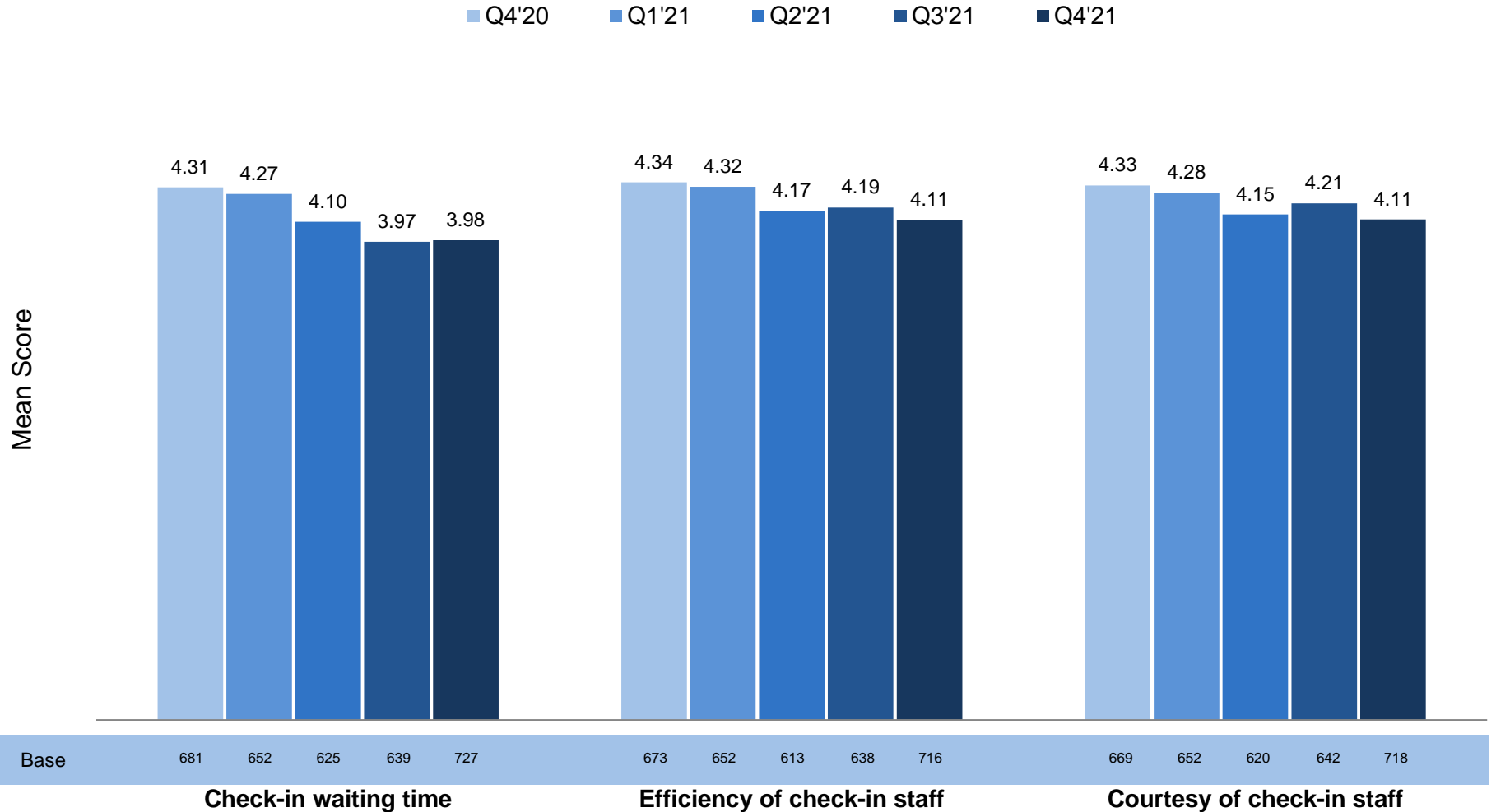| Base	Courtesy of security staff					Thoroughness of inspection					Security waiting time					Feeling of being safe/secure				
	700	662	641	668	769	717	668	652	674	777	719	672	661	681	780	726	683	664	690	787

