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ASQ Departures Passenger Satisfaction Report

LAX – Airport Performance
Q1 2023



LAX – Airport Performance

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LAX – Airport Performance

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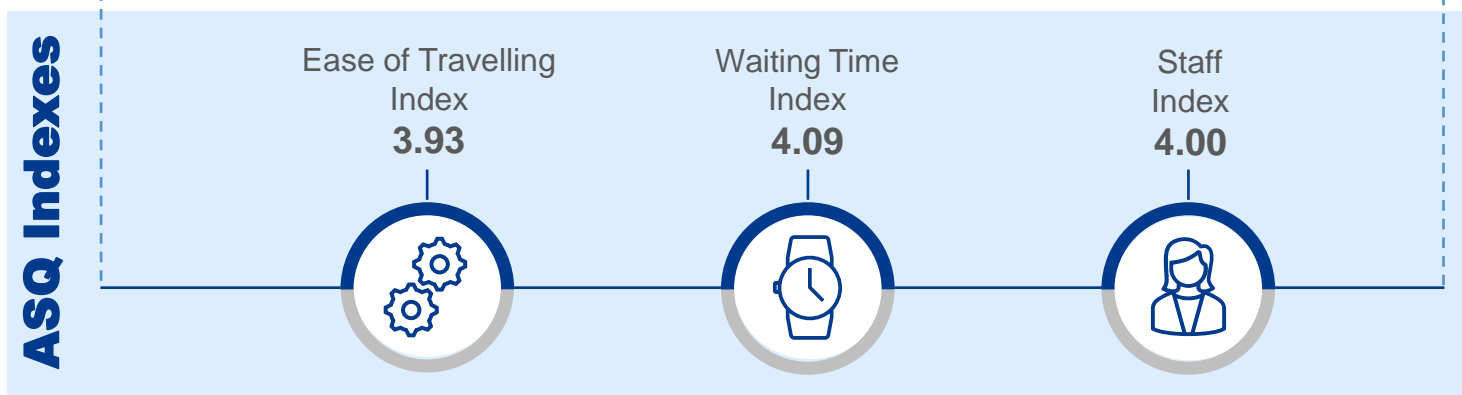
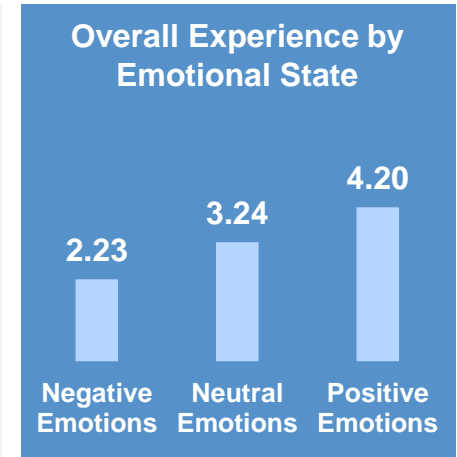
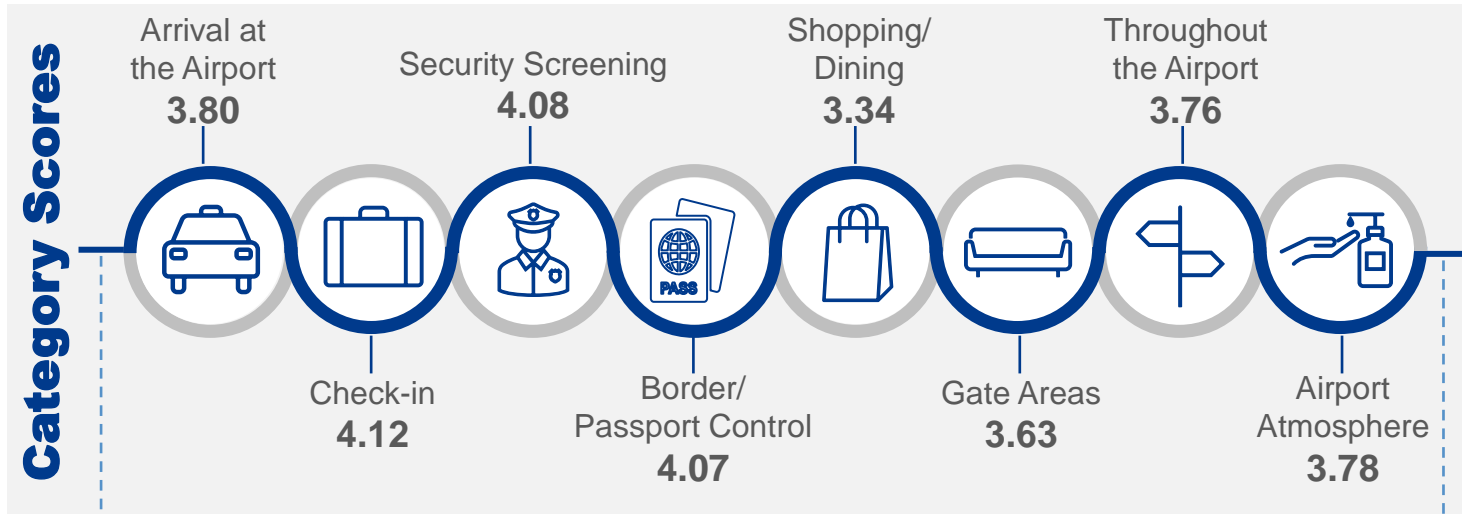
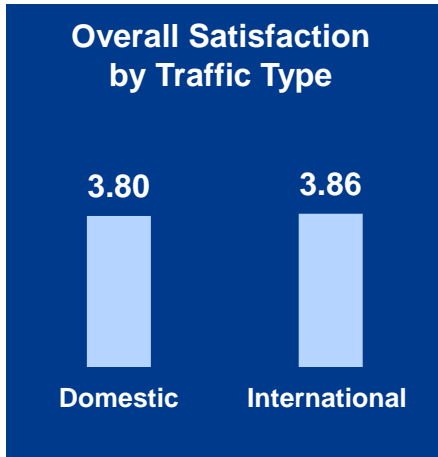
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LAX – Airport Performance

Key Highlights – Q1 2023

Overall Satisfaction: 3.82 (+0.05 vs Q4 2022)

Overall Experience: 3.70 (+0.05 vs Q4 2022)





2

LAX – Passenger Profile

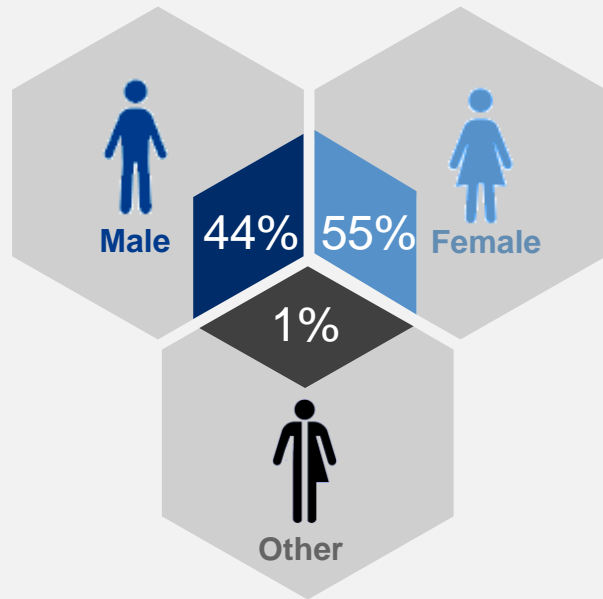
Q1 2023



LAX – Passenger Profile

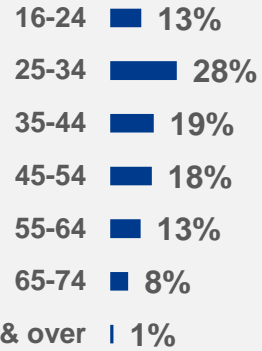
Demographics – Q1 2023

Gender



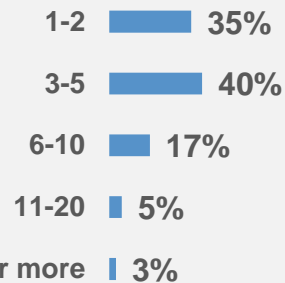
(n=1441)

Age



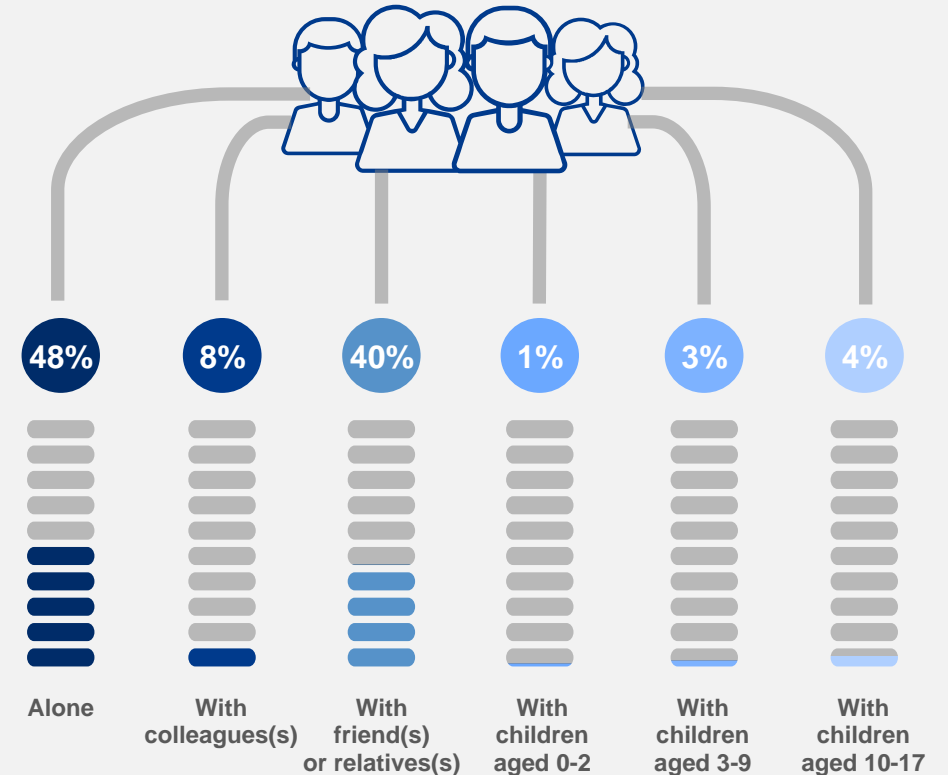
(n=1496)

Return Trips (Past 12 Months)



(n=1496)

Group Composition*



(n=1496)

Base (n): Respondents providing a valid response

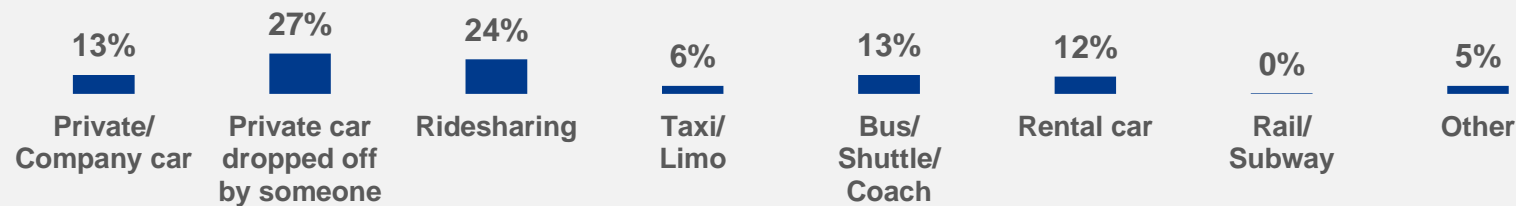
Q20. Are you...(gender options); Q19. What is your age group?; Q16. Including this trip, how many return trips by air have you made to any destination in the past 12 months?; Q13. With whom are you travelling today?

