



2019 Passenger Survey Los Angeles International Airport

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Prepared for



LAX
Los Angeles World Airports

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Executive Summary

The primary purpose of this survey is to secure up-to-date information about Los Angeles International Airport (LAX) passengers. This initiative is part of Los Angeles World Airports' (LAWA's) ongoing effort to modernize and improve airport ground transportation access, parking, and passenger and terminal facilities at LAX. In particular, the survey is intended to help LAWA continue to learn about the evolving travel characteristics of the air passenger market in terms of trip attributes such as airport ground access, parking, trip origin, and air passenger demographics.

Survey Methodology

Unison Consulting, Inc. with its subcontractor, ANIK International (together, the Unison team), conducted the passenger survey on behalf of LAWA. Consistent with past surveys, we took the following measures in the survey design, administration, and analysis to assure an optimal quality of results:



- The 2015 survey questionnaire was refined in consultation with LAWA. Several questions were added to gauge passenger awareness and potential usage of the planned Automated People Mover (APM).
- The refined survey questionnaire was converted into an electronic format and downloaded to handheld electronic tablets for survey administration. Unison programmed the questionnaire with skip logic and conditional branching, so that respondents received only questions relevant to them based on previous answers. Interviewers assisted passengers in reading and entering answers into the electronic tablet, encouraging survey participation and reducing interpretation errors. The interactive survey method improved the response rate and eliminated the need for separate data entry and associated errors.
- The survey was conducted only after a pilot test confirmed all questions were clear and concise, and that the questionnaire would elicit the necessary information for the study.
- Based on a staggered daily schedule from as early as 5:00 a.m. to as late as 1:00 a.m., the Unison team conducted surveys in two waves: the non-peak survey was conducted in February/March 2019 and the peak survey was conducted in July 2019.
- Interviewers randomly approached departing passengers in the post-security hold rooms of all terminals. We collected nearly 15,000 survey responses—exceeding our sample target of 10,000. The samples for each terminal have a margin of error of no greater than ± 3 percent at a 95 percent confidence level, which meets standard statistical metrics.
- The Unison Team geocoded origin data using the latitude and longitude coordinates of the geographic center of each corresponding ZIP code.

Originating Passenger Characteristics

Originating Passengers who began their air travel at LAX were asked specific questions about point of origin, ground transportation, routes, parking, visitor information, and awareness and interest regarding the planned APM. A summary of Originating Passenger Characteristics is highlighted below:



- Fifty-three percent (53%) of Originating Passengers were Southern California Residents compared to fifty-seven percent (57%) in the 2015 survey, a difference of four percentage points.
- Sixty-three percent (63%) of Originating Passengers started their ground trip from a private residence—either their home or someone else’s home, which is consistent with our findings in the 2015 survey.
- In this survey, almost three quarters of Originating Passengers reported Los Angeles County as their point of origin compared to seventy-one percent (71%) in the previous survey.
- In this survey, the largest proportion of passengers originated from Anaheim compared to most originating from the LAX Area in the 2015 survey. The percentage of Originating Passengers who started their trip from Downtown LA or Long Beach was similar in both surveys.
- Private vehicles continue to be the top mode of transportation to LAX, however, the usage of paid ride app services (Uber/Lyft) has increased significantly since 2015, an increase of 21 percentage points.
- Forty-nine percent (49%) of Originating Passengers who used private transportation rode alone. In 2015, only fifteen percent (15%) of passengers rode alone, which represents a difference of 34 percentage points.
- Approximately three-quarters of Originating Passengers who used a private vehicle as their primary mode of transportation were dropped off at the curb.
- Almost seventy percent (70%) of Originating Passengers who used private transportation to arrive at LAX used a mobile app such as Google Maps, Waze, or Apple Maps to obtain real time traffic information.
- Of passengers who parked at the airport, over sixty percent (60%) used the parking structures at LAX and forty percent (40%) parked off-airport. “Good price” was selected as the most important factor as to why passengers chose to park off-airport. However, passengers in the peak survey found this less important compared to passengers in the non-peak survey.

- Of passengers who used a private mode of transportation to LAX, the largest subgroup used the I-405 Freeway and exit from Howard Hughes/Sepulveda or Century Blvd.
- Passengers who used I-105 most frequently used the Sepulveda exit.
- Over forty percent (40%) of Originating Passengers had dwell times of two hours or less.
- A smaller proportion of Originating Passengers were accompanied inside the terminal by a well-wisher: twelve percent (12%) in 2019 compared to thirty percent (30%) in 2015.
- The proportion of Originating Passengers checking in luggage declined by 26 percentage points, from eighty-eight percent (88%) in 2015 to sixty-one percent (61%) in 2019.
- Thirty percent (30%) of Originating Passengers were headed to an international destination. Notably, the highest proportion of Residents traveling to an international destination were from San Diego or Santa Barbara County.
- Less than thirty percent (30%) of Southern California Residents were aware of the planned APM, but over three quarters reported being likely or very likely to use it.
- Residents were also asked “How much time would you need to save to consider using the new APM from one of the remote locations (parking, rental car, transfer facilities) to travel to the existing terminals?” The largest proportion of Residents (33%) indicated they would need to save more than 20 minutes to consider using the new APM.
- Of Residents who parked at LAX, forty percent (40%) said they would consider using the new parking facilities and APM for lower parking rates.

Connecting Passenger Characteristics

Connecting Passengers who began their travel from another airport were asked questions about trip origin and information about their layover at LAX. A summary of Connecting Passenger characteristics is highlighted below:



- Almost two thirds of Connecting Passengers began their trip at another U.S. airport.
- Approximately sixty percent (60%) of Connecting Passengers landed in one terminal and were scheduled to depart from another terminal.

- Seventy-one percent (71%) of Connecting Passengers walked between terminals to catch a connecting flight. However, the proportion of passengers doing so declined by six percentage points in 2019. In 2015, seventy-seven percent (77%) of Connecting Passengers walked between terminals.
- Travel time between terminals was reported to be longer by Connecting Passengers. In 2019, fifty-one percent (51%) of Connecting Passengers spent more than 10 minutes walking between terminals compared to forty-three percent (43%) in 2015.
- A larger proportion of Connecting Passengers (seven percent compared to four percent in 2015) left LAX during their layover. Of passengers who left, the majority walked or used a paid ride app to travel back to the Airport in 2019. In 2015, the majority of Connecting Passengers who left LAX during their layover used a private vehicle or shuttle to return to LAX.

Passenger Demographic/Travel Characteristics

All passengers were asked about trip purpose, age, gender, and travel assistance.



- Seventy-two percent (72%) of passengers surveyed were traveling for pleasure or personal reasons compared to sixty-nine percent (69%) in the 2015 survey.
- Almost half of all passengers were infrequent users of LAX: forty-seven percent (47%) in this survey and forty-nine percent (49%) in the 2015 survey.
- Forty-six percent (46%) of passengers were traveling with at least one other person, which is similar to our findings from the previous survey. Of passengers traveling in groups, forty-four percent (44%) were traveling with another adult, seven percent (7%) with children between the ages of 10 and 17, and another six percent (6%) were traveling with children under age 10.
- Female passengers made up the majority of travelers, comprising fifty-three percent (53%) of all passengers surveyed.
- Forty-two percent (42%) of passengers would be classified as millennials—under the age of 35.
- Two percent (2%) of passengers surveyed used a wheelchair and another two percent (2%) used a Smarte Carte for luggage.
- One percent of passengers were traveling with a service animal.
- Overall, the majority of passengers said their experience was excellent or very good. Twenty-six percent (26%) rated their experience as excellent and another thirty-five percent (35%) said it was very good.

Section 1: Survey Methodology

Unison conducted the LAX 2019 Air Passenger Survey to gather updated information on departing airport passenger’s ground access trip attributes and demographic characteristics. LAWA will use this information to continue its efforts to improve airport ground access and modernize passenger, parking, and terminal facilities.

In collaboration with LAWA, Unison refined the questionnaire used in the 2015 passenger survey to ensure the survey collected all the required information for the study, such as demographic characteristics, travel profiles, transportation usage, and travel behavior, as well as enabled comparison to the output of prior surveys. New questions regarding awareness and potential use of the APM were included in the questionnaire.

After review and approval of the questionnaire by the LAWA team, Unison programmed the draft questionnaire onto electronic survey tablets by using skip logic and branching features to help facilitate a more streamlined interview process. Prior to survey administration, we conducted a pilot test at LAX to a small sample of passengers to ensure the questionnaire format was logical, efficient, and easy to administer. The final questionnaire was comprised of 90 multiple-choice and open-ended questions (Appendix 1). The general categories and topics of the questionnaire are summarized below:

All Passengers	Originating Passengers	Connecting Passengers
<ul style="list-style-type: none"> • Originating/connecting mix • Terminal • Final airport destination • Trip purpose • Travel party size • Demographic characteristics • Special assistance usage • Traveling with pets 	<ul style="list-style-type: none"> • Ground access & trip origin • Parking • Dwell time • Luggage • Well-wishers • Primary area of residence • Size of travel party • Awareness & interest in APM 	<ul style="list-style-type: none"> • Origin of flight • Inter-terminal access • Leave LAX during layover • Transportation back to LAX

1:1 Sampling Design

The Unison Team utilized a stratified sampling design based on the historical distribution of passengers by terminal with a total sample target of 10,000. In total, the Unison Team surveyed nearly 15,000 passengers throughout the terminals. The sample size for each terminal is statistically valid and meets industry standards that the margin of error must not exceed ± 5 percentage points at a 95-percent confidence level. As shown on Table 1-1, the total sample has a margin of error of less than $\pm 1\%$ and

the sample for each terminal has a margin of error no more than $\pm 3\%$. This indicates each sample can be analyzed individually with a high level of statistical validity.

