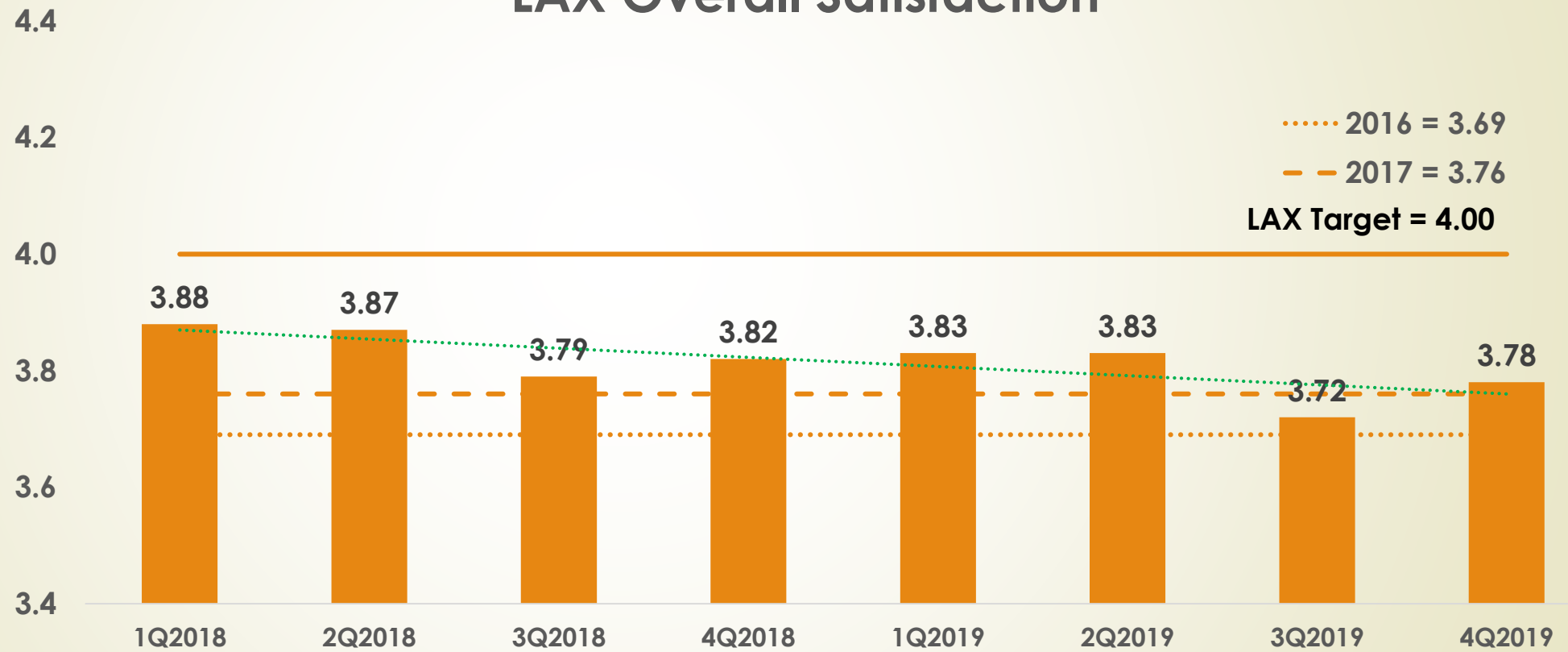


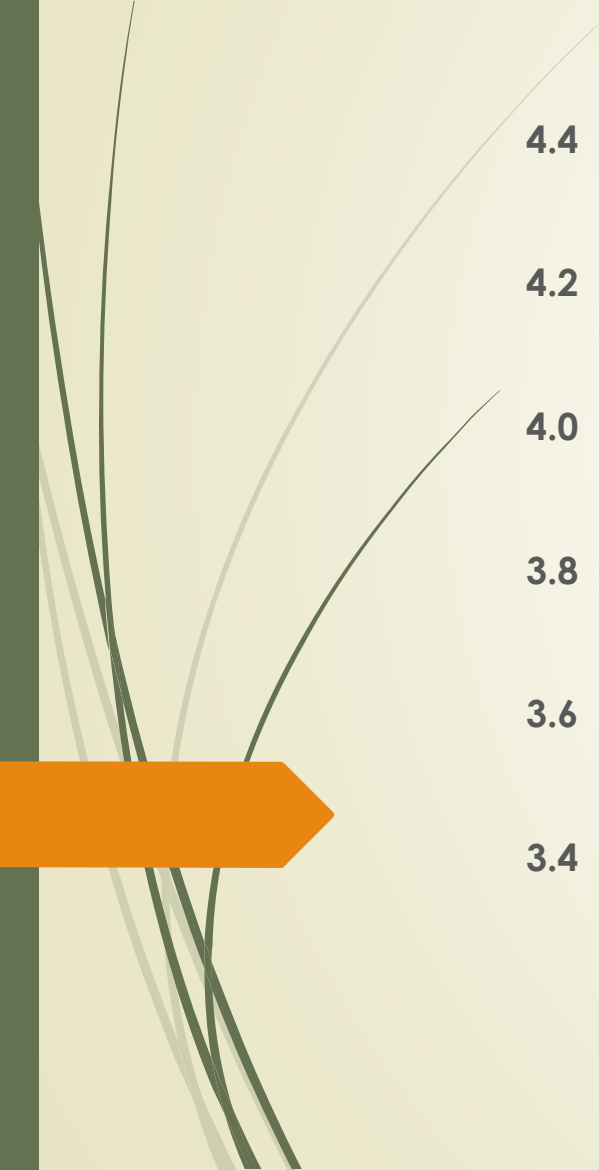
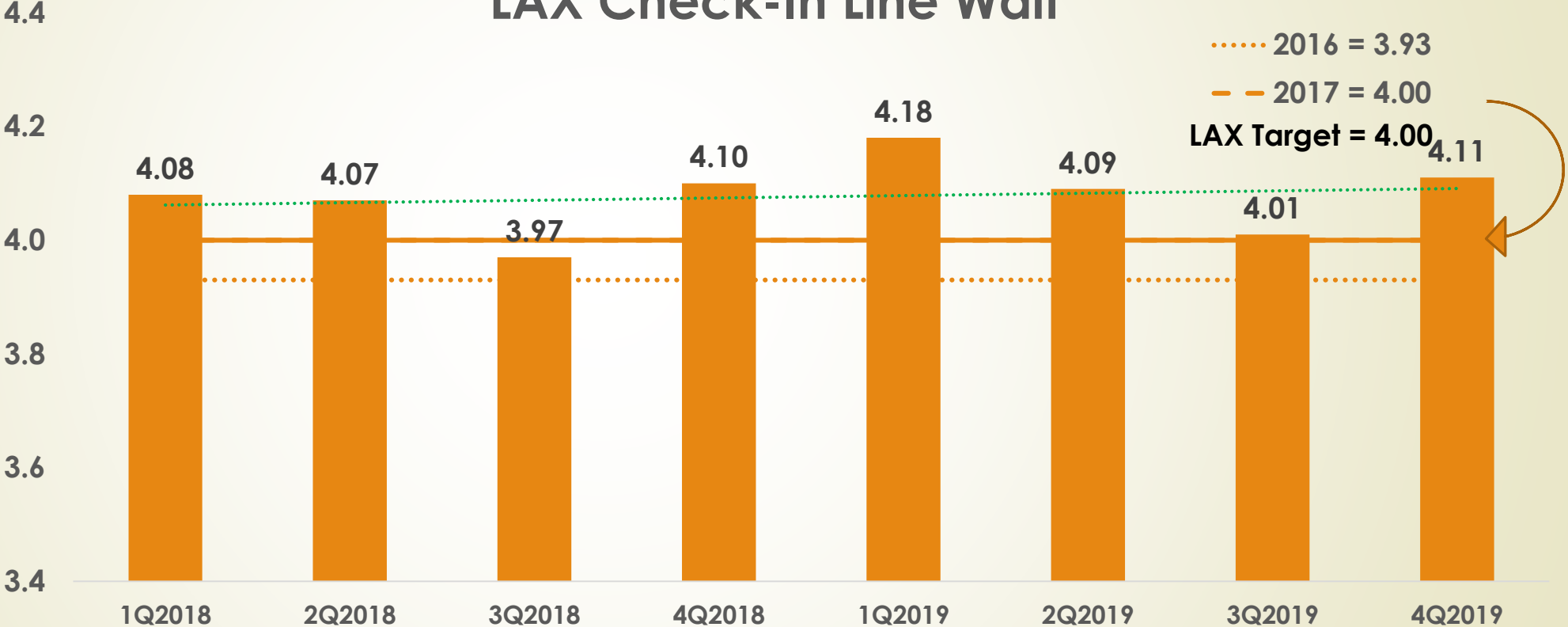
# 4Q2019 ASQ Rating Highlights