* Because respondents were able to select several options, the total of mentions may exceed 100%.

LAX – Passenger Profile

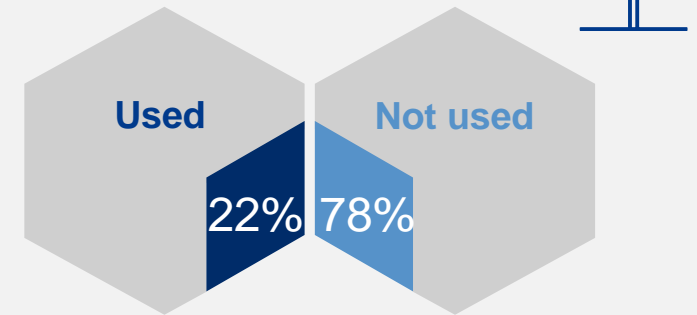
Travel Behavior – Q1 2023

Mode of Transportation



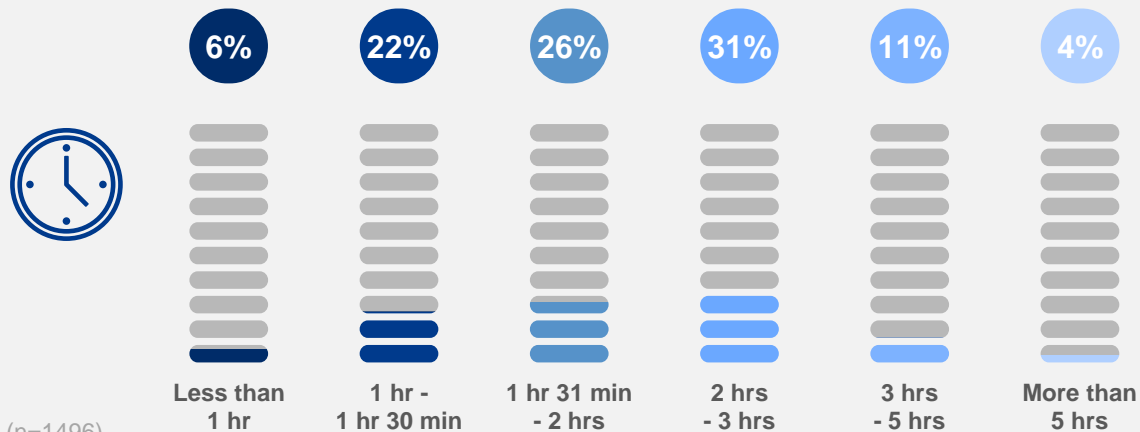
(n=1160)

Parking Usage



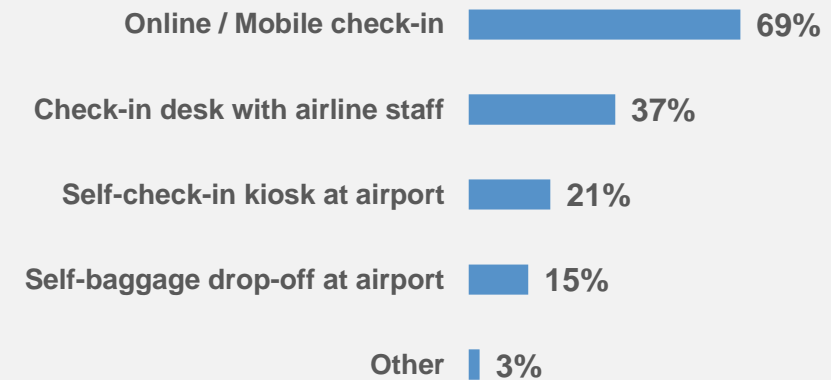
(n=456)

Arrival Before Departure Time / Duration of the Connection



(n=1496)

Mode of Check-in*



(n=1358)

Base (n): Respondents providing a valid response
 Q7. What is the MAIN mode of transport that you have used to arrive at this airport?; Q8. Did you use the airport parking facilities?; Q12. If connecting, how long was your connection/transfer? Otherwise, how long before the scheduled departure time of your flight did you arrive at THIS airport?; Q9. Select ALL modes used to check-in for your next flight.
 * Because respondents were able to select several answer options, the total of mentions may exceed 100%.

LAX – Passenger Profile

Travel Profile – Q1 2023

Traffic Type

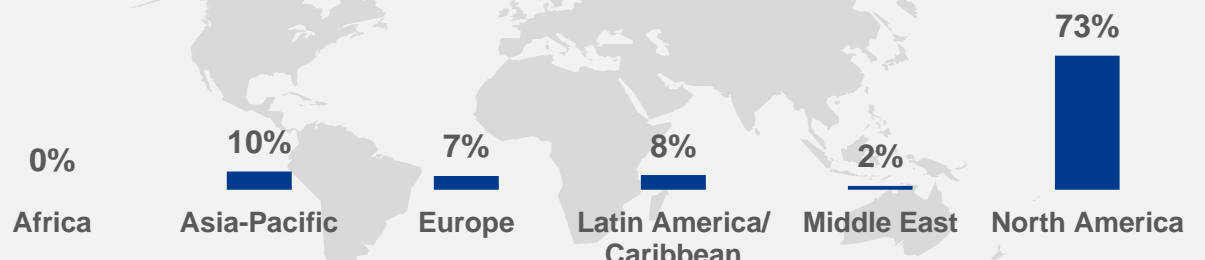


Domestic 69%

International 31%

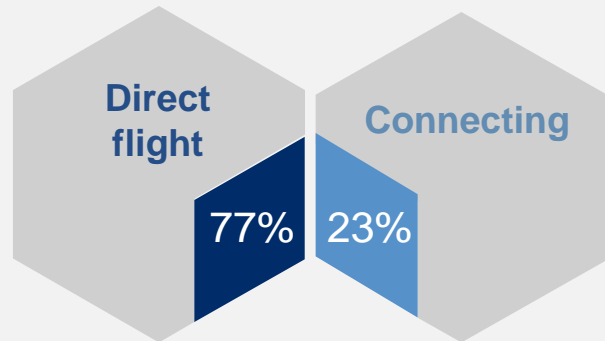
(n=1496)

Passenger Destination by Region



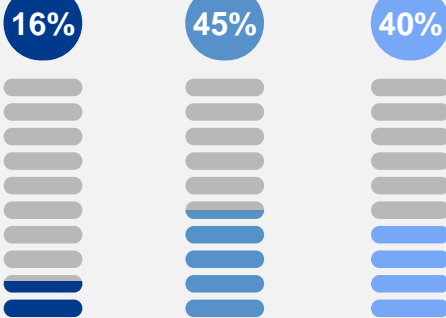
(n=1496)

Connection



(n=1496)

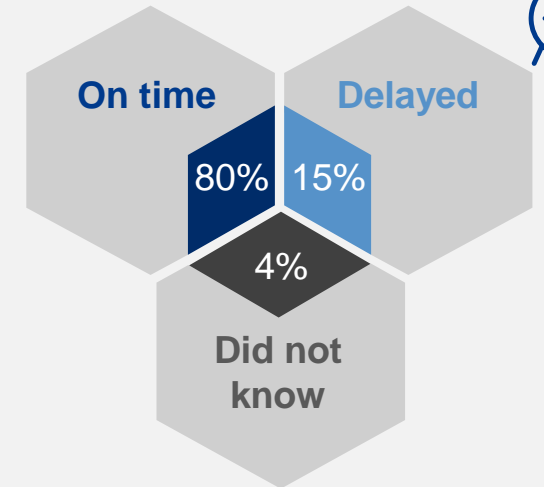
Main Reason for Travel



Business Leisure Personal

(n=1496)

Flight Status



(n=1496)

Base (n): Respondents providing a valid response

Q1. Which airport are you flying to? (traffic type and region are based on the destination); Q2. Are you currently making a connection/transfer at THIS airport?; Q3. What is/was your MAIN reason for this trip?; Q15. At the time of completing this survey, is your flight scheduled to depart on time?