Table 1-1 - Survey Sample by Terminal

Terminal	Size	Margin of Error \pm
Terminal 1	1,547	2.5%
Terminal 2	1,319	2.7%
Terminal 3	1,698	2.4%
Terminal 4	1,748	2.3%
Terminal 5	2,093	2.1%
Terminal 6	1,445	2.6%
Terminal 7/8	2,127	2.1%
TBIT	2,783	1.9%
Total	14,760	0.8%

1:2 Survey Administration

The survey administration team consisted of 20 interviewers and supervisors, of whom the majority were bilingual and had prior survey experience at LAX. Prior to survey administration, the team underwent comprehensive training to review the survey questionnaire, airport rules and regulations, and discuss general tips to obtain high survey response rates. The survey was conducted in two waves, as shown on Table 1-2. The daily survey schedule was staggered from 5:00 a.m. to 1:00 a.m. to obtain a wide range of passenger responses. Using electronic tablets, interviewers randomly approached departing passengers in post-security gate areas of all terminals.

Table 1-2 - Survey Wave Schedule and Sample Size

Wave	Dates	Sample Size
Peak	July 22-31	7,654
Non-Peak	February 25-March 7	7,106
Total		14,760

1:3 Data Processing and Analysis

Unison used Microsoft Excel and SPSS—statistical software commonly used for survey data analysis—for initial processing and data cleansing of survey results. Responses were recoded based on the logical choices for quality control. For example, if a passenger chose “other” place of origination, but also indicated, for example, the Westin Los Angeles Airport Hotel, the response was recoded to “hotel” as place of origination and the corresponding ZIP code and county data was then entered.

Point of origination ZIP code data was geocoded for the purpose of conducting the geospatial analysis. The process of geocoding includes matching each ZIP code centroid (center) to its corresponding latitude and longitude coordinates. For consistency, we matched the latitude and longitude coordinates from the ZIP codes provided in the prior two surveys conducted in 2015 and 2011. For all other ZIP codes, we used geocoding services provided by the U.S. Census Bureau.

The Unison team analyzed the survey data using standard statistical methods such as frequency and cross tabulation analysis. We also performed statistical analyses to determine whether significant differences existed among various types of passengers.

Section 2: Originating Passenger Survey Results

The survey results are reported separately for two passenger groups:

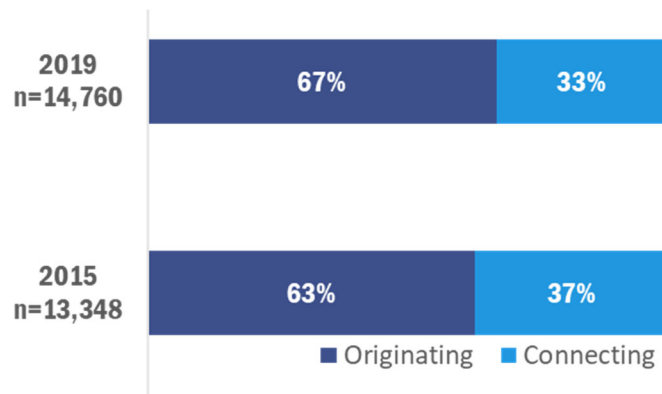
- Originating Passengers begin their air travel at LAX.
- Connecting Passengers begin their air travel from another airport, arrive at LAX from one flight, and transfer to another flight to another airport.

The 2019 sample is comprised of sixty-seven percent (67%) Originating Passengers and thirty-three percent (33%) Connecting Passengers (Table 2-1). In 2015, sixty-three percent (63%) of surveyed passengers reported to be originating at LAX and thirty-seven percent (37%) were connecting (Figure 2-1).

Table 2-1 - Composition of Passengers

Type of Passenger	Peak n=7,160	Non-Peak n=7,654	Total n=14,760
Originating	71%	64%	67%
Connecting	29%	36%	33%

Figure 2-1 - Composition of Passengers (2019 vs. 2015)



2:1 Residents and Visitors

Originating Passengers were asked about the location of their primary residence. Local residents are defined as those who reside in one of eight (8) counties in the Southern California area:

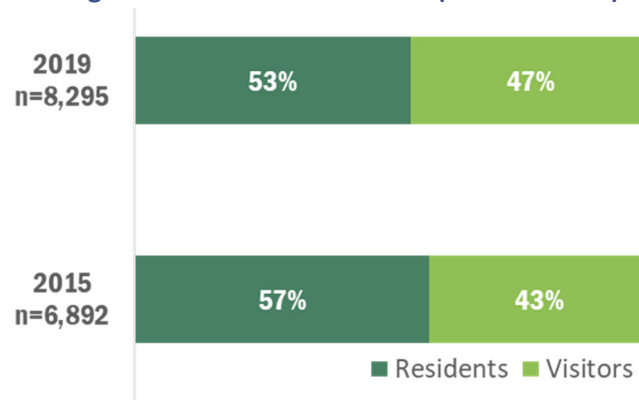
Southern California Counties
Los Angeles County
Orange County
Ventura County
San Bernardino County
Riverside County
San Diego County
Santa Barbara County
Kern County

Fifty-three percent (53%) of Originating Passengers were Southern California residents and forty-seven (47%) were visitors (Table 2-2). Of passengers surveyed in the 2015 survey, the proportion of residents was fifty-seven percent (57%) and visitors represented forty-three percent (43%) as shown in Figure 2-2.

Table 2-2 - Area of Residence

Area of Residence	Peak n=4,190	Non-Peak n=4,105	Total n=8,295
Residents	54%	52%	53%
Visitors	46%	48%	47%

Figure 2-2 - Area of Residence (2019 vs. 2015)



2:2 Origin of Trip

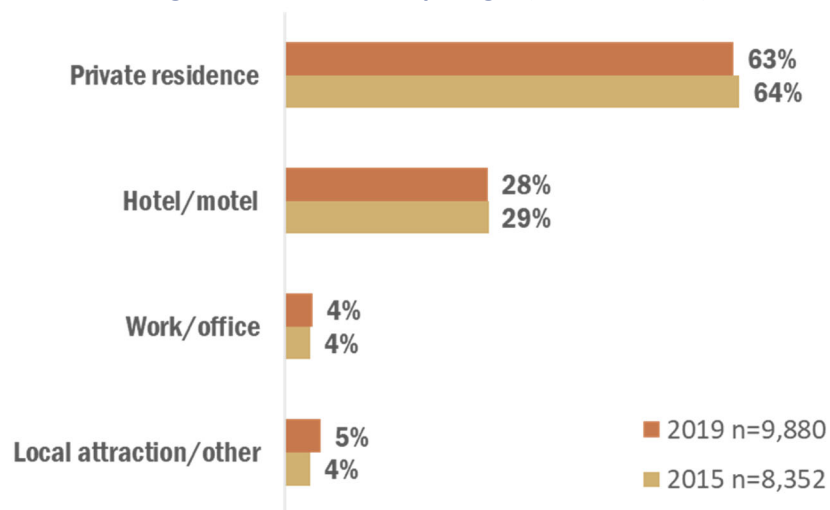
Forty-two percent (42%) of Originating Passengers began their ground travel from their home, twenty-eight percent (28%) from a hotel/motel, twenty percent (20%) from someone else’s home, four percent (4%) from work, and one percent (1%) from a cruise ship. Four percent (4%) began their trip from a local attraction or other location, such as college (Table 2-3). The sample proportion coming from a private residence (their own or someone else’s home) was slightly larger during the peak (65%), compared to off-peak (61%) survey periods.

The findings between 2019 and 2015 survey results are similar. In 2019, sixty-three percent (63%) came from a private residence compared to sixty-four percent (64%) in 2015. In 2015, twenty-eight percent (28%) came from a hotel/motel, four percent (4%) from work/office, and five percent (5%) from a local attraction or other location (Figure 2-3).

Table 2-3 - Ground Trip Origin

Originating Passengers	Peak n=5,018	Non-Peak n=4,862	Total n=9,880
Your home	44%	41%	42%
Hotel/motel	29%	28%	28%
Someone else's home	21%	20%	20%
Work/office	3%	5%	4%
Cruise ship	1%	1%	1%
Local attraction/other location	3%	4%	4%

Figure 2-3 - Ground Trip Origin (2019 vs. 2015)



Ground trip origin differed substantially between Residents and Visitors. Most Residents came from a private residence: ninety-five percent (95%) in 2019 and ninety-six percent (96%) in 2015 (Figure 2-4A). In contrast, the largest proportion of Visitors came from a hotel/motel: forty-six percent (46%) in 2019 and forty-nine percent (49%) in 2015 (Figure 2-4B).