- ▶ Overall Satisfaction at 3.78 was nearly flat compared to 4Q2018 at 3.82
  - ▶ 17 of 31 attributes improved compared to 4Q2018
  - ▶ T4 and T6 were the only terminals to improve year-over-year
- ▶ 10 attributes achieved 4.00 or better – an improvement compared to 4Q2018 with 8 attributes achieving the 4.00 target
- ▶ Terminal 6 had a very strong quarter, with all but two small attributes (parking and airline lounges) improving year-over-year

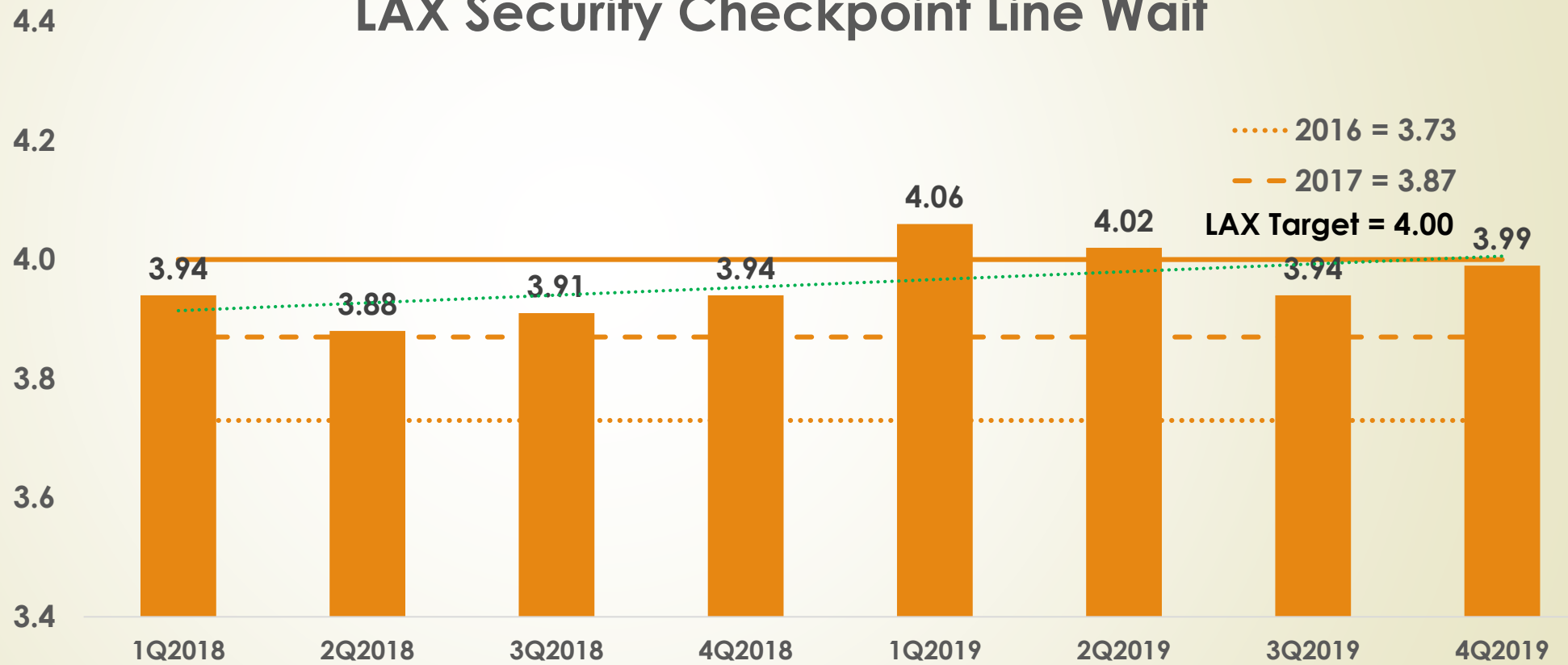
# LAX Overall Satisfaction



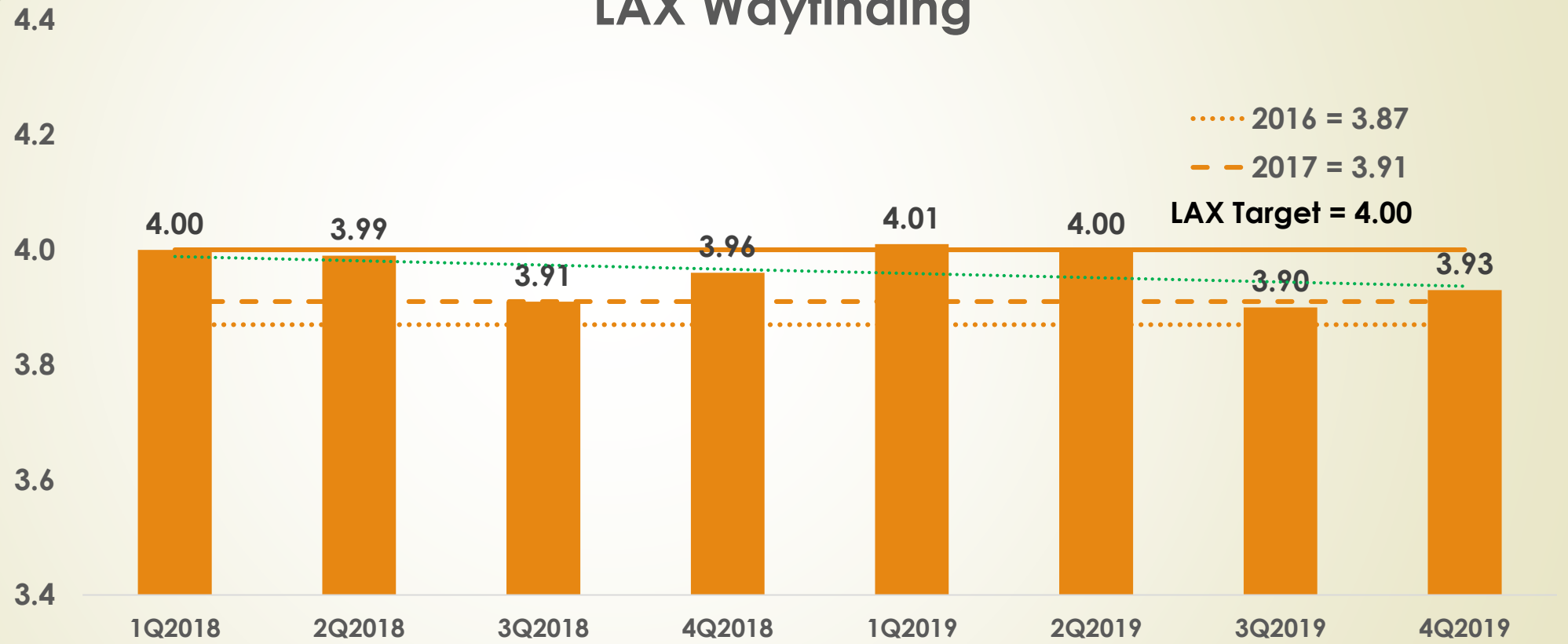
# LAX Check-In Line Wait



