



# LAX – Terminal Performance Report

Q4 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 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 Survey, including 818 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, BJO, 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 Intl 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 Airport	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
BBJ	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	Ruzyně 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 Airport	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	VLG	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		



# Performance Summary – Table

→ Total Traffic

# LAX – Terminal Performance Report

## Total Traffic – Number of Respondents



→ In Q4 2021, 818 questionnaires were collected at LAX, of which 100 in Terminal T1, 103 in Terminal T2, 52 in Terminal T4, 136 in Terminal T5, 94 in Terminal T6, 104 in Terminal T7, 0 in Terminal T8, 120 in Terminal TB, 109 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
<b>Overall Satisfaction</b>	Total	812	100	102	52	136	93	103	--	119	107
	Business <sup>(1)</sup>	85	10	11	9	16	7	8	--	15	9
	Leisure <sup>(1)</sup>	546	70	71	34	84	73	75	--	70	69
	Other <sup>(1)</sup>	181	20	20	9	36	13	20	--	34	29
<b>Access</b>	Ground transportation to/from airport	482	65	60	31	78	56	64	--	53	75
	Parking facilities	103	11	14	4	16	9	12	--	16	21
	Value for money of parking facilities	106	10	14	4	18	8	14	--	16	22
	Availability of baggage carts/trolleys	388	43	34	26	74	36	47	--	66	62
<b>Check-in</b>	Waiting time in check-in queue/line	727	87	85	46	120	80	97	--	113	99
	Efficiency of check-in staff	716	85	84	45	118	78	96	--	113	97
	Courtesy and helpfulness of check-in staff	718	84	83	45	123	78	94	--	113	98
<b>Passport</b>	Waiting time at passport/personal ID inspection	722	84	93	43	123	79	89	--	112	99
	Courtesy and helpfulness of inspection staff	724	83	93	43	122	79	92	--	111	101
<b>Security</b>	Courtesy and helpfulness of security staff	769	88	99	51	131	84	96	--	113	107
	Thoroughness of security inspection	777	90	100	50	131	85	100	--	114	107
	Waiting time at security inspection	780	92	100	50	130	86	102	--	113	107
	Feeling of being safe and secure	787	96	101	51	132	86	99	--	115	107
<b>Finding Your Way</b>	Ease of finding your way through airport	812	98	103	51	136	94	102	--	120	108
	Flight information screens	767	93	101	44	133	85	92	--	114	105
	Walking distance inside the terminal	809	98	103	51	134	93	102	--	120	108
	Ease of making connections with other flights	144	13	15	8	30	21	8	--	27	22
	Courtesy and helpfulness of airport staff	752	91	92	46	128	85	94	--	113	103
<b>Airport Facilities</b>	Restaurant/Eating facilities	652	81	77	43	113	74	75	--	100	89
	Value for money of restaurant/eating facilities	653	78	78	43	117	75	76	--	99	87
	Availability of bank/ATM facilities/money changers	361	45	45	21	74	34	38	--	52	52
	Shopping facilities	521	65	65	36	102	45	58	--	83	67
	Value for money of shopping facilities	504	63	60	36	100	45	55	--	80	65
	Internet access/Wi-Fi	611	71	76	41	109	61	74	--	89	90
	Business/Executive lounges	289	31	37	16	63	28	29	--	43	42
	Availability of washrooms/toilets	750	86	97	47	127	83	92	--	113	105
	Cleanliness of washrooms/toilets	736	82	95	47	127	81	91	--	112	101
	Comfort of waiting/gate areas	795	98	101	52	131	91	102	--	116	104
<b>Airport Environment</b>	Cleanliness of airport terminal	809	99	102	52	134	93	104	--	118	107
	Ambience of the airport	806	98	100	52	134	93	104	--	118	107
<b>Airport Arrivals</b>	Passport/ID inspection	634	80	77	37	112	65	74	--	93	96
	Speed of baggage delivery	532	71	66	33	92	53	57	--	77	83
	Customs inspection	472	53	58	27	91	38	50	--	72	83

<sup>(1)</sup> 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 Q4 2021, 818 questionnaires were collected at LAX, of which 100 in Terminal T1, 103 in Terminal T2, 52 in Terminal T4, 136 in Terminal T5, 94 in Terminal T6, 104 in Terminal T7, 0 in Terminal T8, 120 in Terminal TB, 109 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
<b>Overall Satisfaction</b>	Total	3.81	4.18	3.30	3.63	3.59	3.85	3.75	--	4.08	4.01
	Business <sup>(1)</sup>	3.78	4.30	3.64	3.33	3.38	3.71	3.88	--	4.20	3.78
	Leisure <sup>(1)</sup>	3.79	4.14	3.25	3.62	3.61	3.86	3.68	--	4.11	4.00
	Other <sup>(1)</sup>	3.87	4.25	3.30	4.00	3.64	3.85	3.95	--	3.94	4.10
<b>Access</b>	Ground transportation to/from airport	3.61	4.02	3.68	3.23	3.46	3.11	3.56	--	3.77	3.80
	Parking facilities	3.40	3.55	3.93	1.75	3.19	2.44	3.67	--	3.25	3.81
	Value for money of parking facilities	2.97	3.00	3.14	1.75	3.11	2.50	3.14	--	2.81	3.14
	Availability of baggage carts/trolleys	3.59	3.88	3.44	3.35	3.30	3.44	3.36	--	3.85	3.87
<b>Check-in</b>	Waiting time in check-in queue/line	3.98	4.39	3.73	4.02	3.79	4.13	4.08	--	4.02	3.82
	Efficiency of check-in staff	4.11	4.39	3.99	3.93	3.77	4.33	4.10	--	4.34	4.03
	Courtesy and helpfulness of check-in staff	4.11	4.31	3.96	3.89	3.80	4.33	4.06	--	4.37	4.14
<b>Passport</b>	Waiting time at passport/personal ID inspection	4.01	4.27	3.80	4.09	3.81	4.19	4.02	--	4.15	3.86
	Courtesy and helpfulness of inspection staff	3.97	4.20	3.58	4.05	3.76	4.16	4.03	--	4.14	3.92
<b>Security</b>	Courtesy and helpfulness of security staff	3.94	4.13	3.61	4.02	3.81	4.06	4.06	--	4.04	3.93
	Thoroughness of security inspection	4.05	4.14	3.89	4.02	3.89	4.21	4.11	--	4.14	4.01
	Waiting time at security inspection	3.94	4.27	3.64	4.00	3.75	4.16	4.00	--	4.04	3.78
	Feeling of being safe and secure	4.12	4.32	3.86	4.06	3.97	4.28	4.17	--	4.24	4.08
<b>Finding Your Way</b>	Ease of finding your way through airport	3.98	4.46	3.68	3.76	3.97	3.95	4.15	--	4.03	3.79
	Flight information screens	4.05	4.45	3.80	3.93	4.09	4.19	4.15	--	3.97	3.83
	Walking distance inside the terminal	3.90	4.42	3.98	3.80	3.78	4.12	4.15	--	3.93	3.07
	Ease of making connections with other flights	3.69	4.38	3.40	4.50	3.67	3.38	4.13	--	3.78	3.27
<b>Airport Facilities</b>	Courtesy and helpfulness of airport staff	4.04	4.34	3.63	3.89	3.83	4.14	4.05	--	4.21	4.16
	Restaurant/Eating facilities	3.55	4.10	3.35	3.49	3.35	3.73	3.40	--	3.72	3.26
	Value for money of restaurant/eating facilities	3.07	3.60	2.94	2.88	2.92	3.03	2.86	--	3.27	2.99
	Availability of bank/ATM facilities/money changers	3.64	3.91	3.62	3.86	3.57	3.74	3.50	--	3.52	3.60
	Shopping facilities	3.52	3.94	3.48	3.75	3.50	3.56	3.31	--	3.72	2.99
	Value for money of shopping facilities	3.12	3.59	3.00	2.94	3.12	2.96	2.96	--	3.35	2.86
	Internet access/Wi-Fi	3.65	4.04	3.36	3.85	3.27	3.64	3.54	--	4.04	3.70
	Business/Executive lounges	3.62	4.03	3.62	3.75	3.29	3.64	3.24	--	3.95	3.67
	Availability of washrooms/toilets	4.00	4.26	3.44	3.89	3.81	3.96	4.05	--	4.22	4.33
<b>Airport Environment</b>	Cleanliness of washrooms/toilets	3.79	4.07	3.32	3.53	3.54	3.68	3.77	--	4.04	4.25
	Comfort of waiting/gate areas	3.65	3.96	3.08	3.62	3.39	3.62	3.41	--	3.91	4.20
	Cleanliness of airport terminal	3.90	4.22	3.35	3.62	3.63	3.90	3.73	--	4.22	4.37
	Ambience of the airport	3.71	4.17	3.08	3.35	3.40	3.67	3.56	--	4.08	4.19
	Passport/ID inspection	4.02	4.29	3.81	3.97	3.82	4.09	4.05	--	4.11	4.07
<b>Airport Arrivals</b>	Speed of baggage delivery	3.85	4.06	3.62	3.73	3.65	3.98	3.81	--	3.99	3.96
	Customs inspection	3.86	4.02	3.60	3.78	3.77	3.89	3.92	--	3.93	3.95

(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 <sup>(1)</sup>



→ In Q4 2021, 85 questionnaires were collected at LAX, of which 10 in Terminal T1, 11 in Terminal T2, 9 in Terminal T4, 16 in Terminal T5, 7 in Terminal T6, 8 in Terminal T7, 0 in Terminal T8, 15 in Terminal TB, 9 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
<b>Overall Satisfaction</b>	Business <sup>(1)</sup>	3.78	4.30	3.64	3.33	3.38	3.71	3.88	--	4.20	3.78
<b>Access</b>	Ground transportation to/from airport	3.57	4.11	3.40	3.50	3.70	2.25	4.00	--	3.11	4.00
	Parking facilities	3.09	3.50	3.50	1.00	3.00	2.00	--	--	3.33	4.00
	Value for money of parking facilities	2.67	3.00	2.50	1.00	3.00	3.00	1.00	--	3.33	3.00
	Availability of baggage carts/trolleys	3.14	3.67	4.50	3.00	2.50	2.50	3.50	--	3.43	2.75
<b>Check-in</b>	Waiting time in check-in queue/line	3.87	4.56	4.11	4.17	3.40	4.17	4.50	--	3.60	3.13
	Efficiency of check-in staff	4.14	4.44	4.44	4.00	3.47	4.67	4.50	--	4.13	4.00
	Courtesy and helpfulness of check-in staff	4.21	4.67	4.40	4.60	3.60	4.67	4.25	--	4.13	4.14
<b>Passport</b>	Waiting time at passport/personal ID inspection	3.99	4.38	4.00	5.00	3.62	4.20	4.50	--	3.93	3.00
	Courtesy and helpfulness of inspection staff	4.13	4.13	4.30	4.80	3.69	4.20	4.38	--	4.20	3.75
<b>Security</b>	Courtesy and helpfulness of security staff	3.93	4.20	4.00	4.00	3.50	4.00	4.14	--	4.33	3.33
	Thoroughness of security inspection	4.04	4.30	4.09	4.22	3.69	4.33	4.13	--	4.27	3.44
	Waiting time at security inspection	3.95	4.60	4.00	4.44	3.38	4.17	4.25	--	4.00	3.22
	Feeling of being safe and secure	4.21	4.70	4.18	4.22	3.75	4.33	4.38	--	4.47	3.89
<b>Finding Your Way</b>	Ease of finding your way through airport	3.84	4.80	3.91	2.78	3.63	3.71	3.88	--	4.27	3.44
	Flight information screens	3.96	4.75	4.27	3.80	3.75	4.17	3.63	--	4.23	3.11
	Walking distance inside the terminal	3.82	4.70	3.82	3.67	3.56	4.29	3.88	--	4.20	2.44
	Ease of making connections with other flights	3.46	--	3.25	5.00	2.00	4.00	--	--	5.00	2.50
<b>Airport Facilities</b>	Courtesy and helpfulness of airport staff	4.12	4.88	4.10	4.00	3.43	4.50	4.14	--	4.33	4.00
	Restaurant/Eating facilities	3.50	4.43	3.78	3.00	2.93	3.33	3.29	--	3.92	3.43
	Value for money of restaurant/eating facilities	2.96	4.17	3.00	2.71	2.36	3.14	2.43	--	3.46	2.71
	Availability of bank/ATM facilities/money changers	3.64	4.33	4.20	3.50	3.00	4.67	3.40	--	3.25	4.25
	Shopping facilities	3.56	4.00	4.00	3.25	3.18	3.80	3.33	--	3.89	3.20
	Value for money of shopping facilities	3.08	3.75	3.83	2.33	2.36	3.40	3.00	--	3.38	3.00
	Internet access/Wi-Fi	3.69	4.71	3.29	4.40	2.90	3.17	3.40	--	4.00	3.88
	Business/Executive lounges	3.18	4.00	3.00	4.00	2.57	--	3.67	--	3.50	3.00
	Availability of washrooms/toilets	3.84	4.38	3.27	3.63	3.60	4.00	4.13	--	4.00	4.13
	Cleanliness of washrooms/toilets	3.51	4.29	3.09	3.00	3.13	3.33	3.88	--	4.07	3.38
<b>Airport Environment</b>	Comfort of waiting/gate areas	3.49	4.10	3.09	3.33	3.07	3.57	3.25	--	3.77	4.00
	Cleanliness of airport terminal	3.82	4.40	3.45	3.67	3.50	4.14	3.50	--	4.29	3.67
	Ambience of the airport	3.61	4.30	3.27	2.67	3.38	4.14	3.75	--	4.08	3.44
<b>Airport Arrivals</b>	Passport/ID inspection	3.94	4.38	3.88	4.00	3.50	4.00	4.40	--	4.27	3.56
	Speed of baggage delivery	3.65	3.86	3.50	3.67	3.09	3.67	4.33	--	4.10	3.50
	Customs inspection	3.67	3.50	3.50	3.50	3.00	--	4.33	--	4.20	3.75

(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 <sup>(1)</sup>



→ In Q4 2021, 550 questionnaires were collected at LAX, of which 70 in Terminal T1, 72 in Terminal T2, 34 in Terminal T4, 84 in Terminal T5, 73 in Terminal T6, 75 in Terminal T7, 0 in Terminal T8, 71 in Terminal TB, 71 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
<b>Overall Satisfaction</b>	Leisure <sup>(1)</sup>	3.79	4.14	3.25	3.62	3.61	3.86	3.68	--	4.11	4.00
<b>Access</b>	Ground transportation to/from airport	3.55	3.95	3.64	3.10	3.30	3.12	3.48	--	3.87	3.77
	Parking facilities	3.32	3.43	4.00	2.00	3.20	1.83	3.70	--	3.00	3.75
	Value for money of parking facilities	2.92	3.00	3.00	2.00	3.27	2.00	3.36	--	2.44	2.92
	Availability of baggage carts/trolleys	3.57	3.97	3.30	3.50	3.36	3.44	3.18	--	3.86	3.88
<b>Check-in</b>	Waiting time in check-in queue/line	4.02	4.37	3.69	4.06	3.97	4.15	4.07	--	3.97	3.94
	Efficiency of check-in staff	4.16	4.36	3.98	3.97	3.96	4.35	4.09	--	4.38	4.16
	Courtesy and helpfulness of check-in staff	4.16	4.23	4.05	3.84	3.95	4.33	4.07	--	4.44	4.25
<b>Passport</b>	Waiting time at passport/personal ID inspection	4.03	4.30	3.73	4.14	3.93	4.18	3.97	--	4.14	3.98
	Courtesy and helpfulness of inspection staff	3.99	4.22	3.57	4.03	3.89	4.18	3.92	--	4.18	4.00
<b>Security</b>	Courtesy and helpfulness of security staff	3.98	4.15	3.61	4.12	3.96	4.05	4.00	--	3.97	4.09
	Thoroughness of security inspection	4.08	4.18	3.88	4.09	4.04	4.20	4.06	--	4.10	4.13
	Waiting time at security inspection	3.98	4.30	3.65	3.97	3.94	4.17	3.99	--	4.01	3.87
	Feeling of being safe and secure	4.16	4.35	3.93	4.12	4.11	4.31	4.13	--	4.21	4.13
<b>Finding Your Way</b>	Ease of finding your way through airport	4.00	4.38	3.64	4.06	4.07	3.96	4.14	--	4.01	3.80
	Flight information screens	4.09	4.41	3.77	4.00	4.20	4.21	4.23	--	3.96	3.88
	Walking distance inside the terminal	3.92	4.41	4.10	3.85	3.83	4.08	4.18	--	3.92	2.99
	Ease of making connections with other flights	3.73	4.45	3.50	4.60	3.80	3.31	4.00	--	3.83	3.14
<b>Airport Facilities</b>	Courtesy and helpfulness of airport staff	4.07	4.34	3.70	4.03	3.95	4.12	3.99	--	4.22	4.18
	Restaurant/Eating facilities	3.52	4.11	3.29	3.70	3.41	3.72	3.28	--	3.69	3.11
	Value for money of restaurant/eating facilities	3.01	3.52	2.88	2.81	3.06	2.93	2.75	--	3.11	2.95
	Availability of bank/ATM facilities/money changers	3.62	3.83	3.58	3.83	3.79	3.65	3.37	--	3.36	3.57
	Shopping facilities	3.48	3.93	3.41	3.79	3.54	3.53	3.12	--	3.67	2.95
	Value for money of shopping facilities	3.08	3.52	2.90	2.84	3.29	2.82	2.79	--	3.34	2.84
	Internet access/Wi-Fi	3.62	3.92	3.33	3.75	3.29	3.70	3.55	--	3.94	3.67
	Business/Executive lounges	3.65	4.10	3.76	3.90	3.42	3.62	2.95	--	3.90	3.82
	Availability of washrooms/toilets	4.05	4.27	3.55	4.03	3.86	4.02	4.06	--	4.28	4.38
	Cleanliness of washrooms/toilets	3.84	4.04	3.48	3.63	3.60	3.76	3.74	--	4.05	4.37
<b>Airport Environment</b>	Comfort of waiting/gate areas	3.68	3.99	3.15	3.68	3.45	3.63	3.41	--	3.99	4.26
	Cleanliness of airport terminal	3.89	4.22	3.34	3.50	3.62	3.92	3.72	--	4.24	4.42
	Ambience of the airport	3.68	4.16	3.00	3.35	3.38	3.63	3.48	--	4.10	4.25
<b>Airport Arrivals</b>	Passport/ID inspection	4.04	4.26	3.80	3.91	3.97	4.12	3.96	--	4.02	4.22
	Speed of baggage delivery	3.92	4.06	3.70	3.57	3.82	4.07	3.68	--	4.05	4.20
	Customs inspection	3.92	4.08	3.75	3.63	3.94	4.00	3.77	--	3.94	4.06

(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 Q4 2021, 603 questionnaires were collected at LAX, of which 100 in Terminal T1, 93 in Terminal T2, 52 in Terminal T4, 136 in Terminal T5, 84 in Terminal T6, 91 in Terminal T7, 0 in Terminal T8, 0 in Terminal TB, 47 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
<b>Overall Satisfaction</b>	Total	599	100	92	52	136	83	91	--	--	45
	Business <sup>(1)</sup>	61	10	10	9	16	7	8	--	--	1
	Leisure <sup>(1)</sup>	411	70	62	34	84	64	64	--	--	33
	Other <sup>(1)</sup>	127	20	20	9	36	12	19	--	--	11
<b>Access</b>	Ground transportation to/from airport	373	65	52	31	78	54	57	--	--	36
	Parking facilities	67	11	13	4	16	8	7	--	--	8
	Value for money of parking facilities	69	10	13	4	18	7	8	--	--	9
	Availability of baggage carts/trolleys	261	43	32	26	74	31	35	--	--	20
<b>Check-in</b>	Waiting time in check-in queue/line	527	87	76	46	120	71	84	--	--	43
	Efficiency of check-in staff	519	85	75	45	118	70	83	--	--	43
	Courtesy and helpfulness of check-in staff	522	84	75	45	123	70	81	--	--	44
<b>Passport</b>	Waiting time at passport/personal ID inspection	521	84	83	43	123	72	77	--	--	39
	Courtesy and helpfulness of inspection staff	525	83	83	43	122	72	80	--	--	42
<b>Security</b>	Courtesy and helpfulness of security staff	566	88	90	51	131	77	83	--	--	46
	Thoroughness of security inspection	573	90	90	50	131	78	88	--	--	46
	Waiting time at security inspection	575	92	90	50	130	79	89	--	--	45
	Feeling of being safe and secure	580	96	91	51	132	79	86	--	--	45
<b>Finding Your Way</b>	Ease of finding your way through airport	597	98	93	51	136	84	89	--	--	46
	Flight information screens	560	93	91	44	133	77	79	--	--	43
	Walking distance inside the terminal	594	98	93	51	134	83	89	--	--	46
	Ease of making connections with other flights	94	13	15	8	30	15	5	--	--	8
<b>Airport Facilities</b>	Courtesy and helpfulness of airport staff	547	91	82	46	128	75	82	--	--	43
	Restaurant/Eating facilities	470	81	69	43	113	66	63	--	--	35
	Value for money of restaurant/eating facilities	472	78	70	43	117	67	64	--	--	33
	Availability of bank/ATM facilities/money changers	254	45	39	21	74	28	29	--	--	18
	Shopping facilities	374	65	57	36	102	40	48	--	--	26
	Value for money of shopping facilities	360	63	52	36	100	39	45	--	--	25
	Internet access/Wi-Fi	448	71	69	41	109	55	63	--	--	40
	Business/Executive lounges	207	31	34	16	63	25	23	--	--	15
	Availability of washrooms/toilets	546	86	87	47	127	73	81	--	--	45
<b>Airport Environment</b>	Cleanliness of washrooms/toilets	535	82	86	47	127	71	80	--	--	42
	Comfort of waiting/gate areas	586	98	91	52	131	81	89	--	--	44
	Cleanliness of airport terminal	596	99	92	52	134	83	91	--	--	45
	Ambience of the airport	593	98	90	52	134	83	91	--	--	45
	Passport/ID inspection	461	80	68	37	112	60	64	--	--	40
<b>Airport Arrivals</b>	Speed of baggage delivery	385	71	59	33	92	48	49	--	--	33
	Customs inspection	327	53	50	27	91	34	42	--	--	30

<sup>(1)</sup> 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 Q4 2021, 603 questionnaires were collected at LAX, of which 100 in Terminal T1, 93 in Terminal T2, 52 in Terminal T4, 136 in Terminal T5, 84 in Terminal T6, 91 in Terminal T7, 0 in Terminal T8, 0 in Terminal TB, 47 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
<b>Overall Satisfaction</b>	Total	3.75	4.18	3.27	3.63	3.59	3.90	3.81	--	--	4.00
	Business <sup>(1)</sup>	3.69	4.30	3.60	3.33	3.38	3.71	3.88	--	--	5.00
	Leisure <sup>(1)</sup>	3.74	4.14	3.21	3.62	3.61	3.95	3.77	--	--	3.91
	Other <sup>(1)</sup>	3.81	4.25	3.30	4.00	3.64	3.75	3.95	--	--	4.18
<b>Access</b>	Ground transportation to/from airport	3.58	4.02	3.69	3.23	3.46	3.07	3.65	--	--	3.83
	Parking facilities	3.34	3.55	3.92	1.75	3.19	2.13	3.86	--	--	4.00
	Value for money of parking facilities	2.93	3.00	3.15	1.75	3.11	2.14	3.25	--	--	3.00
	Availability of baggage carts/trolleys	3.47	3.88	3.41	3.35	3.30	3.35	3.34	--	--	3.90
<b>Check-in</b>	Waiting time in check-in queue/line	4.04	4.39	3.80	4.02	3.79	4.15	4.19	--	--	3.95
	Efficiency of check-in staff	4.10	4.39	4.00	3.93	3.77	4.40	4.20	--	--	4.07
	Courtesy and helpfulness of check-in staff	4.08	4.31	3.93	3.89	3.80	4.39	4.12	--	--	4.27
<b>Passport</b>	Waiting time at passport/personal ID inspection	4.01	4.27	3.80	4.09	3.81	4.24	4.05	--	--	3.90
	Courtesy and helpfulness of inspection staff	3.95	4.20	3.57	4.05	3.76	4.24	4.04	--	--	3.98
<b>Security</b>	Courtesy and helpfulness of security staff	3.94	4.13	3.61	4.02	3.81	4.10	4.07	--	--	3.96
	Thoroughness of security inspection	4.03	4.14	3.88	4.02	3.89	4.26	4.10	--	--	3.96
	Waiting time at security inspection	3.95	4.27	3.66	4.00	3.75	4.24	4.04	--	--	3.73
	Feeling of being safe and secure	4.11	4.32	3.86	4.06	3.97	4.33	4.19	--	--	4.04
<b>Finding Your Way</b>	Ease of finding your way through airport	4.01	4.46	3.67	3.76	3.97	4.04	4.17	--	--	3.72
	Flight information screens	4.11	4.45	3.84	3.93	4.09	4.23	4.14	--	--	3.93
	Walking distance inside the terminal	4.00	4.42	4.00	3.80	3.78	4.20	4.18	--	--	3.24
	Ease of making connections with other flights	3.74	4.38	3.40	4.50	3.67	3.53	3.80	--	--	3.25
<b>Airport Facilities</b>	Courtesy and helpfulness of airport staff	4.00	4.34	3.65	3.89	3.83	4.15	4.09	--	--	4.21
	Restaurant/Eating facilities	3.57	4.10	3.38	3.49	3.35	3.74	3.46	--	--	3.43
	Value for money of restaurant/eating facilities	3.07	3.60	2.96	2.88	2.92	3.09	2.91	--	--	3.06
	Availability of bank/ATM facilities/money changers	3.67	3.91	3.64	3.86	3.57	3.71	3.48	--	--	3.61
	Shopping facilities	3.55	3.94	3.49	3.75	3.50	3.55	3.29	--	--	3.08
	Value for money of shopping facilities	3.14	3.59	3.04	2.94	3.12	3.05	3.07	--	--	2.84
	Internet access/Wi-Fi	3.59	4.04	3.38	3.85	3.27	3.64	3.62	--	--	3.68
	Business/Executive lounges	3.61	4.03	3.62	3.75	3.29	3.56	3.52	--	--	4.20
	Availability of washrooms/toilets	3.94	4.26	3.46	3.89	3.81	3.99	4.07	--	--	4.33
<b>Airport Environment</b>	Cleanliness of washrooms/toilets	3.70	4.07	3.33	3.53	3.54	3.73	3.75	--	--	4.29
	Comfort of waiting/gate areas	3.56	3.96	3.04	3.62	3.39	3.63	3.45	--	--	4.25
	Cleanliness of airport terminal	3.80	4.22	3.34	3.62	3.63	3.94	3.73	--	--	4.40
	Ambience of the airport	3.62	4.17	3.07	3.35	3.40	3.72	3.60	--	--	4.27
<b>Airport Arrivals</b>	Passport/ID inspection	4.01	4.29	3.79	3.97	3.82	4.07	4.06	--	--	4.20
	Speed of baggage delivery	3.83	4.06	3.59	3.73	3.65	3.98	3.84	--	--	4.09
	Customs inspection	3.83	4.02	3.54	3.78	3.77	3.82	3.93	--	--	4.13