Figure 2-4A - Ground Trip Origin (Residents - 2019 vs. 2015)

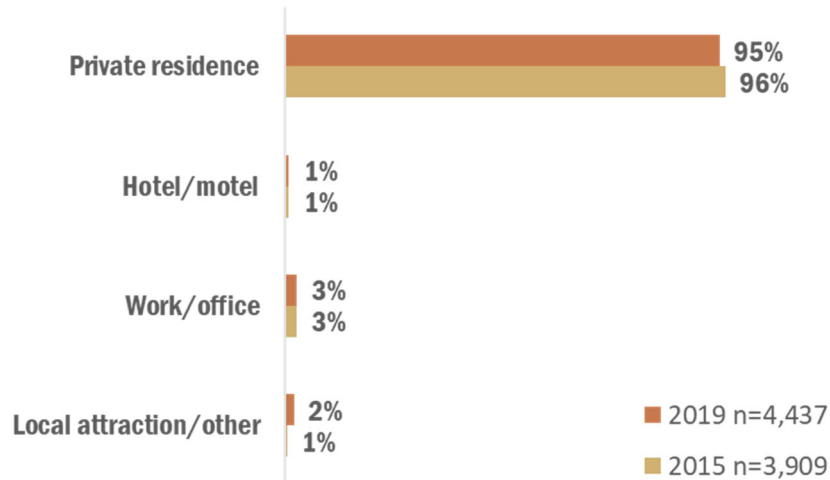
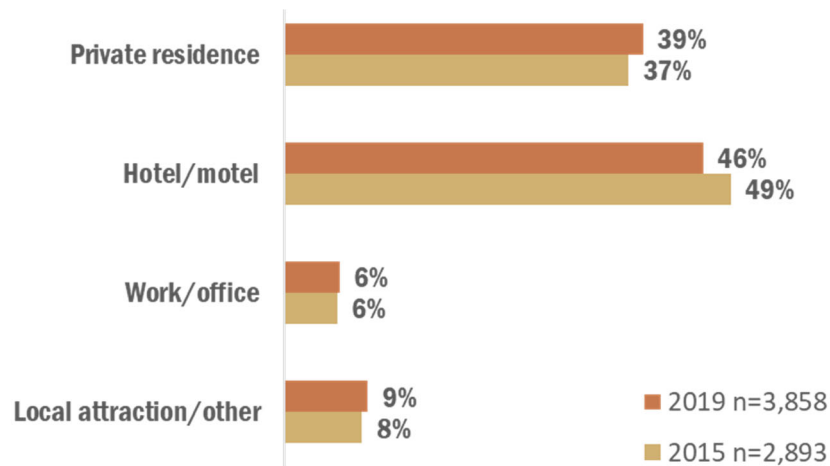


Figure 2-4B - Ground Trip Origin (Visitors - 2019 vs. 2015)



2:3 Ground Access Mode of Transportation

Eighty-nine percent (89%) of all Originating Passengers travelled to LAX via private transportation (Table 2-4). Modes of transport included private vehicle, taxi, town car/limousine, private shuttle (non-stop) or paid ride app service (Uber or Lyft). Ten percent (10%) used shared or scheduled transportation such as shuttles, courtesy vans, Flyaway buses, and scheduled airport buses. One percent (1%) used public transportation. Notably, a larger proportion of peak survey passengers used a private vehicle to travel to LAX: forty-two percent (42%) compared to thirty-six percent (6%) in the non-peak survey.

Table 2-4 - Ground Access Mode of Transportation

Mode of Transportation	Peak n=5,019	Non-Peak n=4,850	Total n=9,869
Private transportation:	89%	89%	89%
Private vehicle	42%	36%	39%
Rental car	13%	15%	14%
Paid ride app service (Uber, Lyft)	28%	29%	28%
Taxi	3%	3%	3%
Shuttle/van (private)	3%	5%	4%
Limousine/town car	1%	1%	1%
Shared/scheduled:	9%	10%	10%
Shuttle/van (shared - multiple stops)	3%	3%	3%
Hotel courtesy van	3%	2%	3%
Van Nuys Flyaway	1%	2%	2%
LA Union Flyaway	1%	1%	1%
Scheduled airport bus/van	1%	1%	1%
Organized group/tour bus or van	0.2%	0.5%	0.3%
Other Flyaway	0.3%	0.4%	0.4%
Public transportation:	1%	1%	1%
MTA (Metro) or other public transit	0.4%	0.3%	0.4%
Green line/light rail	0.3%	0.2%	0.3%

Figure 2-5 shows the differences between the 2019 and 2015 survey findings. The most significant difference is the proportion of passengers who used a paid ride app as their mode of transportation to LAX: twenty-eight percentage (28%) in 2019 used this service compared to only seven percent (7%) in 2015. As a result, a smaller proportion of passengers reported using private vehicles, rental cars, shuttles, and taxis in 2019 compared to the 2015 survey.

Survey data indicate differences in mode of transportation among Residents and Visitors. Fifty-six percent (56%) of Residents used private vehicles for airport access, compared to twenty-seven percent (27%) of Visitors (Figure 2-6). However, a larger proportion of Visitors used rental cars as their mode of transportation to LAX: twenty-five percent (25%) compared to only two percent (2%) of Residents.

Further, a larger proportion of Visitors used private, shared, hotel and shuttles/vans and scheduled/organized buses compared to Residents. In contrast, Residents are more likely to use the Flyway buses and public transportation compared to Visitors.

The proportion of Residents and Visitors using a paid ride app service was about the same: twenty-eight percent (28%) of Residents and twenty-nine percent (29%) of Visitors used this mode of transportation to access LAX.

Figure 2-5 - Ground Access Mode of Transportation (2019 vs. 2015)

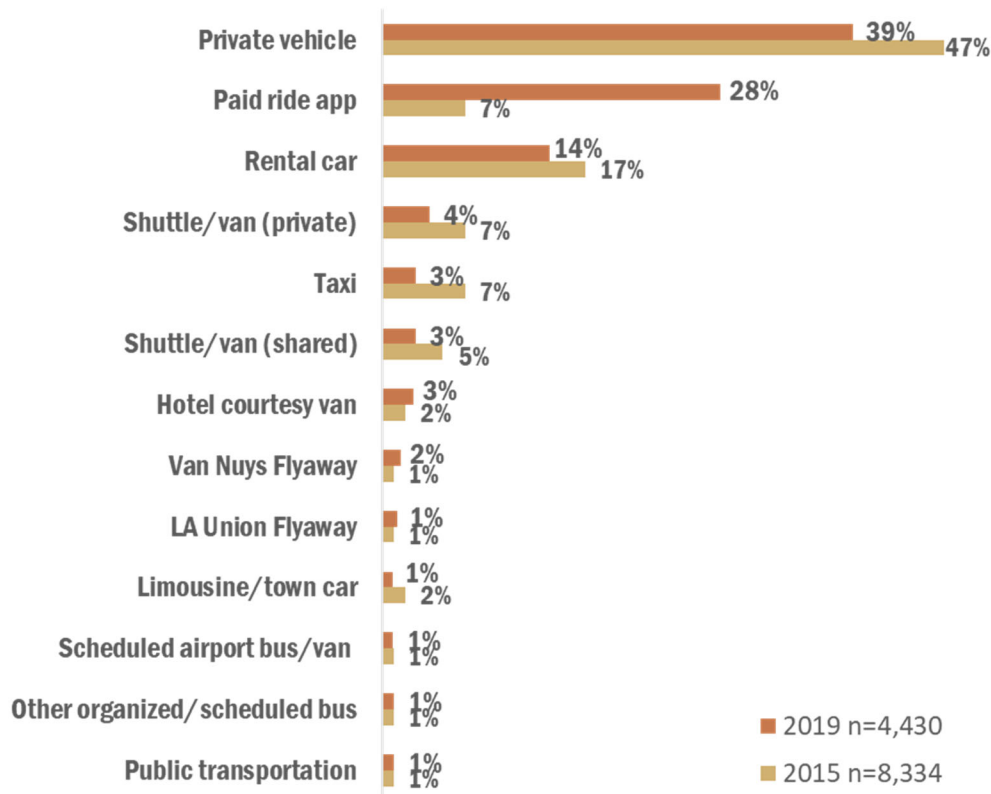
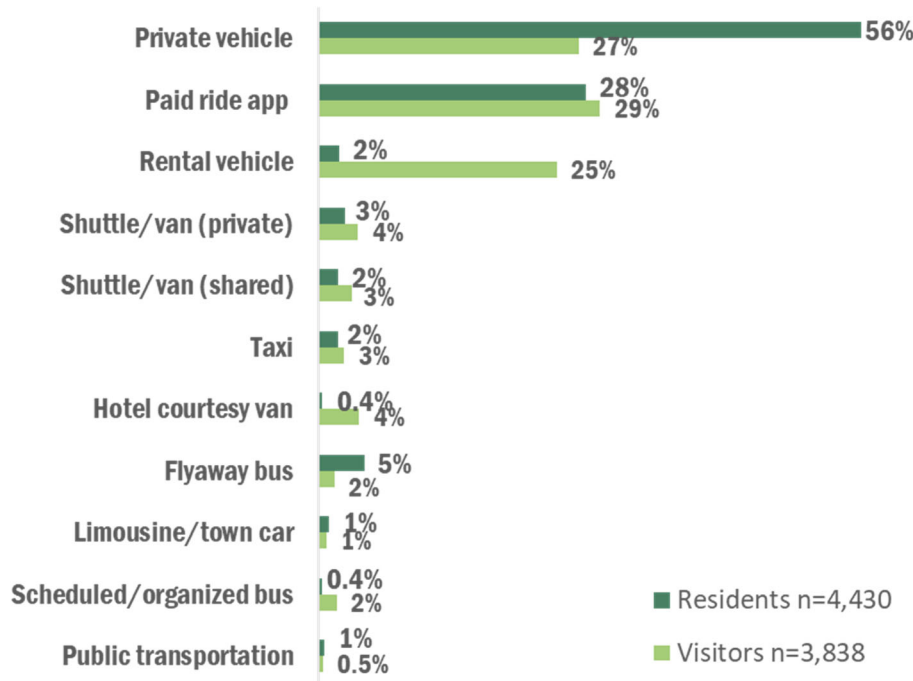


Figure 2-6 - Ground Access Mode of Transportation (Residents vs. Visitors)