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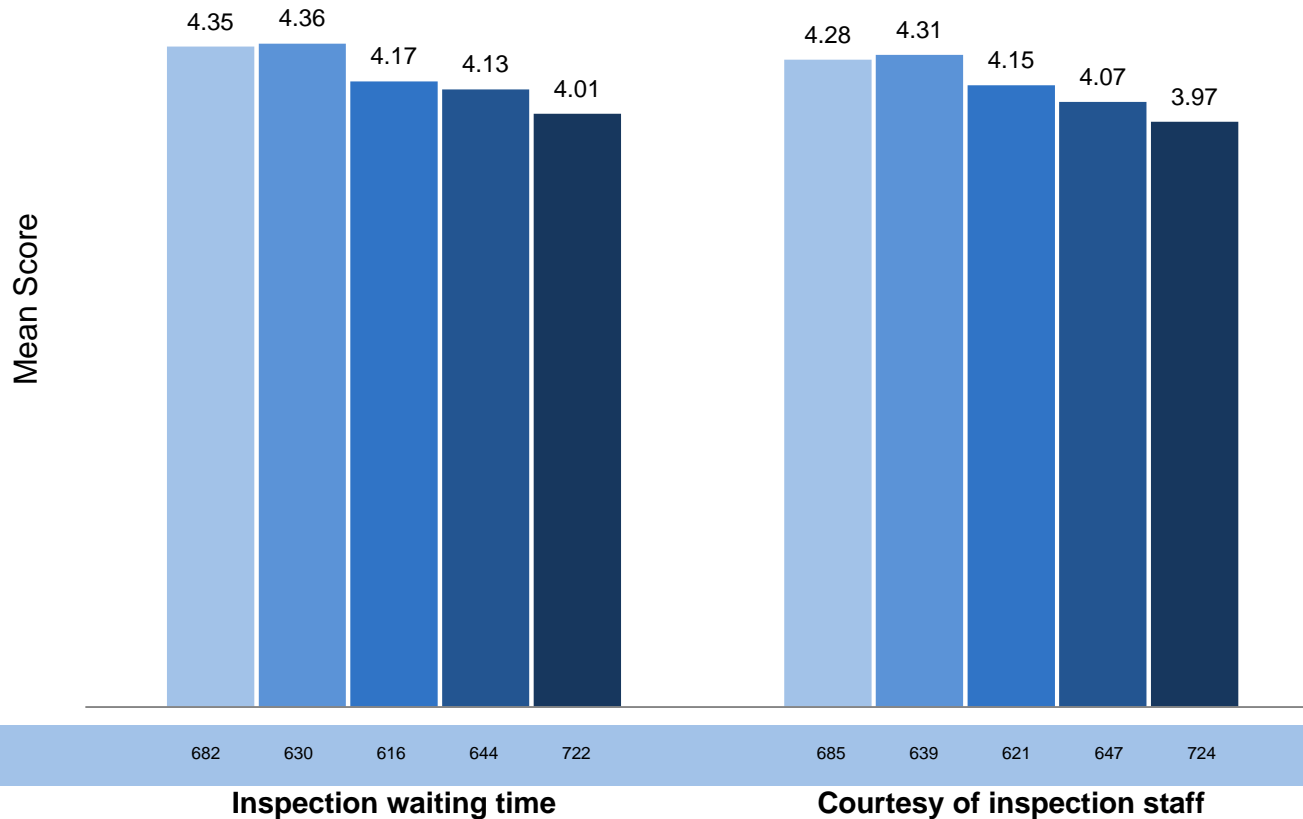*Q7: "Based on your experience today, please rate this airport on each service item"*
Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

LAX – Airport Performance
Trend Over Time – Finding Your Way

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

Mean Score

Ease of finding way through airport
- Q4'20: 4.19
- Q1'21: 4.13
- Q2'21: 4.05
- Q3'21: 4.00
- Q4'21: 3.98

Flight info screens
- Q4'20: 4.25
- Q1'21: 4.21
- Q2'21: 4.13
- Q3'21: 4.10
- Q4'21: 4.05

Walking distance inside terminal
- Q4'20: 4.14
- Q1'21: 4.07
- Q2'21: 4.02
- Q3'21: 3.92
- Q4'21: 3.90

Ease of making connections
- Q4'20: 4.06
- Q1'21: 3.82
- Q2'21: 3.95
- Q3'21: 3.85
- Q4'21: 3.69

Base																			
754	711	705	733	812		717	688	669	689	767		753	707	703	730	809		149	198	138	165	144

Ease of finding way through airport	Flight info screens	Walking distance inside terminal	Ease of making connections