(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 <sup>(1)</sup>



→ In Q4 2021, 61 questionnaires were collected at LAX, of which 10 in Terminal T1, 10 in Terminal T2, 9 in Terminal T4, 16 in Terminal T5, 7 in Terminal T6, 8 in Terminal T7, 0 in Terminal T8, 0 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
<b>Overall Satisfaction</b>	Business <sup>(1)</sup>	3.69	4.30	3.60	3.33	3.38	3.71	3.88	--	--	5.00
<b>Access</b>	Ground transportation to/from airport	3.63	4.11	3.25	3.50	3.70	2.25	4.00	--	--	5.00
	Parking facilities	2.86	3.50	3.50	1.00	3.00	2.00	--	--	--	--
	Value for money of parking facilities	2.38	3.00	2.50	1.00	3.00	3.00	1.00	--	--	--
	Availability of baggage carts/trolleys	3.11	3.67	4.50	3.00	2.50	2.50	3.50	--	--	--
<b>Check-in</b>	Waiting time in check-in queue/line	4.08	4.56	4.13	4.17	3.40	4.17	4.50	--	--	5.00
	Efficiency of check-in staff	4.17	4.44	4.50	4.00	3.47	4.67	4.50	--	--	5.00
	Courtesy and helpfulness of check-in staff	4.26	4.67	4.44	4.60	3.60	4.67	4.25	--	--	5.00
<b>Passport</b>	Waiting time at passport/personal ID inspection	4.12	4.38	3.89	5.00	3.62	4.20	4.50	--	--	3.00
	Courtesy and helpfulness of inspection staff	4.14	4.13	4.22	4.80	3.69	4.20	4.38	--	--	4.00
<b>Security</b>	Courtesy and helpfulness of security staff	3.93	4.20	4.00	4.00	3.50	4.00	4.14	--	--	5.00
	Thoroughness of security inspection	4.07	4.30	4.00	4.22	3.69	4.33	4.13	--	--	5.00
	Waiting time at security inspection	4.03	4.60	3.90	4.44	3.38	4.17	4.25	--	--	4.00
	Feeling of being safe and secure	4.20	4.70	4.10	4.22	3.75	4.33	4.38	--	--	5.00
<b>Finding Your Way</b>	Ease of finding your way through airport	3.79	4.80	3.80	2.78	3.63	3.71	3.88	--	--	5.00
	Flight information screens	4.04	4.75	4.20	3.80	3.75	4.17	3.63	--	--	5.00
	Walking distance inside the terminal	3.93	4.70	4.00	3.67	3.56	4.29	3.88	--	--	2.00
	Ease of making connections with other flights	3.33	--	3.25	5.00	2.00	4.00	--	--	--	--
<b>Airport Facilities</b>	Courtesy and helpfulness of airport staff	4.12	4.88	4.22	4.00	3.43	4.50	4.14	--	--	5.00
	Restaurant/Eating facilities	3.41	4.43	3.88	3.00	2.93	3.33	3.29	--	--	--
	Value for money of restaurant/eating facilities	2.85	4.17	3.00	2.71	2.36	3.14	2.43	--	--	--
	Availability of bank/ATM facilities/money changers	3.65	4.33	4.25	3.50	3.00	4.67	3.40	--	--	--
	Shopping facilities	3.51	4.00	4.00	3.25	3.18	3.80	3.33	--	--	--
	Value for money of shopping facilities	3.03	3.75	4.00	2.33	2.36	3.40	3.00	--	--	--
	Internet access/Wi-Fi	3.63	4.71	3.33	4.40	2.90	3.17	3.40	--	--	5.00
	Business/Executive lounges	3.24	4.00	3.00	4.00	2.57	--	3.67	--	--	5.00
	Availability of washrooms/toilets	3.80	4.38	3.30	3.63	3.60	4.00	4.13	--	--	5.00
<b>Airport Environment</b>	Cleanliness of washrooms/toilets	3.44	4.29	3.20	3.00	3.13	3.33	3.88	--	--	5.00
	Comfort of waiting/gate areas	3.38	4.10	3.00	3.33	3.07	3.57	3.25	--	--	5.00
	Cleanliness of airport terminal	3.75	4.40	3.40	3.67	3.50	4.14	3.50	--	--	5.00
<b>Airport Arrivals</b>	Ambience of the airport	3.56	4.30	3.20	2.67	3.38	4.14	3.75	--	--	5.00
	Passport/ID inspection	3.93	4.38	3.88	4.00	3.50	4.00	4.40	--	--	4.00
	Speed of baggage delivery	3.56	3.86	3.50	3.67	3.09	3.67	4.33	--	--	4.00
	Customs inspection	3.44	3.50	3.50	3.50	3.00	--	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 <sup>(1)</sup>



→ In Q4 2021, 414 questionnaires were collected at LAX, of which 70 in Terminal T1, 63 in Terminal T2, 34 in Terminal T4, 84 in Terminal T5, 64 in Terminal T6, 64 in Terminal T7, 0 in Terminal T8, 0 in Terminal TB, 35 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
<b>Overall Satisfaction</b>	Leisure <sup>(1)</sup>	3.74	4.14	3.21	3.62	3.61	3.95	3.77	--	--	3.91
<b>Access</b>	Ground transportation to/from airport	3.51	3.95	3.65	3.10	3.30	3.12	3.60	--	--	3.72
	Parking facilities	3.33	3.43	4.00	2.00	3.20	1.83	4.00	--	--	3.83
	Value for money of parking facilities	2.98	3.00	3.00	2.00	3.27	2.00	3.83	--	--	2.50
	Availability of baggage carts/trolleys	3.48	3.97	3.24	3.50	3.36	3.38	3.17	--	--	3.87
<b>Check-in</b>	Waiting time in check-in queue/line	4.10	4.37	3.80	4.06	3.97	4.20	4.24	--	--	3.97
	Efficiency of check-in staff	4.16	4.36	4.00	3.97	3.96	4.45	4.24	--	--	4.10
	Courtesy and helpfulness of check-in staff	4.13	4.23	4.02	3.84	3.95	4.42	4.18	--	--	4.28
<b>Passport</b>	Waiting time at passport/personal ID inspection	4.03	4.30	3.74	4.14	3.93	4.26	4.00	--	--	3.86
	Courtesy and helpfulness of inspection staff	3.98	4.22	3.57	4.03	3.89	4.30	3.91	--	--	3.93
<b>Security</b>	Courtesy and helpfulness of security staff	3.98	4.15	3.62	4.12	3.96	4.12	4.02	--	--	3.88
	Thoroughness of security inspection	4.07	4.18	3.88	4.09	4.04	4.27	4.05	--	--	3.91
	Waiting time at security inspection	4.02	4.30	3.70	3.97	3.94	4.28	4.06	--	--	3.73
	Feeling of being safe and secure	4.16	4.35	3.95	4.12	4.11	4.39	4.15	--	--	3.94
<b>Finding Your Way</b>	Ease of finding your way through airport	4.03	4.38	3.63	4.06	4.07	4.09	4.18	--	--	3.56
	Flight information screens	4.14	4.41	3.84	4.00	4.20	4.28	4.24	--	--	3.71
	Walking distance inside the terminal	4.03	4.41	4.11	3.85	3.83	4.21	4.24	--	--	3.09
	Ease of making connections with other flights	3.80	4.45	3.50	4.60	3.80	3.50	3.80	--	--	3.00
<b>Airport Facilities</b>	Courtesy and helpfulness of airport staff	4.05	4.34	3.73	4.03	3.95	4.14	4.02	--	--	4.13
	Restaurant/Eating facilities	3.58	4.11	3.31	3.70	3.41	3.77	3.39	--	--	3.27
	Value for money of restaurant/eating facilities	3.05	3.52	2.90	2.81	3.06	3.04	2.87	--	--	2.92
	Availability of bank/ATM facilities/money changers	3.69	3.83	3.62	3.83	3.79	3.67	3.40	--	--	3.50
	Shopping facilities	3.52	3.93	3.43	3.79	3.54	3.57	3.11	--	--	2.94
	Value for money of shopping facilities	3.13	3.52	2.94	2.84	3.29	3.00	3.00	--	--	2.82
	Internet access/Wi-Fi	3.59	3.92	3.35	3.75	3.29	3.74	3.67	--	--	3.63
	Business/Executive lounges	3.69	4.10	3.77	3.90	3.42	3.58	3.33	--	--	4.33
	Availability of washrooms/toilets	4.00	4.27	3.59	4.03	3.86	4.07	4.09	--	--	4.24
<b>Airport Environment</b>	Cleanliness of washrooms/toilets	3.76	4.04	3.49	3.63	3.60	3.87	3.73	--	--	4.19
	Comfort of waiting/gate areas	3.61	3.99	3.13	3.68	3.45	3.68	3.49	--	--	4.22
	Cleanliness of airport terminal	3.80	4.22	3.32	3.50	3.62	3.98	3.73	--	--	4.33
<b>Airport Arrivals</b>	Ambience of the airport	3.60	4.16	2.98	3.35	3.38	3.72	3.56	--	--	4.18
	Passport/ID inspection	4.03	4.26	3.78	3.91	3.97	4.11	3.98	--	--	4.17
	Speed of baggage delivery	3.89	4.06	3.68	3.57	3.82	4.11	3.74	--	--	4.22
	Customs inspection	3.90	4.08	3.69	3.63	3.94	3.96	3.75	--	--	4.15

(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 Q4 2021, 215 questionnaires were collected at LAX, of which 0 in Terminal T1, 10 in Terminal T2, 0 in Terminal T4, 0 in Terminal T5, 10 in Terminal T6, 13 in Terminal T7, 0 in Terminal T8, 120 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
<b>Overall Satisfaction</b>	Total	213	--	10	--	--	10	12	--	119	62
	Business <sup>(1)</sup>	24	--	1	--	--	--	--	--	15	8
	Leisure <sup>(1)</sup>	135	--	9	--	--	9	11	--	70	36
	Other <sup>(1)</sup>	54	--	--	--	--	1	1	--	34	18
<b>Access</b>	Ground transportation to/from airport	109	--	8	--	--	2	7	--	53	39
	Parking facilities	36	--	1	--	--	1	5	--	16	13
	Value for money of parking facilities	37	--	1	--	--	1	6	--	16	13
	Availability of baggage carts/trolleys	127	--	2	--	--	5	12	--	66	42
<b>Check-in</b>	Waiting time in check-in queue/line	200	--	9	--	--	9	13	--	113	56
	Efficiency of check-in staff	197	--	9	--	--	8	13	--	113	54
	Courtesy and helpfulness of check-in staff	196	--	8	--	--	8	13	--	113	54
<b>Passport</b>	Waiting time at passport/personal ID inspection	201	--	10	--	--	7	12	--	112	60
	Courtesy and helpfulness of inspection staff	199	--	10	--	--	7	12	--	111	59
<b>Security</b>	Courtesy and helpfulness of security staff	203	--	9	--	--	7	13	--	113	61
	Thoroughness of security inspection	204	--	10	--	--	7	12	--	114	61
	Waiting time at security inspection	205	--	10	--	--	7	13	--	113	62
	Feeling of being safe and secure	207	--	10	--	--	7	13	--	115	62
<b>Finding Your Way</b>	Ease of finding your way through airport	215	--	10	--	--	10	13	--	120	62
	Flight information screens	207	--	10	--	--	8	13	--	114	62
	Walking distance inside the terminal	215	--	10	--	--	10	13	--	120	62
	Ease of making connections with other flights	50	--	--	--	--	6	3	--	27	14
	Courtesy and helpfulness of airport staff	205	--	10	--	--	10	12	--	113	60
<b>Airport Facilities</b>	Restaurant/Eating facilities	182	--	8	--	--	8	12	--	100	54
	Value for money of restaurant/eating facilities	181	--	8	--	--	8	12	--	99	54
	Availability of bank/ATM facilities/money changers	107	--	6	--	--	6	9	--	52	34
	Shopping facilities	147	--	8	--	--	5	10	--	83	41
	Value for money of shopping facilities	144	--	8	--	--	6	10	--	80	40
	Internet access/Wi-Fi	163	--	7	--	--	6	11	--	89	50
	Business/Executive lounges	82	--	3	--	--	3	6	--	43	27
	Availability of washrooms/toilets	204	--	10	--	--	10	11	--	113	60
	Cleanliness of washrooms/toilets	201	--	9	--	--	10	11	--	112	59
	Comfort of waiting/gate areas	209	--	10	--	--	10	13	--	116	60
<b>Airport Environment</b>	Cleanliness of airport terminal	213	--	10	--	--	10	13	--	118	62
	Ambience of the airport	213	--	10	--	--	10	13	--	118	62
<b>Airport Arrivals</b>	Passport/ID inspection	173	--	9	--	--	5	10	--	93	56
	Speed of baggage delivery	147	--	7	--	--	5	8	--	77	50
	Customs inspection	145	--	8	--	--	4	8	--	72	53

<sup>(1)</sup> 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 Q4 2021, 215 questionnaires were collected at LAX, of which 0 in Terminal T1, 10 in Terminal T2, 0 in Terminal T4, 0 in Terminal T5, 10 in Terminal T6, 13 in Terminal T7, 0 in Terminal T8, 120 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
<b>Overall Satisfaction</b>	Total	3.96	--	3.60	--	--	3.40	3.25	--	4.08	4.02
	Business <sup>(1)</sup>	4.00	--	4.00	--	--	--	--	--	4.20	3.63
	Leisure <sup>(1)</sup>	3.93	--	3.56	--	--	3.22	3.18	--	4.11	4.08
	Other <sup>(1)</sup>	4.00	--	--	--	--	5.00	4.00	--	3.94	4.06
<b>Access</b>	Ground transportation to/from airport	3.71	--	3.63	--	--	4.00	2.86	--	3.77	3.77
	Parking facilities	3.50	--	4.00	--	--	5.00	3.40	--	3.25	3.69
	Value for money of parking facilities	3.05	--	3.00	--	--	5.00	3.00	--	2.81	3.23
	Availability of baggage carts/trolleys	3.82	--	4.00	--	--	4.00	3.42	--	3.85	3.86
<b>Check-in</b>	Waiting time in check-in queue/line	3.85	--	3.11	--	--	3.89	3.38	--	4.02	3.71
	Efficiency of check-in staff	4.14	--	3.89	--	--	3.75	3.46	--	4.34	4.00
	Courtesy and helpfulness of check-in staff	4.21	--	4.25	--	--	3.88	3.69	--	4.37	4.04
<b>Passport</b>	Waiting time at passport/personal ID inspection	4.00	--	3.80	--	--	3.71	3.83	--	4.15	3.83
	Courtesy and helpfulness of inspection staff	4.01	--	3.70	--	--	3.43	4.00	--	4.14	3.88
<b>Security</b>	Courtesy and helpfulness of security staff	3.96	--	3.56	--	--	3.57	4.00	--	4.04	3.92
	Thoroughness of security inspection	4.09	--	4.00	--	--	3.71	4.17	--	4.14	4.05
	Waiting time at security inspection	3.89	--	3.50	--	--	3.29	3.69	--	4.04	3.81
	Feeling of being safe and secure	4.16	--	3.90	--	--	3.71	4.08	--	4.24	4.11
<b>Finding Your Way</b>	Ease of finding your way through airport	3.93	--	3.80	--	--	3.20	4.00	--	4.03	3.84
	Flight information screens	3.89	--	3.50	--	--	3.75	4.23	--	3.97	3.76
	Walking distance inside the terminal	3.61	--	3.80	--	--	3.40	3.92	--	3.93	2.95
	Ease of making connections with other flights	3.60	--	--	--	--	3.00	4.67	--	3.78	3.29
	Courtesy and helpfulness of airport staff	4.12	--	3.50	--	--	4.10	3.83	--	4.21	4.12
<b>Airport Facilities</b>	Restaurant/Eating facilities	3.48	--	3.13	--	--	3.63	3.08	--	3.72	3.15
	Value for money of restaurant/eating facilities	3.07	--	2.75	--	--	2.50	2.58	--	3.27	2.94
	Availability of bank/ATM facilities/money changers	3.56	--	3.50	--	--	3.83	3.56	--	3.52	3.59
	Shopping facilities	3.46	--	3.38	--	--	3.60	3.40	--	3.72	2.93
	Value for money of shopping facilities	3.08	--	2.75	--	--	2.33	2.50	--	3.35	2.88
	Internet access/Wi-Fi	3.83	--	3.14	--	--	3.67	3.09	--	4.04	3.72
	Business/Executive lounges	3.63	--	3.67	--	--	4.33	2.17	--	3.95	3.37
	Availability of washrooms/toilets	4.17	--	3.30	--	--	3.80	3.91	--	4.22	4.33
	Cleanliness of washrooms/toilets	4.01	--	3.22	--	--	3.30	3.91	--	4.04	4.22
	Comfort of waiting/gate areas	3.89	--	3.40	--	--	3.50	3.15	--	3.91	4.17
<b>Airport Environment</b>	Cleanliness of airport terminal	4.17	--	3.50	--	--	3.60	3.77	--	4.22	4.35
	Ambience of the airport	3.96	--	3.20	--	--	3.20	3.23	--	4.08	4.13
<b>Airport Arrivals</b>	Passport/ID inspection	4.06	--	3.89	--	--	4.40	4.00	--	4.11	3.98
	Speed of baggage delivery	3.93	--	3.86	--	--	4.00	3.63	--	3.99	3.88
	Customs inspection	3.92	--	4.00	--	--	4.50	3.88	--	3.93	3.85

(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 <sup>(1)</sup>



→ In Q4 2021, 24 questionnaires were collected at LAX, of which 0 in Terminal T1, 1 in Terminal T2, 0 in Terminal T4, 0 in Terminal T5, 0 in Terminal T6, 0 in Terminal T7, 0 in Terminal T8, 15 in Terminal TB, 8 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
<b>Overall Satisfaction</b>	Business <sup>(1)</sup>	4.00	--	4.00	--	--	--	--	--	4.20	3.63
<b>Access</b>	Ground transportation to/from airport	3.40	--	4.00	--	--	--	--	--	3.11	3.80
	Parking facilities	3.50	--	--	--	--	--	--	--	3.33	4.00
	Value for money of parking facilities	3.25	--	--	--	--	--	--	--	3.33	3.00
	Availability of baggage carts/trolleys	3.18	--	--	--	--	--	--	--	3.43	2.75
<b>Check-in</b>	Waiting time in check-in queue/line	3.39	--	4.00	--	--	--	--	--	3.60	2.86
	Efficiency of check-in staff	4.05	--	4.00	--	--	--	--	--	4.13	3.83
	Courtesy and helpfulness of check-in staff	4.09	--	4.00	--	--	--	--	--	4.13	4.00
<b>Passport</b>	Waiting time at passport/personal ID inspection	3.68	--	5.00	--	--	--	--	--	3.93	3.00
	Courtesy and helpfulness of inspection staff	4.09	--	5.00	--	--	--	--	--	4.20	3.71
<b>Security</b>	Courtesy and helpfulness of security staff	3.91	--	--	--	--	--	--	--	4.33	3.13
	Thoroughness of security inspection	3.96	--	5.00	--	--	--	--	--	4.27	3.25
	Waiting time at security inspection	3.75	--	5.00	--	--	--	--	--	4.00	3.13
	Feeling of being safe and secure	4.25	--	5.00	--	--	--	--	--	4.47	3.75
<b>Finding Your Way</b>	Ease of finding your way through airport	3.96	--	5.00	--	--	--	--	--	4.27	3.25
	Flight information screens	3.77	--	5.00	--	--	--	--	--	4.23	2.88
	Walking distance inside the terminal	3.54	--	2.00	--	--	--	--	--	4.20	2.50
	Ease of making connections with other flights	3.75	--	--	--	--	--	--	--	5.00	2.50
<b>Airport Facilities</b>	Courtesy and helpfulness of airport staff	4.13	--	3.00	--	--	--	--	--	4.33	3.88
	Restaurant/Eating facilities	3.71	--	3.00	--	--	--	--	--	3.92	3.43
	Value for money of restaurant/eating facilities	3.19	--	3.00	--	--	--	--	--	3.46	2.71
	Availability of bank/ATM facilities/money changers	3.62	--	4.00	--	--	--	--	--	3.25	4.25
	Shopping facilities	3.67	--	4.00	--	--	--	--	--	3.89	3.20
	Value for money of shopping facilities	3.21	--	3.00	--	--	--	--	--	3.38	3.00
	Internet access/Wi-Fi	3.83	--	3.00	--	--	--	--	--	4.00	3.71
	Business/Executive lounges	3.09	--	--	--	--	--	--	--	3.50	2.60
	Availability of washrooms/toilets	3.95	--	3.00	--	--	--	--	--	4.00	4.00
<b>Airport Environment</b>	Cleanliness of washrooms/toilets	3.68	--	2.00	--	--	--	--	--	4.07	3.14
	Comfort of waiting/gate areas	3.80	--	4.00	--	--	--	--	--	3.77	3.83
	Cleanliness of airport terminal	4.00	--	4.00	--	--	--	--	--	4.29	3.50
<b>Airport Arrivals</b>	Ambience of the airport	3.77	--	4.00	--	--	--	--	--	4.08	3.25
	Passport/ID inspection	3.95	--	--	--	--	--	--	--	4.27	3.50
	Speed of baggage delivery	3.82	--	--	--	--	--	--	--	4.10	3.43
	Customs inspection	4.00	--	--	--	--	--	--	--	4.20	3.71

(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 <sup>(1)</sup>



→ In Q4 2021, 136 questionnaires were collected at LAX, of which 0 in Terminal T1, 9 in Terminal T2, 0 in Terminal T4, 0 in Terminal T5, 9 in Terminal T6, 11 in Terminal T7, 0 in Terminal T8, 71 in Terminal TB, 36 in Terminal TBW

		LAX	Terminal T1	Terminal T2	Terminal T4	Terminal T5	Terminal T6	Terminal T7	Terminal T8	Terminal TB	Terminal TBW
<b>Overall Satisfaction</b>	Leisure <sup>(1)</sup>	3.93	--	3.56	--	--	3.22	3.18	--	4.11	4.08
<b>Access</b>	Ground transportation to/from airport	3.70	--	3.57	--	--	3.00	2.67	--	3.87	3.82
	Parking facilities	3.30	--	4.00	--	--	--	3.25	--	3.00	3.67
	Value for money of parking facilities	2.81	--	3.00	--	--	--	2.80	--	2.44	3.33
	Availability of baggage carts/trolleys	3.78	--	4.00	--	--	3.75	3.20	--	3.86	3.88
<b>Check-in</b>	Waiting time in check-in queue/line	3.81	--	3.00	--	--	3.75	3.18	--	3.97	3.91
	Efficiency of check-in staff	4.16	--	3.88	--	--	3.57	3.27	--	4.38	4.21
	Courtesy and helpfulness of check-in staff	4.25	--	4.29	--	--	3.71	3.55	--	4.44	4.21
<b>Passport</b>	Waiting time at passport/personal ID inspection	4.03	--	3.67	--	--	3.50	3.80	--	4.14	4.09
	Courtesy and helpfulness of inspection staff	4.04	--	3.56	--	--	3.17	4.00	--	4.18	4.06
<b>Security</b>	Courtesy and helpfulness of security staff	3.99	--	3.56	--	--	3.33	3.91	--	3.97	4.28
	Thoroughness of security inspection	4.12	--	3.89	--	--	3.50	4.10	--	4.10	4.33
	Waiting time at security inspection	3.88	--	3.33	--	--	3.00	3.55	--	4.01	4.00
	Feeling of being safe and secure	4.15	--	3.78	--	--	3.50	4.00	--	4.21	4.31
<b>Finding Your Way</b>	Ease of finding your way through airport	3.92	--	3.67	--	--	3.00	3.91	--	4.01	4.03
	Flight information screens	3.93	--	3.33	--	--	3.57	4.18	--	3.96	4.03
	Walking distance inside the terminal	3.60	--	4.00	--	--	3.22	3.82	--	3.92	2.89
	Ease of making connections with other flights	3.56	--	--	--	--	3.00	4.50	--	3.83	3.29
<b>Airport Facilities</b>	Courtesy and helpfulness of airport staff	4.12	--	3.56	--	--	4.00	3.82	--	4.22	4.22
	Restaurant/Eating facilities	3.35	--	3.14	--	--	3.43	2.80	--	3.69	2.97
	Value for money of restaurant/eating facilities	2.90	--	2.71	--	--	2.14	2.20	--	3.11	2.97
	Availability of bank/ATM facilities/money changers	3.44	--	3.40	--	--	3.60	3.29	--	3.36	3.61
	Shopping facilities	3.39	--	3.29	--	--	3.25	3.13	--	3.67	2.96
	Value for money of shopping facilities	2.95	--	2.71	--	--	1.80	2.00	--	3.34	2.86
	Internet access/Wi-Fi	3.71	--	3.17	--	--	3.40	3.00	--	3.94	3.70
	Business/Executive lounges	3.51	--	3.67	--	--	4.00	1.80	--	3.90	3.46
	Availability of washrooms/toilets	4.21	--	3.33	--	--	3.67	3.90	--	4.28	4.51
Cleanliness of washrooms/toilets	4.05	--	3.38	--	--	3.11	3.80	--	4.05	4.53	
<b>Airport Environment</b>	Comfort of waiting/gate areas	3.90	--	3.33	--	--	3.33	2.91	--	3.99	4.31
	Cleanliness of airport terminal	4.16	--	3.44	--	--	3.44	3.64	--	4.24	4.50
	Ambience of the airport	3.93	--	3.11	--	--	3.00	3.00	--	4.10	4.31
<b>Airport Arrivals</b>	Passport/ID inspection	4.08	--	3.89	--	--	4.25	3.88	--	4.02	4.27
	Speed of baggage delivery	4.01	--	3.86	--	--	3.75	3.33	--	4.05	4.18
	Customs inspection	3.98	--	4.00	--	--	4.33	3.86	--	3.94	4.00