3

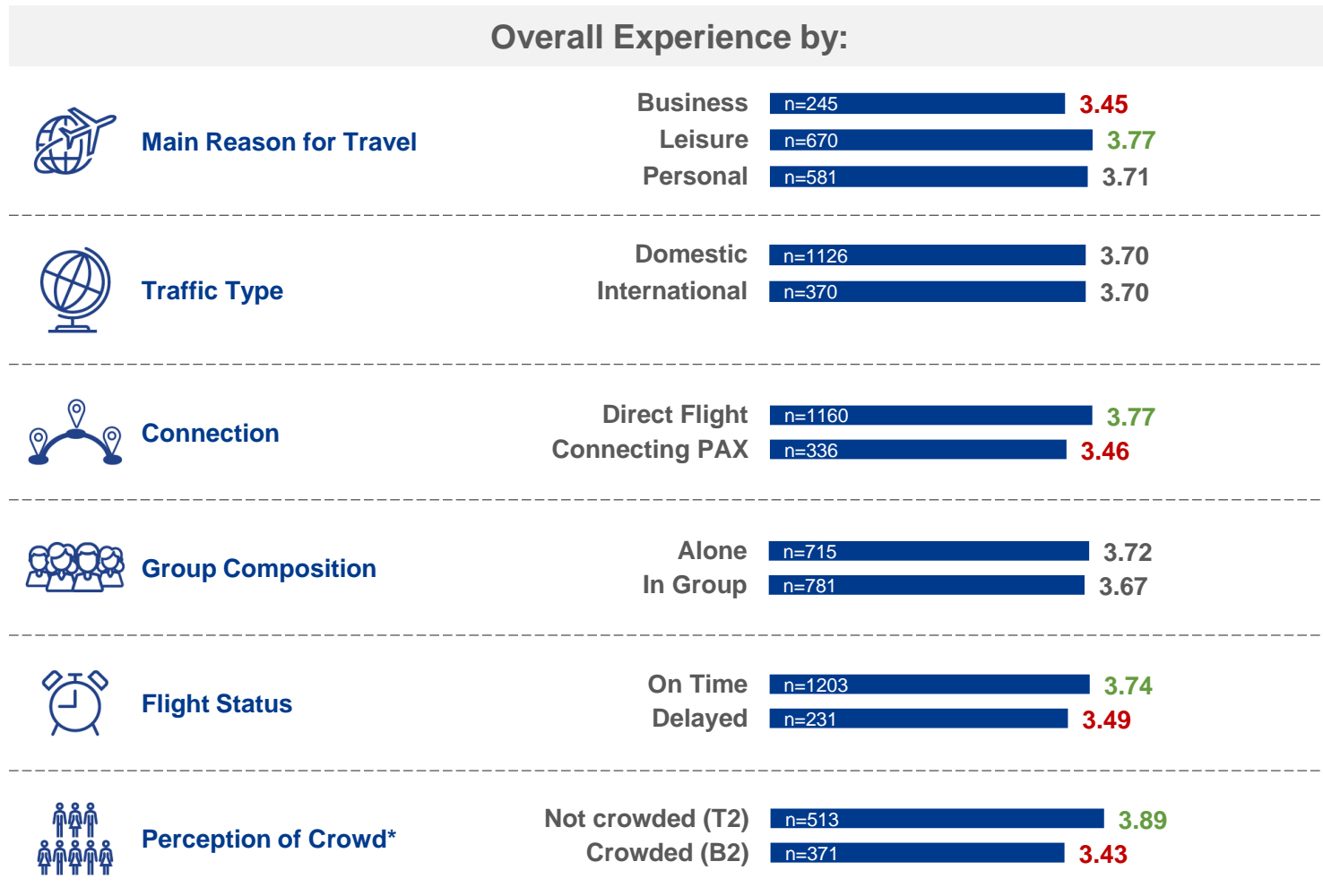
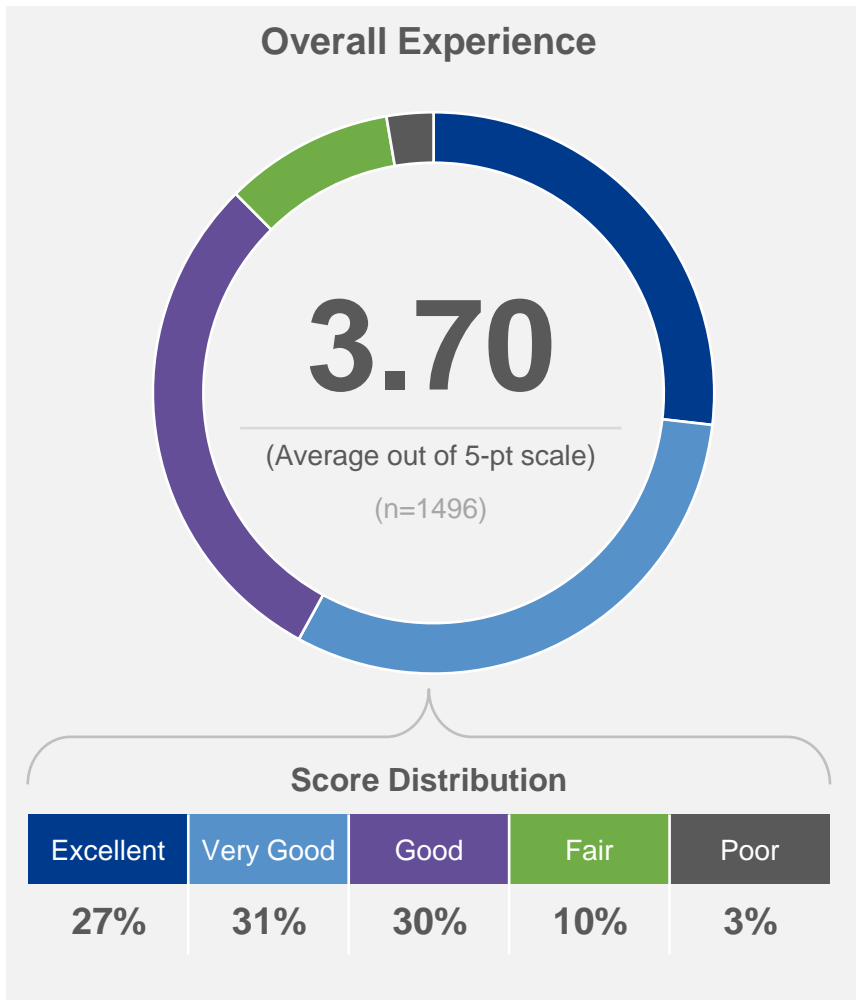
LAX – Airport Performance

Q1 2023



LAX – Airport Performance

Experience: Overall & by Segments – Q1 2023



Base (n): Respondents providing a valid response

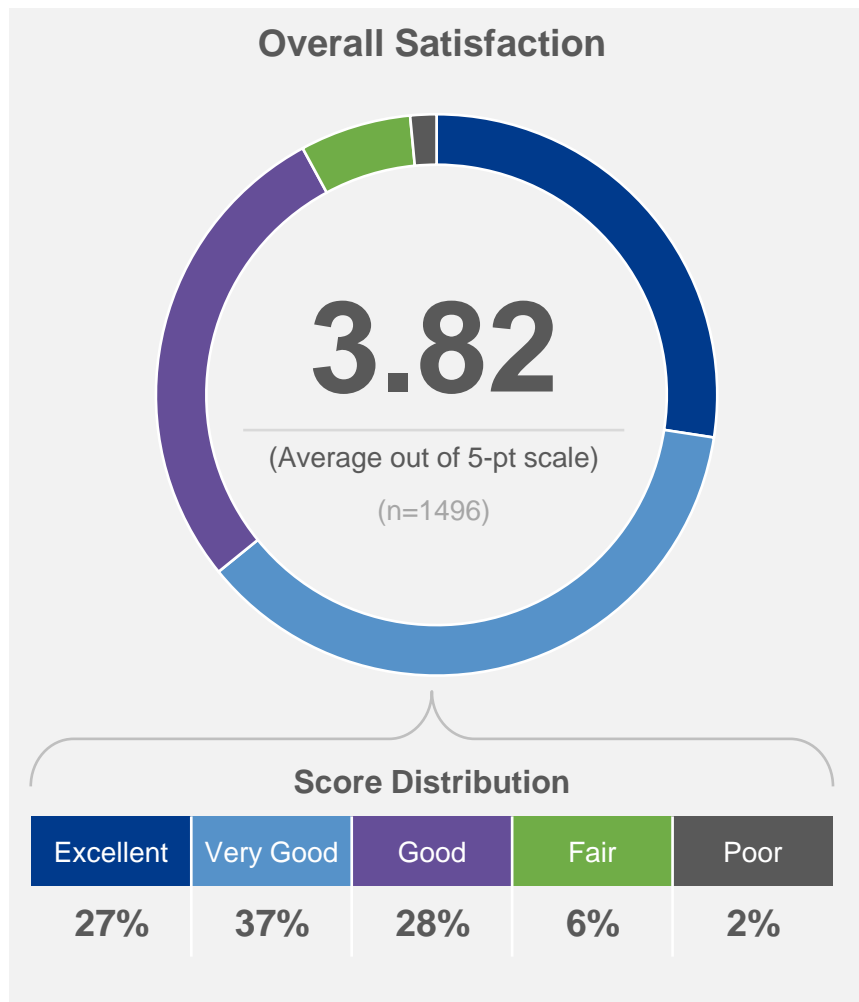
Q4. How would you rate your EXPERIENCE today at THIS airport?

Note: The green and red values indicate that the segment's performance is **higher** or **lower** at a statistically significant level (95%). Each segment's performance is compared to that of the rest of the groups, i.e., TOTAL others (excluding their own segment).

*T2 and B2 respectively refer to respondents who selected the top 2 boxes (Not at all crowded, Not crowded) and the bottom 2 boxes (Crowded, Very crowded) on the 5-pt scale.

LAX – Airport Performance

Satisfaction: Overall & by Segments – Q1 2023



Overall Satisfaction by:

	Main Reason for Travel	Business (n=245)	3.60
		Leisure (n=670)	3.87
		Personal (n=581)	3.85
	Traffic Type	Domestic (n=1126)	3.80
		International (n=370)	3.86
	Connection	Direct Flight (n=1160)	3.84
		Connecting PAX (n=336)	3.75
	Group Composition	Alone (n=715)	3.84
		In Group (n=781)	3.80
	Flight Status	On Time (n=1203)	3.86
		Delayed (n=231)	3.62
	Perception of Crowd*	Not crowded (T2) (n=513)	4.05
		Crowded (B2) (n=371)	3.51

Base (n): Respondents providing a valid response

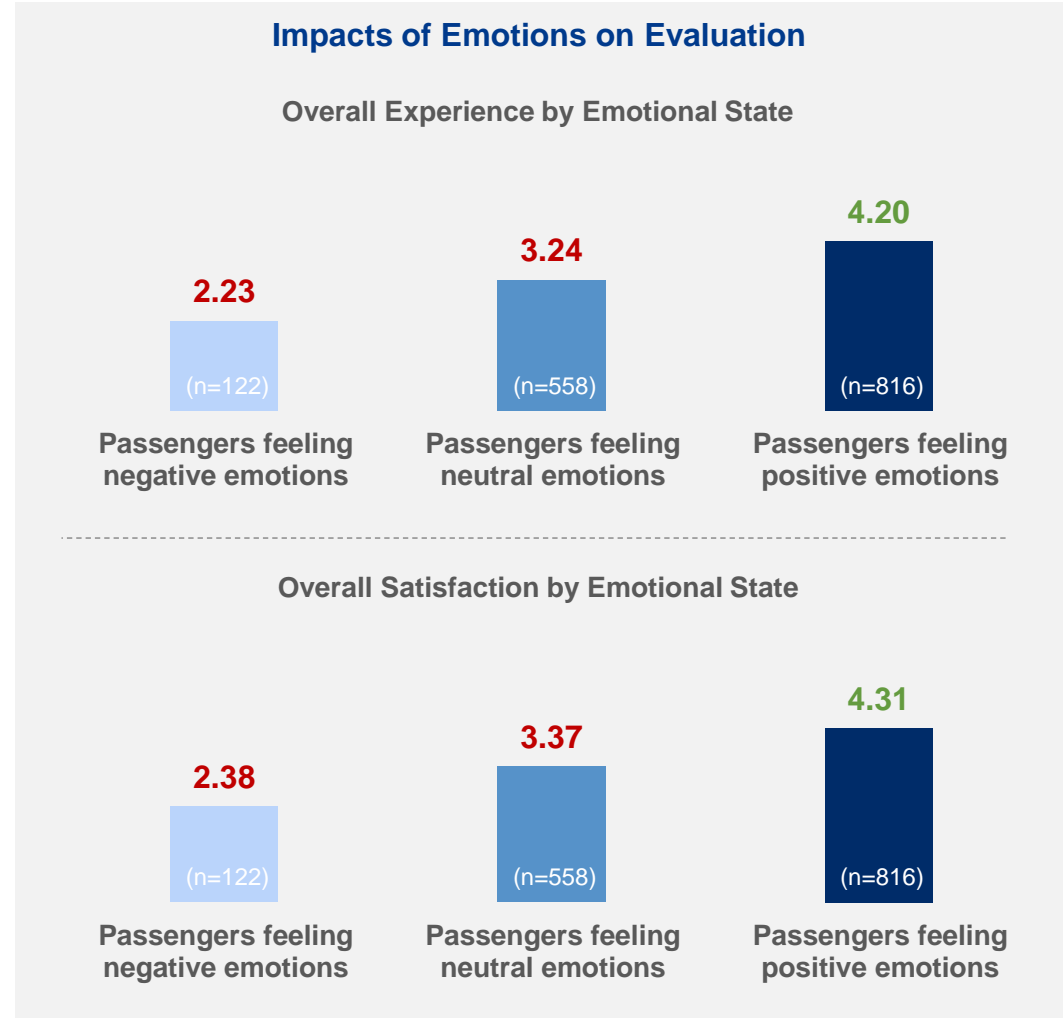
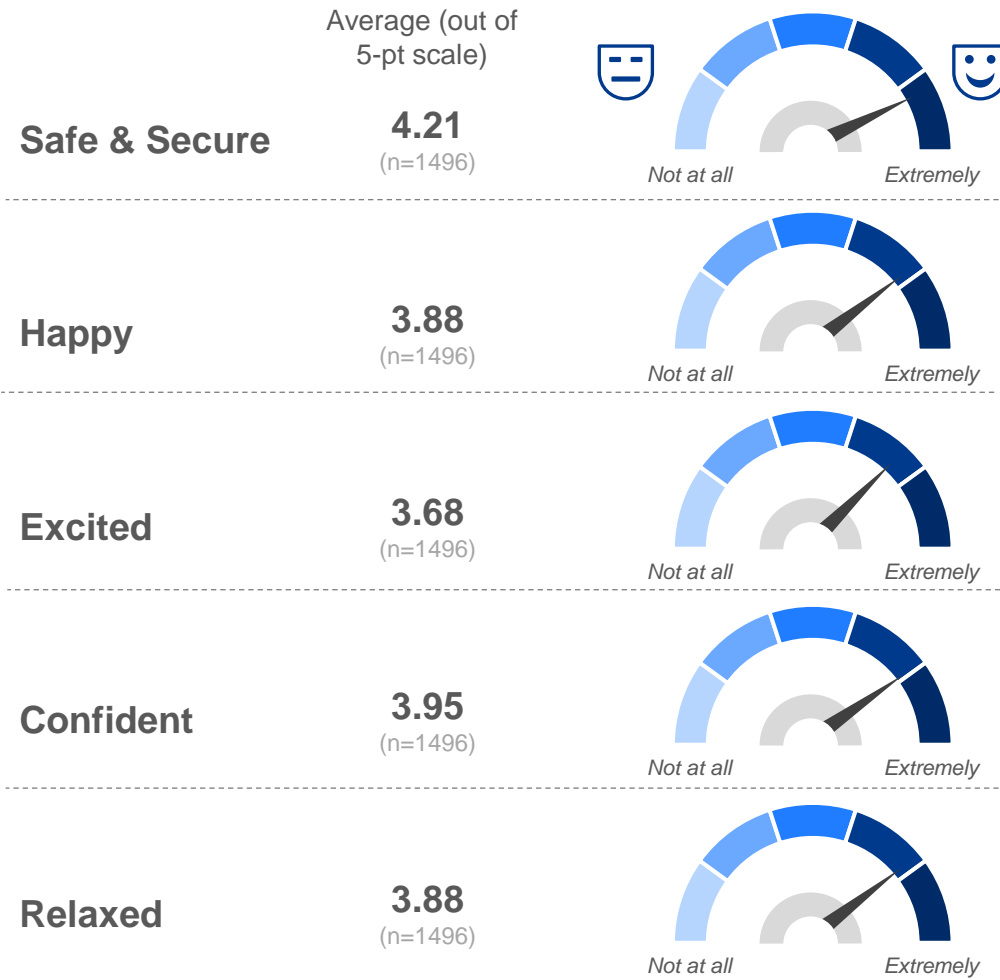
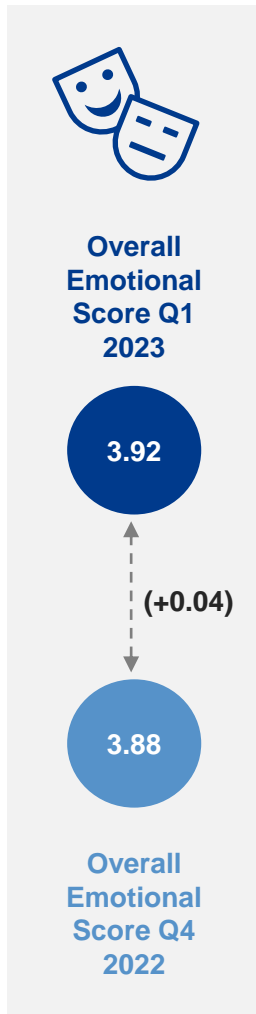
Q10. Based on your experience today, please rate THIS airport – Overall Satisfaction