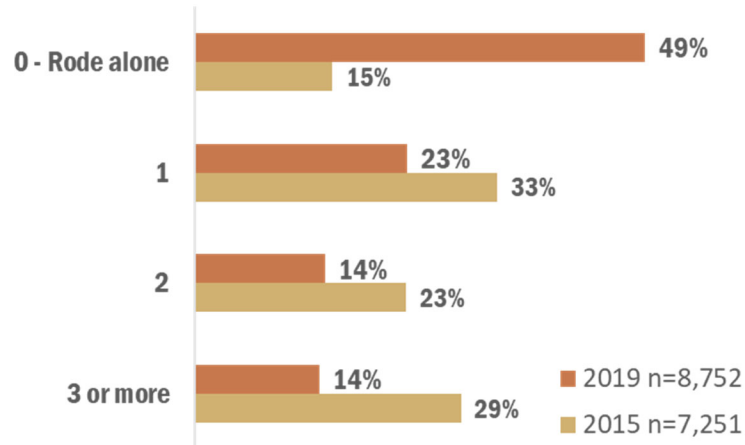
Passengers who used private transportation (private vehicle, rental car, taxi, limousine/town car, private shuttle, and paid ride app service) to access LAX were asked “how many travelers were in the same vehicle with you?” Nearly half rode alone, with a notably smaller proportion in the peak survey: forty percent (40%) compared to fifty-nine percent (59%) in the non-peak survey (Table 2-5). In the peak survey, a significantly larger proportion of passengers shared private transportation: thirty-four percent (34%) shared transportation with two or more travelers compared to twenty-one percent (21%) in the non-peak survey.

Table 2-5 - Size of Travel Party Sharing Private Transportation

How many travelers were in the same vehicle with you?	Peak n=4,454	Non-Peak n=4,298	Total n=8,752
0 - Rode alone	40%	59%	49%
1	26%	20%	23%
2	16%	12%	14%
3 or more	18%	9%	14%

It is important to note that compared to the 2015 survey, the proportion of passengers who rode alone using private transportation is significant. In 2015, only fifteen percent (15%) of passengers rode alone compared to forty-nine percent (49%) in 2019, a difference of 34 percentage points (Figure 2-7).

Figure 2-7 - Size of Travel Party Sharing Private Transportation (2019 vs. 2015)



2:4 Parking

Seventy-four percent (74%) of Originating Passengers using a private vehicle were dropped off at the terminal curbside, and twenty-six percent (26%) parked (Table 2-6). Of passengers who came via private vehicle and then parked, eleven percent (11%) were first dropped off at the curb.

Table 2-6 - Private Vehicle Users – “Did you park?”

Park or Drop Off	Peak n=2,105	Non-Peak n=1,766	Total n=3,871
Dropped off at curb and driver left	75%	73%	74%
Vehicle was parked	25%	27%	26%

The results are similar from those obtained in the 2015 survey. Twenty-six percent (26%) of passengers who used a private vehicle parked in 2019 compared to twenty-four percent (24%) in 2015 (Figure 2-8).

Figure 2-8 – “Did you park?” (2019 vs. 2015)

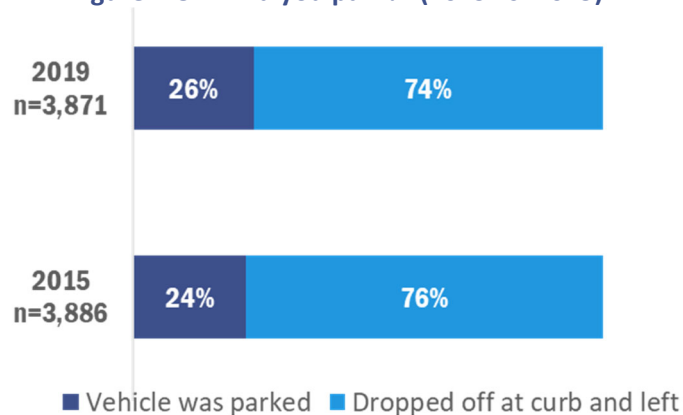
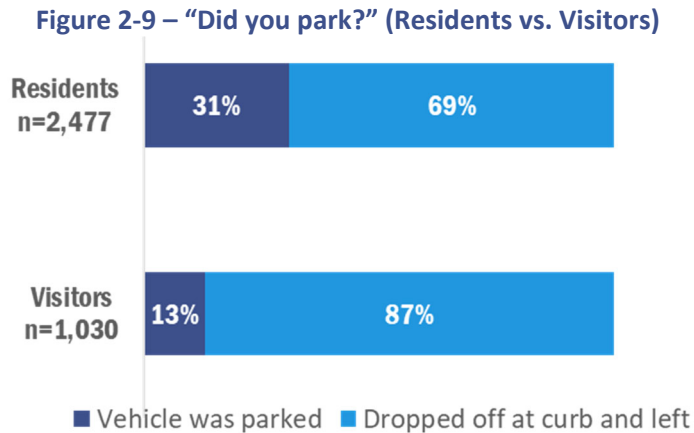


Figure 2-9 shows that Residents were more likely to park: thirty-one percent (31%), compared to thirteen percent (13%) of Visitors.

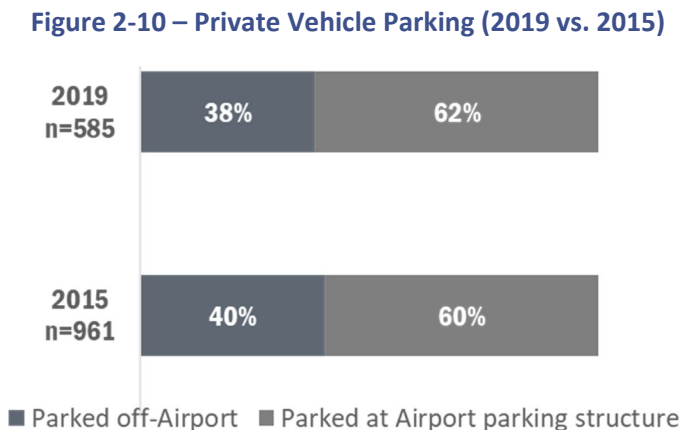


Among Private Vehicle Users who parked, the majority used an Airport parking structure (the CTA parking structures are directly across from the terminals): sixty-two percent (62%) in 2019 (Table 2-7). Thirty-eight percent (38%) of respondents parked at an off-Airport facility.

Table 2-7 – Private Vehicle Parking

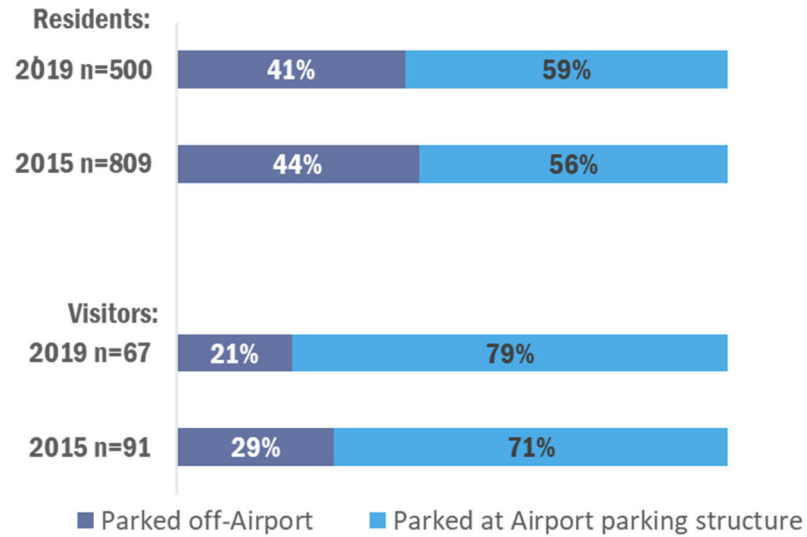
Parking Lot Used	Peak n=292	Non-Peak n=293	Total n=585
Parked at Airport parking structure	63%	61%	62%
Parked at off-Airport facility	37%	39%	38%

The parking behavior of passengers who used a private vehicle and parked are similar in both surveys. The majority parked at the Airport parking structure (60-62%) and 38-40% parked at an off-Airport lot (Figure 2-10).



The parking location of Residents is fairly similar between the surveys. The majority parked at the Airport structure: fifty-nine percent (59%) of Residents in 2019 and fifty-six percent (56%) in 2015 (Figure 2-11). However, a larger proportion of Visitors parked at the Airport parking structure: seventy-nine percent (79%) in 2019 compared to seventy-one percent (71%) in the 2015 survey.

Figure 2-11 - Private Vehicle Parking (Residents vs. Visitors)



Passengers who parked at an off-Airport facility were asked to indicate the name of the lot in which they parked their vehicle. Top responses include The Parking Spot, Park N Fly @ Park One, and Quik Park. All responses are shown on Table 2-8.

Table 2-8 - Off-Airport Parking Facility Used, n=191

Off-Airport Parking Facility	Frequency %
The Parking Spot	16%
Park N Fly @ Park One	10%
Quik Park	12%
105 Airport Lot	6%
Wally Park Premier	6%
Wally Park Express	5%
Marriott LAX	5%
Joe's Airport Parking	5%
Mega Airport	4%
LAX Lot C	3%
405 Airport Lot	3%
Fox Auto Marks	2%
Hilton LAX	2%
Sam's Park	2%
Airport Center Express	2%
Renaissance Montura LAX	1%
Airport Spectrum	1%
Cost Less Parking	1%
Sunrise Self Park	1%
Westin LAX	1%
Classic Parking	1%
Value Park	1%
Four Points Sheraton	1%

Off-airport parkers were asked to indicate the most important factor for them in deciding where to park (Table 2-9). The most important factor in making this decision was price, at forty percent (40%). Other top responses include convenient location, at twenty-six percent (26%); safe location, at thirteen percent (13%); and frequent shuttles at eight percent (8%). Less important to off-Airport parkers were frequent parking programs and EV chargers.