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

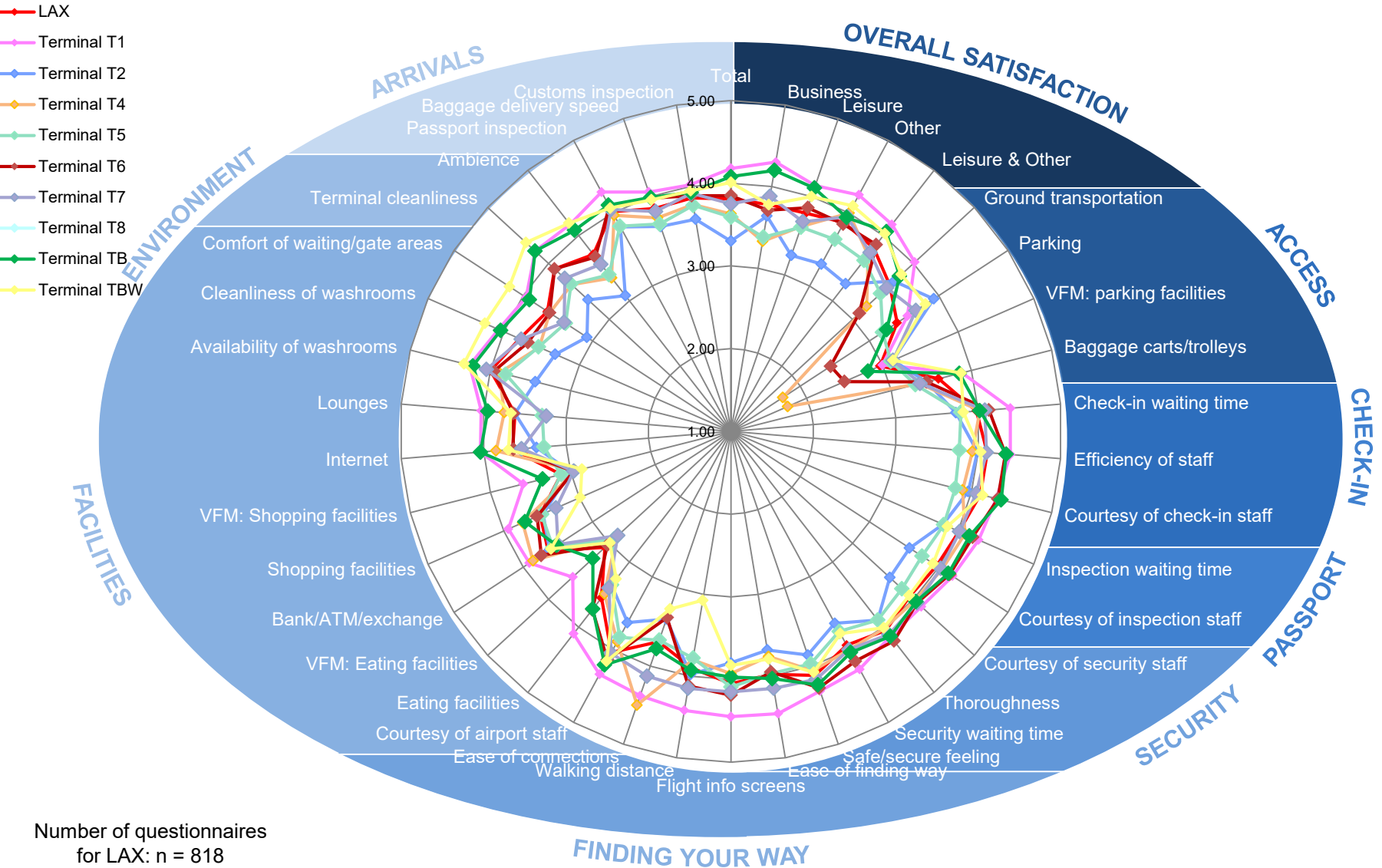


# Performance Summary – Graphs

→ Total Traffic

# LAX – Terminal Performance Report

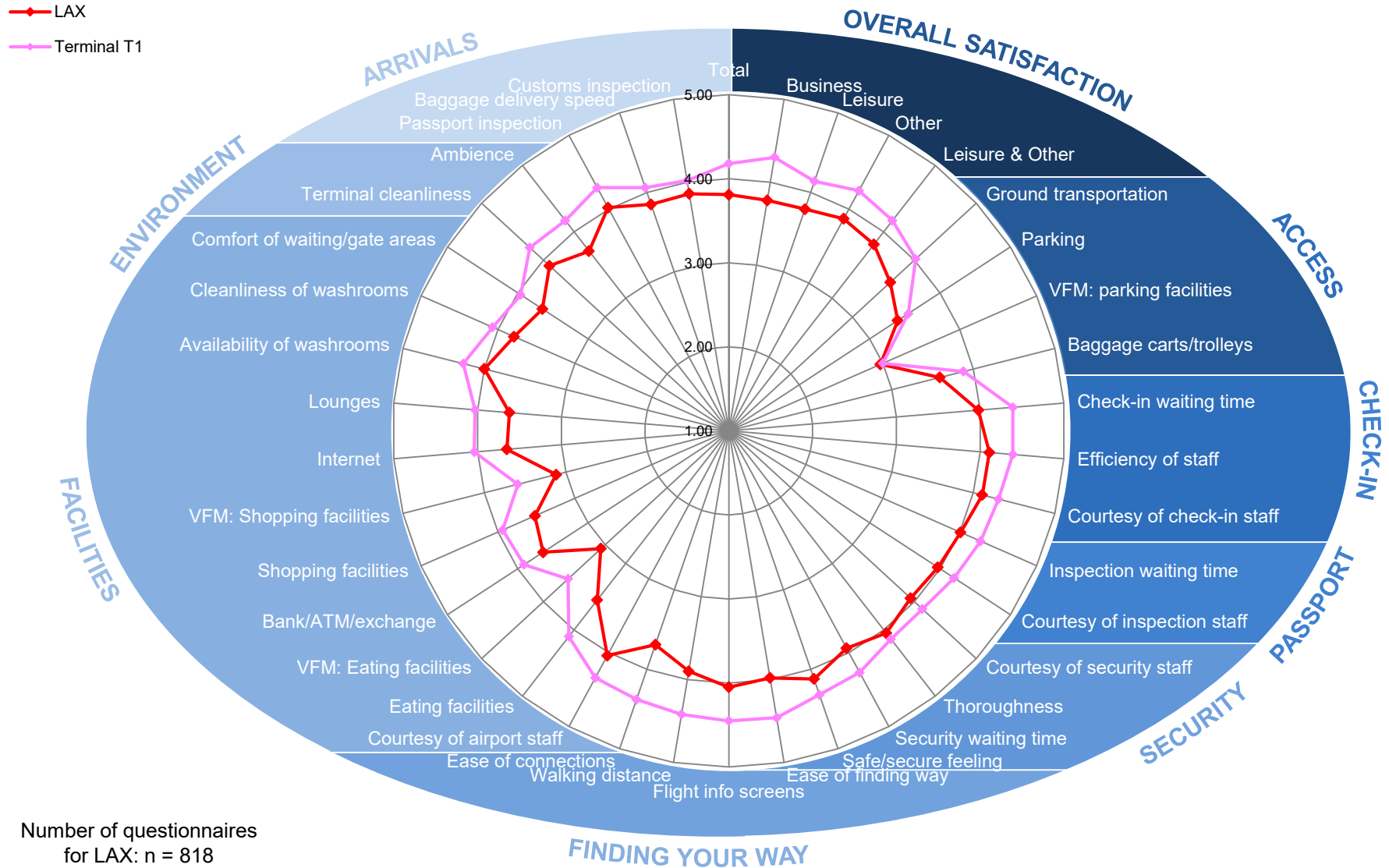
## Total Traffic – Average Scores by Terminal



Number of questionnaires for LAX: n = 818

# LAX – Terminal Performance Report

## Total Traffic – Average Scores by Terminal



Number of questionnaires  
for LAX: n = 818

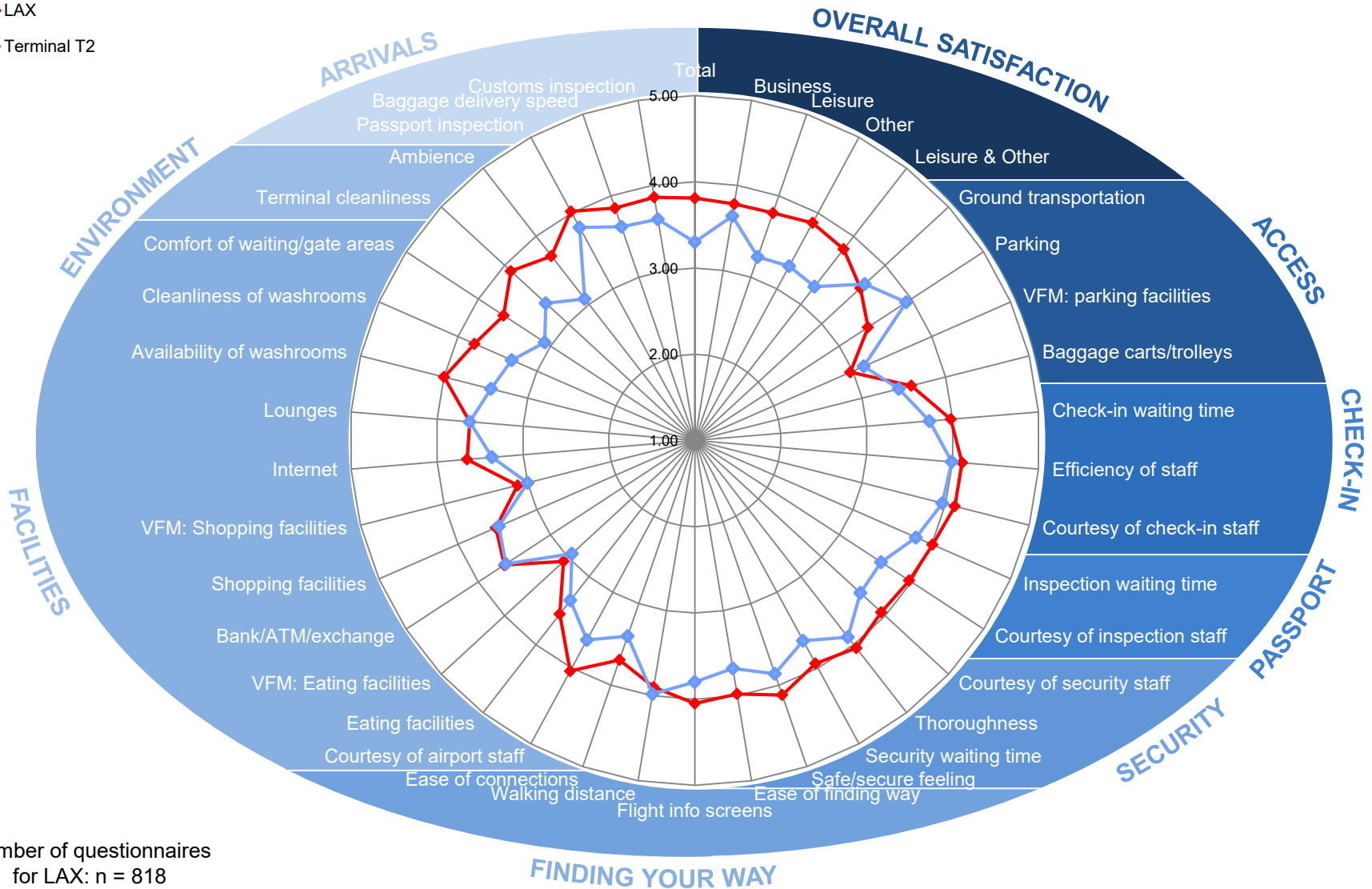


# LAX – Terminal Performance Report

## Total Traffic – Average Scores by Terminal



—●— LAX  
—●— Terminal T2



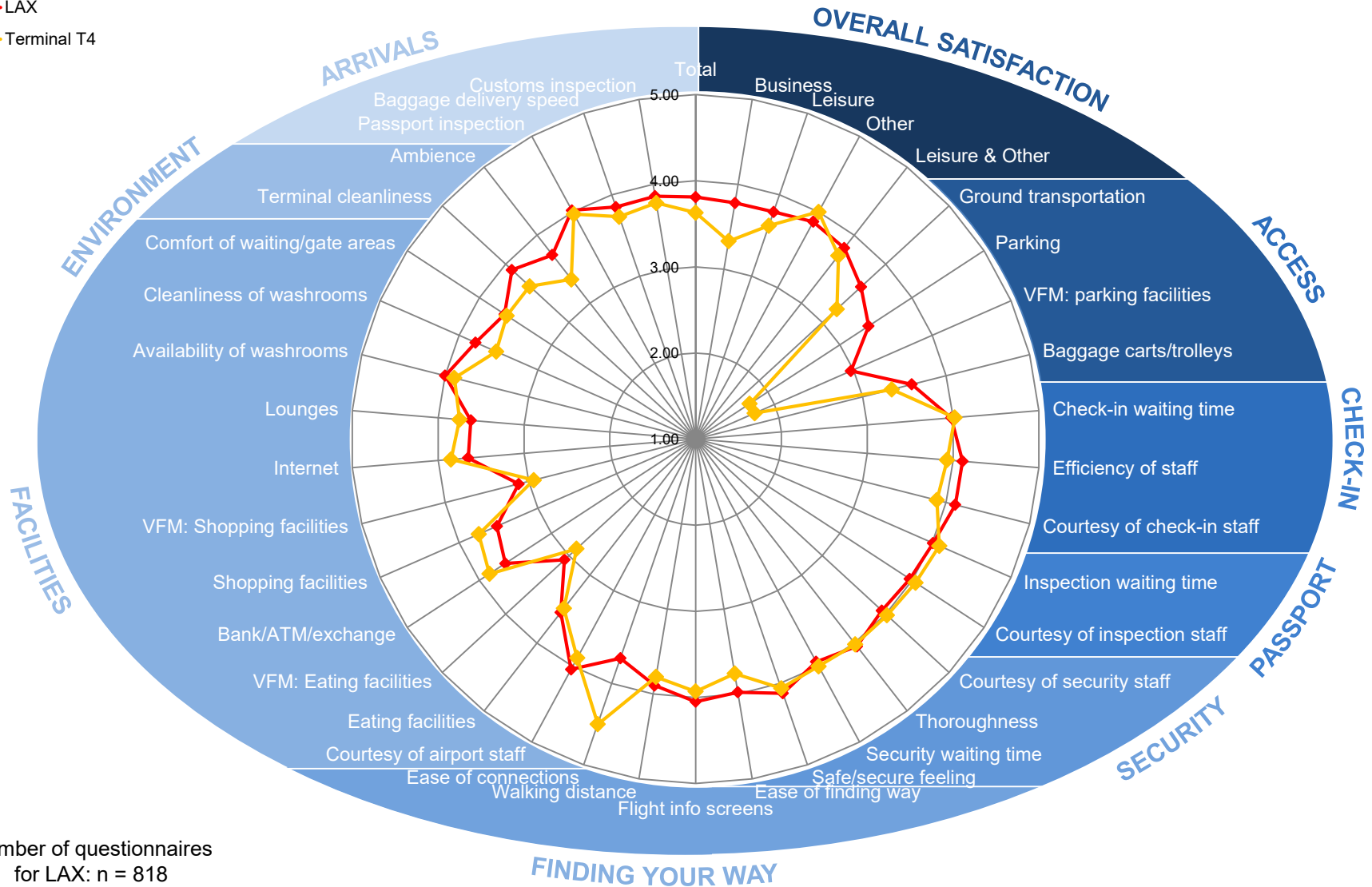
Number of questionnaires  
for LAX: n = 818

# LAX – Terminal Performance Report

## Total Traffic – Average Scores by Terminal



◆ LAX  
◆ Terminal T4



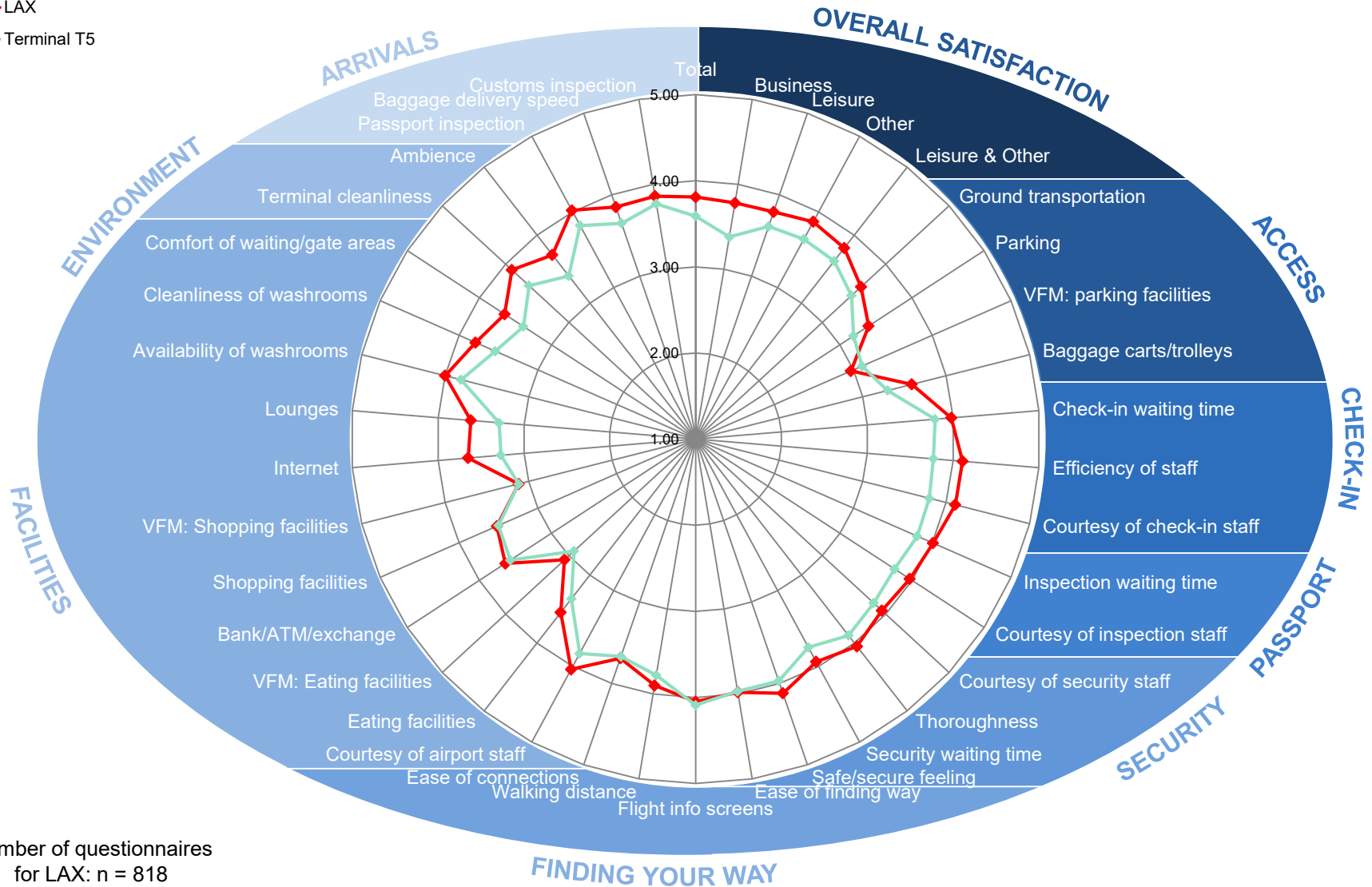
Number of questionnaires for LAX: n = 818

# LAX – Terminal Performance Report

## Total Traffic – Average Scores by Terminal



— LAX  
— Terminal T5



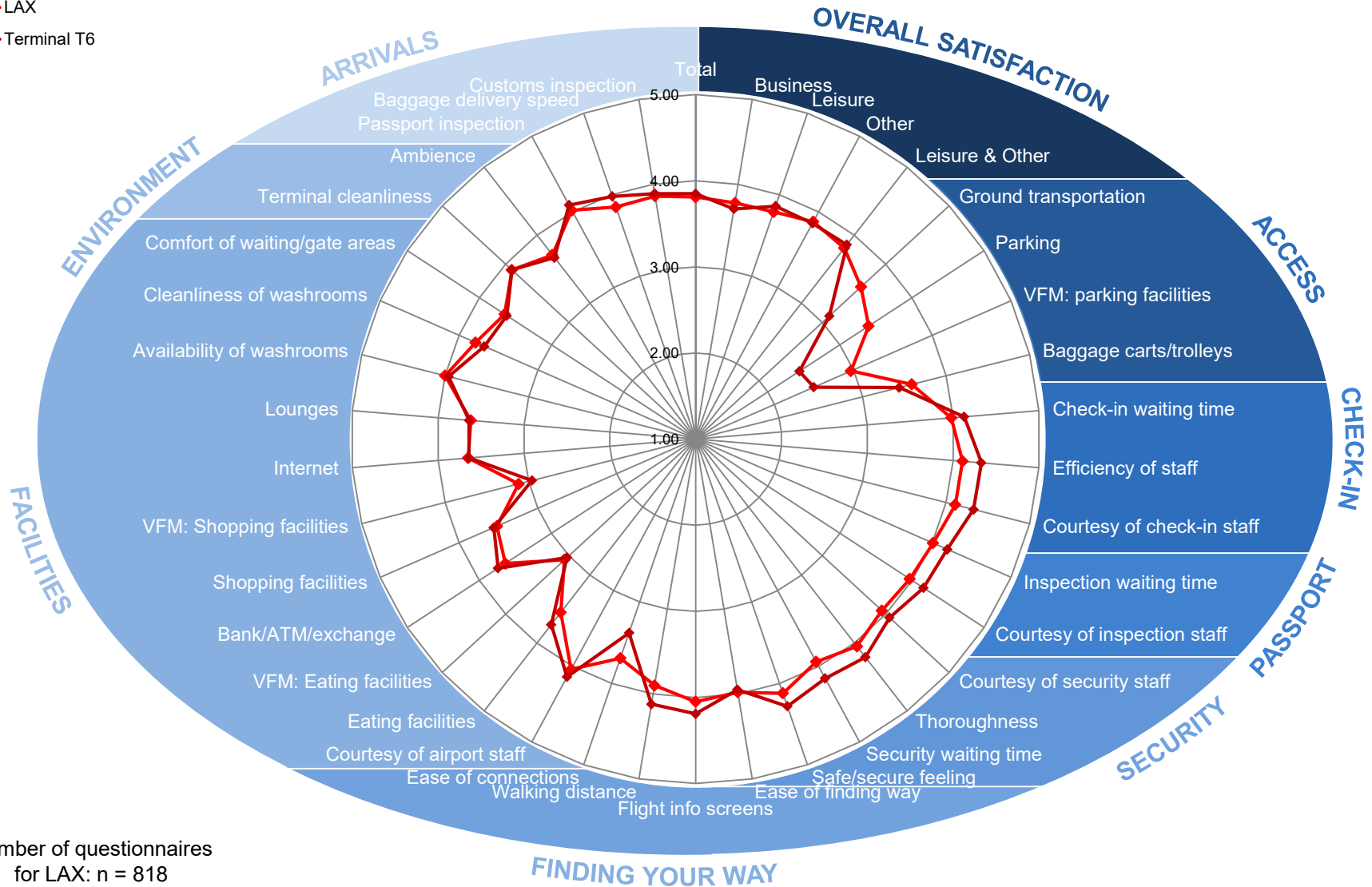
Number of questionnaires  
for LAX: n = 818

# LAX – Terminal Performance Report

## Total Traffic – Average Scores by Terminal



◆ LAX  
◆ Terminal T6



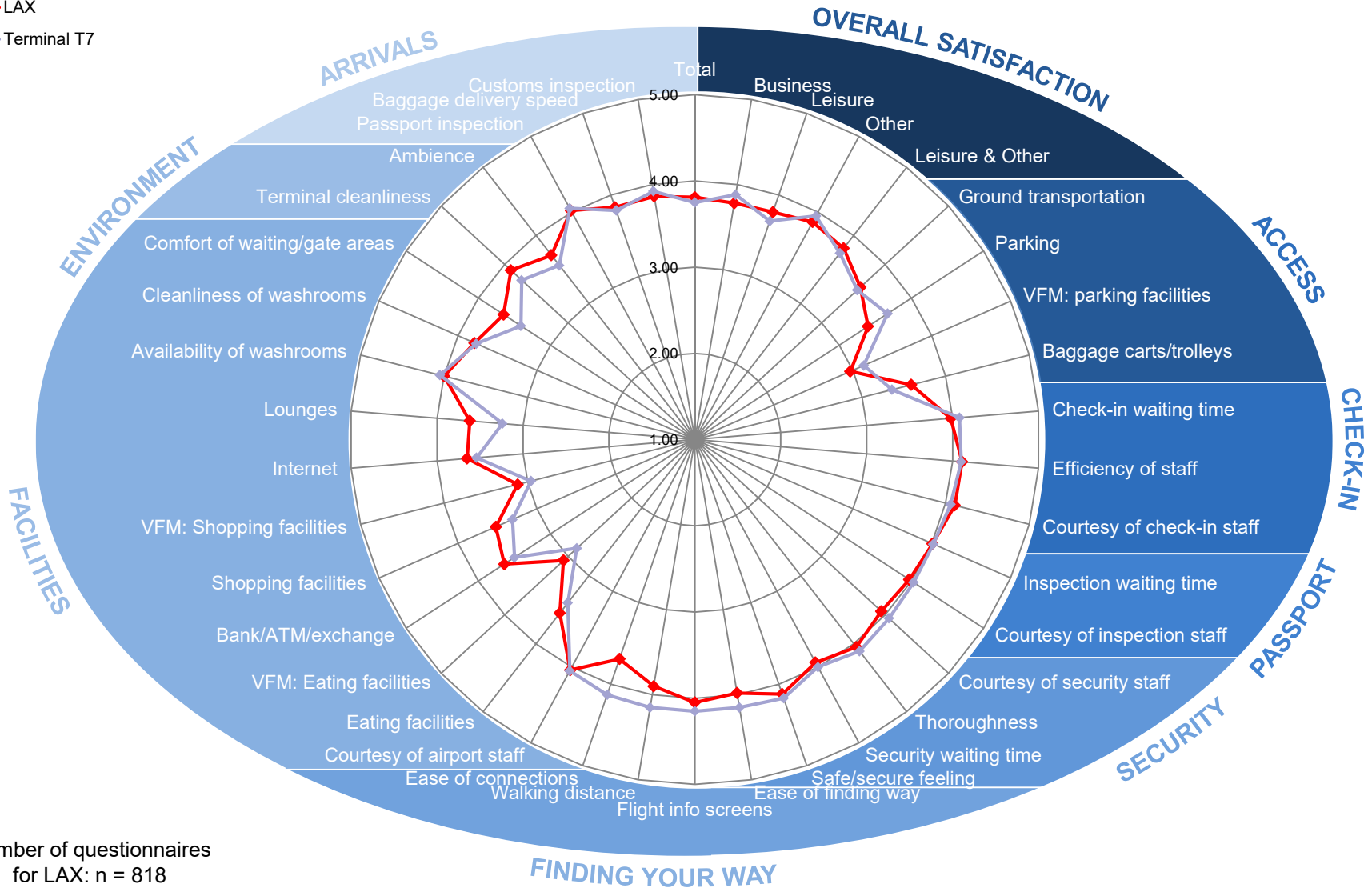
Number of questionnaires for LAX: n = 818