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

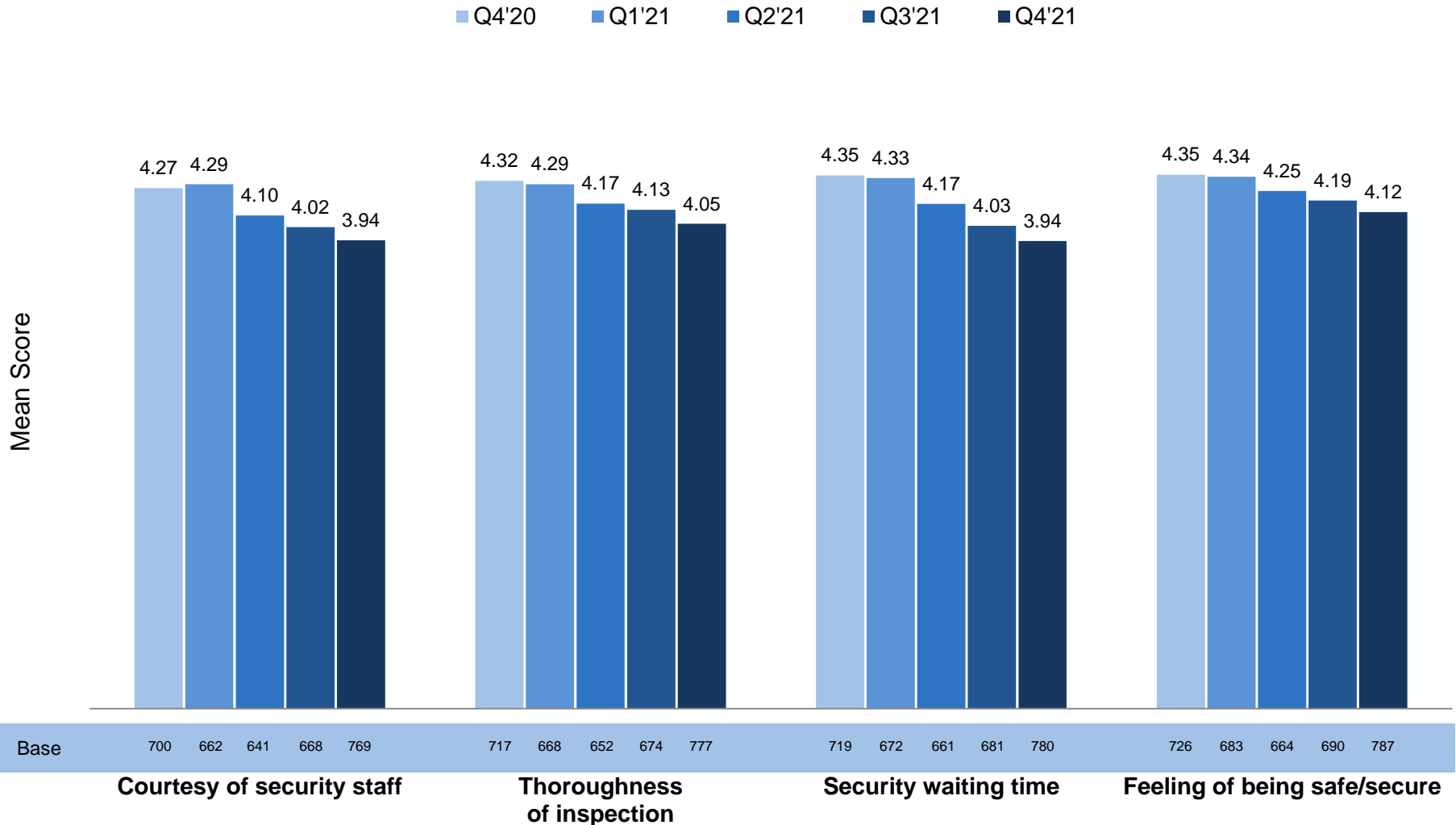