In the peak survey, price was less important: only thirty-five percent (35%) of off-airport parkers compared to forty-five percent (45%) during the non-peak survey said price was the most important factor in their parking decision. In contrast, thirty-one percent (31%) of off-Airport parkers in the peak survey said convenient location was the most important factor for them in deciding where to park versus compared to twenty-one percent (21%) in the non-peak survey, a difference of 10 percentage points.

Table 2-9 - Most Important Factor in Deciding Where to Park

Why Park Off-Airport? Most Important Deciding Factor	Peak n=107	Non-Peak n=110	Total n=217
Good price	35%	45%	40%
Convenient location	31%	21%	26%
Safe location	15%	11%	13%
Frequent shuttles	8%	8%	8%
Covered parking	4%	5%	5%
Reserved or guaranteed parking	4%	3%	3%
Valet parking	0%	5%	2%
Amount of walking required	3%	1%	2%
Frequent parker program	0%	2%	1%
EV charger	1%	0%	1%

2:5 Rental Car Use

Among Originating Passengers who arrived at LAX via rental car, ninety-four percent (94%) dropped off the rental car prior to taking a courtesy shuttle to the terminals (Figure 2-12). Four percent (4%) dropped off people at the terminal curbside before returning the rental car, and two percent (2%) parked the rental car.

Figure 2-12 - Rental Car Users, n=1,381

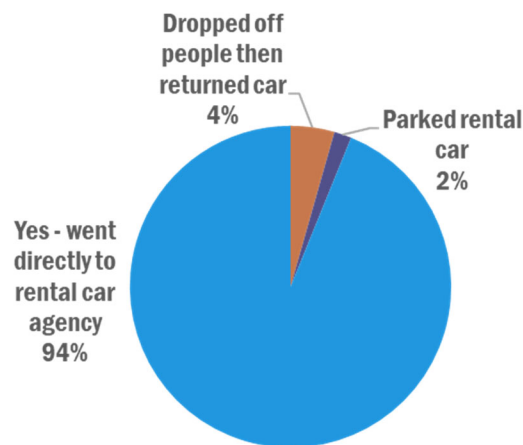
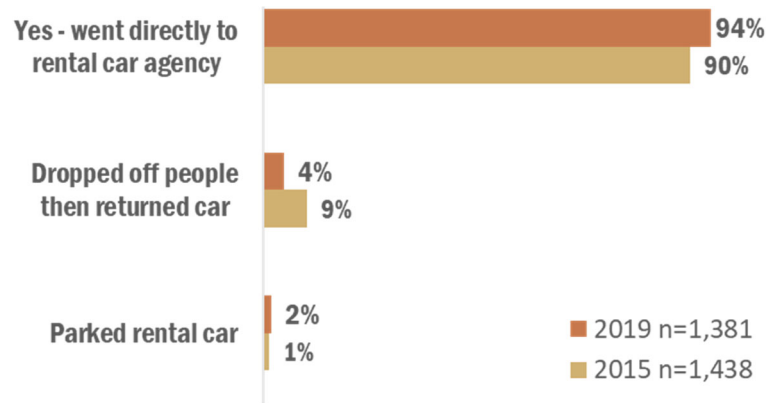


Figure 2-13 shows the difference among rental car users between surveys. Fewer passengers in 2015 went directly to the rental car agency: ninety percent (90%) compared to ninety-four percent (94%) in 2019, a difference of four percentage points. Further, the proportion of rental car users dropping off passengers at the terminal before returning the car was larger in 2015: nine percent (9%) compared to four percent (4%) in 2019.

Figure 2-13 - Rental Car Users (2019 vs. 2015)



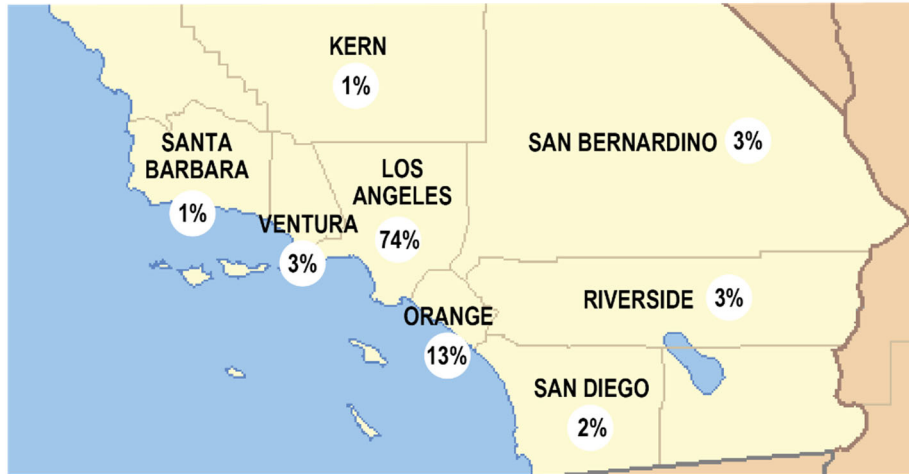
2:6 County of Origin

Respondents provided their ZIP code, answered a series of questions, or pointed on a map to identify their ground trip origin. Seventy-four percent (74%) came from Los Angeles County, thirteen percent (13%) from Orange County, and three percent (3%) each from Ventura, San Bernardino, and Riverside Counties (Table 2-10 and Figure 2-14A). The remaining four percent (4%) came from San Diego, Santa Barbara or Kern County. There was little difference between the peak and non-peak survey: the percentage of passengers originating from a particular county was virtually the same during both periods.

Table 2-10 - County of Origin

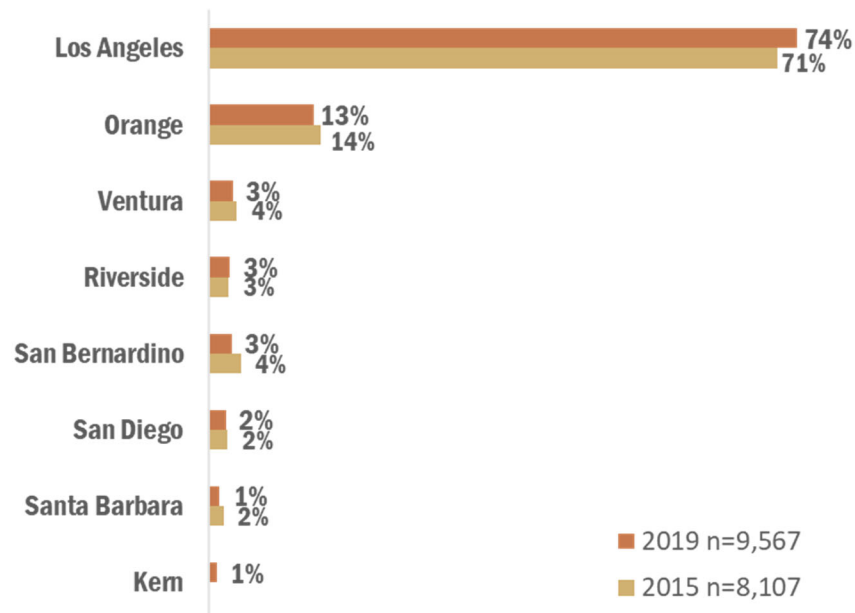
County of Origin	Peak n=4,861	Non-Peak n=4,706	Total n=9,567
Los Angeles County	74%	74%	74%
Orange County	14%	13%	13%
Ventura County	3%	3%	3%
San Bernardino County	3%	3%	3%
Riverside County	3%	3%	3%
San Diego County	2%	2%	2%
Santa Barbara County	1%	1%	1%
Kern County	1%	1%	1%

Figure 2-14A – County of Origin



In 2015, seventy-one percent (71%) of Originating Passengers reported that they began their trip from Los Angeles County, a difference of three percentage points compared to the 2019 survey (Figure 2-14B).

Figure 2-14B - County of Origin (2019 vs. 2015)¹



¹ Kern County was added as a response in the 2019 survey questionnaire

The distribution of Residents and Visitors by county with a ground trip origin show some differences (Table 2-11). Seventy-two percent (72%) of Residents and seventy-six percent (76%) of Visitors originated from Los Angeles County. Twelve percent (12%) of Residents and fourteen percent (14%) of Visitors originated from Orange County. Four percent (4%) of Residents and only two percent (2%) of Visitors originated from Riverside County. For the remaining counties, the percentage of Residents and Visitors who originated from those areas was about the same or within one percentage point.

Table 2-11 - County of Origin (Residents vs. Visitors)

County of Origin	Residents n=4,423	Visitors n=3,616
Los Angeles County	72%	76%
Orange County	12%	14%
Ventura County	4%	3%
San Bernardino County	3%	2%
Riverside County	4%	2%
San Diego County	2%	1%
Santa Barbara County	1%	1%
Kern County	1%	1%

2:7 Ground Trip Origin Details

Over 9,800 ZIP codes were geo-coded based on information provided by Originating Passengers—such as ZIP codes for their point of origin or other information such as Los Angeles neighborhood; city and county; or name of local attraction, hotel/motel, or landmark.

Almost a quarter of all Originating Passengers came from 10 areas, shown on Figure 2-15 and Figure 2-16. Over four percent (4%) of Originating Passengers began their trip from Anaheim. The other top locations of origin were all from Los Angeles County: Downtown LA, the LAX Area, Hollywood, Long Beach, and Beverly Hills were among the top areas of origin in both the 2019 and 2015 surveys.