Note: The green and red values indicate that the segment's performance is **higher** or **lower** at a statistically significant level (95%). Each segment's performance is compared to that of the rest of the groups, i.e., TOTAL others (excluding their own segment).

*T2 and B2 respectively refer to respondents who selected the top 2 boxes (Not at all crowded, Not crowded) and the bottom 2 boxes (Crowded, Very crowded) on the 5-pt scale.

LAX – Airport Performance

Passenger Emotions & their Impacts – Q1 2023



Base (n): Respondents providing a valid response
 Q6. How do you feel right now about your experience at THIS airport? On a scale from Not at all (1) to Extremely (5)
 Note: The green and red values indicate that the segment's performance is higher or lower at a statistically significant level (95%). Each segment's performance is compared to that of the rest of the groups, i.e., TOTAL others (excluding their own segment).

LAX – Airport Performance

Perception of Crowd by Segments – Q1 2023

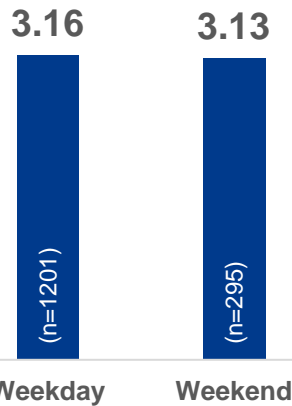


Perception of Crowd
Average (out of 5-pt scale)

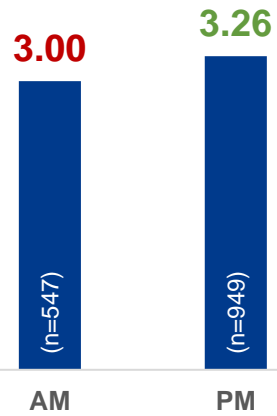


M T W T F S S

Day of Week



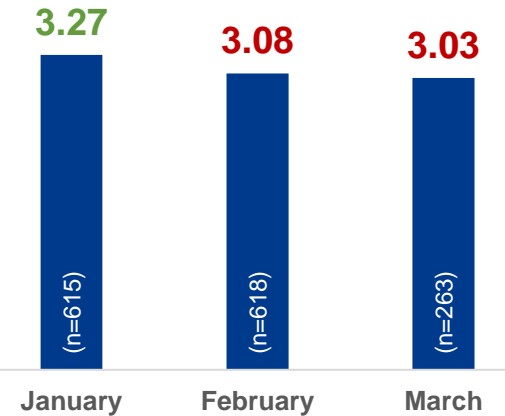
Time of the Day



Traffic Type



Month



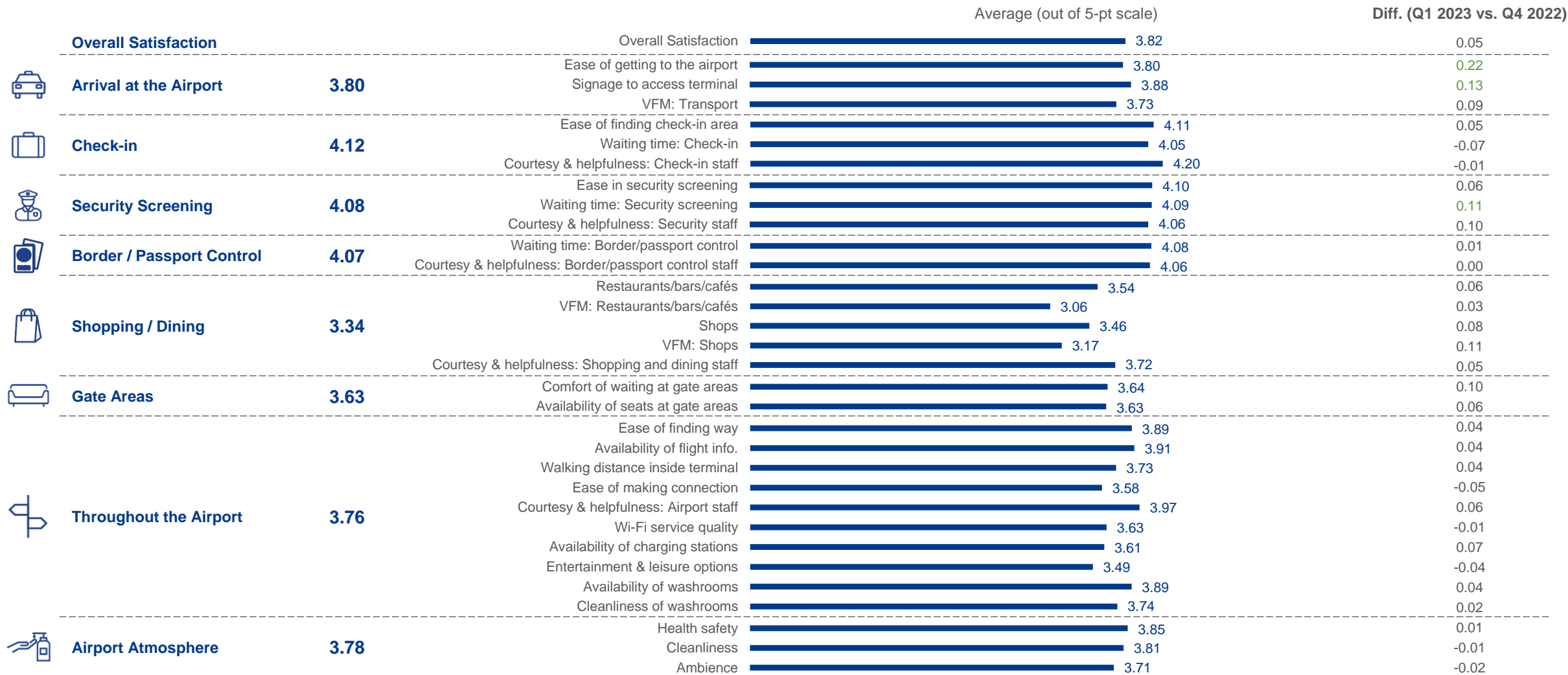
Base (n): Respondents providing a valid response

Q14. How crowded was THIS airport today? On a scale from Not at all crowded (5) to Very crowded (1)

Note: The green and red values indicate that the segment's performance is **higher** or **lower** at a statistically significant level (95%). Each segment's performance is compared to that of the rest of the groups, i.e., TOTAL others (excluding their own segment).