# LAX – Terminal Performance Report

## Total Traffic – Average Scores by Terminal



— LAX  
— Terminal T7



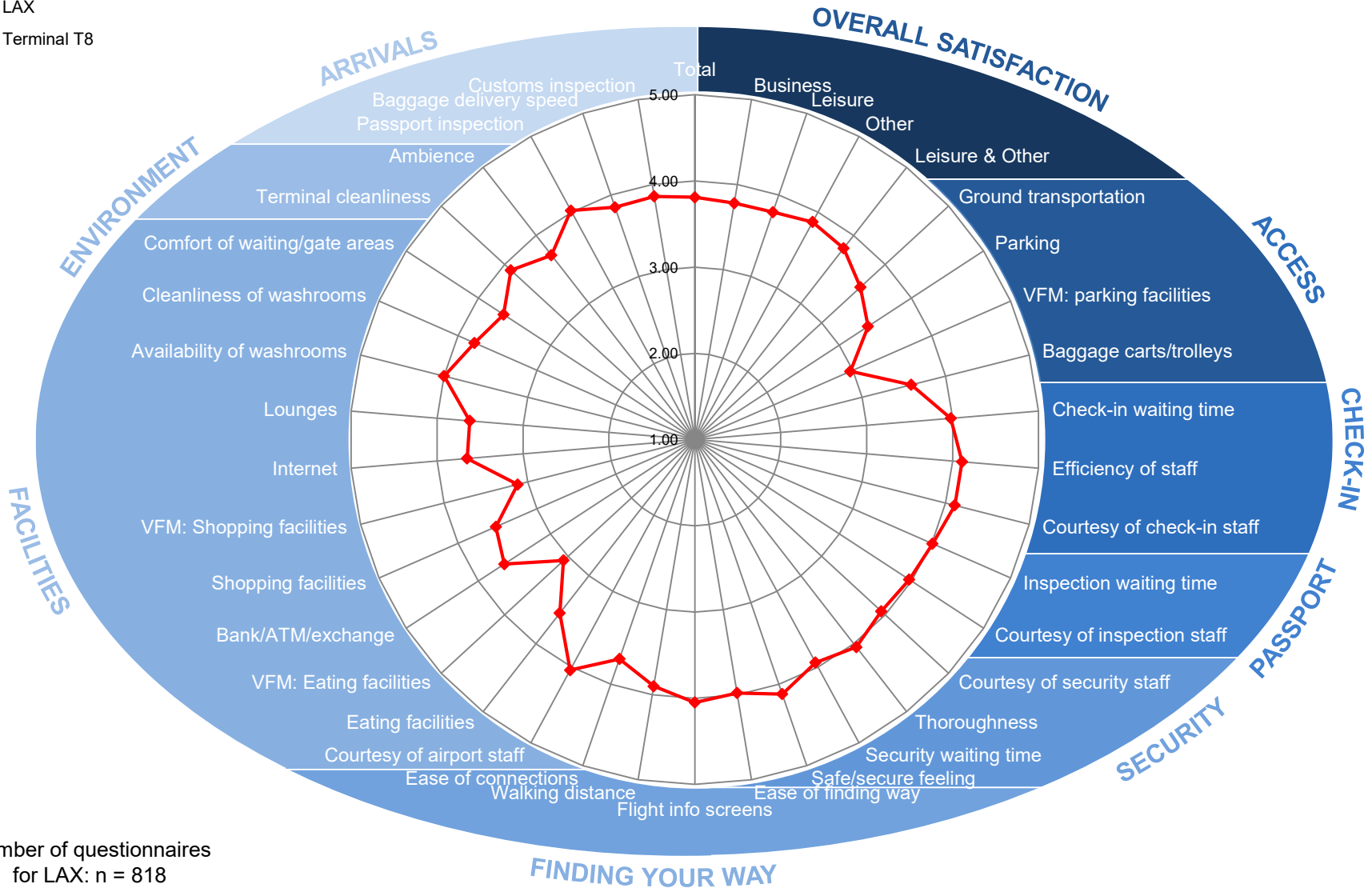
Number of questionnaires  
for LAX: n = 818

# LAX – Terminal Performance Report

## Total Traffic – Average Scores by Terminal



— LAX  
— Terminal T8



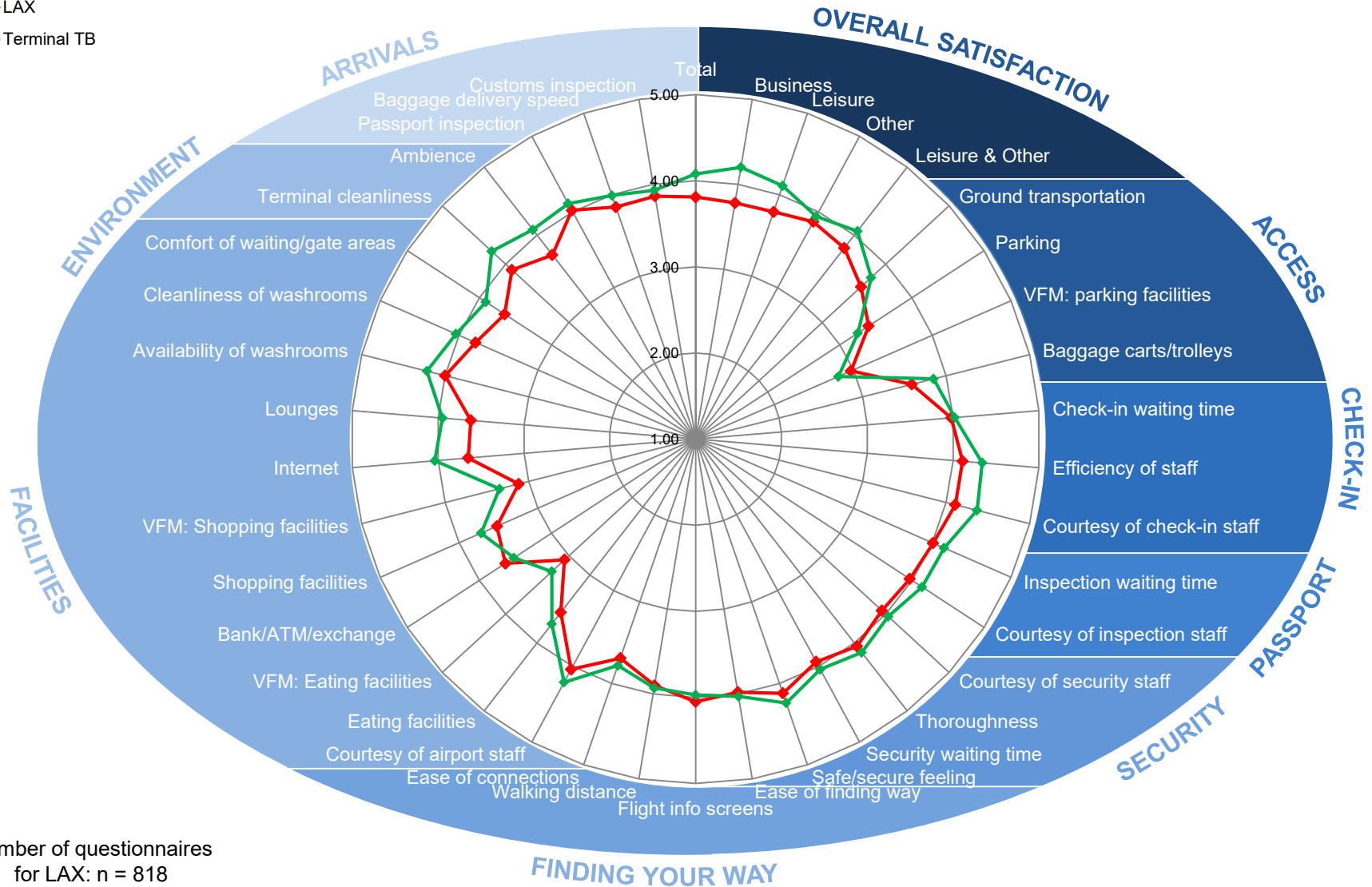
Number of questionnaires  
for LAX: n = 818

# LAX – Terminal Performance Report

## Total Traffic – Average Scores by Terminal



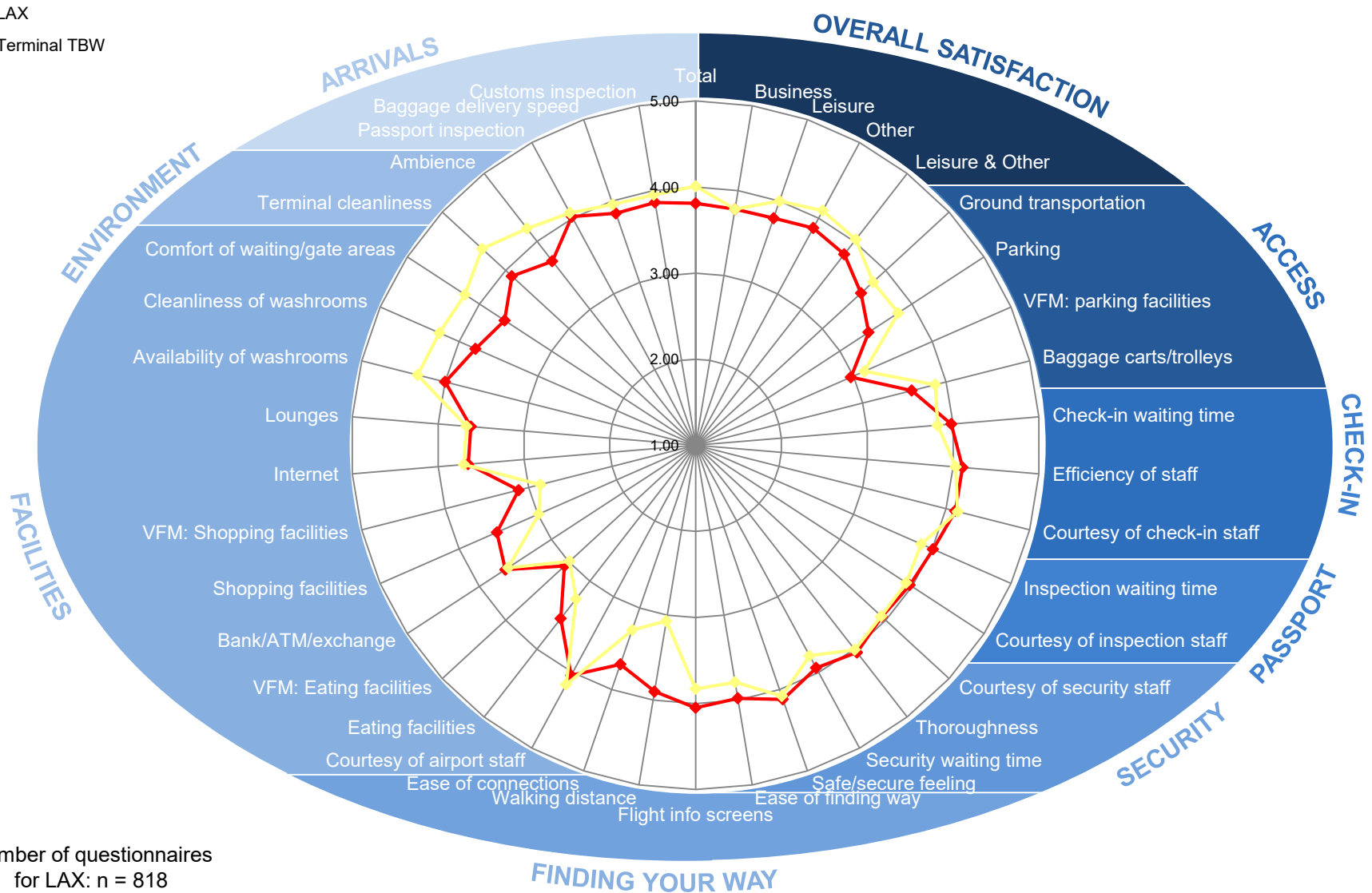
— LAX  
— Terminal TB



Number of questionnaires  
for LAX: n = 818

# LAX – Terminal Performance Report

## Total Traffic – Average Scores by Terminal



Number of questionnaires for LAX: n = 818





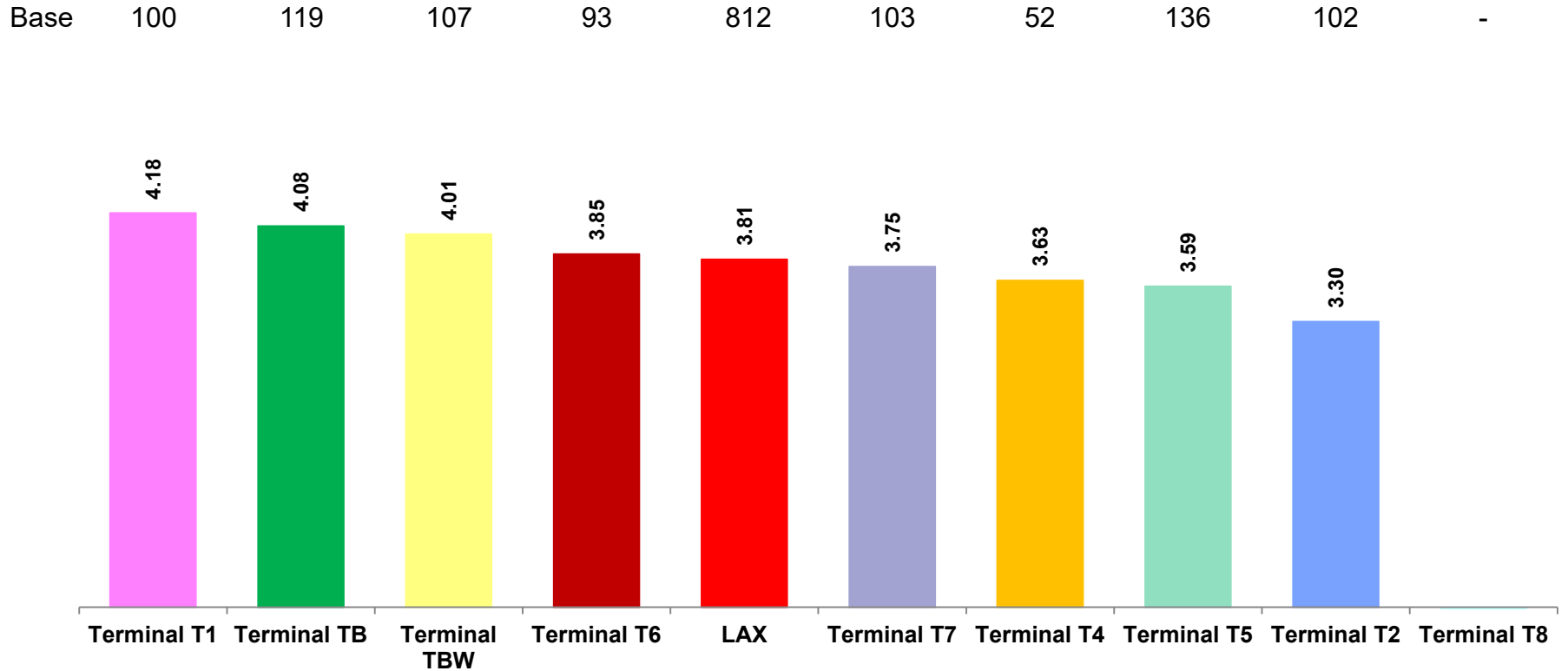
# Ranking Terminals

→ Overall Satisfaction



# LAX – Terminal Performance Report

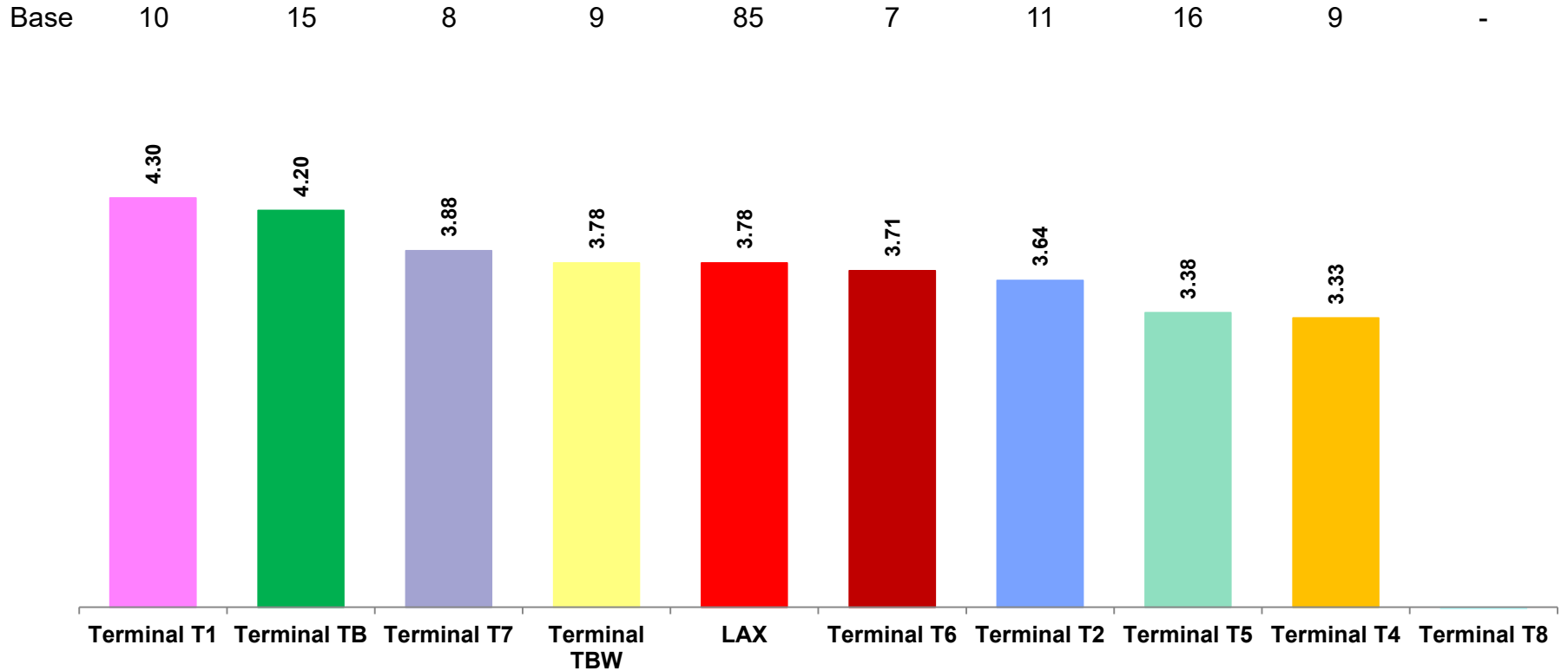
## Overall Satisfaction – Total Passengers



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

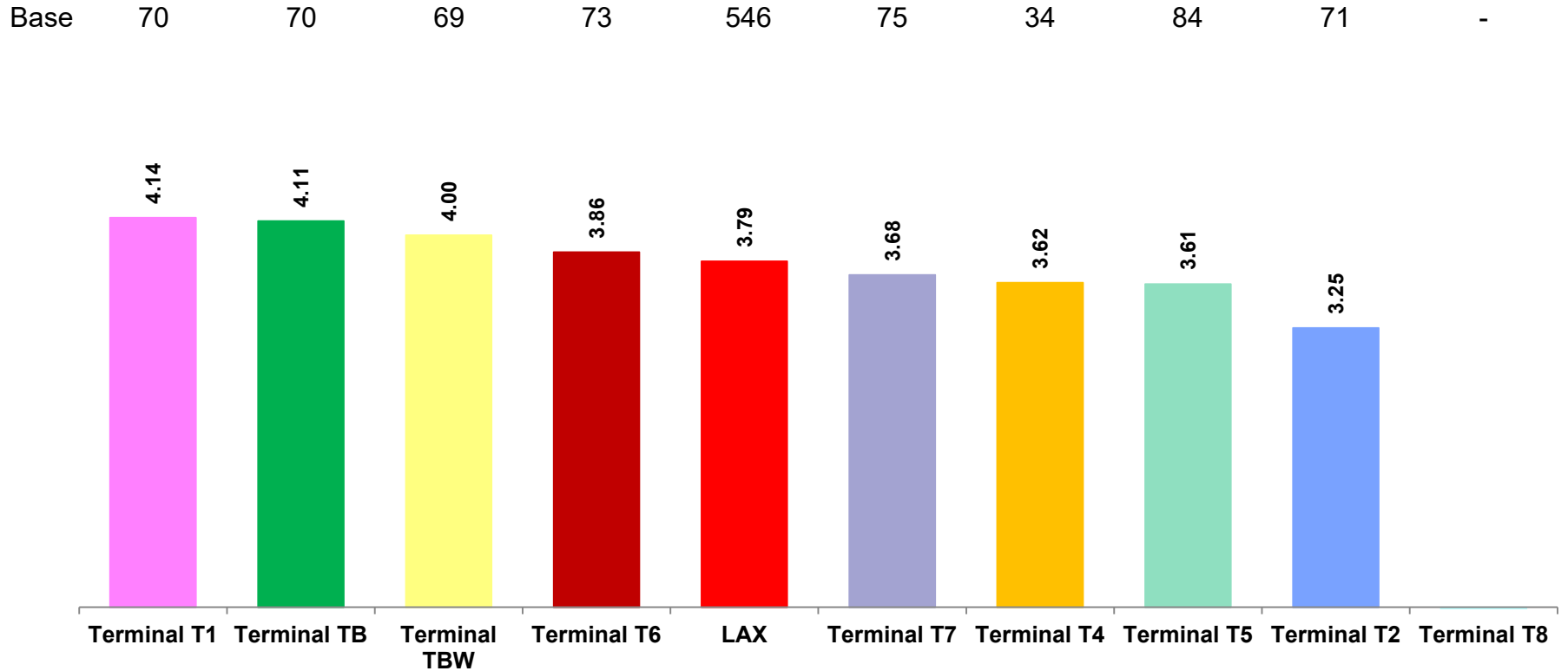
## Overall Satisfaction – Business Passengers



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

## Overall Satisfaction – Leisure Passengers



Base is respondents providing a valid response.