Figure 2-15 - Top 10 Areas of Origin

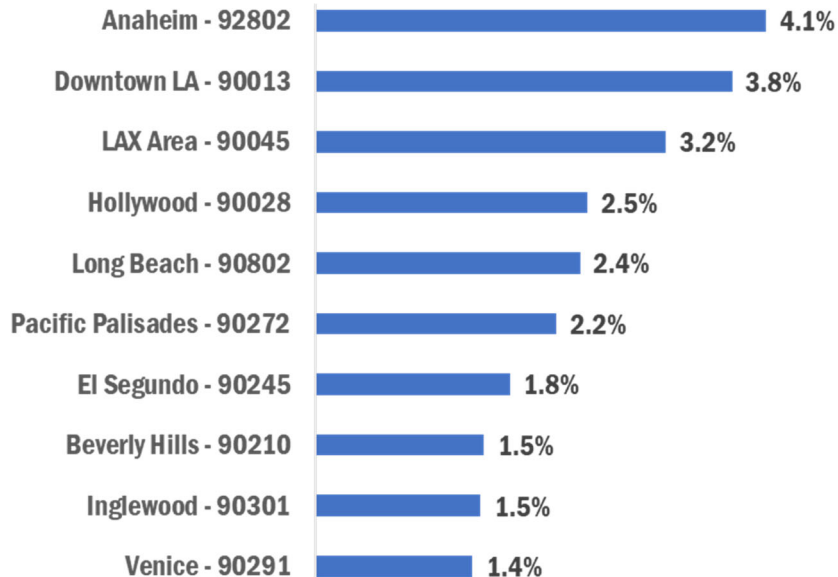
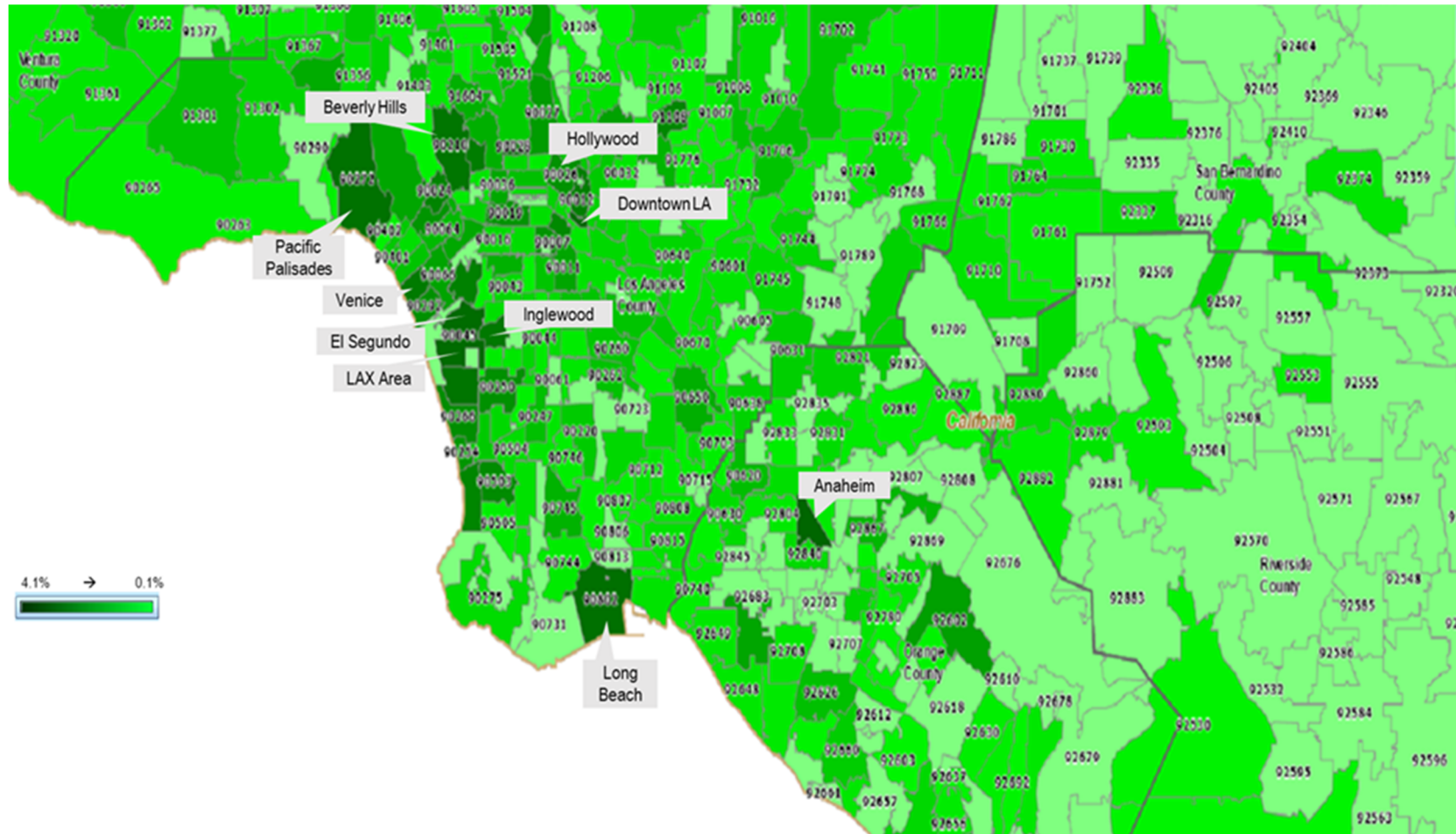
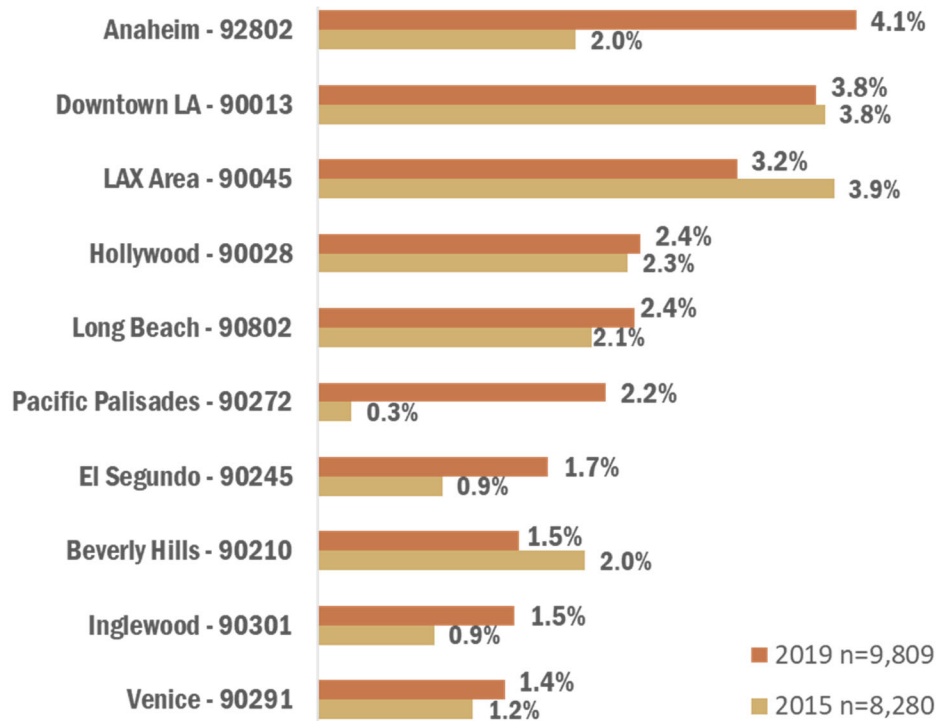


Figure 2-16 - Areas of Origin (Originating Passengers)



In comparison to the 2015 survey results, new to the top 10 list in 2019 includes ZIP codes from Pacific Palisades, El Segundo, Inglewood, and Venice. As shown on Figure 2-17 a smaller proportion of Originating Passengers came from these ZIP codes in 2015.

Figure 2-17 - Top 10 Areas of Origin (2019 vs. 2015)



The vast proportion of Originating Passengers coming from the top 10 areas of origin were traveling for pleasure/personal reasons (leisure), as shown in Figure 2-18. In comparison to the seventy percent (70%) of Originating Passengers that indicated that they were traveling for pleasure/personal reasons, the difference is notable.

Cross tabulation analysis indicates the place of origin differs among the top areas of origin: approximately eighty percent (80%) of Originating Passengers starting from the Anaheim or LAX Area came from a paid lodging location, such as a hotel, motel, or Airbnb (Figure 2-19). In contrast, approximately forty percent (40%) of Originating Passengers from Long Beach, Pacific Palisades, or Venice came from a private residence, either their own home or someone else's home.