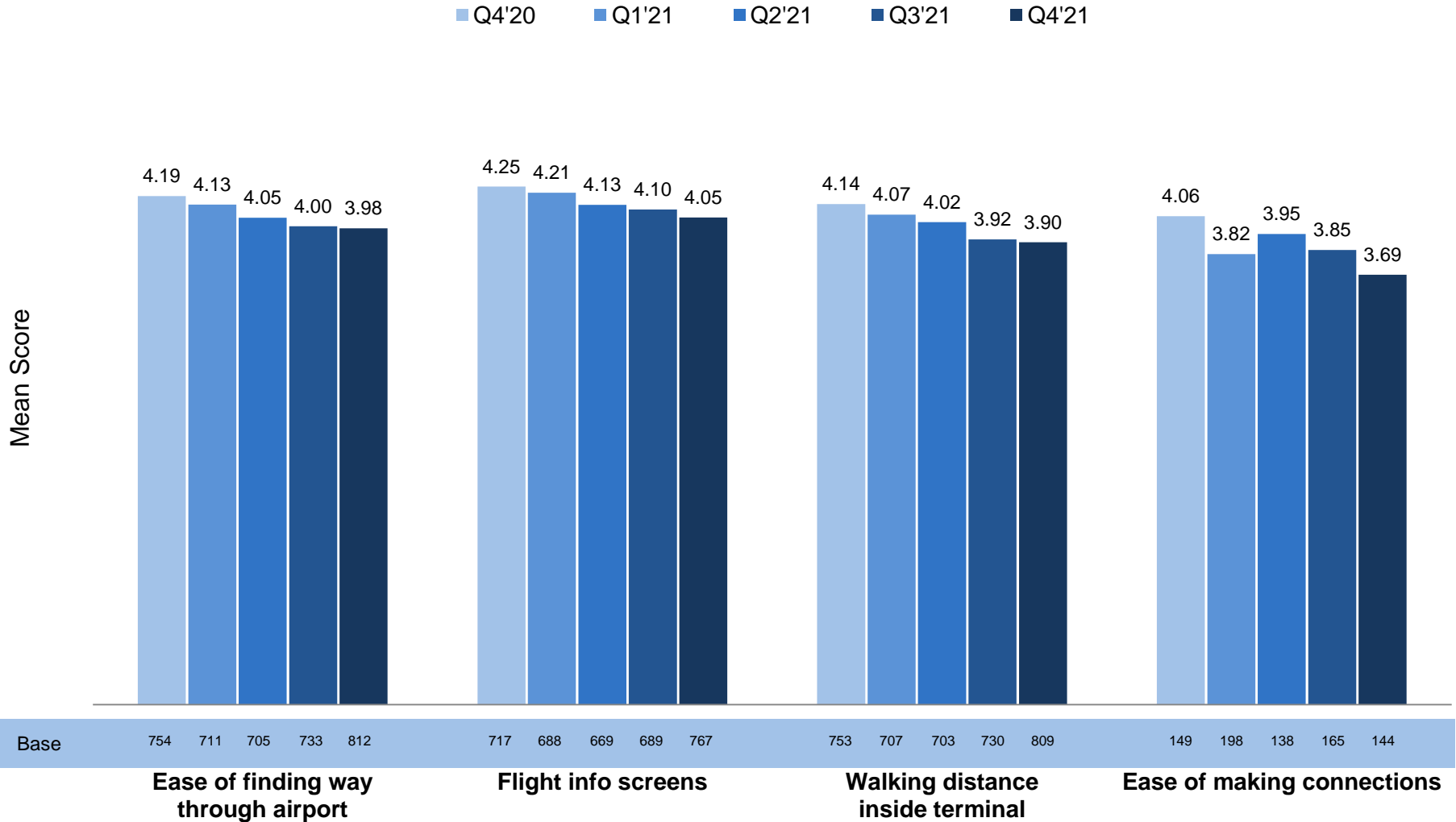# LAX – Airport Performance
Trend Over Time – Airport Facilities (1/2)