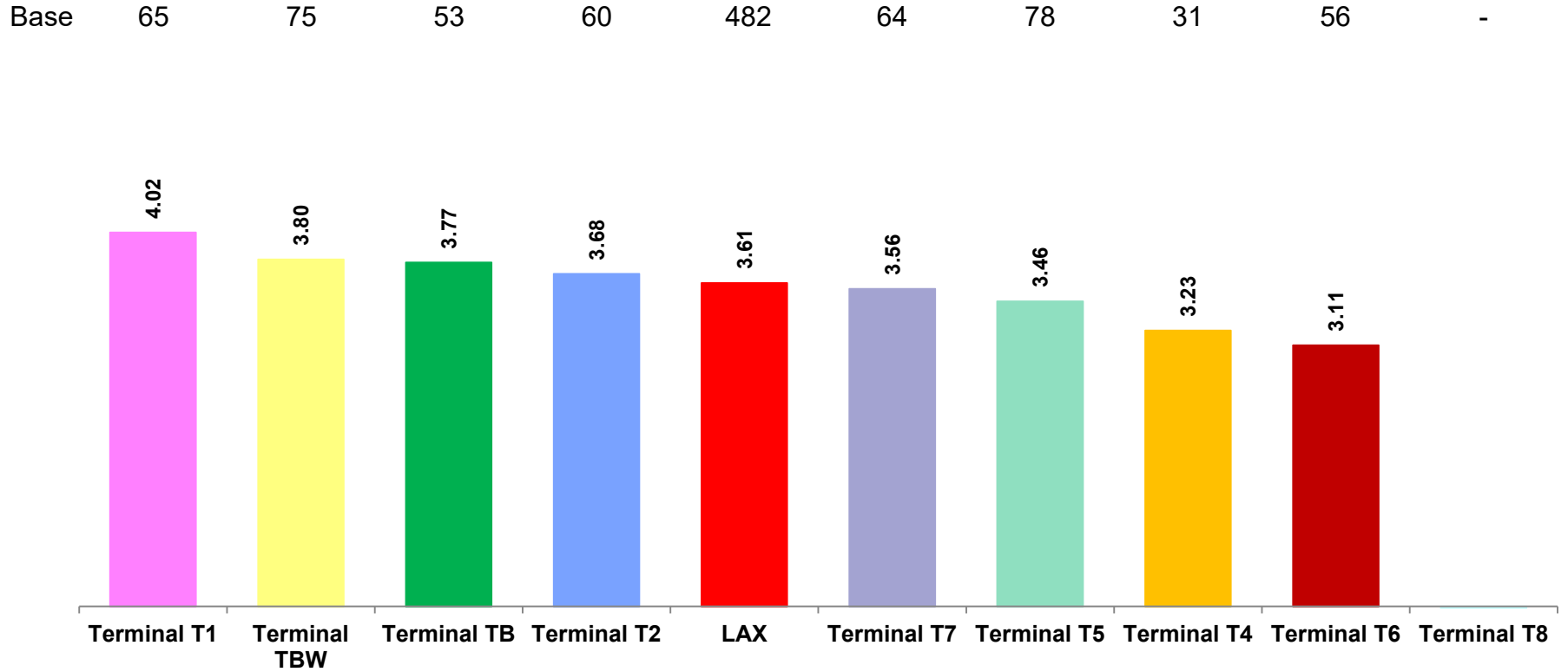
# Ranking Terminals

→ Access



# LAX – Terminal Performance Report

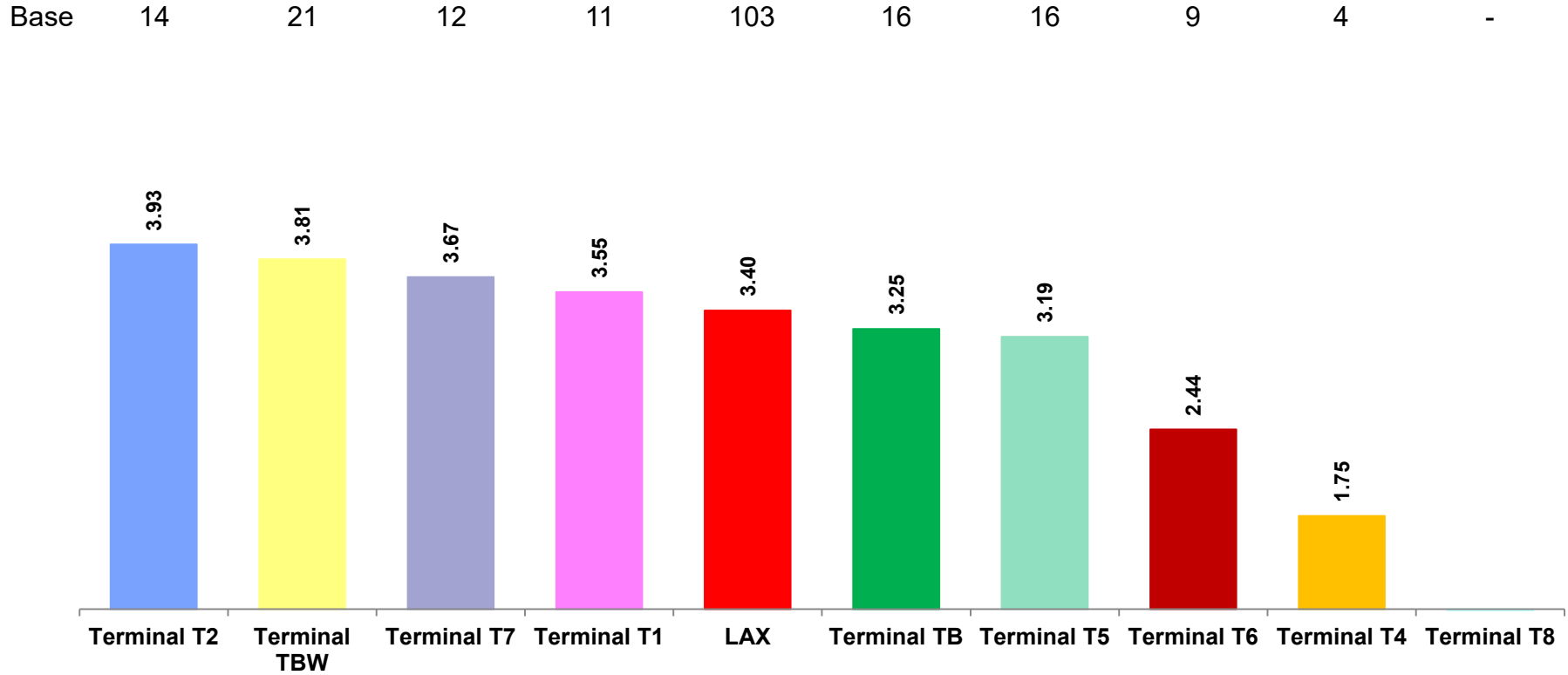
## Access – Ground transportation



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

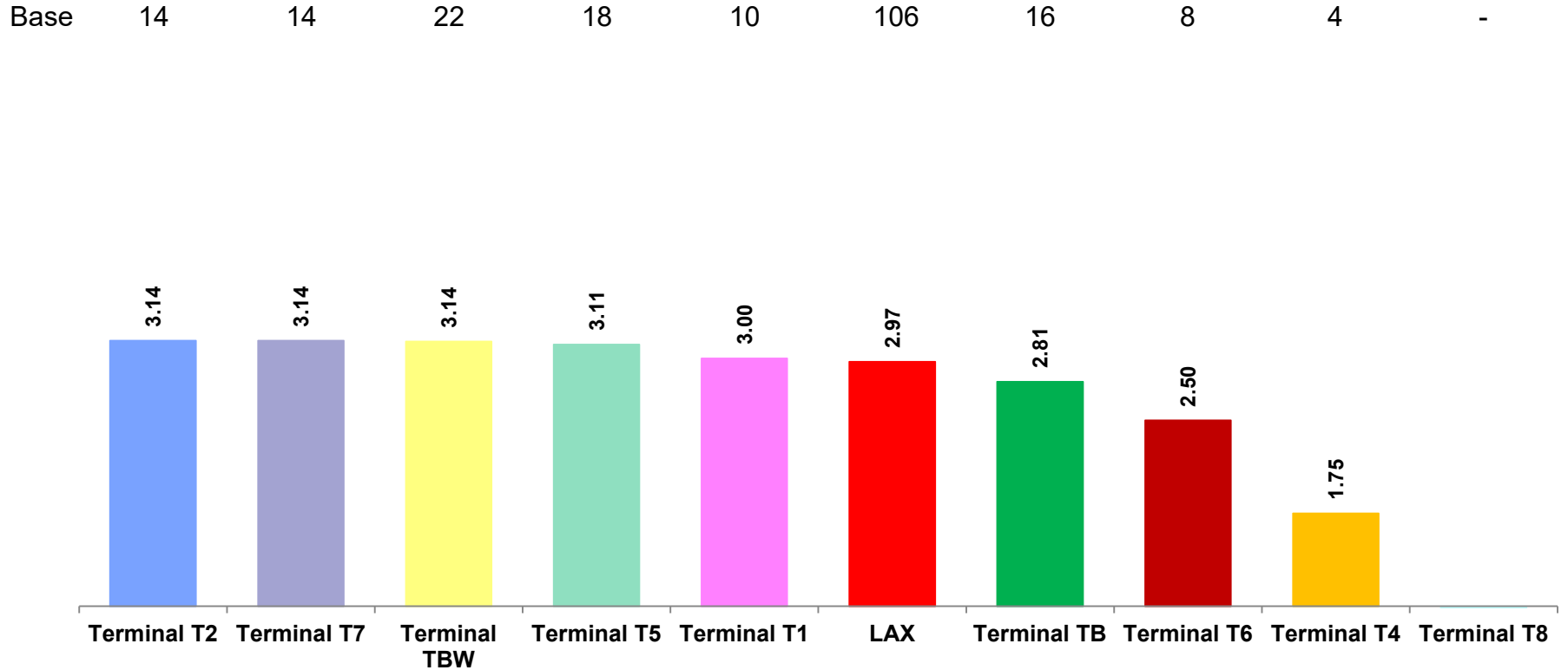
## Access – Parking



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

## Access – VFM : Parking facilities

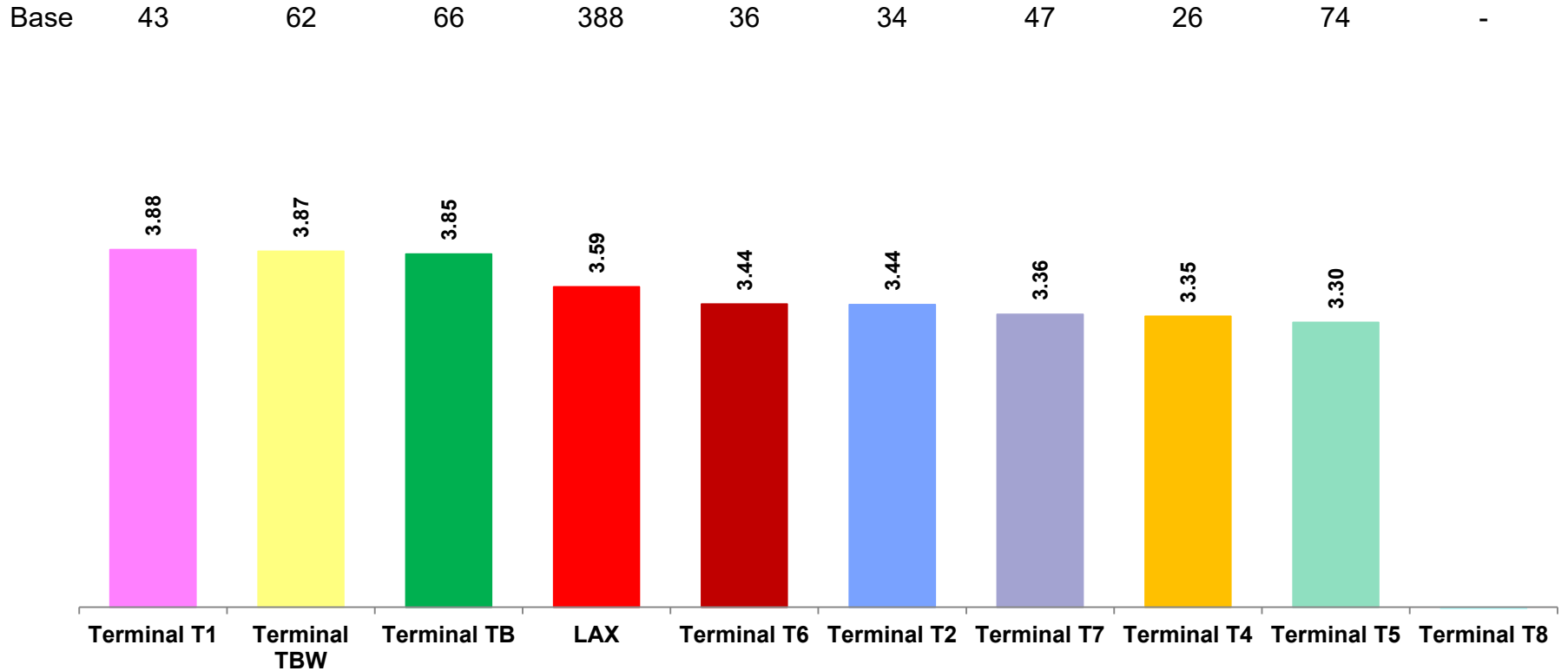


Base is respondents providing a valid response.



# LAX – Terminal Performance Report

## Access – Availability of baggage carts/trolleys



Base is respondents providing a valid response.



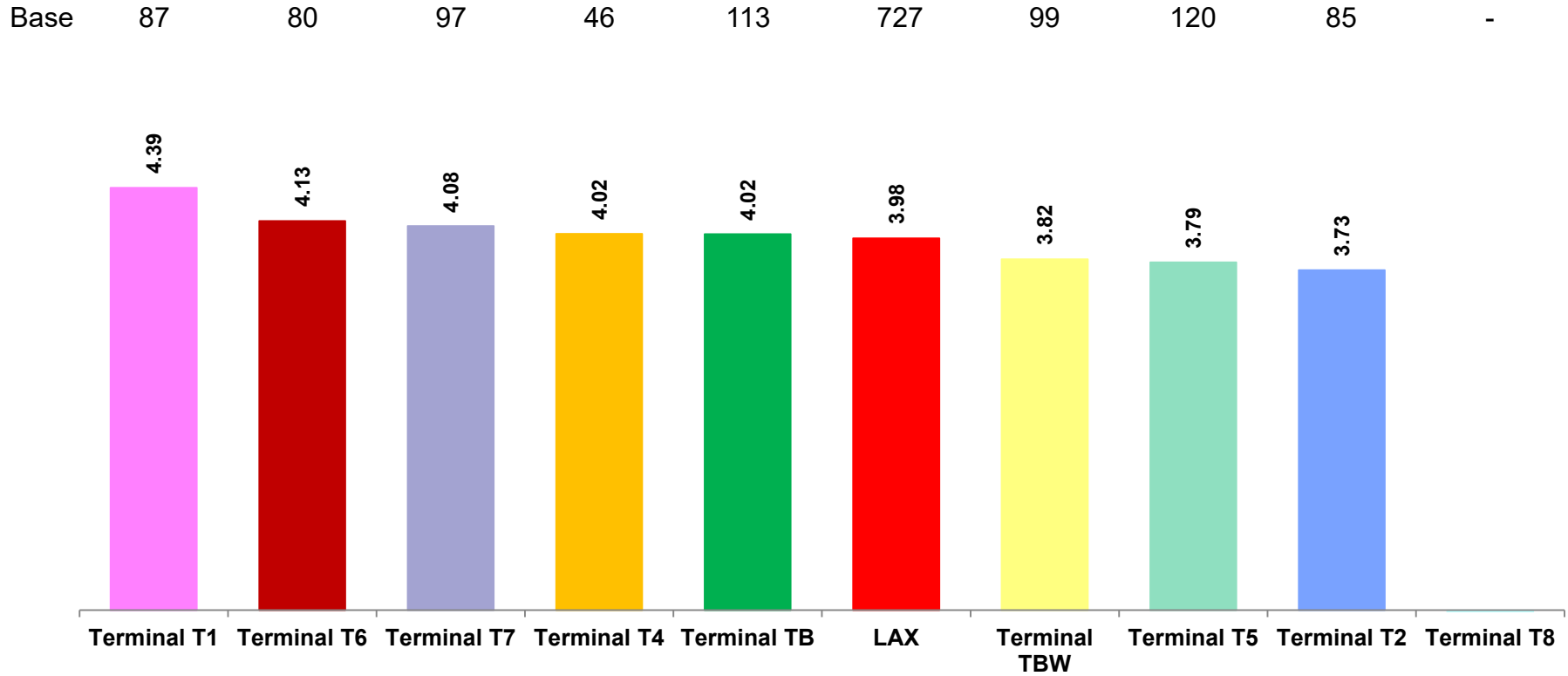
# Ranking Terminals

→ Check-in



# LAX – Terminal Performance Report

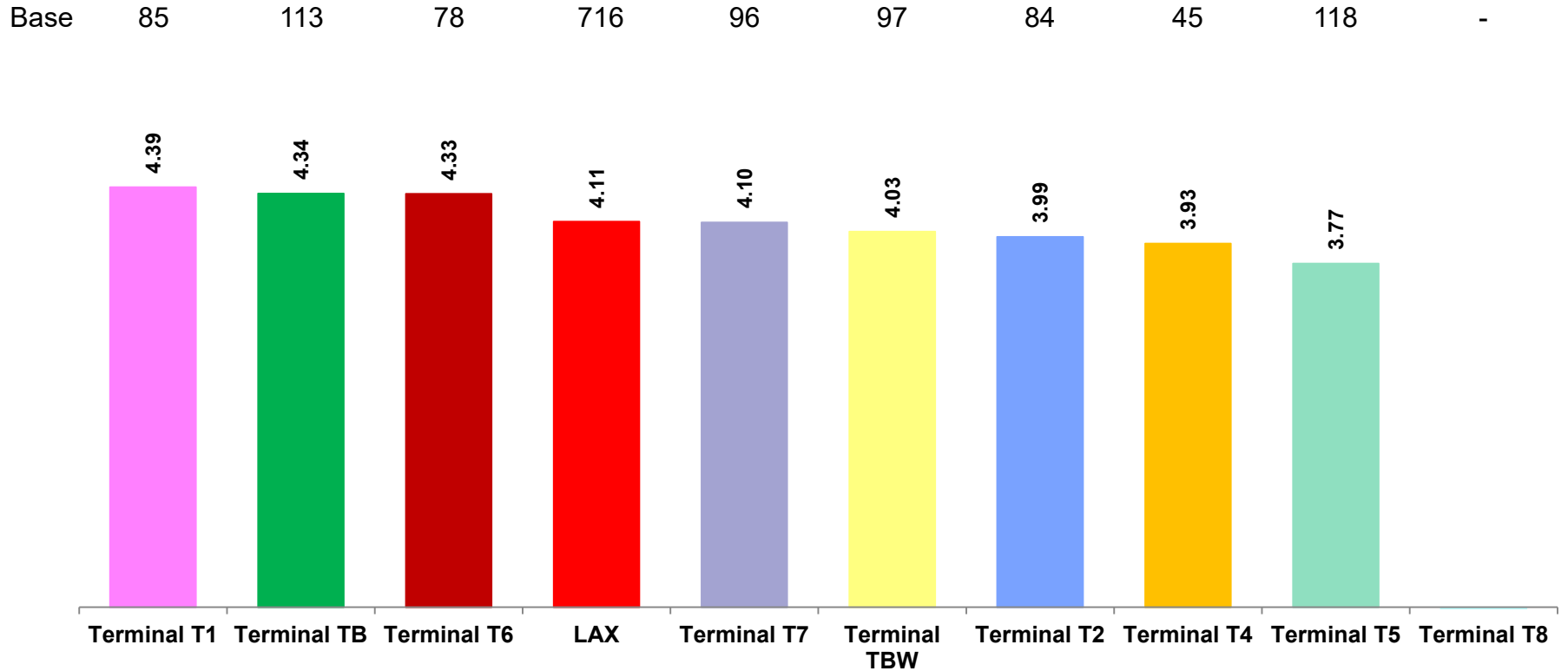
## Check-in – Check-in waiting time



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

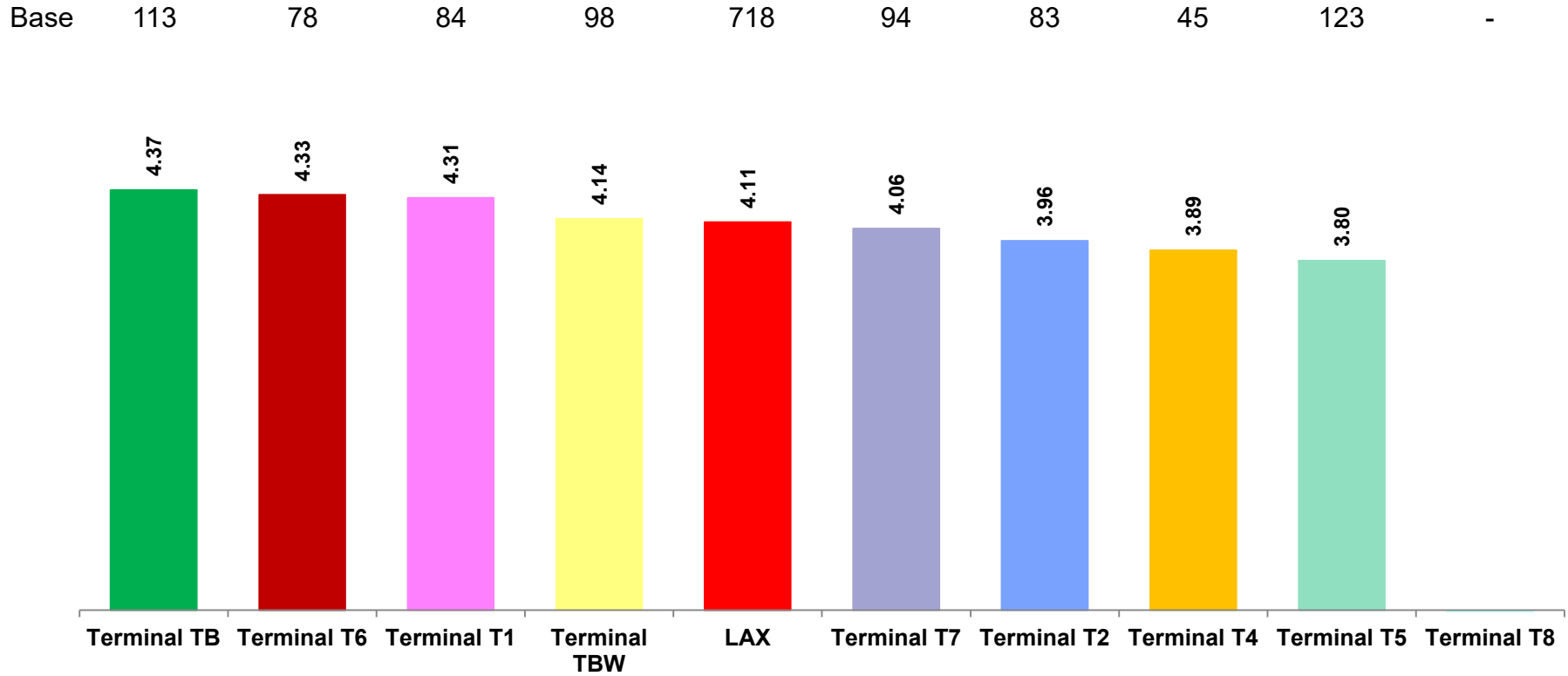
## Check-in – Efficiency of check-in staff



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.



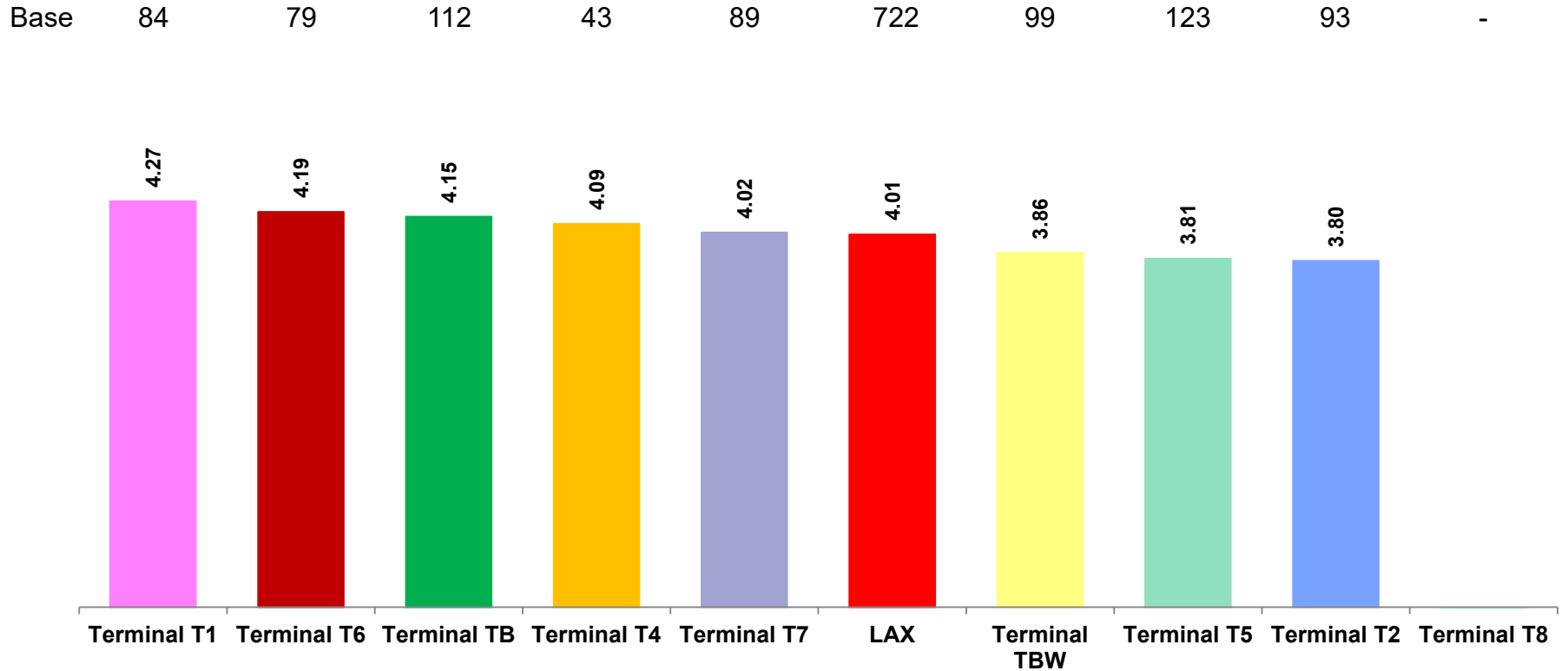
# Ranking Terminals

→ Passport Control



# LAX – Terminal Performance Report

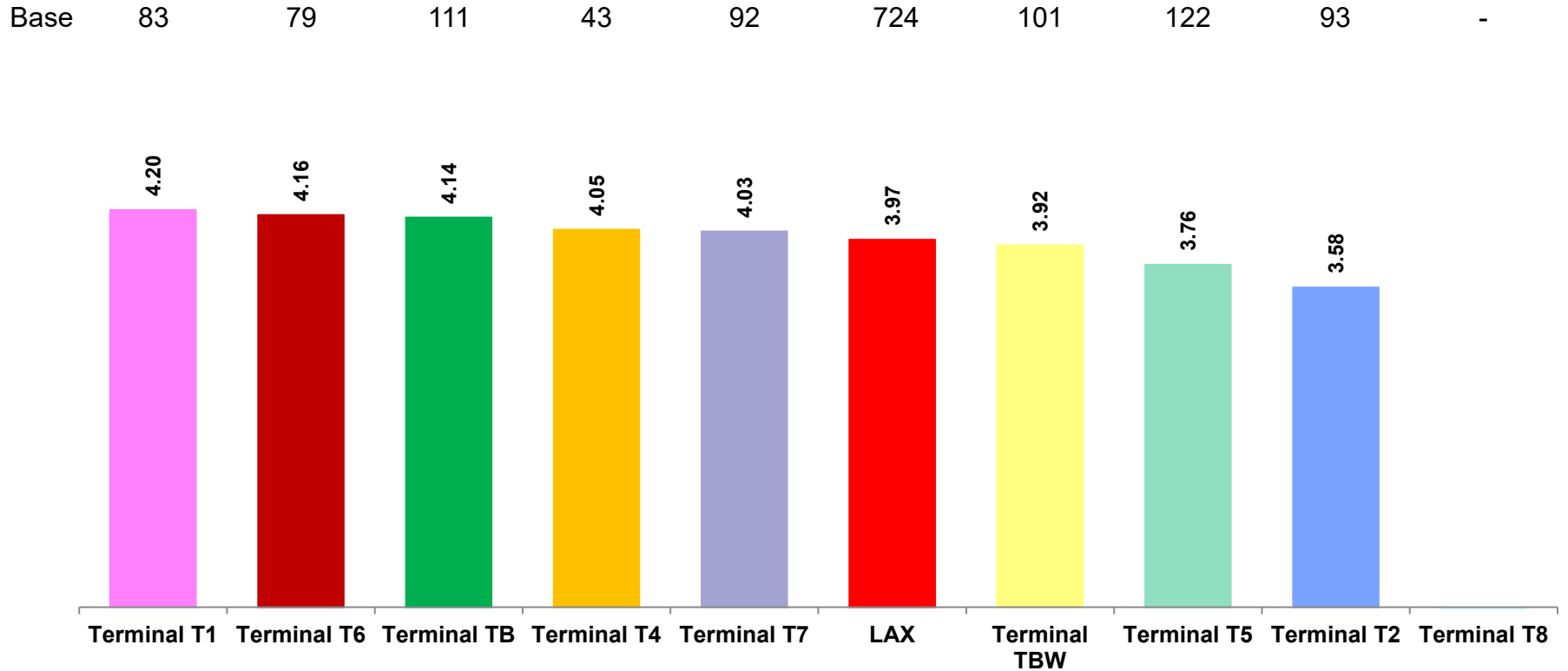
## Passport Control – Inspection waiting time



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

## Passport Control – Courtesy of inspection staff



Base is respondents providing a valid response.