Figure 2-18 - Top 10 Areas of Origin (Leisure vs. Business Travel)

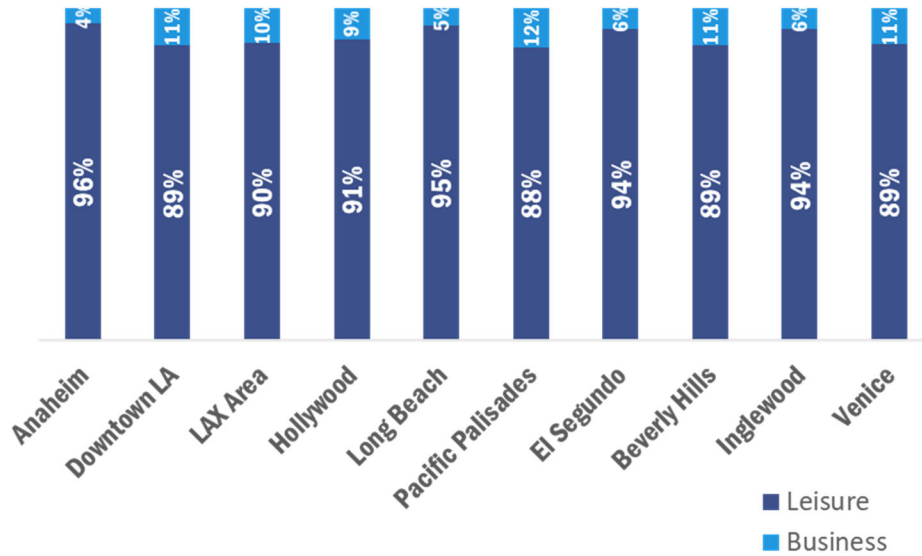
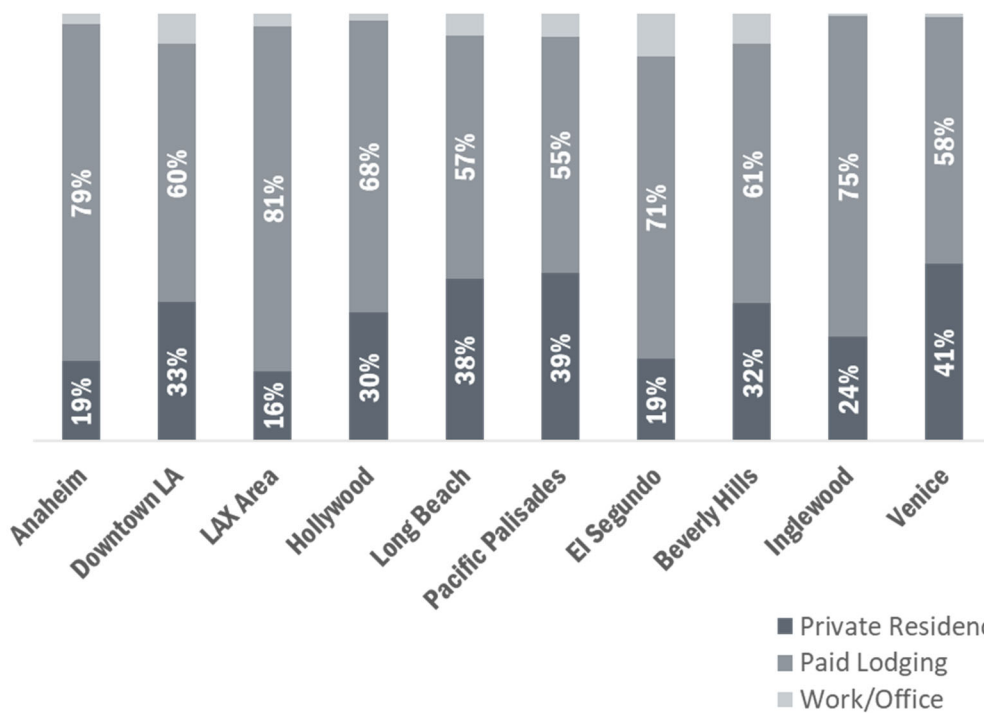


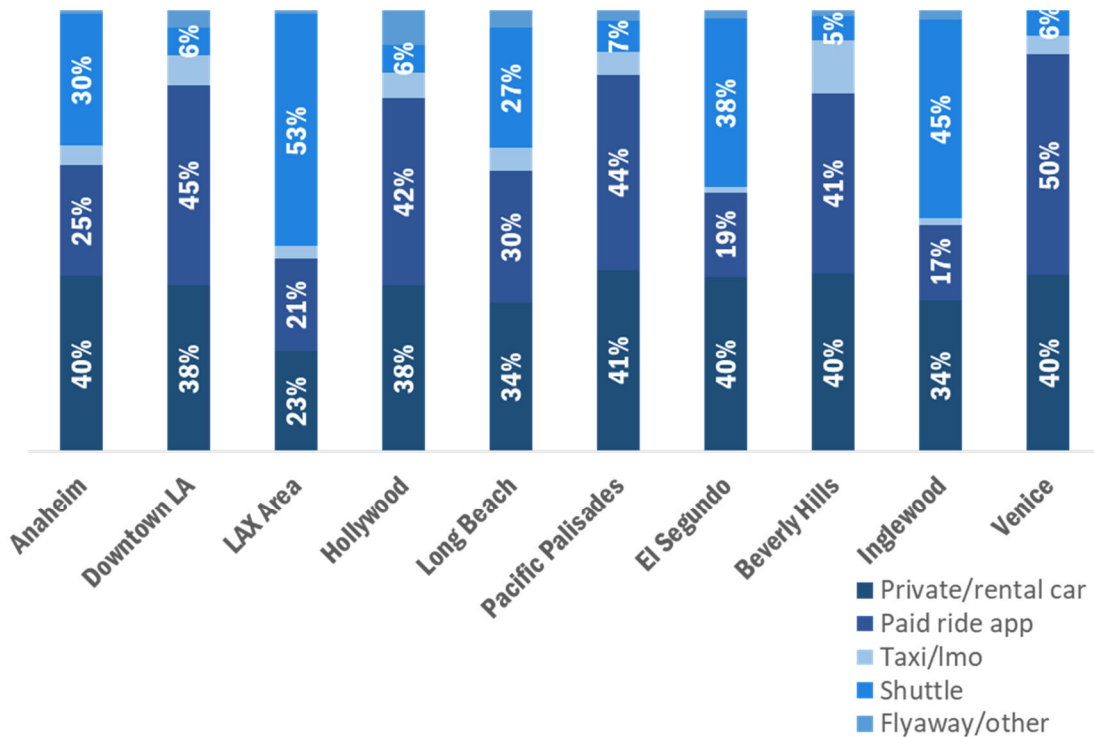
Figure 2-19- Top 10 Areas of Origin (Place of Origin)



Mode of transportation to LAX varied from area of origin (Figure 2-20). The majority of Originating Passengers coming from the LAX Area took a shuttle to the Airport. Further, in comparison to passengers from other areas of origin, a smaller proportion of those coming from the LAX Area used a

private vehicle. Meanwhile, forty to fifty percent (40-50%) of Originating Passengers coming from Downtown LA, Hollywood, Pacific Palisades, Beverly Hills, and Venice used a paid ride app (Uber/Lyft) as their mode of transportation to LAX.

Figure 2-20 - Top 10 Areas of Origin (Mode of Transportation)



Cross tabulation data shows the distribution of Southern California Residents and U.S. Residents for the top areas of origin. The table illustrates how each passenger type contributes to the overall volume of passengers from each of the top areas of origin. For example, more than one percent (1%) of all Southern California Residents originated from each of the Downtown LA, the LAX Area, and El Segundo areas of origin (Table 2-12).

Table 2-12 - Top 10 Areas of Origin (Area of Residence)

Area of Origin	O&D n=9,809	So Cal Residents n=4,437	U.S. Residents n=8,296
Anaheim	4.1%	0.6%	3.4%
Downtown LA	3.8%	1.3%	3.0%
LAX Area	3.2%	1.2%	3.1%
Hollywood	2.5%	0.5%	1.6%
Long Beach	2.4%	0.5%	2.2%
Pacific Palisades	2.2%	0.6%	1.8%
El Segundo	1.8%	1.1%	1.8%
Beverly Hills	1.5%	0.5%	1.2%
Inglewood	1.5%	0.6%	1.2%
Venice	1.4%	0.6%	1.2%

2:8 Route to LAX

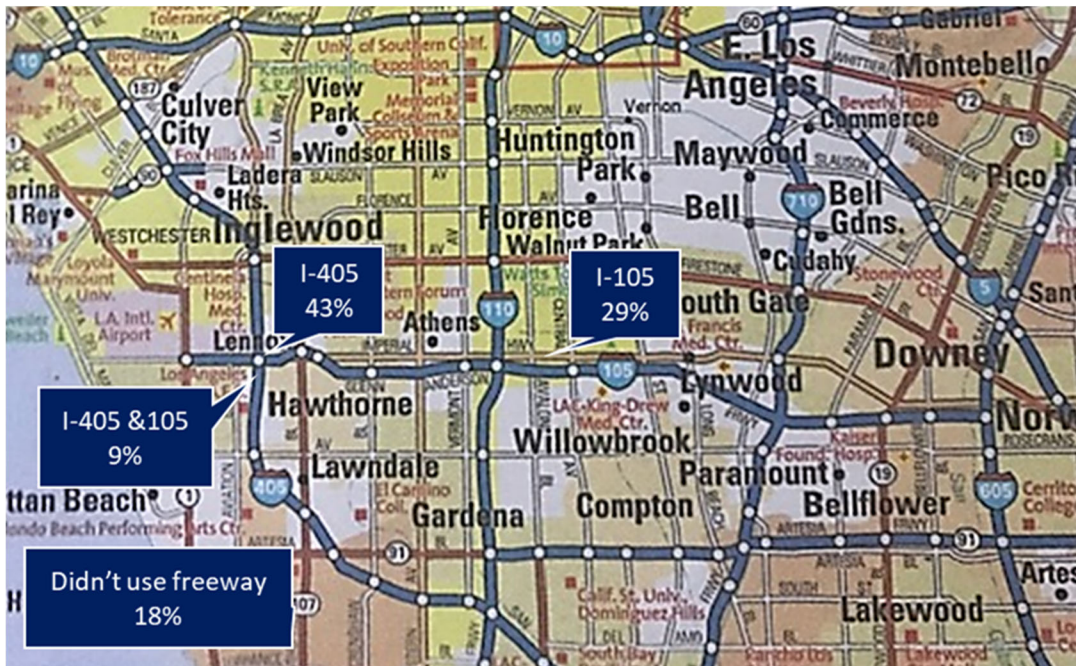
Originating Passengers who arrived to LAX via private transportation such as a private vehicle, rental car, private shuttle/van, taxi, or limousine/town car were asked about their route—specifically, which freeway and freeway exit they used. A map was provided to show the various routes and exits to LAX in order to help passengers answer this question.