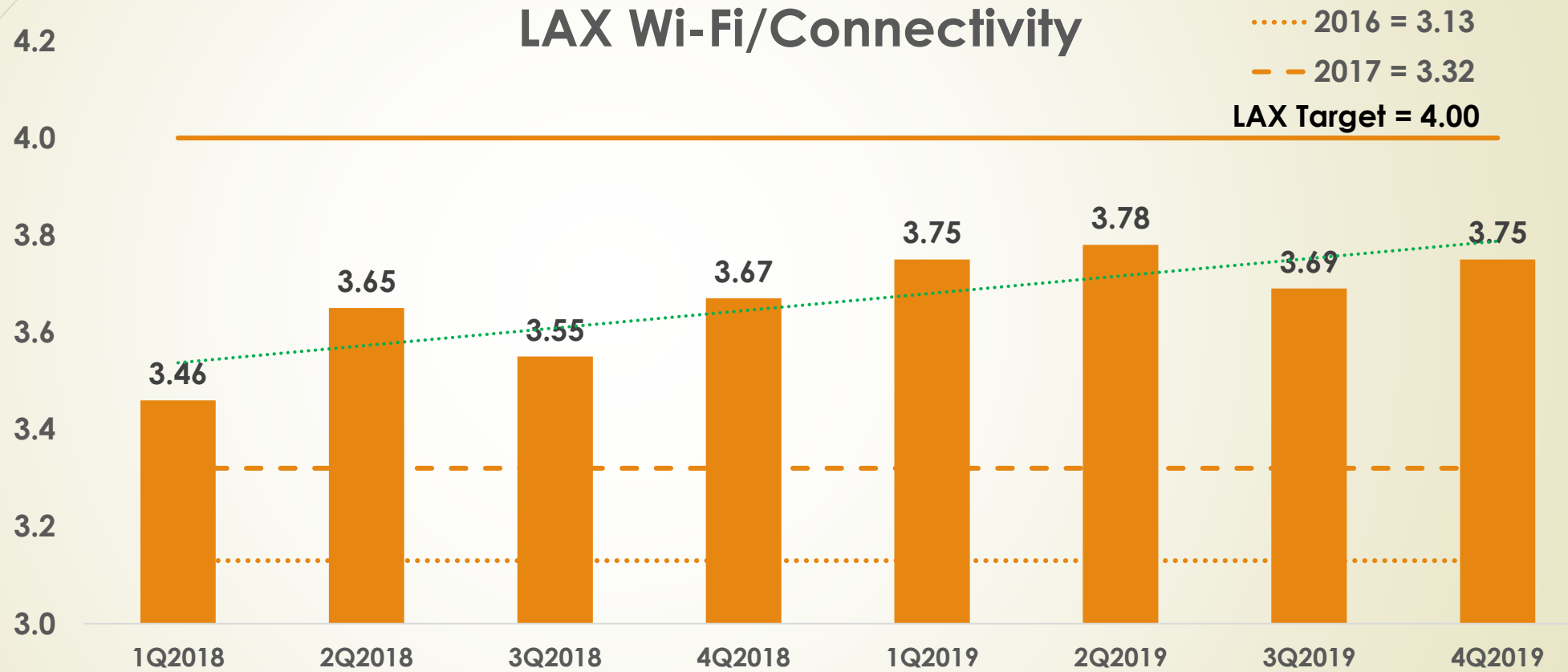
# LAX Security Checkpoint Line Wait



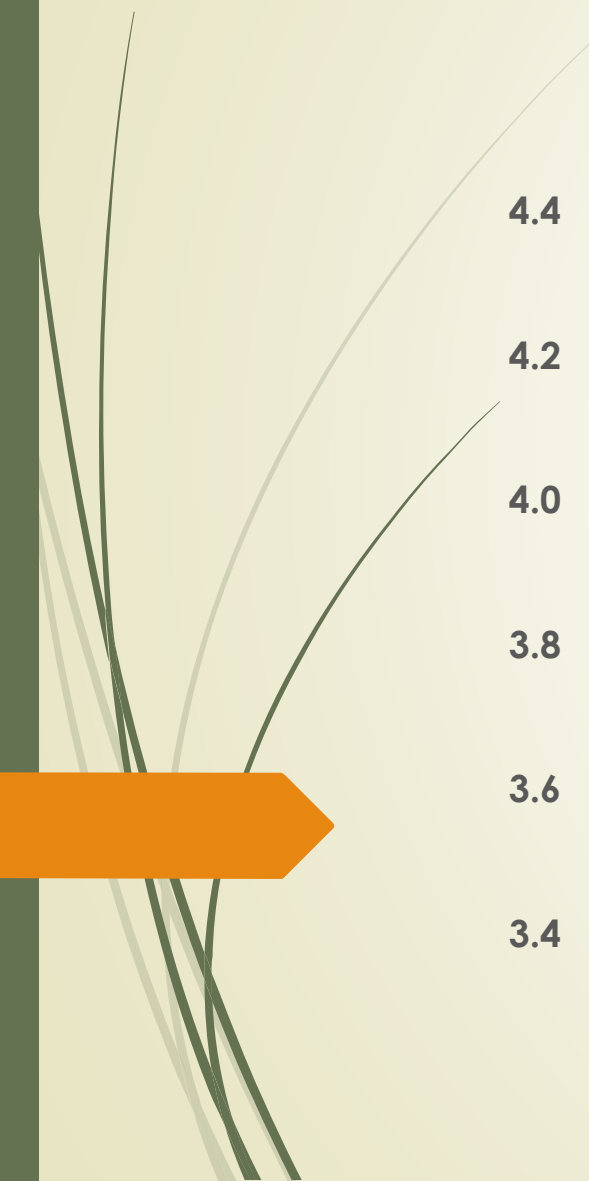
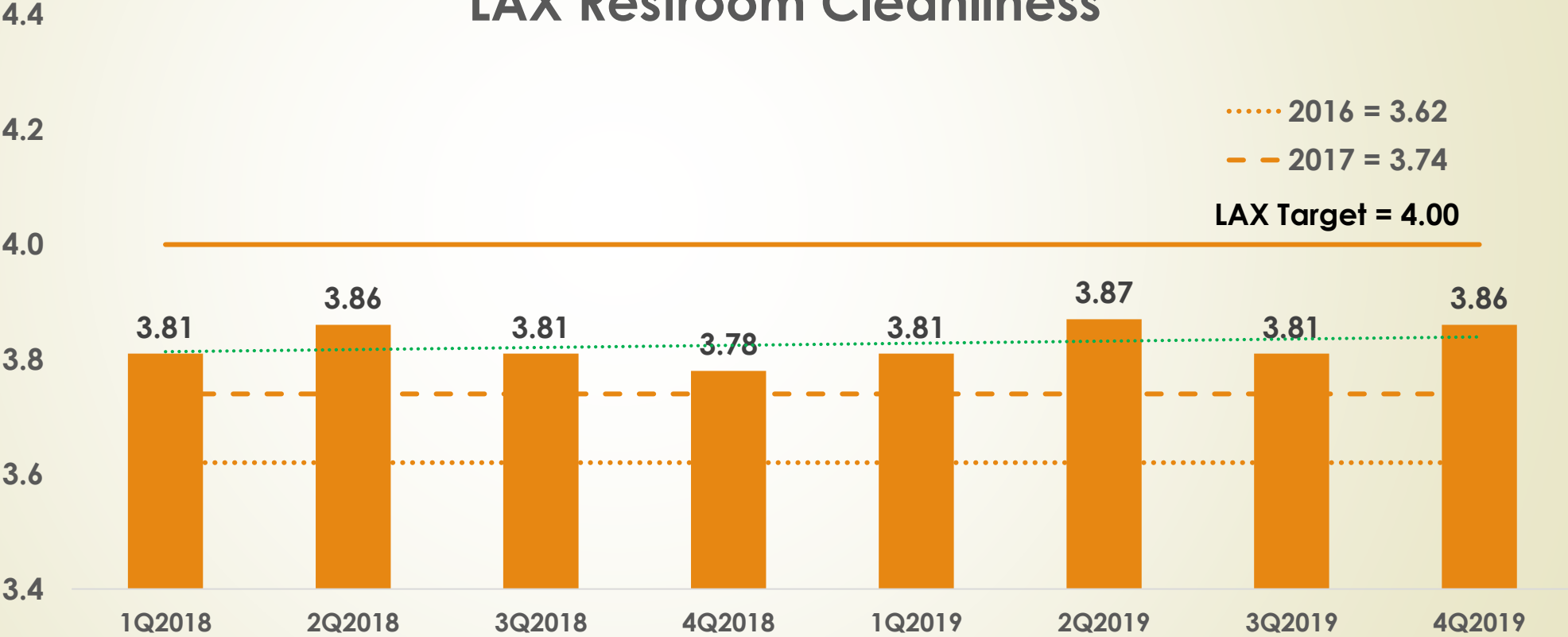