LAX – Airport Performance

Satisfaction by Category & Service Quality Items – Q1 2023



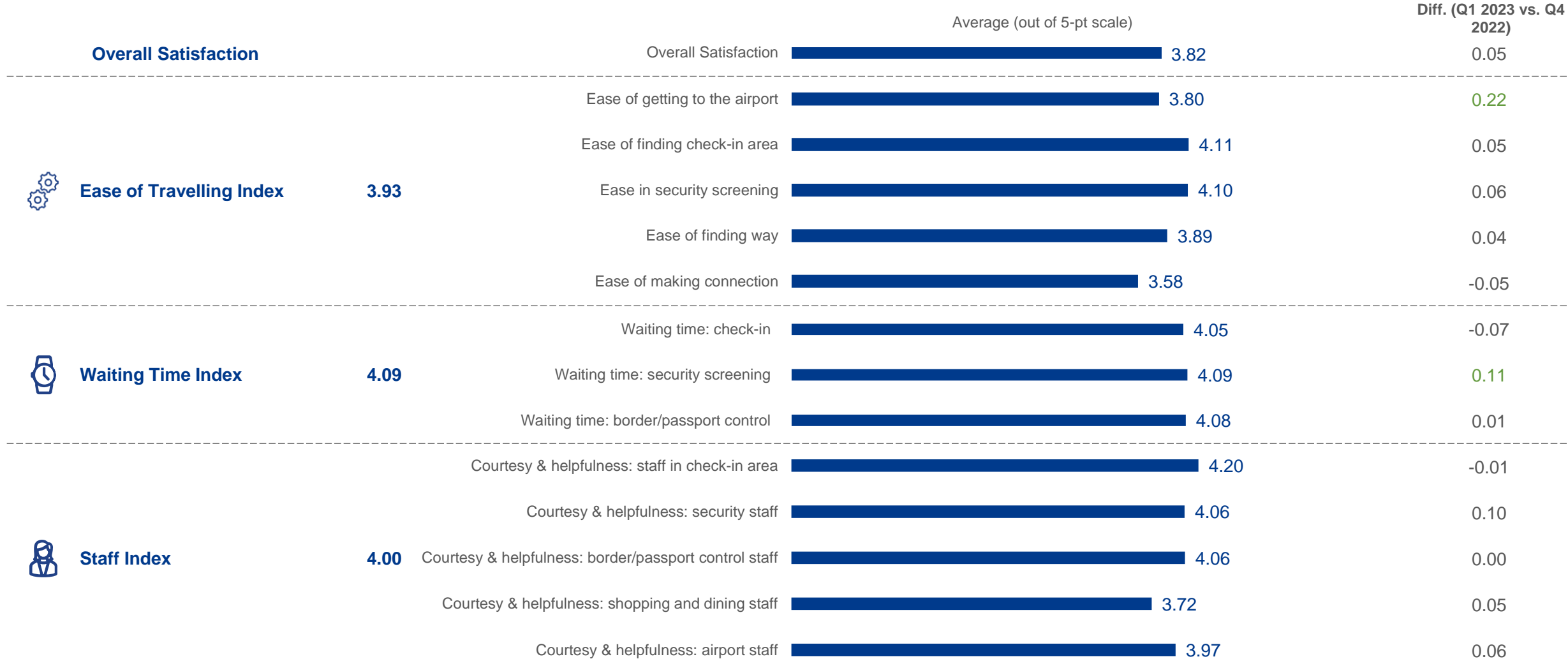
Average scores by category are based on the average scores of all items within the category, weighted by their number of respondents. All items have the same importance as there are no additional weights applied.

Q10. Based on your experience today, please rate THIS airport on each service item.

Note: The green and red values indicate that the segment's performance is **higher** or **lower** at a statistically significant level (95%) compared to previous quarter.

LAX – Airport Performance

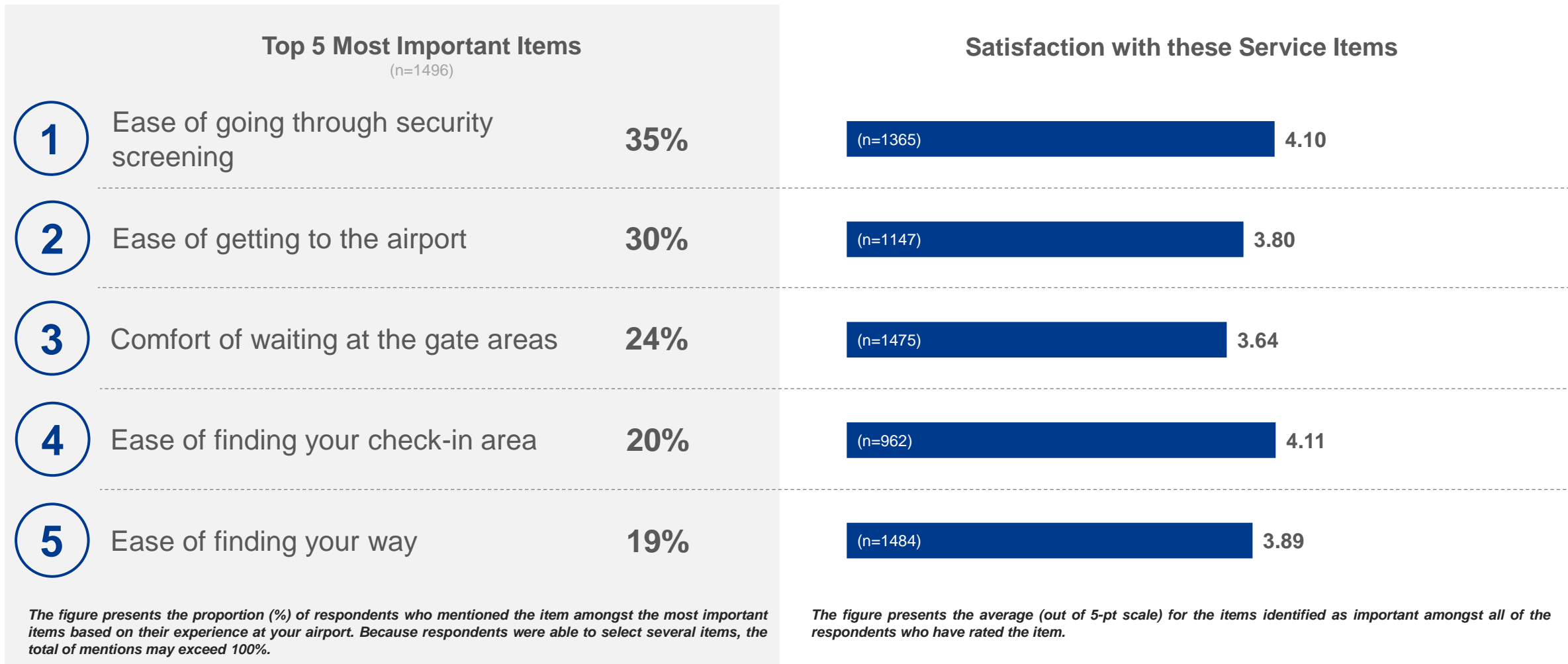
Satisfaction by ASQ Indexes & Service Quality Items – Q1 2023



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. Q10. Based on your experience today, please rate THIS airport on each service item. Note: The green and red values indicate that the segment's performance is **higher** or **lower** at a statistically significant level (95%) compared to previous quarter.

LAX – Airport Performance

Most Important Service Quality Items & Satisfaction – Q1 2023



Base (n): Respondents providing a valid response

Q11. Based on your experience at THIS airport, write the letters of your 3 most IMPORTANT items from question 10.



4

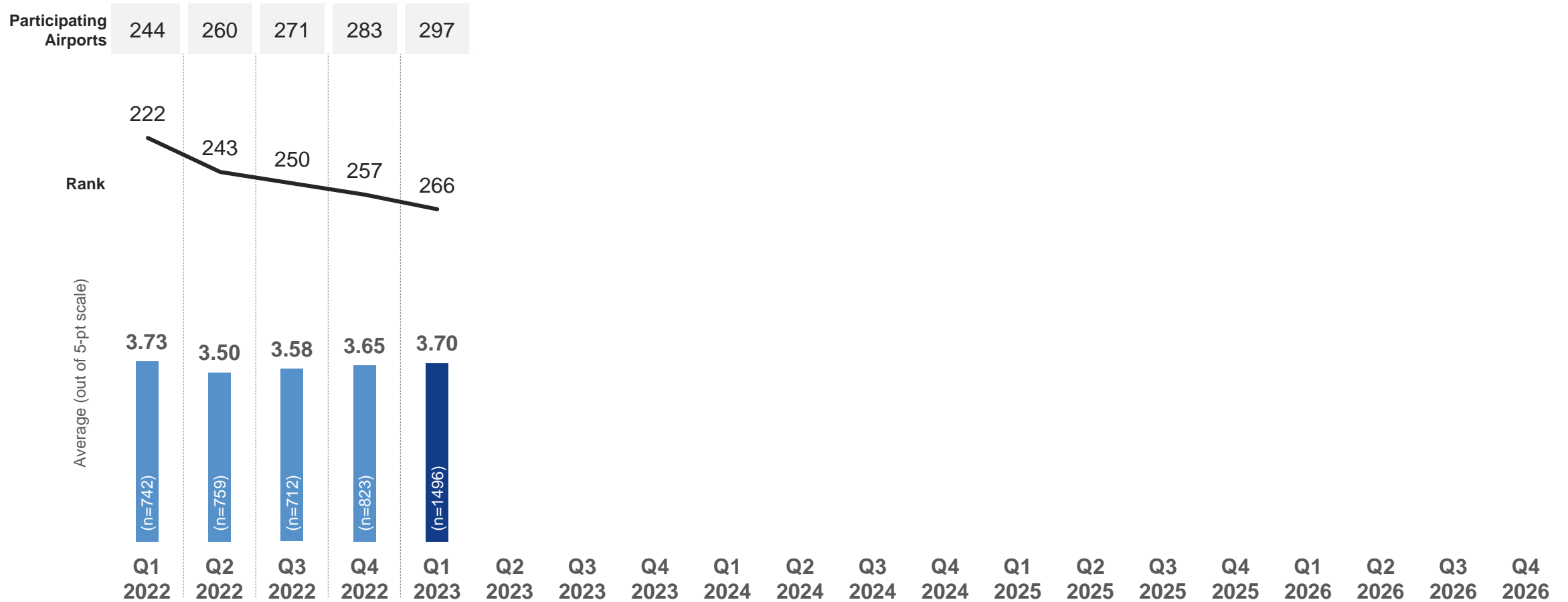
LAX – Trend Over Time

Q1 2023 Compared to Previous Quarters



LAX – Trend Over Time

Overall Experience Score & Rank



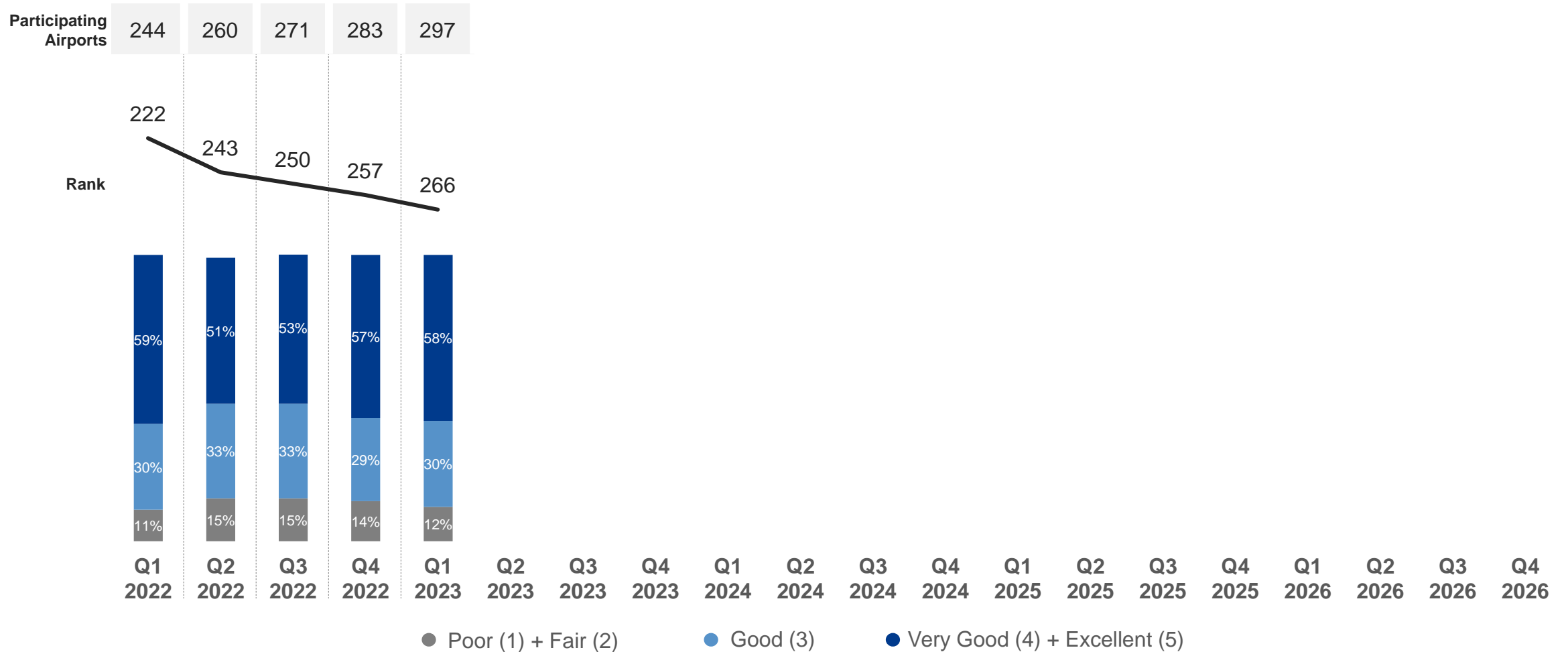
Base (n): Respondents providing a valid response
 Q4. How would you rate your EXPERIENCE today at THIS airport?