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

Mean Score

Courtesy of airport staff
- Q4'20: 4.31
- Q1'21: 4.28
- Q2'21: 4.12
- Q3'21: 4.11
- Q4'21: 4.04

Eating facilities
- Q4'20: 3.57
- Q1'21: 3.61
- Q2'21: 3.44
- Q3'21: 3.35
- Q4'21: 3.55

VFM: Eating facilities
- Q4'20: 3.26
- Q1'21: 3.25
- Q2'21: 3.03
- Q3'21: 2.92
- Q4'21: 3.07

Availability of bank/ATM/exchange
- Q4'20: 3.90
- Q1'21: 3.87
- Q2'21: 3.75
- Q3'21: 3.60
- Q4'21: 3.64

Shopping facilities
- Q4'20: 3.61
- Q1'21: 3.64
- Q2'21: 3.54
- Q3'21: 3.46
- Q4'21: 3.52

VFM: Shopping facilities
- Q4'20: 3.39
- Q1'21: 3.34
- Q2'21: 3.22
- Q3'21: 3.02
- Q4'21: 3.12

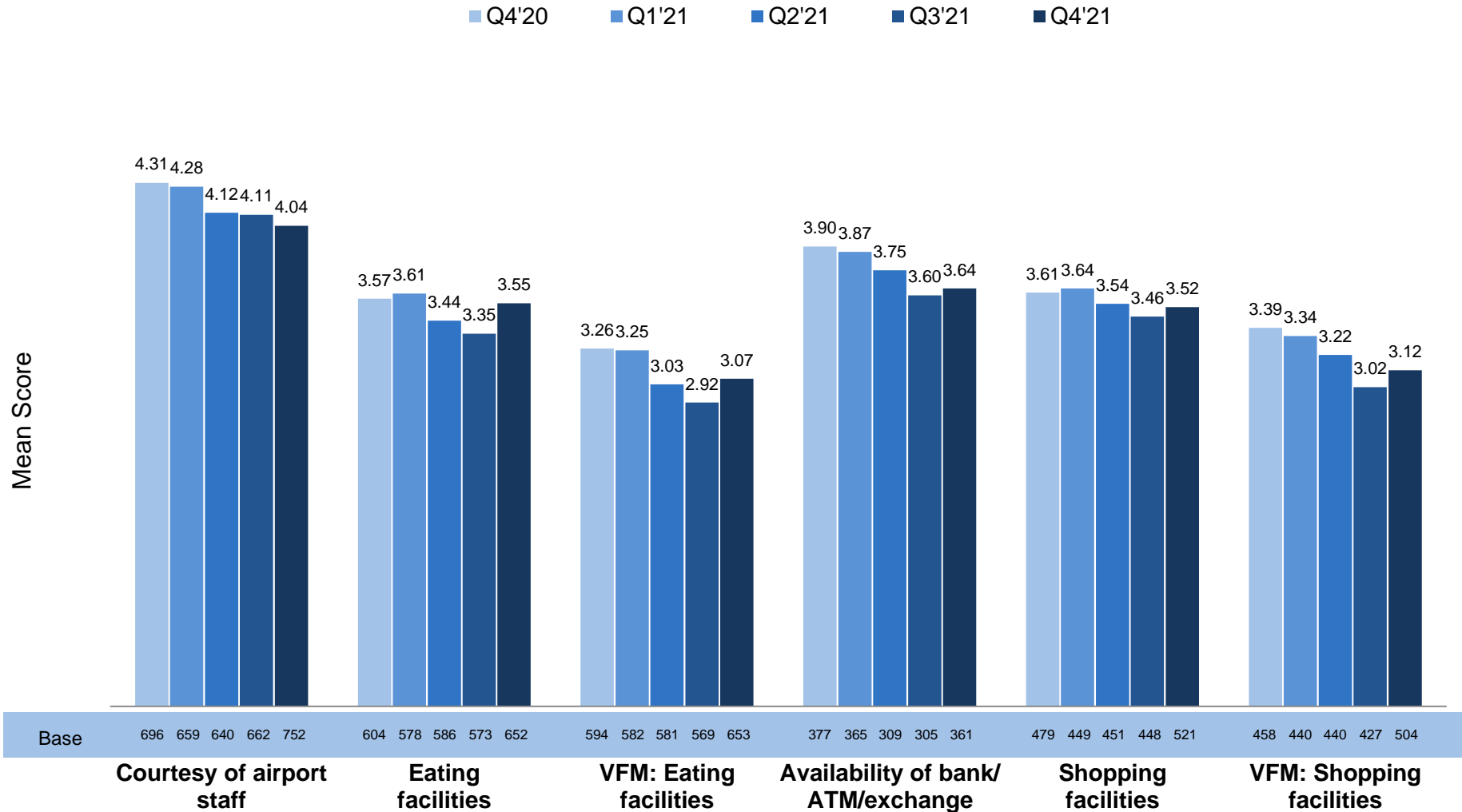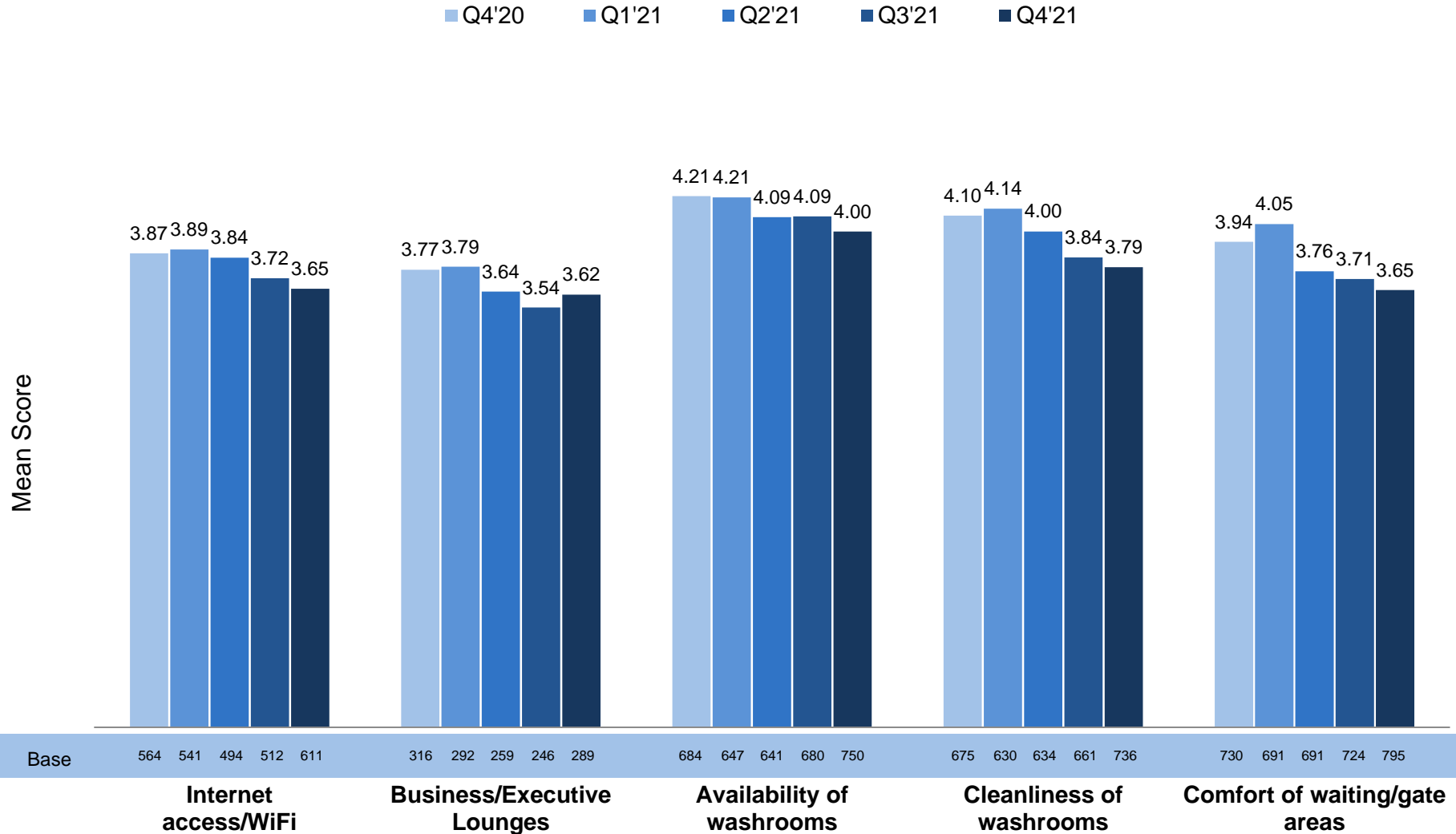| Base	Courtesy of airport staff	Eating facilities	VFM: Eating facilities	Availability of bank/ATM/exchange	Shopping facilities	VFM: Shopping facilities
Q4'20	696	604	594	377	479	458
Q1'21	659	578	582	365	449	440
Q2'21	640	586	581	309	451	440
Q3'21	662	573	569	305	448	427
Q4'21	752	652	653	361	521	504