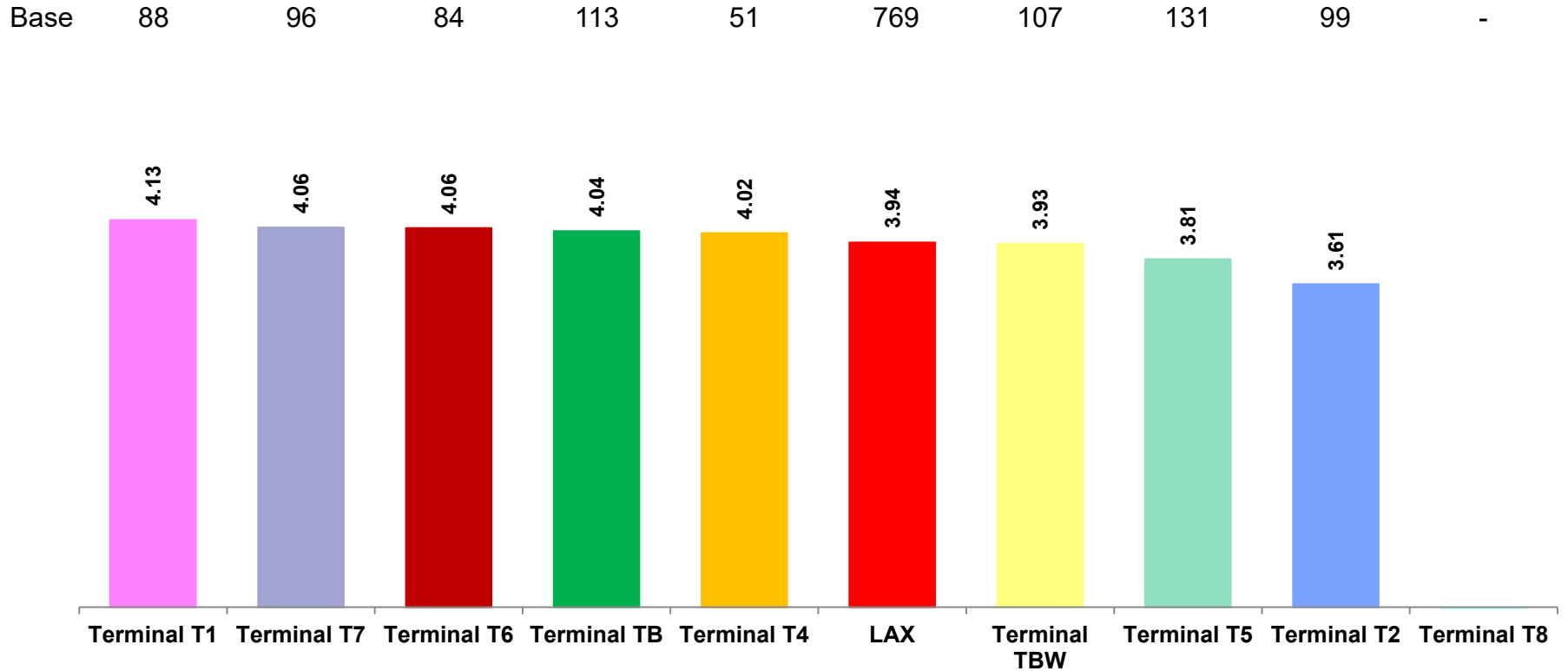
# Ranking Terminals

→ Security



# LAX – Terminal Performance Report

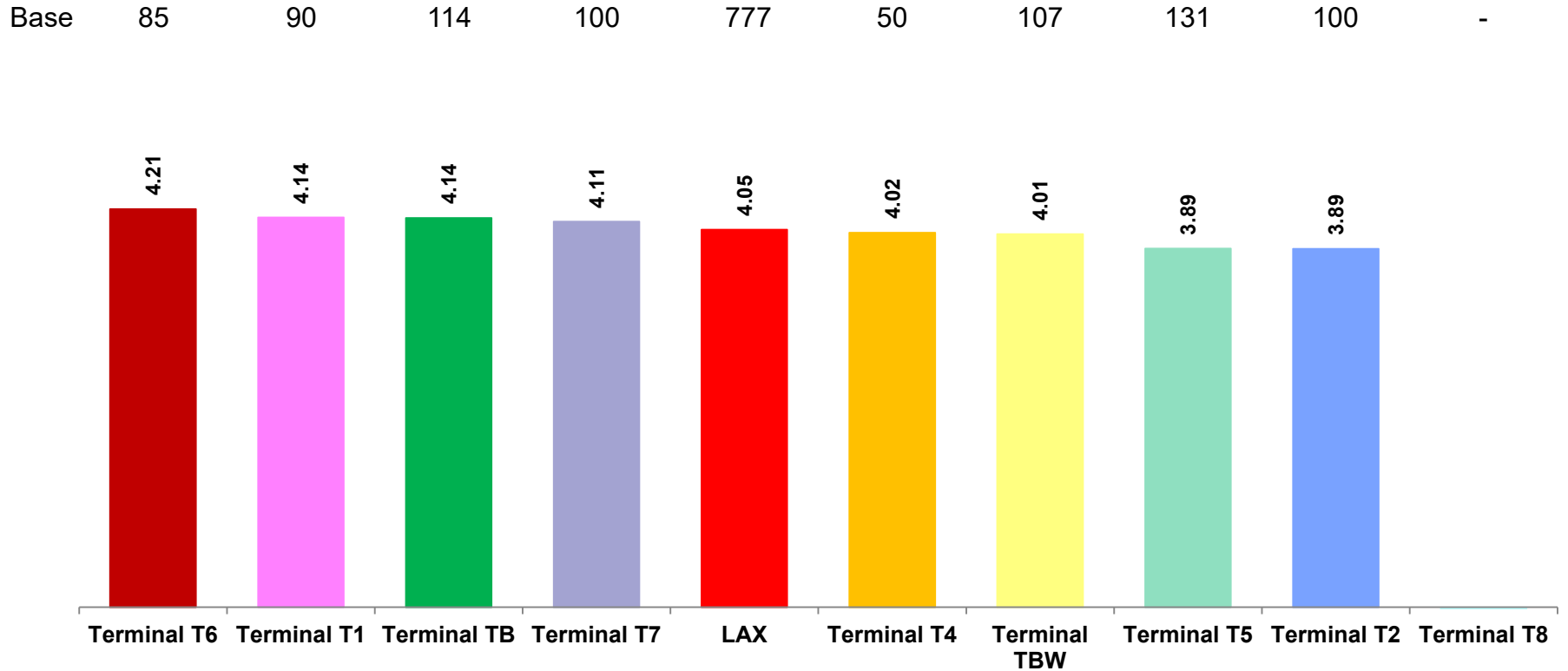
## Security – Courtesy of security staff



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

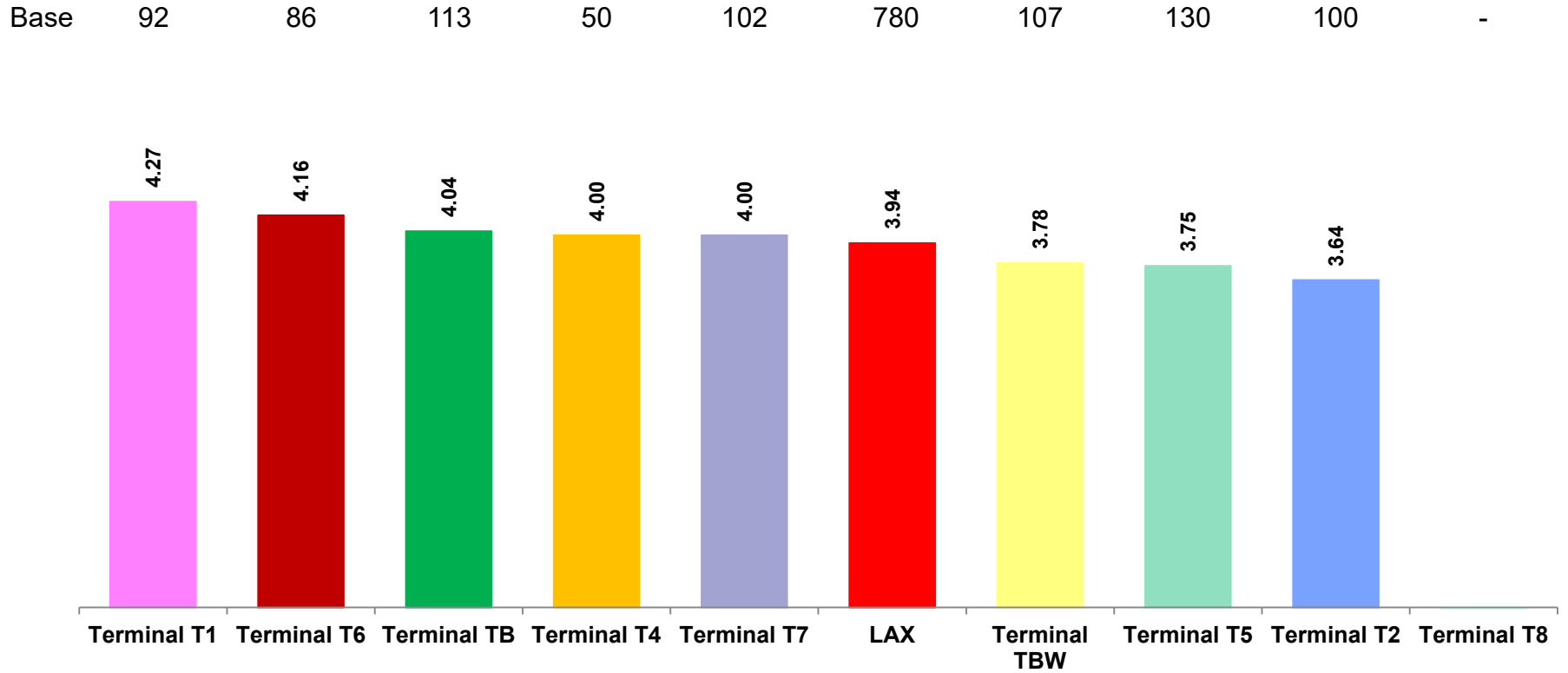
## Security – Thoroughness of inspection



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

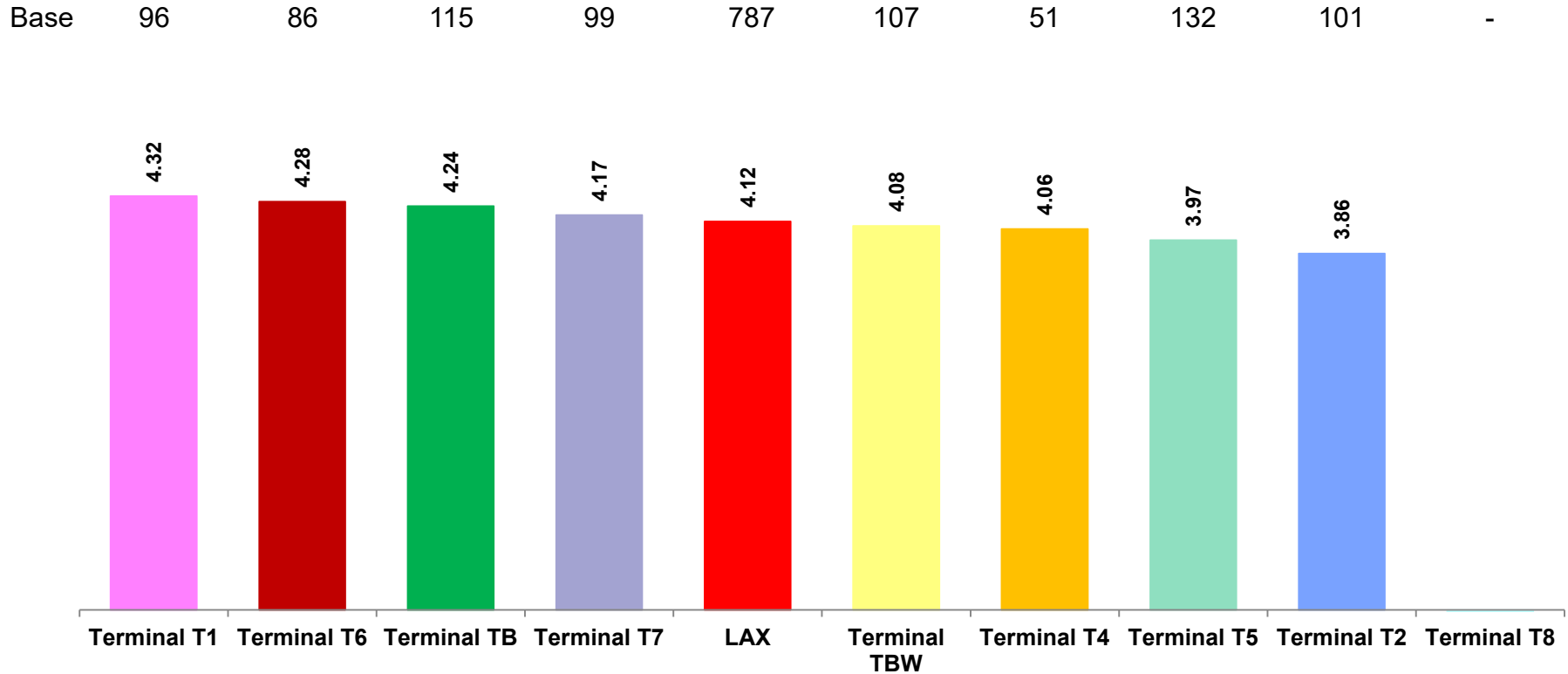
## Security – Security waiting time



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

## Security – Safe/secure feeling



Base is respondents providing a valid response.



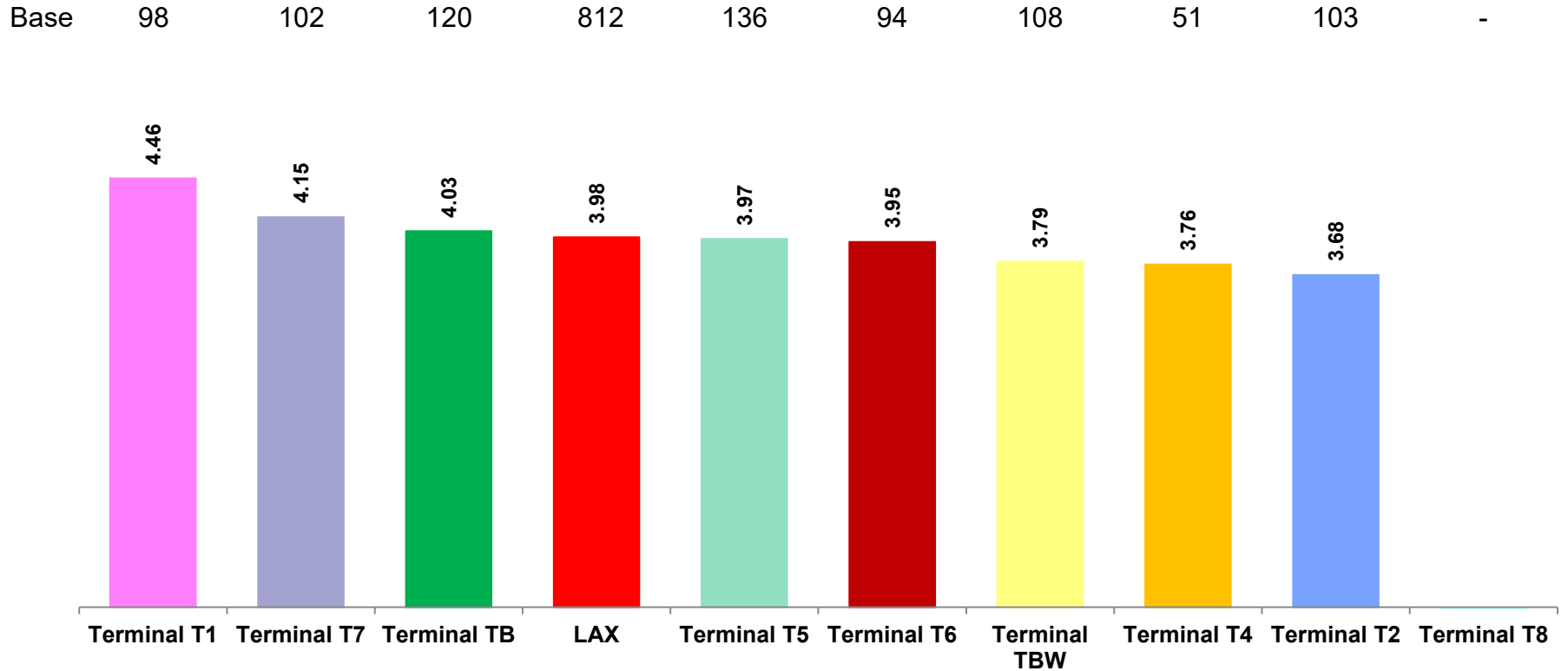
# Ranking Terminals

→ Finding Way



# LAX – Terminal Performance Report

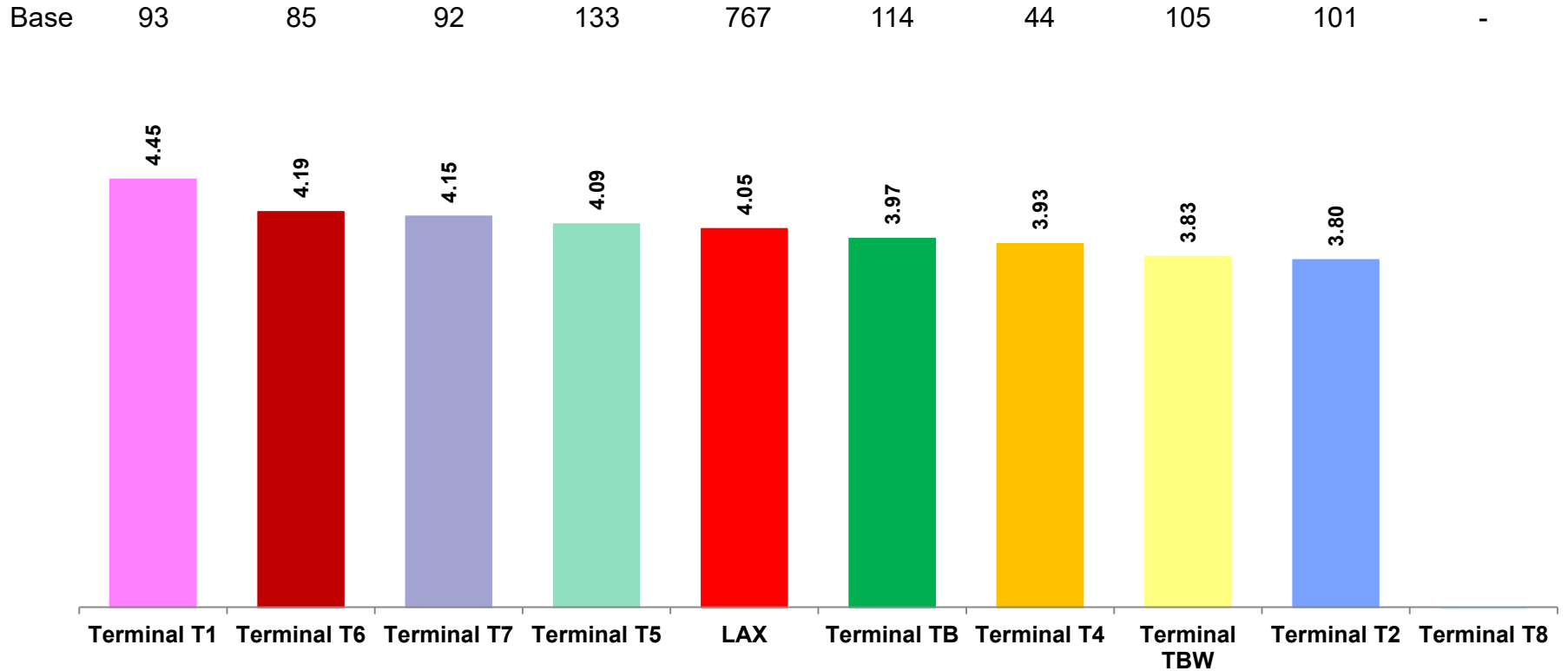
## Finding Way – Ease of finding way through airport



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

## Finding Way – Flight info screens

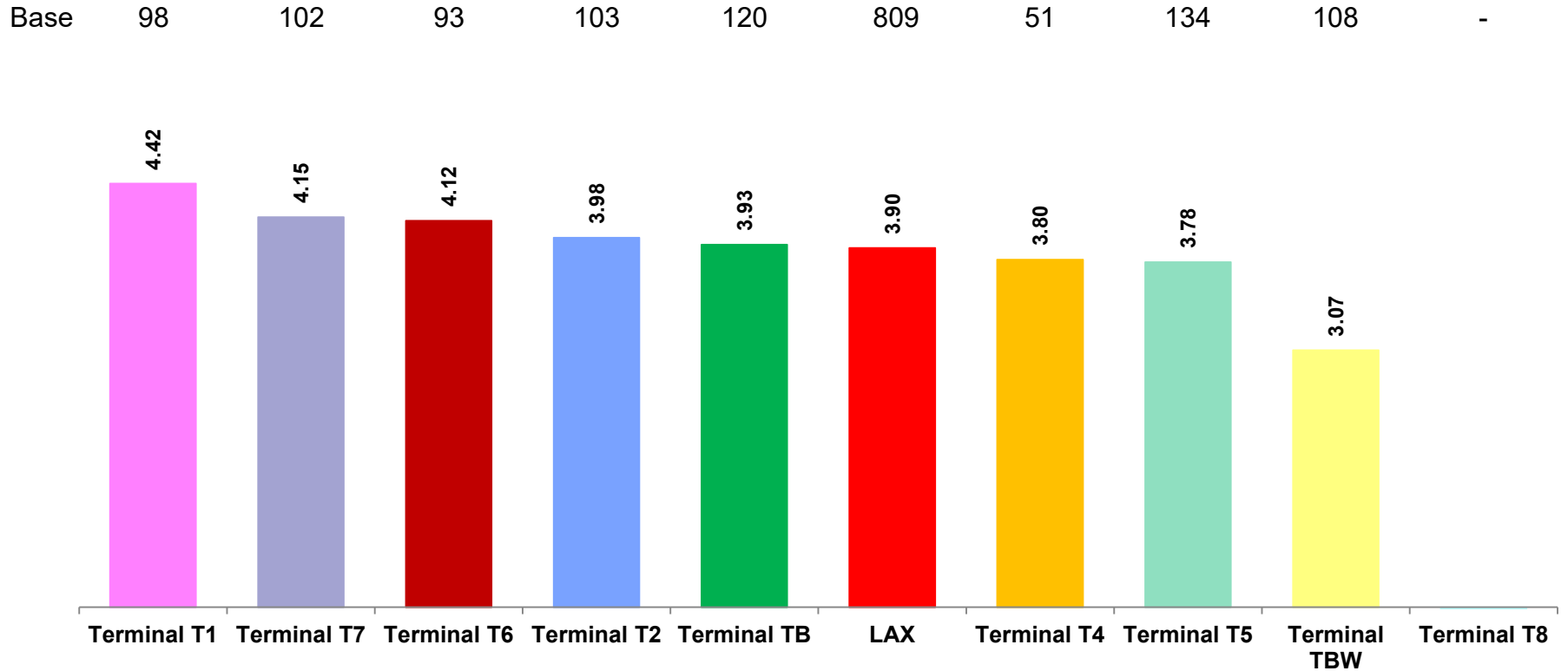


Base is respondents providing a valid response.



# LAX – Terminal Performance Report

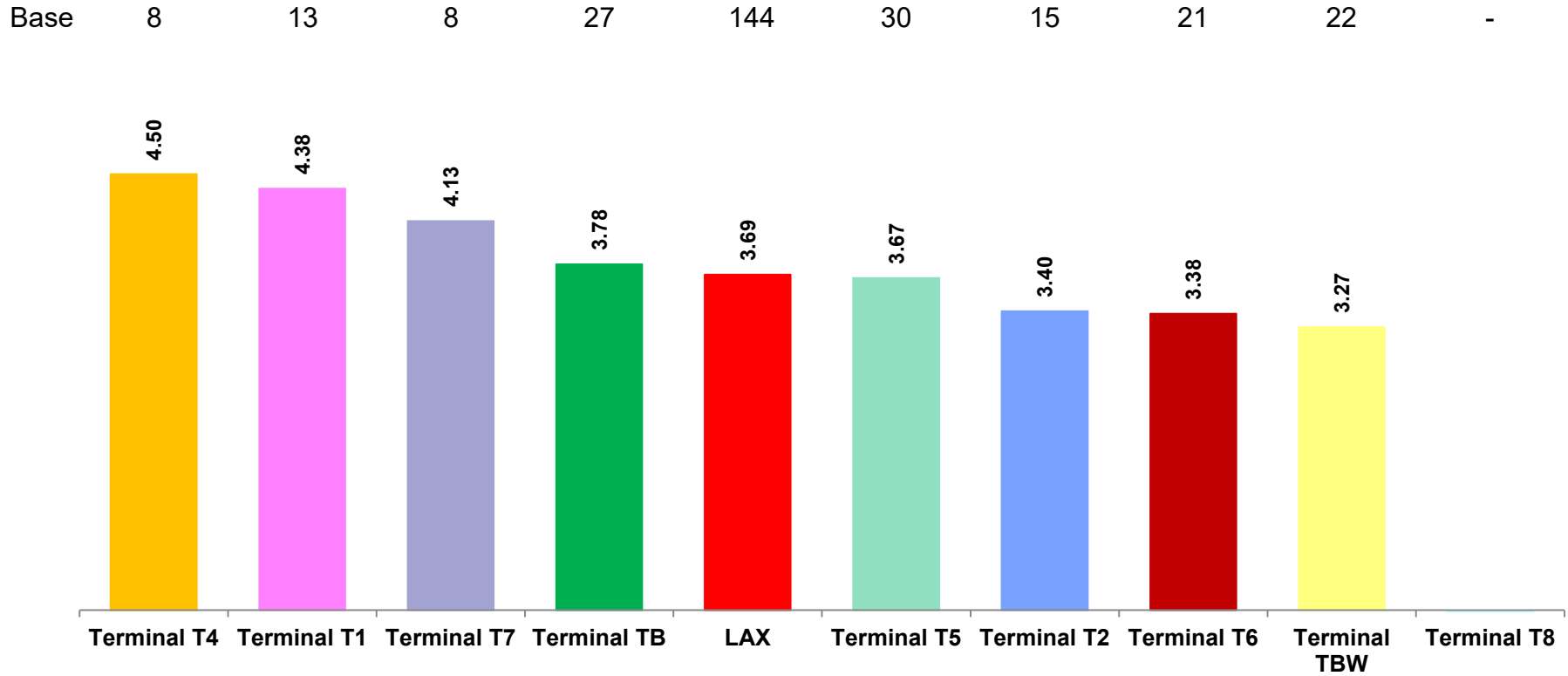
## Finding Way – Walking distance inside terminal



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

## Finding Way – Ease of connections



Base is respondents providing a valid response.