Rank is based on all ASQ participating airports for each quarter.

Note: The green and red values indicate that the performance is higher or lower at a statistically significant level (95%) compared to previous quarter.

LAX – Trend Over Time

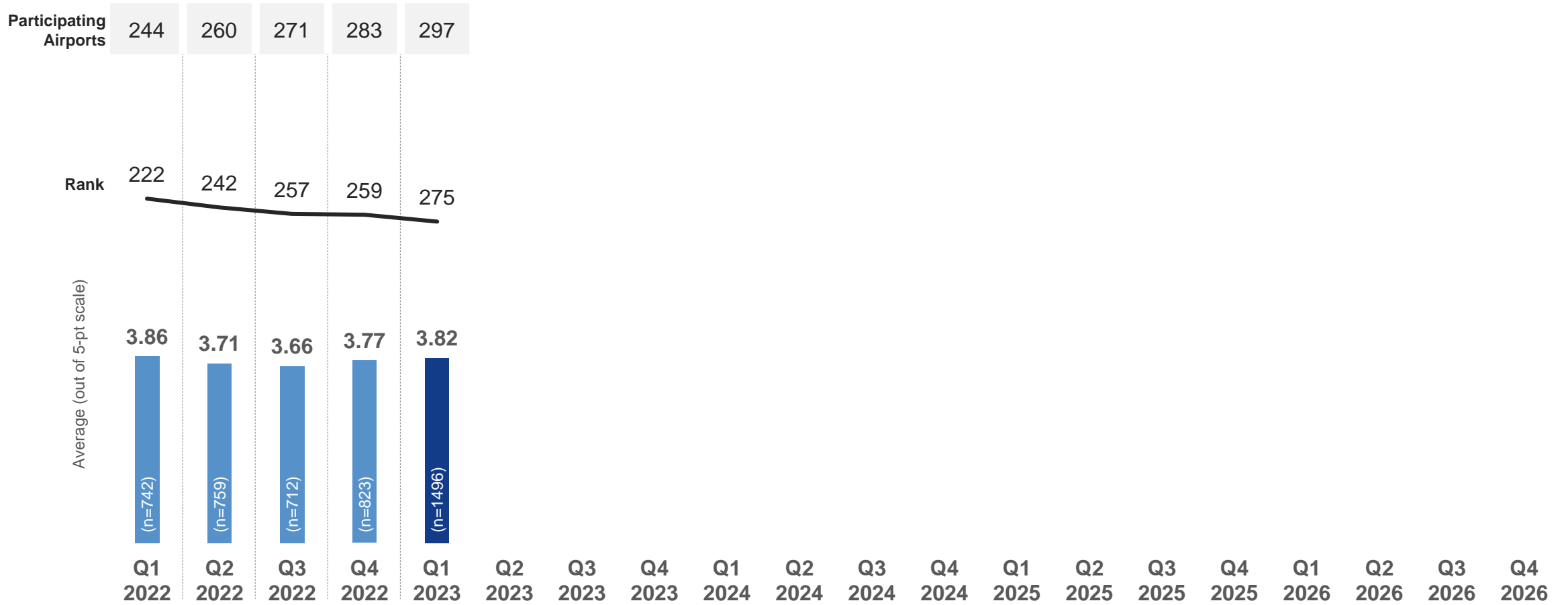
Overall Experience Score Distribution & Rank



Q4. How would you rate your EXPERIENCE today at THIS airport?
 Rank is based on all ASQ participating airports for each quarter.

LAX – Trend Over Time

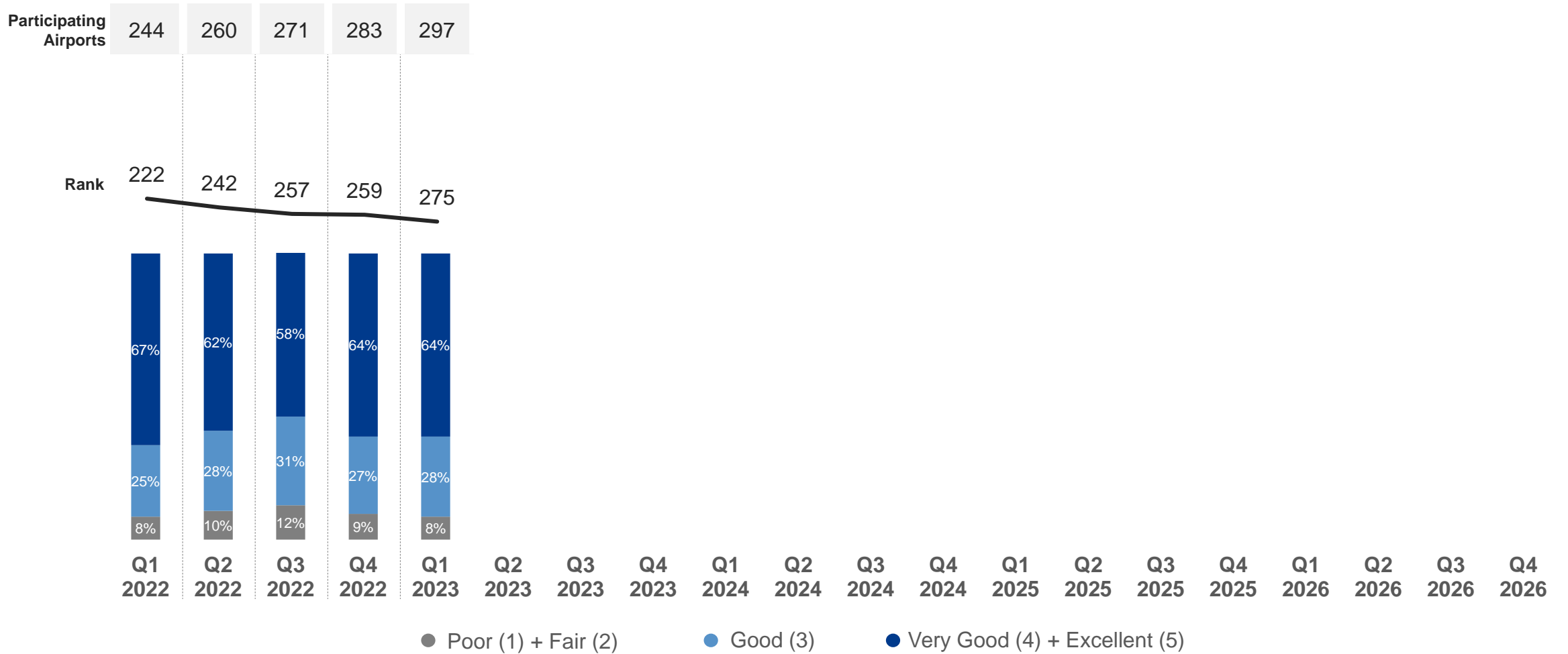
Overall Satisfaction Score & Rank



Base (n): Respondents providing a valid response
 Q10. Based on your experience today, please rate THIS airport – Overall Satisfaction
 Rank is based on all ASQ participating airports for each quarter.
 Note: The green and red values indicate that the performance is **higher** or **lower** at a statistically significant level (95%) compared to previous quarter.

LAX – Trend Over Time

Overall Satisfaction Score Distribution & Rank

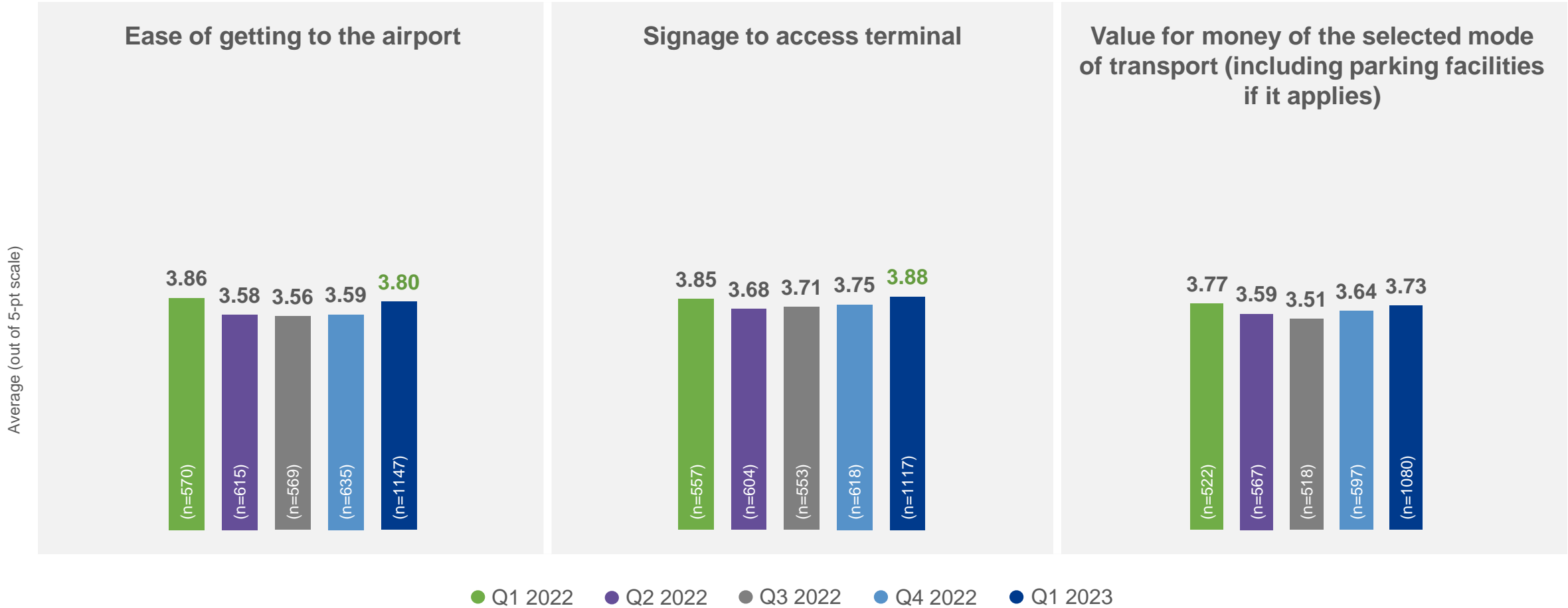


Q10. Based on your experience today, please rate THIS airport – Overall Satisfaction
 Rank is based on all ASQ participating airports for each quarter.



LAX – Trend Over Time

Satisfaction by Service Quality Items: Arrival at the Airport



Base (n): Respondents providing a valid response.