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

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

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

Mean Score

Internet access/WiFi: 3.87, 3.89, 3.84, 3.72, 3.65

Business/Executive Lounges: 3.77, 3.79, 3.64, 3.54, 3.62

Availability of washrooms: 4.21, 4.21, 4.09, 4.09, 4.00

Cleanliness of washrooms: 4.10, 4.14, 4.00, 3.84, 3.79

Comfort of waiting/gate areas: 3.94, 4.05, 3.76, 3.71, 3.65

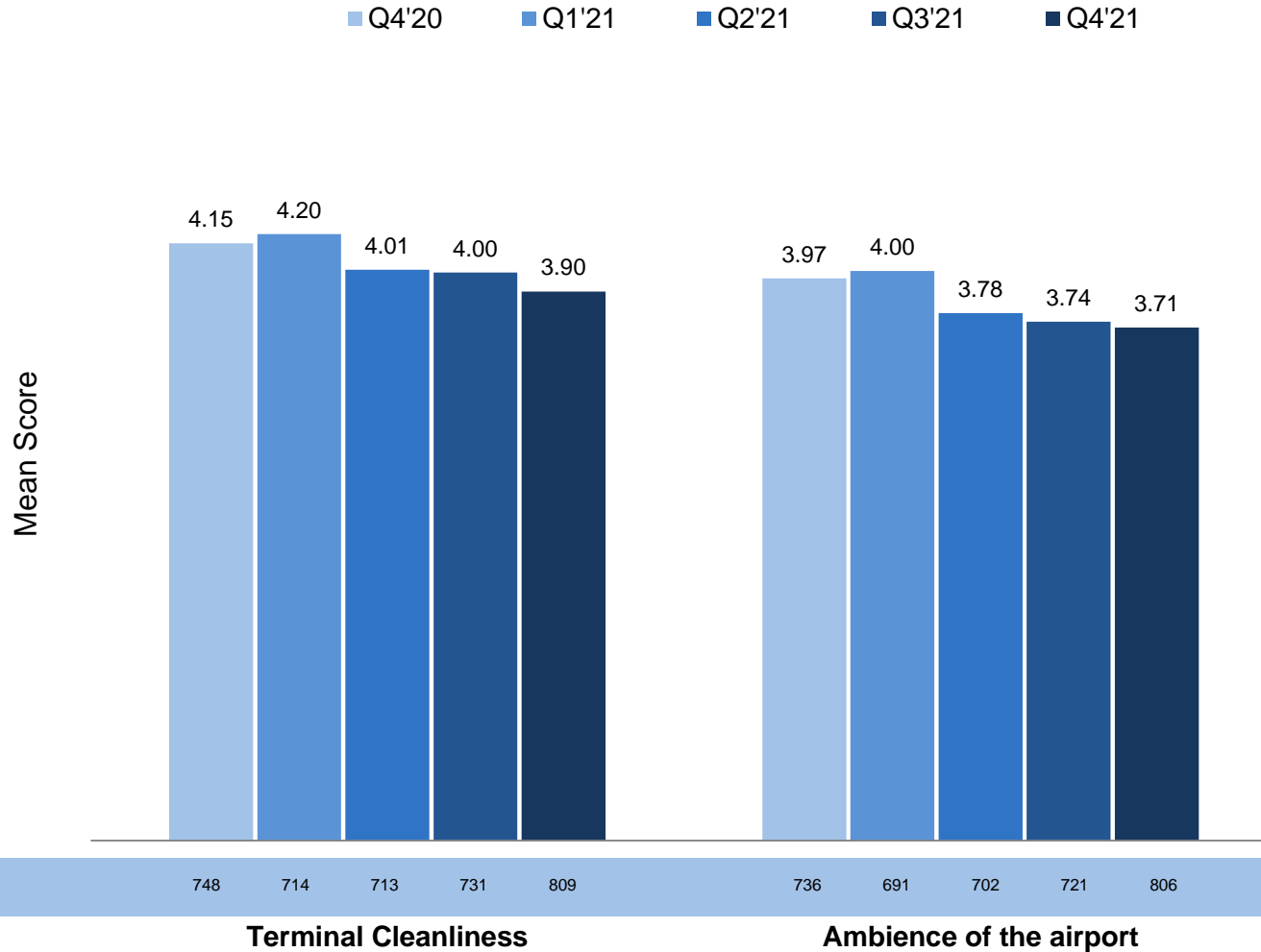| Base					
Internet access/WiFi	564	541	494	512	611
Business/Executive Lounges	316	292	259	246	289
Availability of washrooms	684	647	641	680	750
Cleanliness of washrooms	675	630	634	661	736
Comfort of waiting/gate areas	730	691	691	724	795

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

LAX – Airport Performance
Trend Over Time – Airport Environment

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

Mean Score

Terminal Cleanliness
- Q4'20: 4.15
- Q1'21: 4.20
- Q2'21: 4.01
- Q3'21: 4.00
- Q4'21: 3.90

Ambience of the airport
- Q4'20: 3.97
- Q1'21: 4.00
- Q2'21: 3.78
- Q3'21: 3.74
- Q4'21: 3.71