# LAX Wayfinding



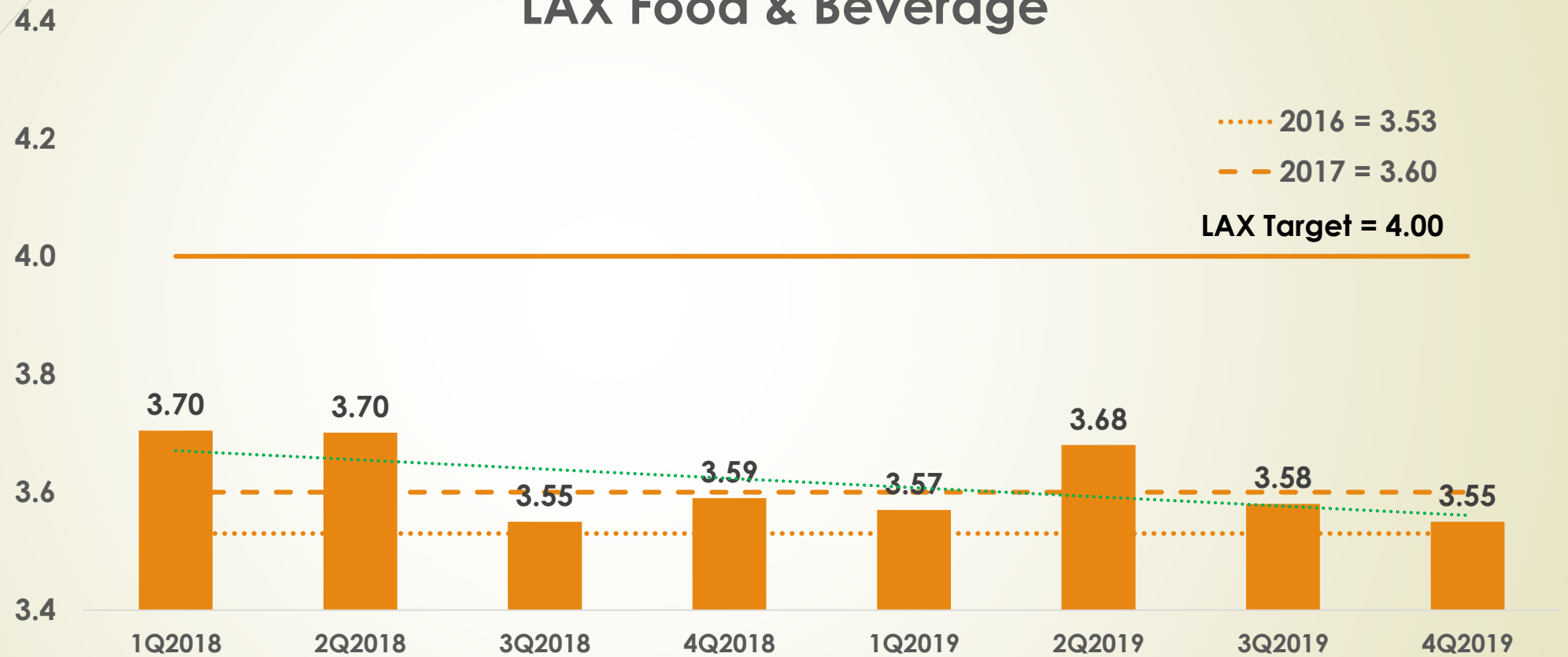
# LAX Wi-Fi/Connectivity



# LAX Restroom Cleanliness



# LAX Food & Beverage





# LAX Retail