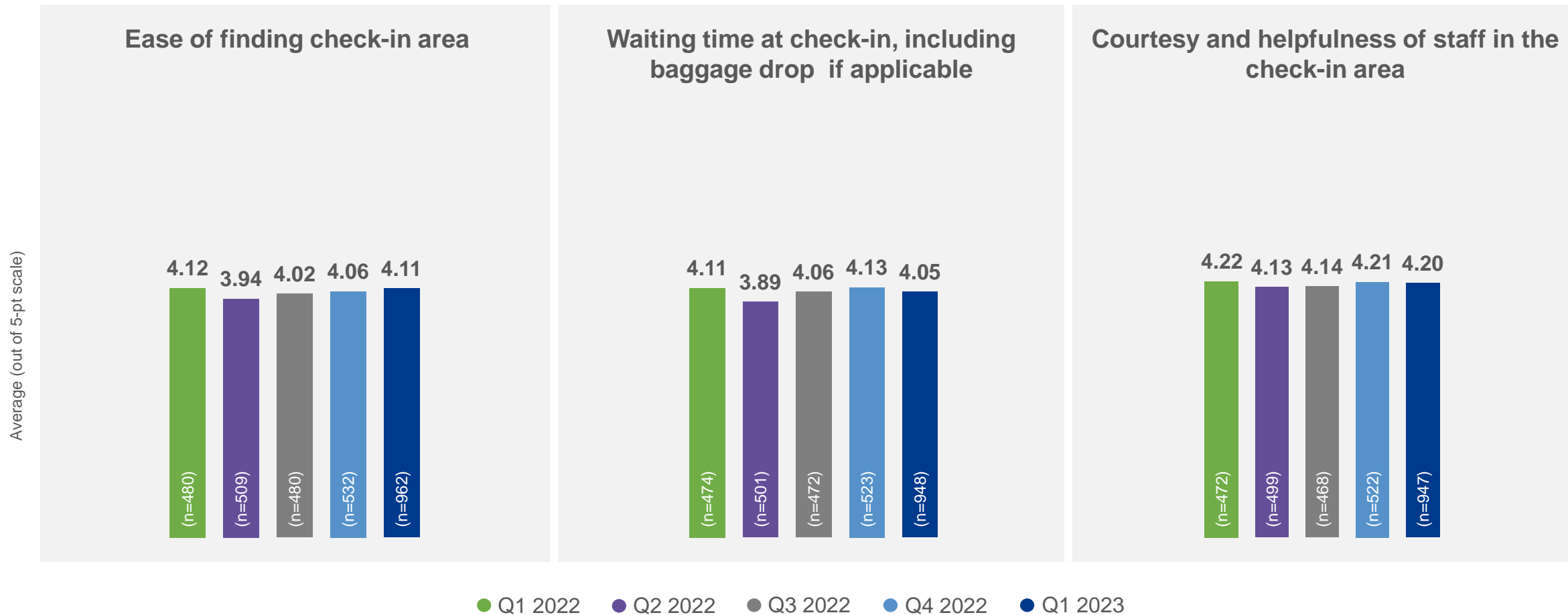
Q10. Based on your experience today, please rate THIS airport on each service item.

Note: The green and red values indicate that the performance is higher or lower at a statistically significant level (95%) compared to previous quarter.



LAX – Trend Over Time

Satisfaction by Service Quality Items: Check-In



Base (n): Respondents providing a valid response.

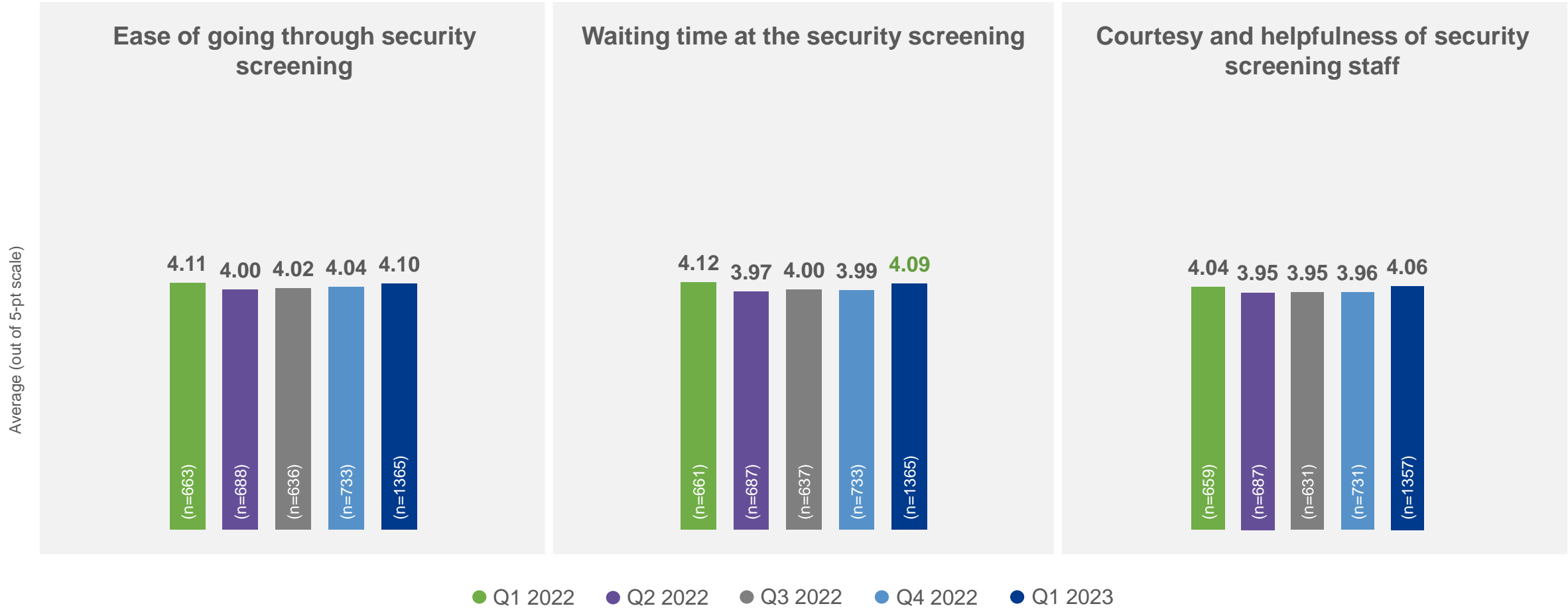
Q10. Based on your experience today, please rate THIS airport on each service item.

Note: The green and red values indicate that the performance is higher or lower at a statistically significant level (95%) compared to previous quarter.



LAX – Trend Over Time

Satisfaction by Service Quality Items: Security Screening



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item.

Note: The green and red values indicate that the performance is higher or lower at a statistically significant level (95%) compared to previous quarter.



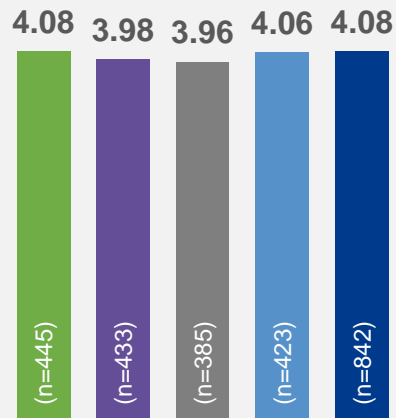
LAX – Trend Over Time

Satisfaction by Service Quality Items: Border/Passport Control

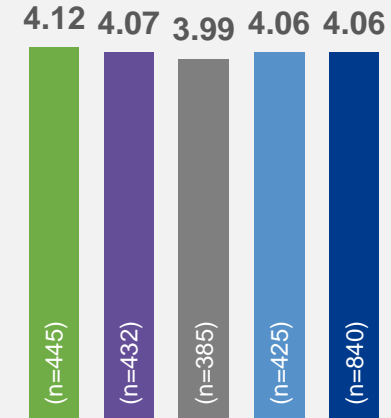


Waiting time at border/passport control

Average (out of 5-pt scale)



Courtesy and helpfulness of border/passport control staff



● Q1 2022 ● Q2 2022 ● Q3 2022 ● Q4 2022 ● Q1 2023

Base (n): Respondents providing a valid response.

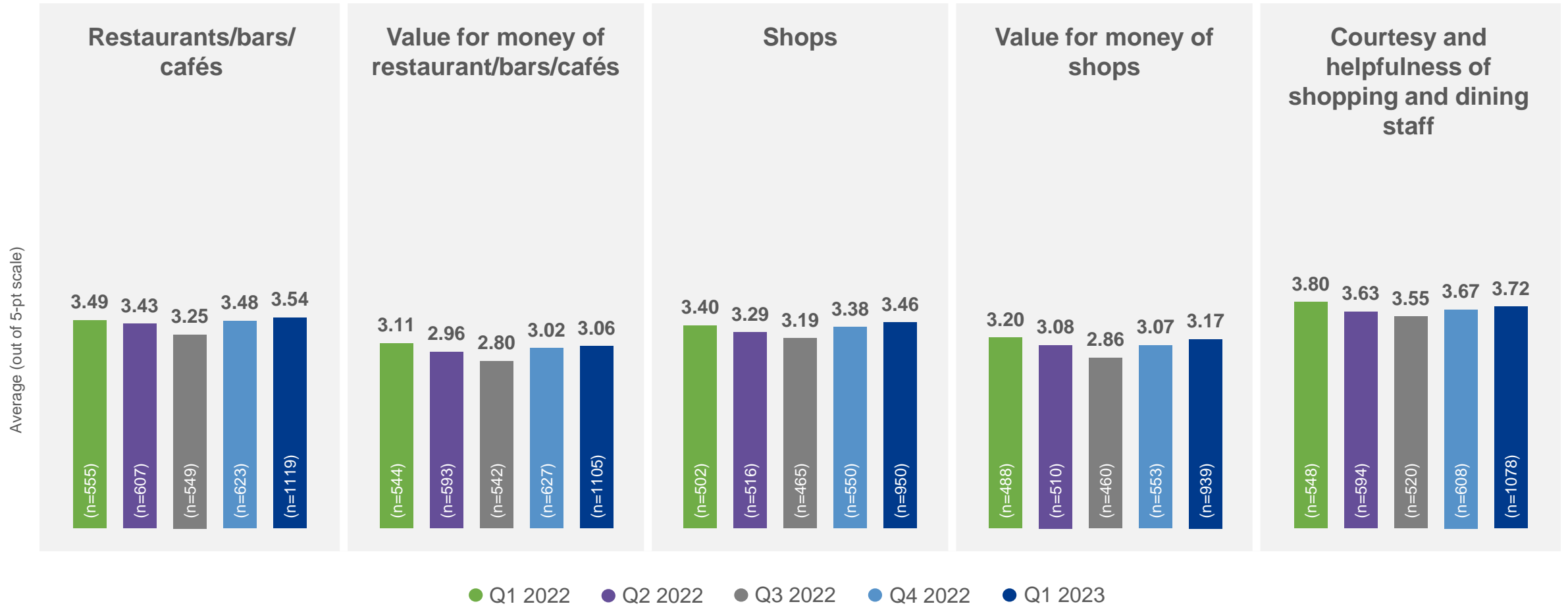
Q10. Based on your experience today, please rate THIS airport on each service item.

Note: The green and red values indicate that the performance is **higher** or **lower** at a statistically significant level (95%) compared to previous quarter.



LAX – Trend Over Time

Satisfaction by Service Quality Items: Shopping/Dining



Base (n): Respondents providing a valid response.

Q10. Based on your experience today, please rate THIS airport on each service item.

Note: The green and red values indicate that the performance is higher or lower at a statistically significant level (95%) compared to previous quarter.