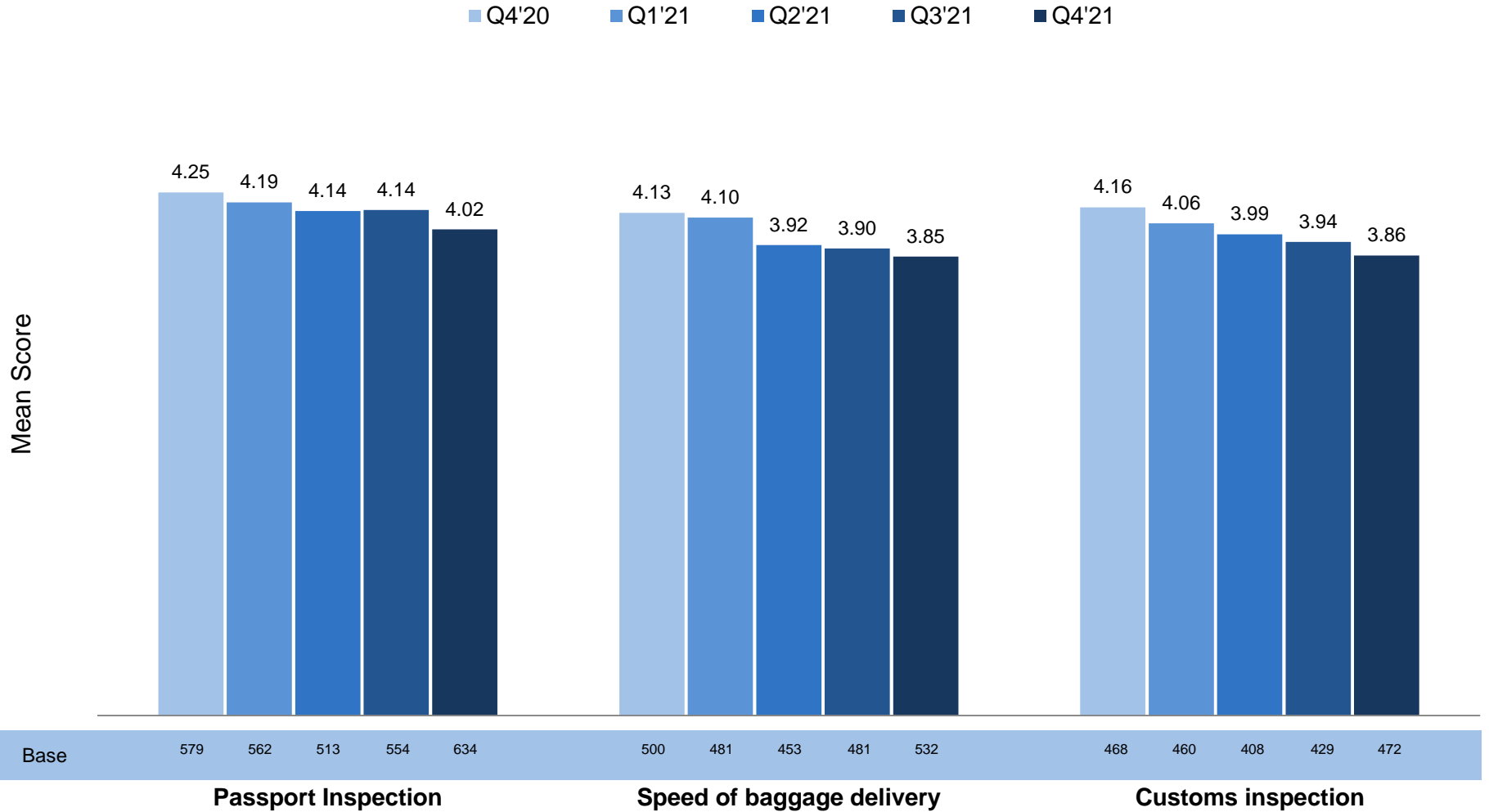| Base										
	748	714	713	731	809	736	691	702	721	806

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

LAX – Airport Performance
Trend Over Time – Arrivals Services

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

Passport Inspection
- 4.25, 4.19, 4.14, 4.14, 4.02

Speed of baggage delivery
- 4.13, 4.10, 3.92, 3.90, 3.85

Customs inspection
- 4.16, 4.06, 3.99, 3.94, 3.86

Mean Score (y-axis)

Base															
Passport Inspection	579	562	513	554	634		Speed of baggage delivery	500	481	453	481	532		Customs inspection	468	460	408	429	472

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

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