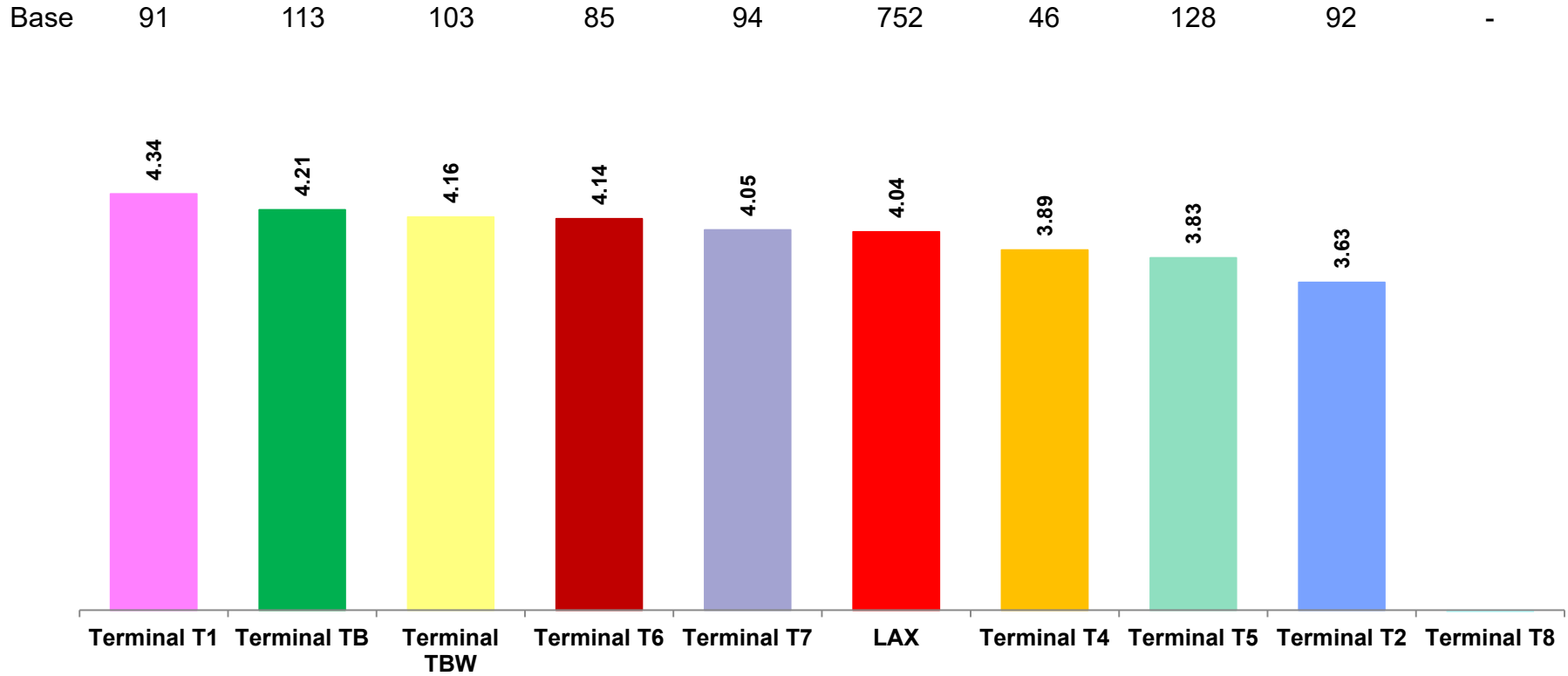
# Ranking Terminals

→ Airport Facilities



# LAX – Terminal Performance Report

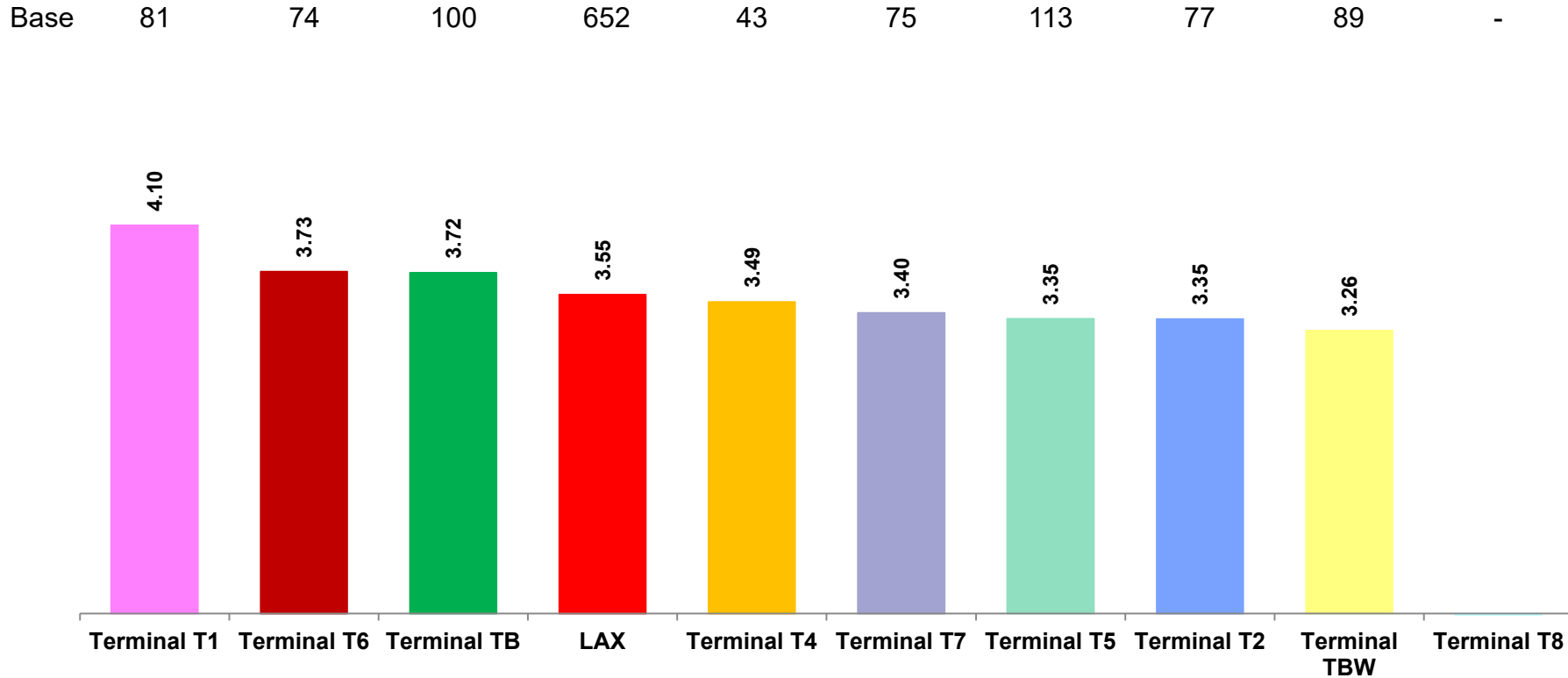
## Airport Facilities – Courtesy of airport staff



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

## Airport Facilities – Eating facilities



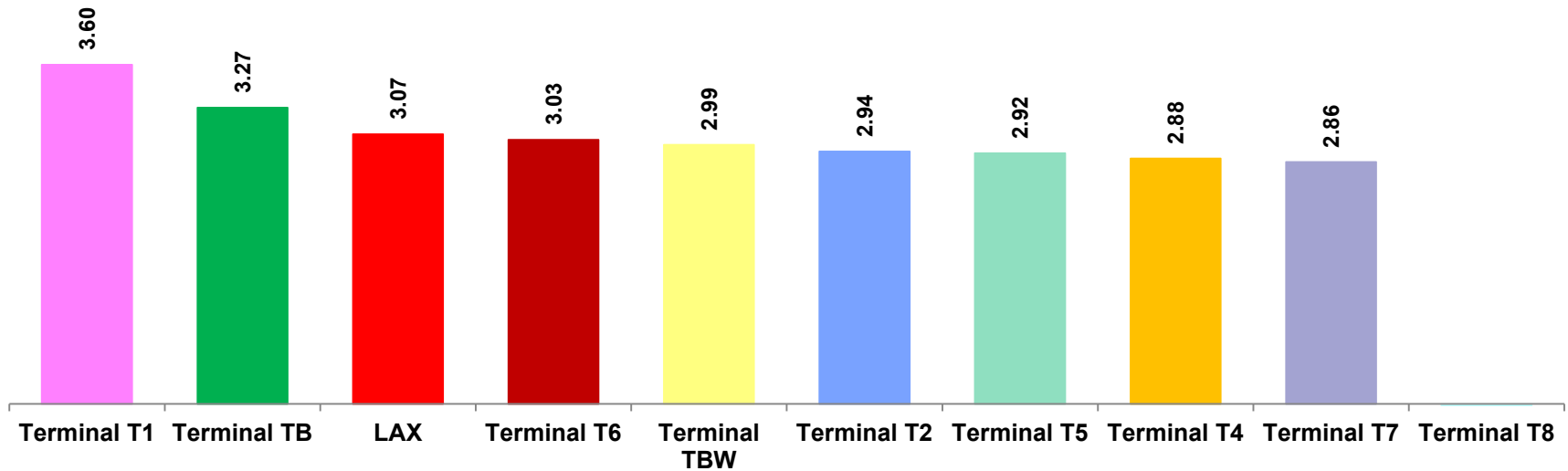
Base is respondents providing a valid response.

# LAX – Terminal Performance Report

## Airport Facilities – VFM: Eating facilities



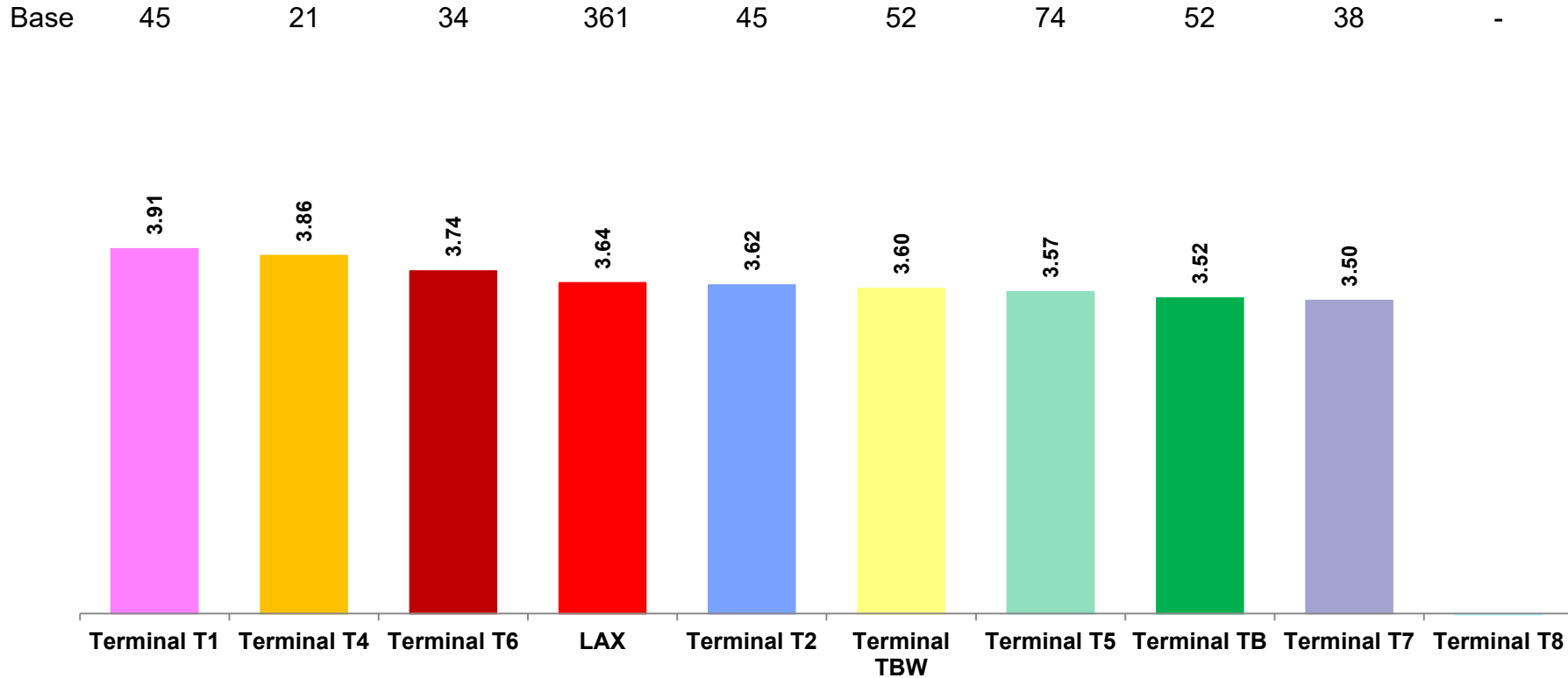
Base 78 99 653 75 87 78 117 43 76 -



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

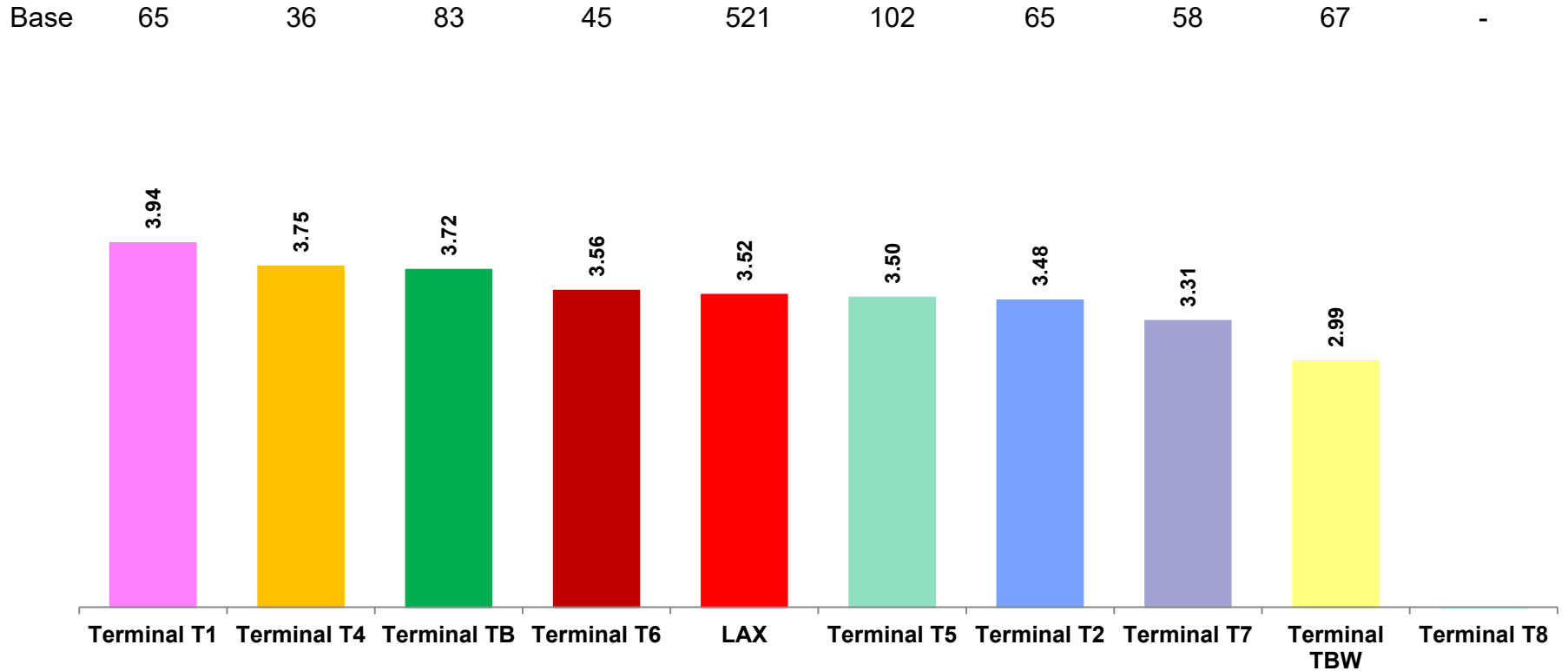
## Airport Facilities – Availability of bank/ATM/exchange



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

## Airport Facilities – Shopping facilities

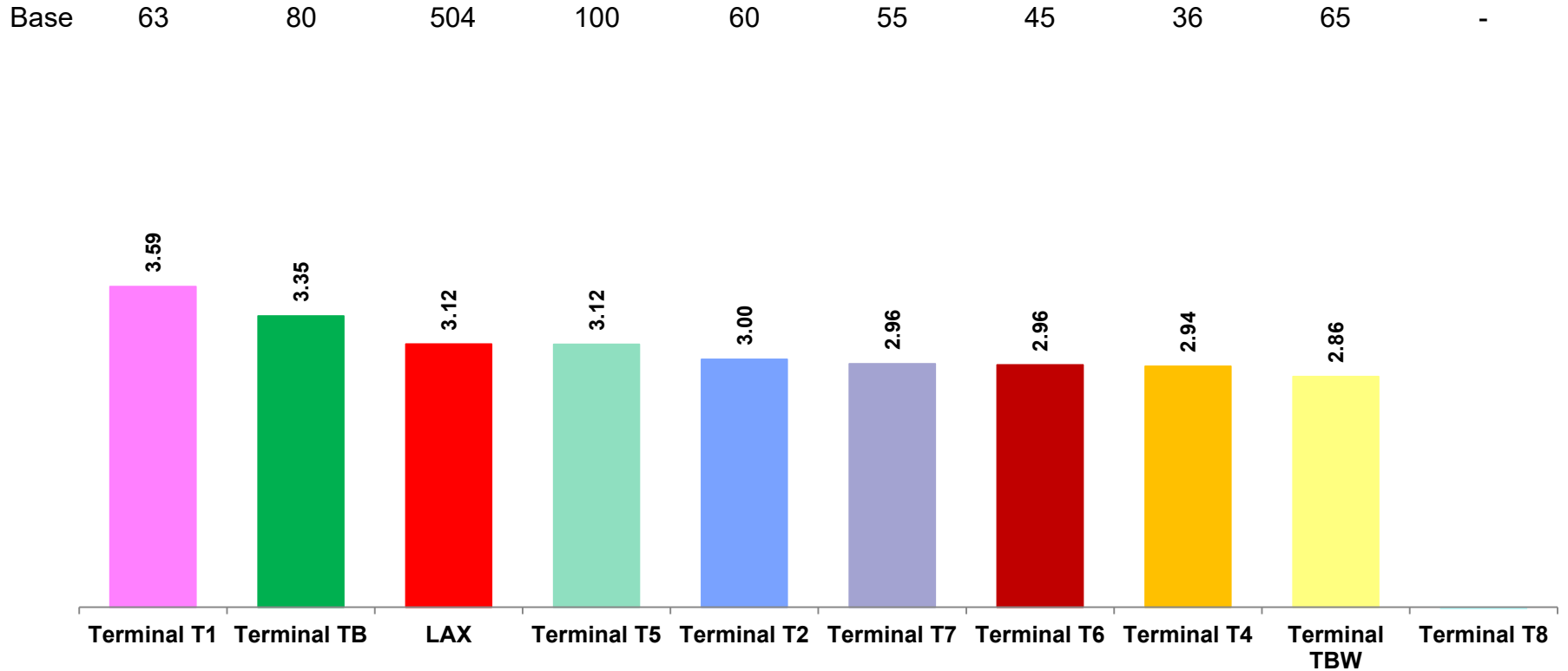


Base is respondents providing a valid response.



# LAX – Terminal Performance Report

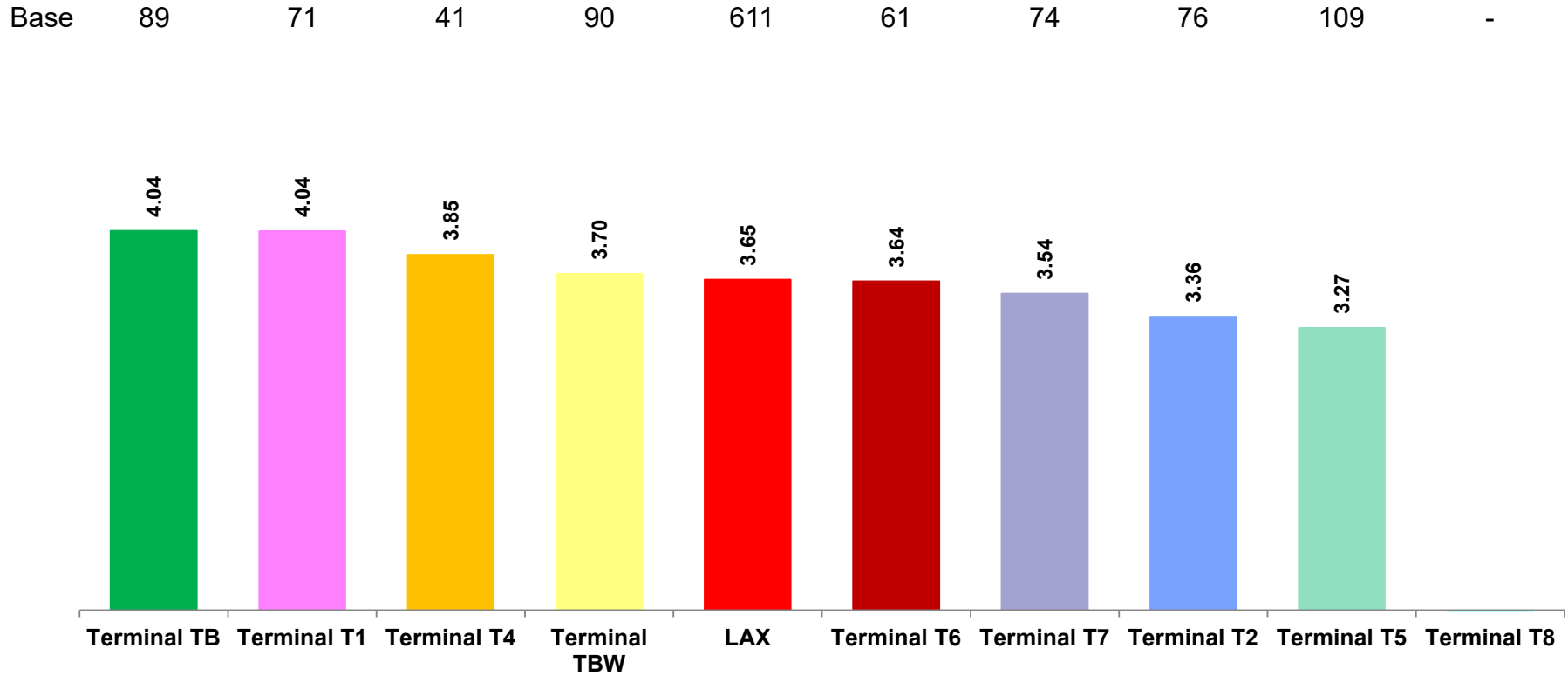
## Airport Facilities – VFM: Shopping facilities



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

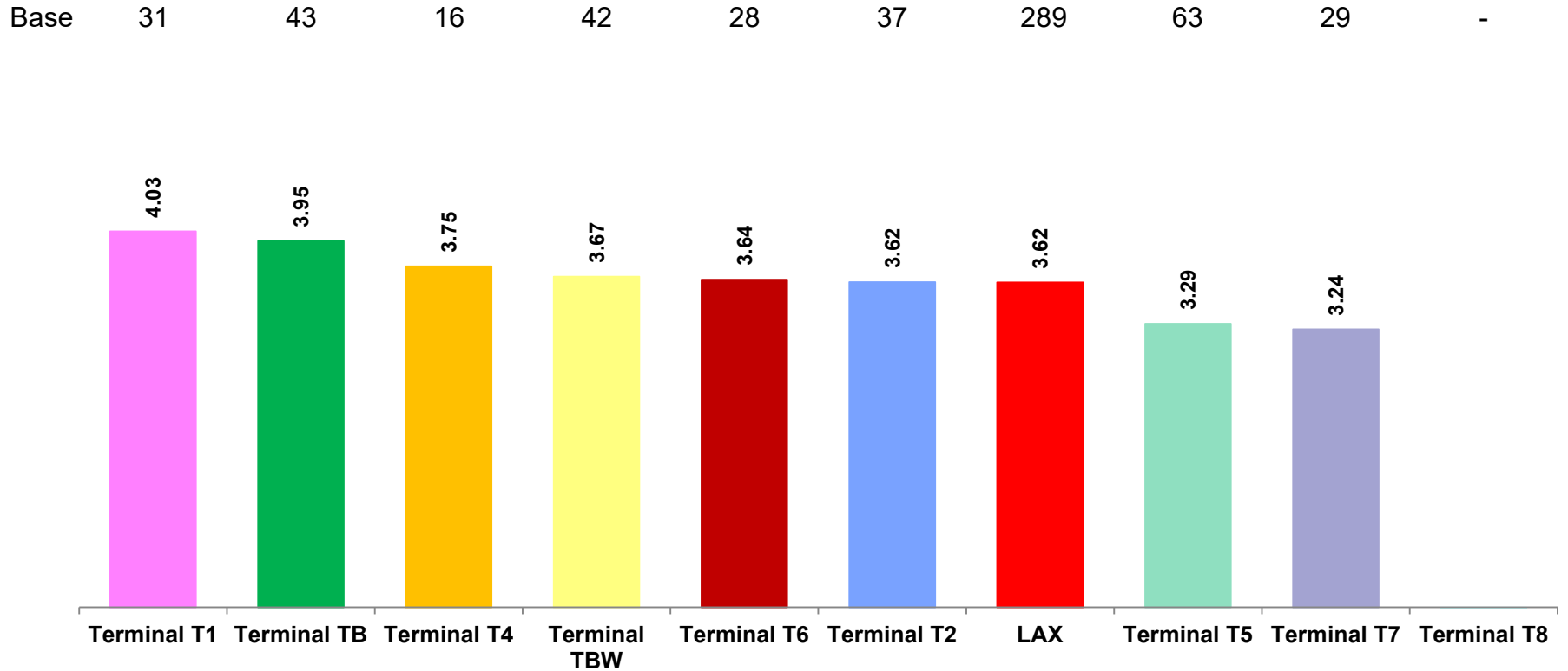
## Airport Facilities – Internet access/WiFi