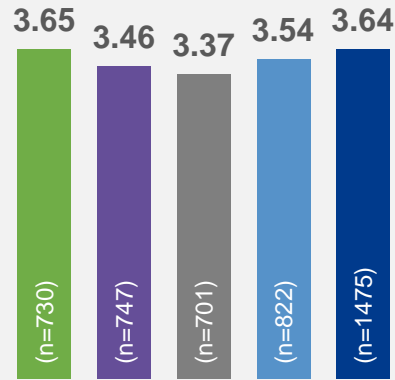
LAX – Trend Over Time

Satisfaction by Service Quality Items: Gate Areas

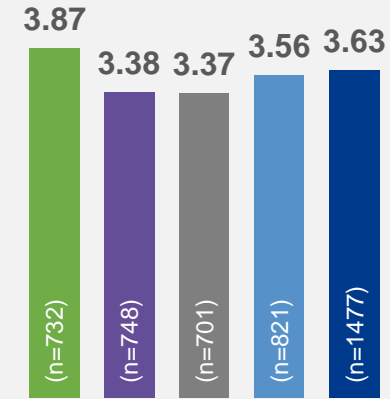


Comfort of waiting at gate areas

Average (out of 5-pt scale)



Availability of seats at gate areas



● Q1 2022 ● Q2 2022 ● Q3 2022 ● Q4 2022 ● Q1 2023

Base (n): Respondents providing a valid response.

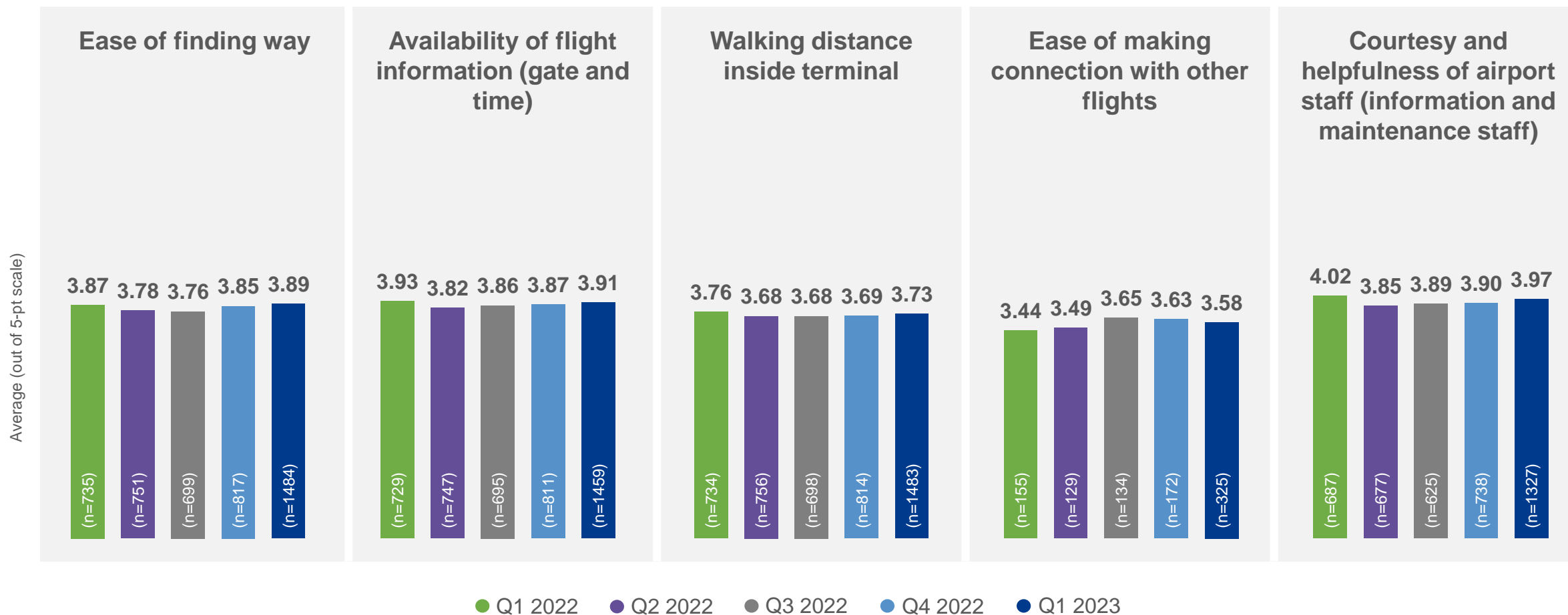
Q10. Based on your experience today, please rate THIS airport on each service item.

Note: The green and red values indicate that the performance is higher or lower at a statistically significant level (95%) compared to previous quarter.



LAX – Trend Over Time

Satisfaction by Service Quality Items: Throughout the Airport (1/2)



Base (n): Respondents providing a valid response.

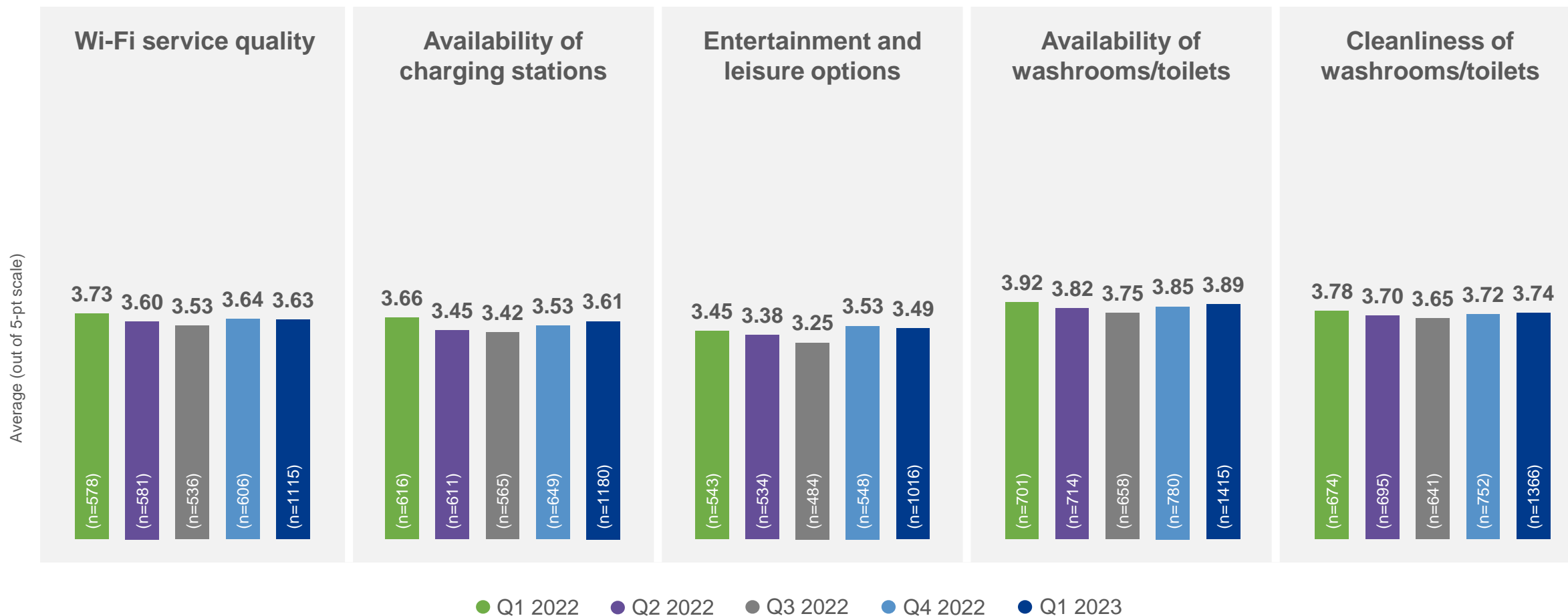
Q10. Based on your experience today, please rate THIS airport on each service item.

Note: The green and red values indicate that the performance is higher or lower at a statistically significant level (95%) compared to previous quarter.



LAX – Trend Over Time

Satisfaction by Service Quality Items: Throughout the Airport (2/2)



Base (n): Respondents providing a valid response.

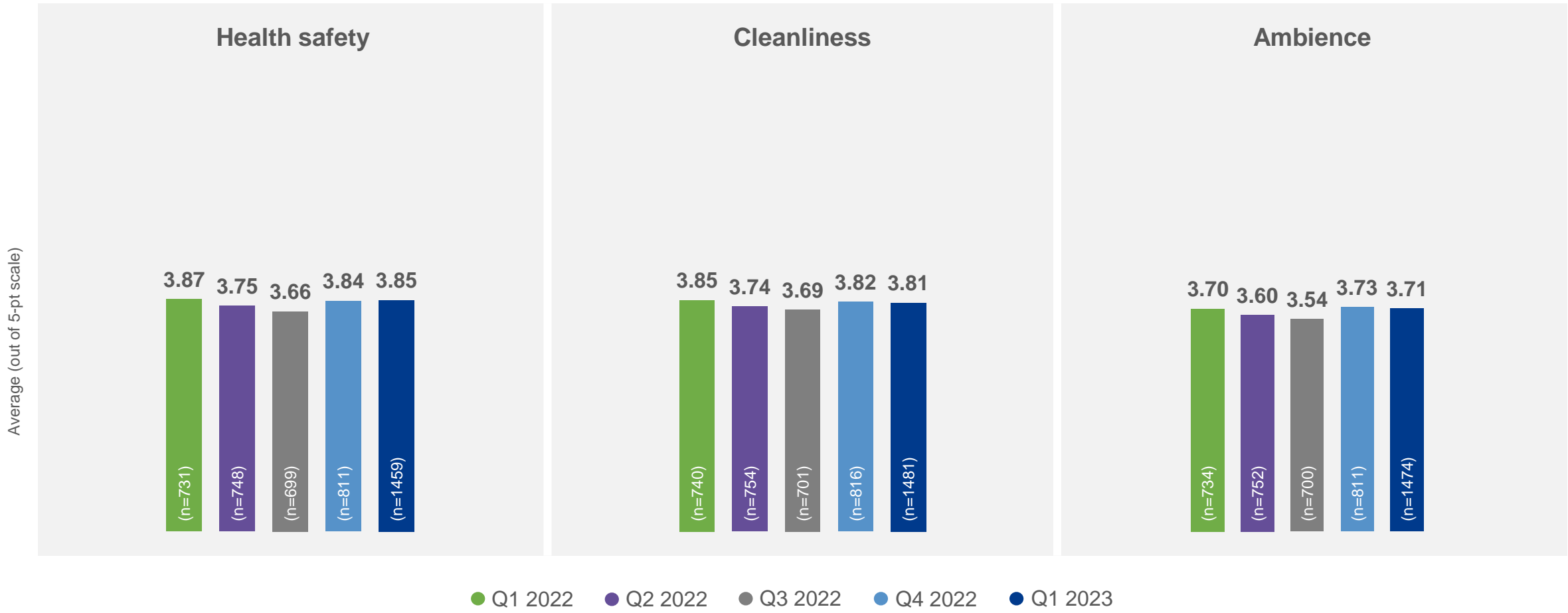
Q10. Based on your experience today, please rate THIS airport on each service item.

Note: The green and red values indicate that the performance is higher or lower at a statistically significant level (95%) compared to previous quarter.



LAX – Trend Over Time

Satisfaction by Service Quality Items: Airport Atmosphere



Base (n): Respondents providing a valid response.
 Q10. Based on your experience today, please rate THIS airport on each service item.
 Note: The green and red values indicate that the performance is **higher** or **lower** at a statistically significant level (95%) compared to previous quarter.



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