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

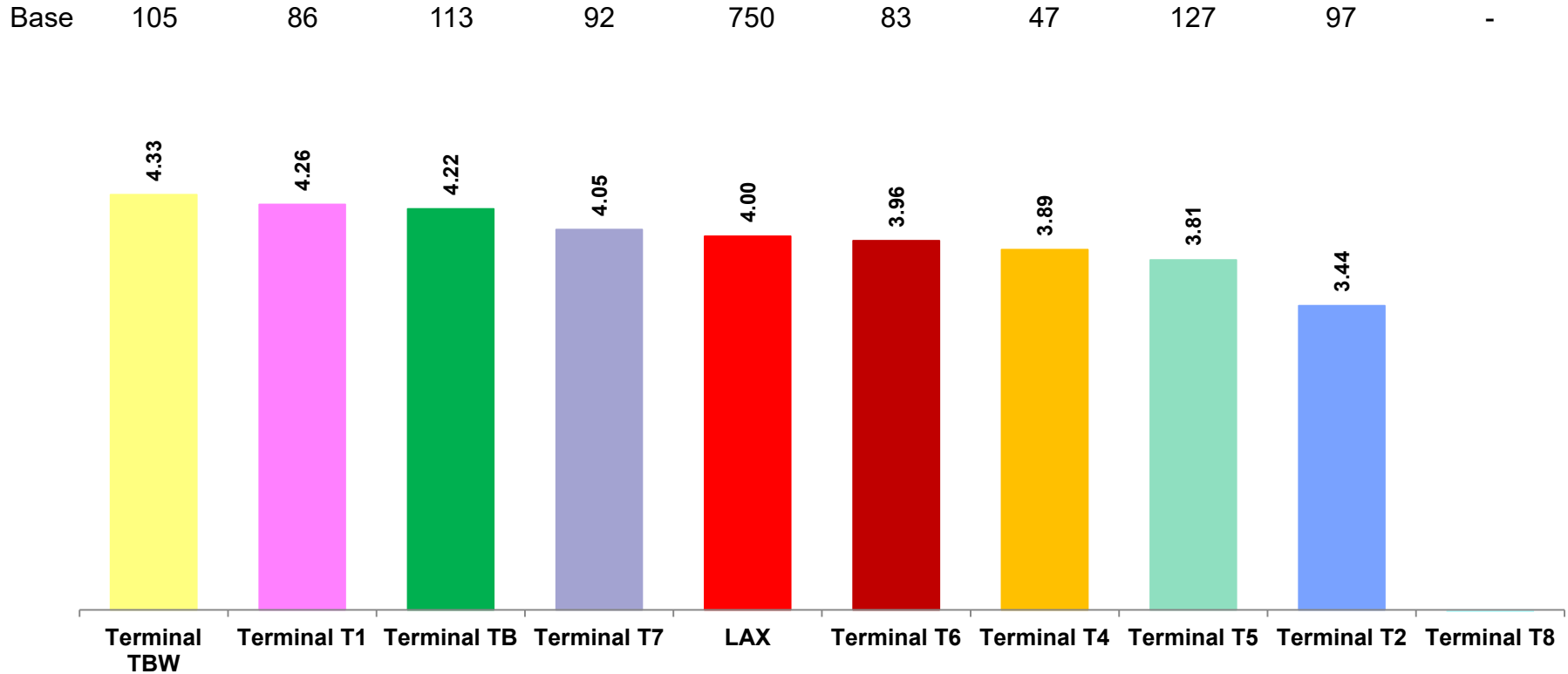
## Airport Facilities – Business/Executive Lounges



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

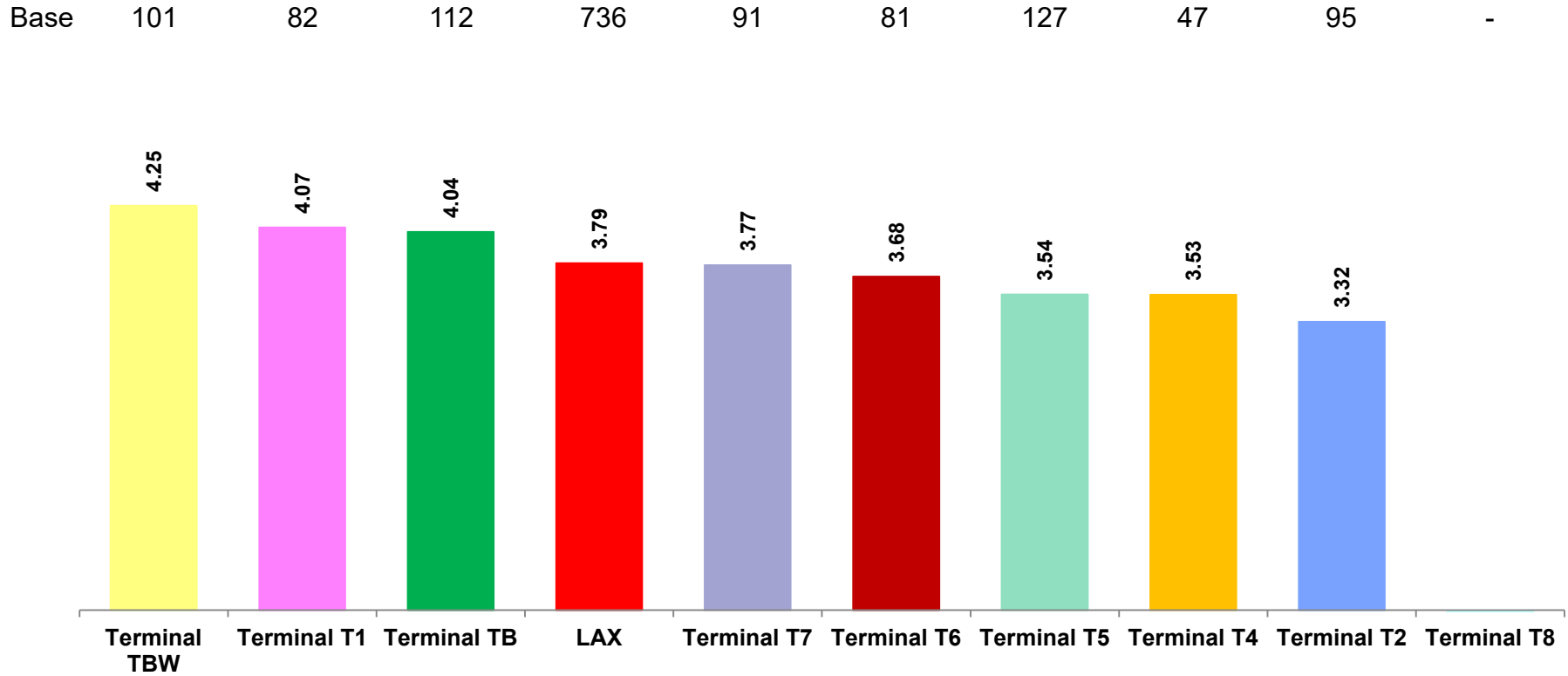
## Airport Facilities – Availability of washrooms



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

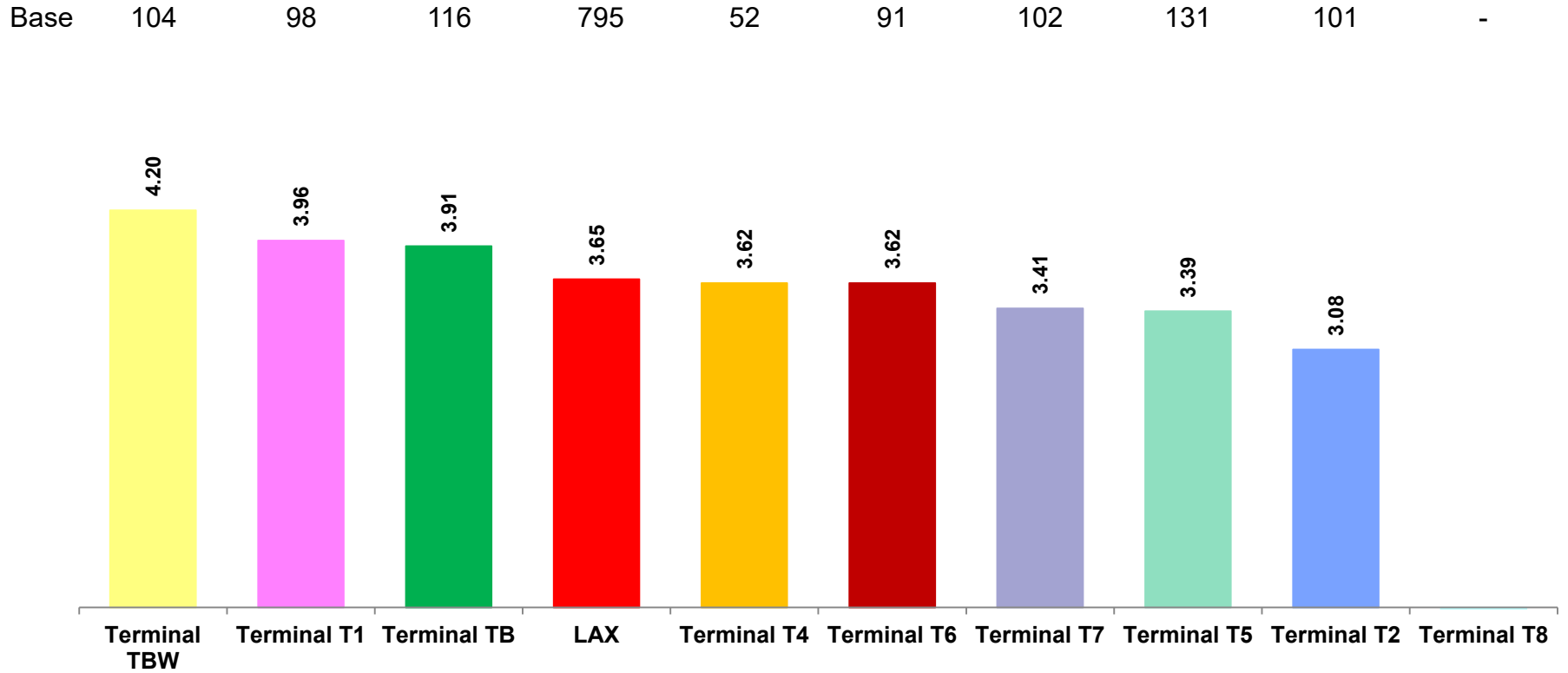
## Airport Facilities – Cleanliness of washrooms



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.



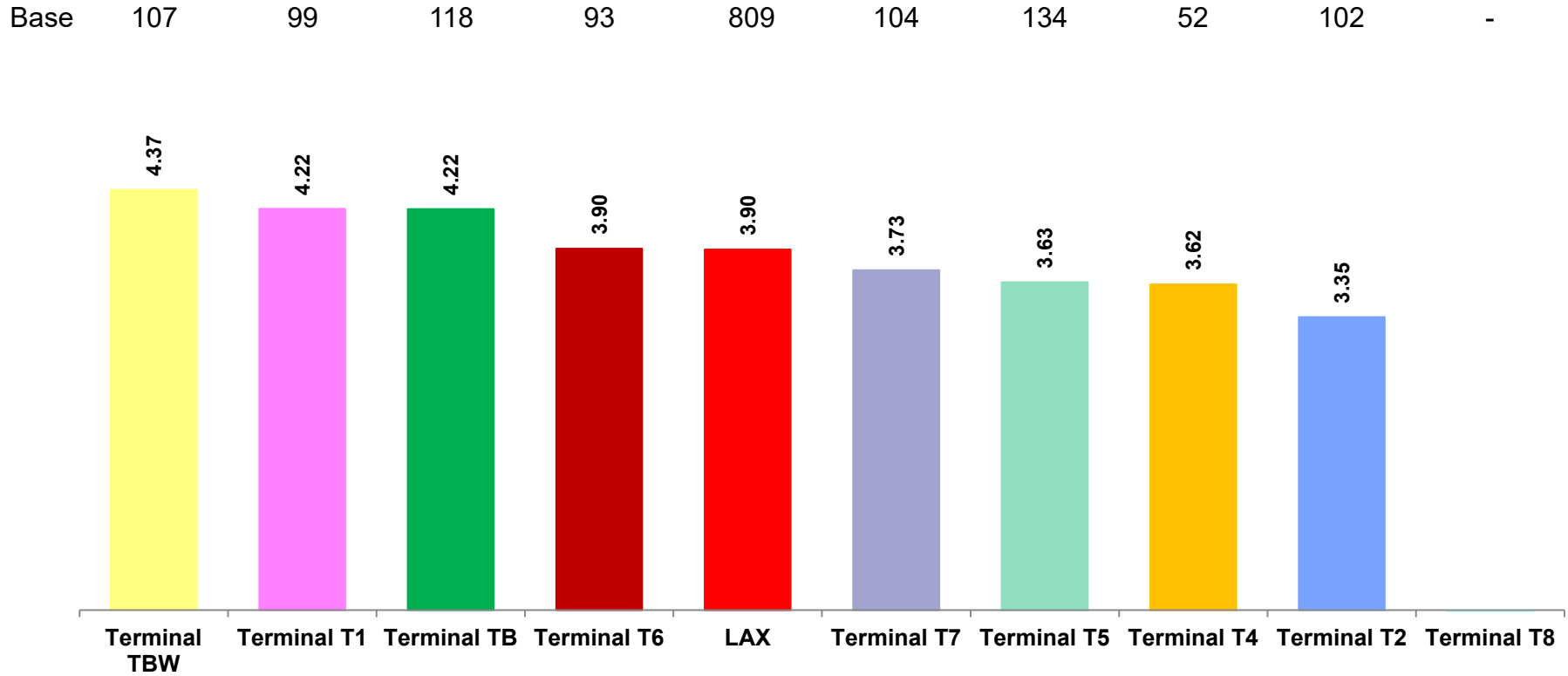
# Ranking Terminals

→ Airport Environment



# LAX – Terminal Performance Report

## Airport Environment – Terminal cleanliness

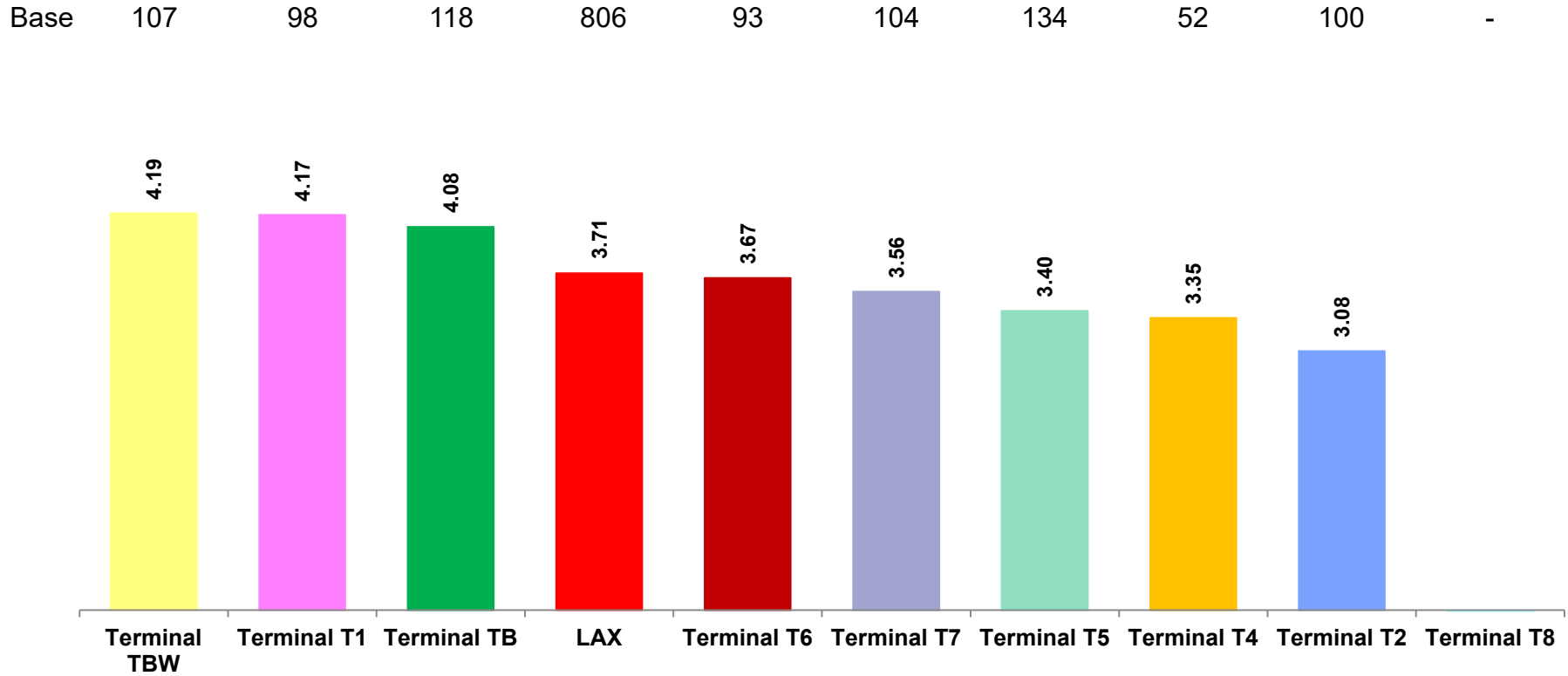


Base is respondents providing a valid response.



# LAX – Terminal Performance Report

## Airport Environment – Ambience of the airport



Base is respondents providing a valid response.



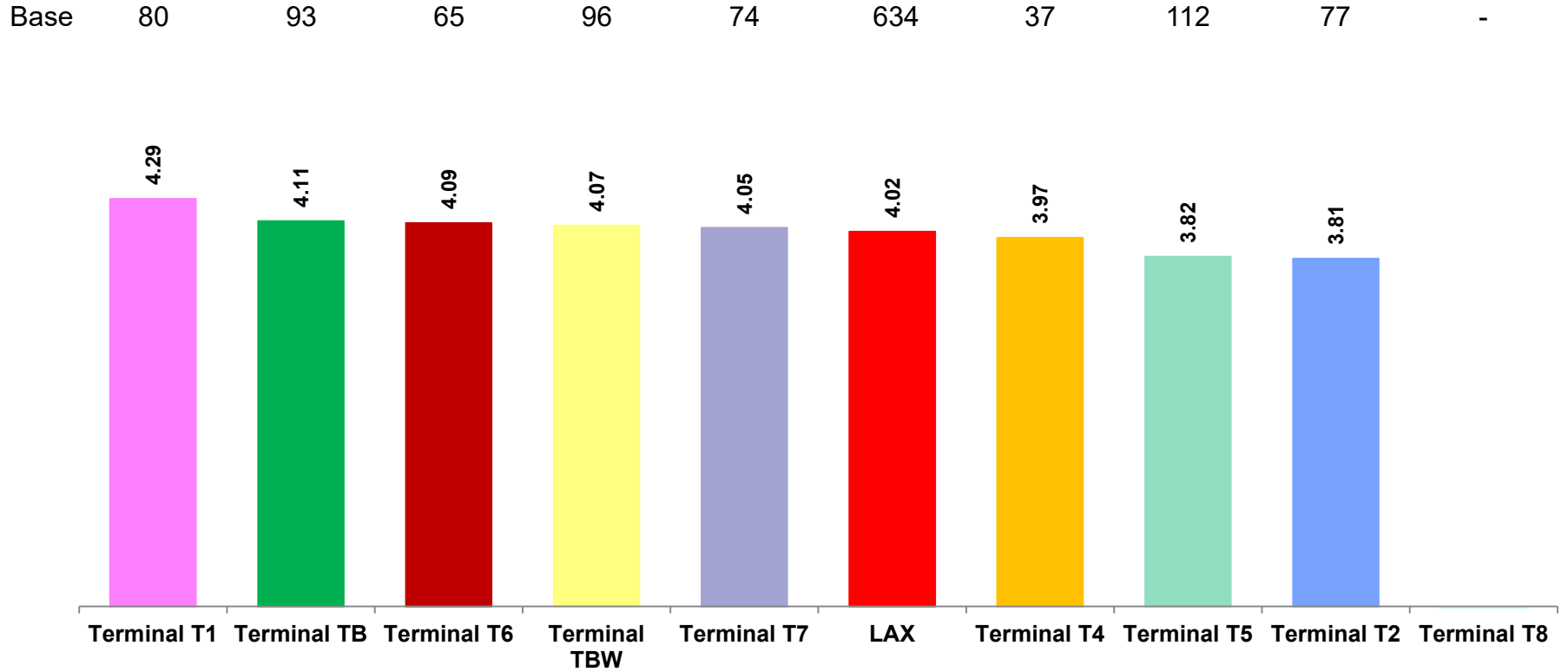
# Ranking Terminals

→ Arrivals Services



# LAX – Terminal Performance Report

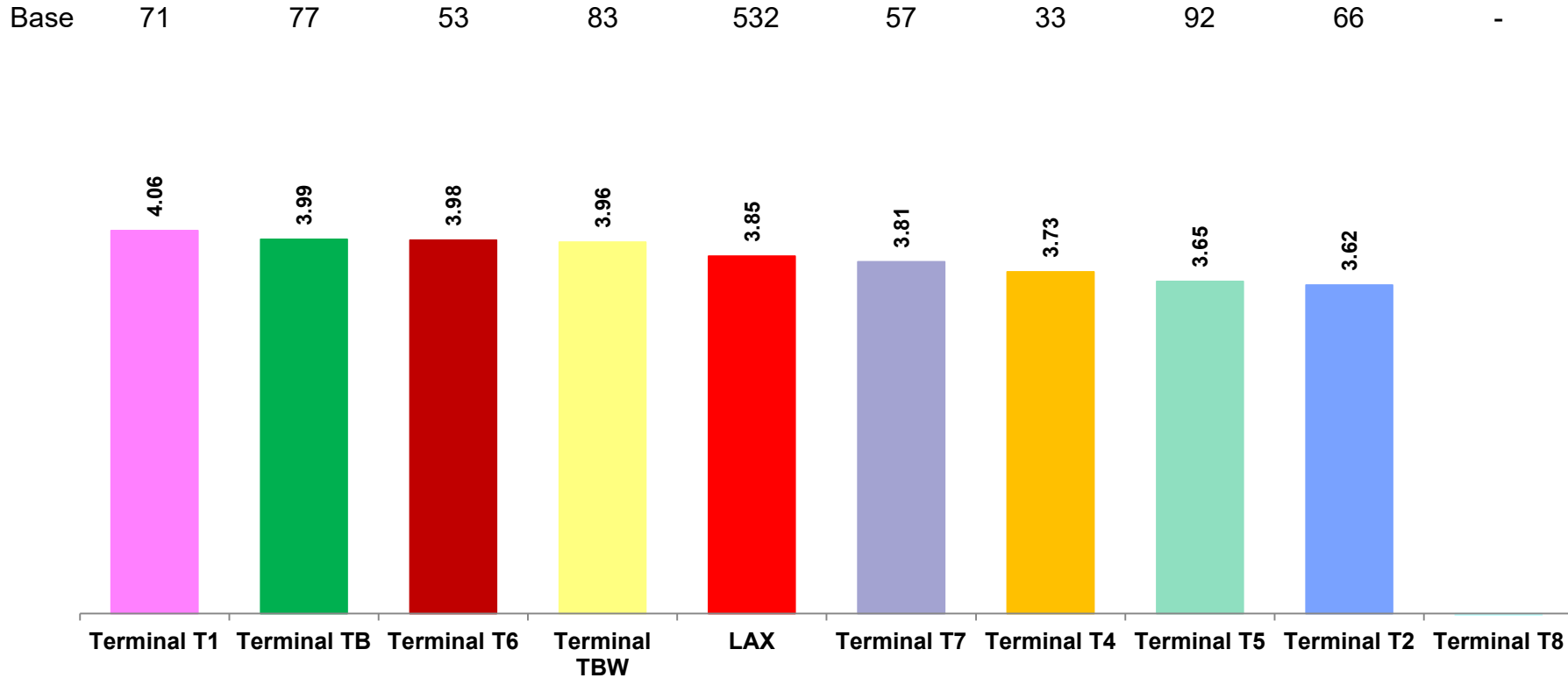
## Arrivals Services – Passport inspection



Base is respondents providing a valid response.

# LAX – Terminal Performance Report

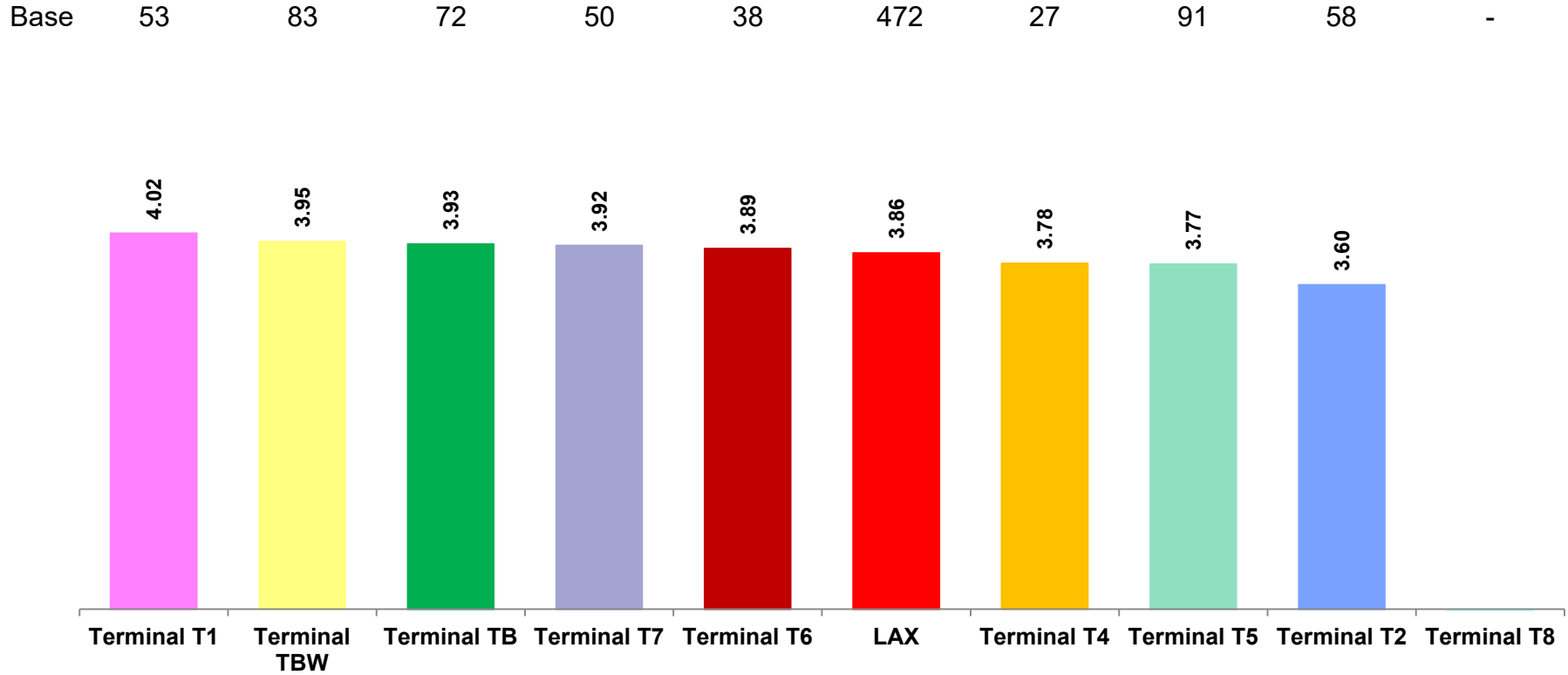
## Arrivals Services – Baggage delivery speed



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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