Of passengers using private transportation, the largest proportion used the I-405 Freeway to access LAX: forty-three percent (43%) of passengers (Table 2-13). Twenty-nine percent (29%) used the I-105 Freeway (Figure 2-21). The peak survey response data indicate thirty-two percent (32%) used the I-105 Freeway compared to twenty-six percent (26%) in the non-peak survey, a difference of six percentage points. Eighteen percent (18%) did not use a freeway and nine percent (9%) of these passengers used both the I-405 and I-105 on their route to LAX.

Table 2-13 - Route to LAX (Passengers Using Private Transportation)

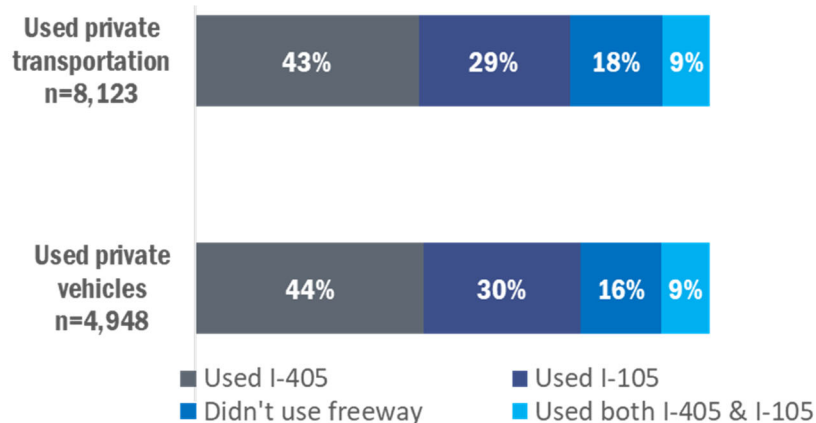
Route to LAX	Peak n=4,193	Non-Peak n=3,930	Total Sample n=8,123
Used I-405	42%	45%	43%
Used I-105	32%	26%	29%
Didn't use freeway	16%	20%	18%
Used both I-405 & I-105	10%	8%	9%

Figure 2-21 - Route to LAX (Passengers Using Private Transportation)



It is important to note that we isolated responses from Originating Passengers who used a private vehicle/rental car to review the differences, if any, between the two groups. Figure 2-22 reveals the routes used to access LAX are similar between groups. The largest proportion of travelers used the I-405 Freeway (43-44%) and 29-30% used I-105 Freeway as their route to LAX.

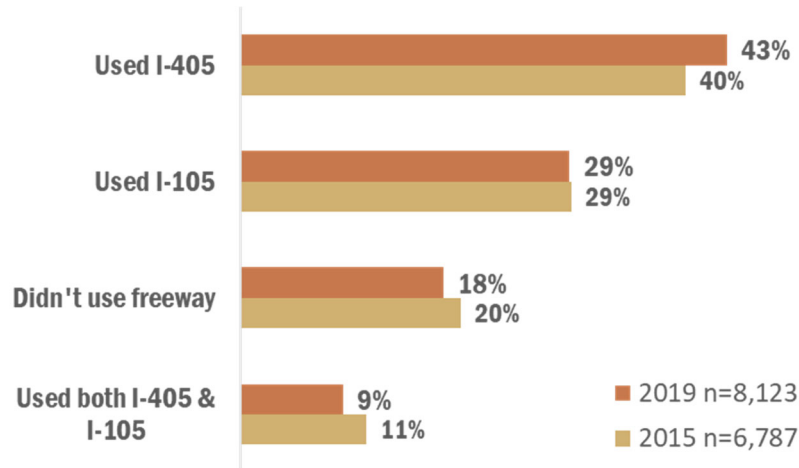
Figure 2-22 -Route to LAX (Private Transportation vs. Private Vehicles)



Compared to the 2015 survey, a slightly larger proportion of passengers using private transportation used the I-405 freeway: forty-three percent (43%) compared to forty percent (40%) in 2015, a difference

of three percentage points (Figure 2-23). In 2019, a smaller proportion of private transportation passengers did not use the freeway or used both the I-405 Freeway or I-105 Freeway as their route to LAX.

Figure 2-23 - Route to LAX - Private Transportation (2019 vs. 2015)



The percentage of Residents and Visitors using the I-405 Freeway as their route to LAX is about the same: 41-42% used this freeway. Cross tabulation analysis shows that a larger proportion of Residents used the I-105 Freeway: thirty-three percent (33%) compared to twenty-seven percent (27%) of Visitors (Table 2-14). However, Visitors are more likely to not use the freeway than Residents. Twenty-two percent (22%) of Visitors compared to seventeen percent (17%) of Residents did not use the freeway to access LAX.

Table 2-14 - Route to LAX (Residents vs. Visitors)

Route to LAX	Residents n=3,943	Visitors n=2,947
Used I-405	41%	42%
Used I-105	33%	27%
Didn't use freeway	17%	22%
Used both I-405 & I-105	8%	10%

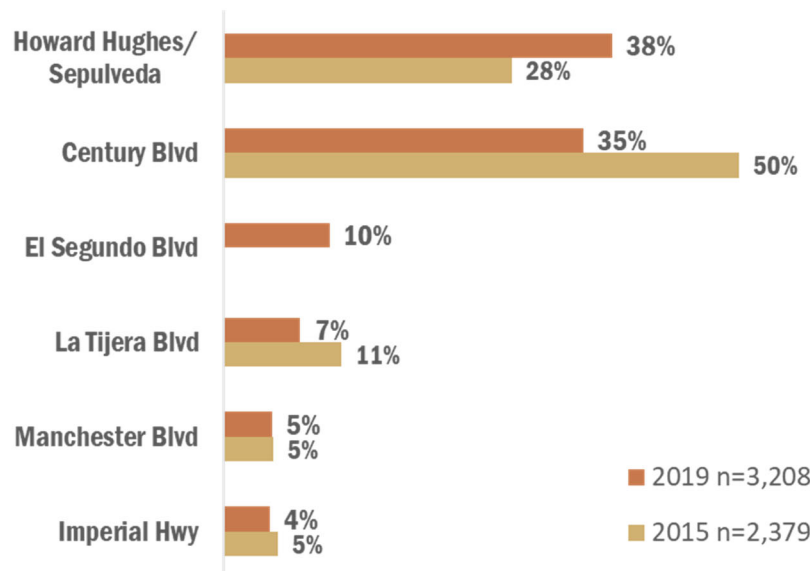
We asked passengers who arrived via the I-405 Freeway, “What exit did you use?” The largest proportion of passengers used the Howard Hughes Parkway/Sepulveda Blvd. exit: forty-eight percent (48%) used this exit in 2019—and notably more passengers used this exit in the peak survey than the non-peak survey. Thirty-five percent (35%) of passengers using the I-405 Freeway used the Century Blvd. exit (Table 2-15). Another ten percent (10%) used the El Segundo exit, seven percent (7%) used the La Tijera Blvd., five percent (5%) used the Manchester exit, and the remaining four percent (4%) of passengers using the I-405 Freeway used the Imperial Hwy exit.

Table 2-15 - Exit from I-405 Freeway

I-405 Exit Used	Peak n=1,612	Non-Peak n=1,596	Total Sample n=3,208
Howard Hughes Parkway/ Sepulveda Blvd	41%	35%	38%
Century Blvd	33%	37%	35%
El Segundo Blvd	10%	11%	10%
La Tijera Blvd	7%	8%	7%
Manchester Blvd	4%	5%	5%
Imperial Hwy	5%	4%	4%

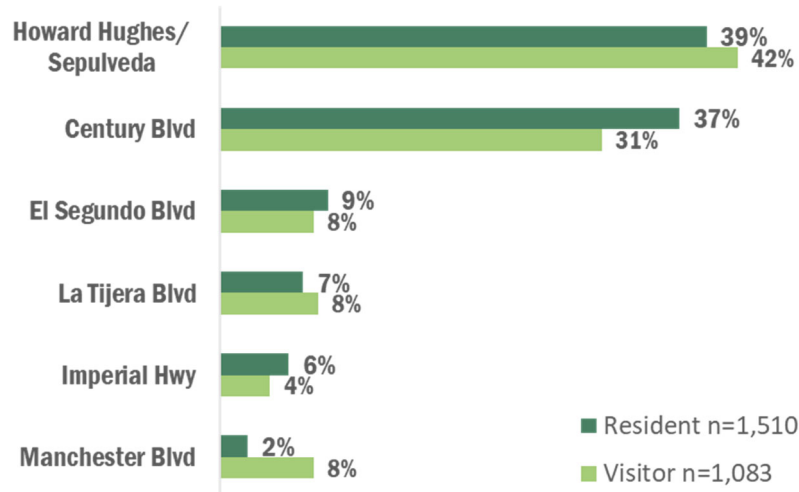
Compared to 2015, the top two exits utilized from the I-405 Freeway are the same: Howard Hughes/Sepulveda and Century Blvd. (Figure 2-24). However, a smaller proportion of passengers using the I-405 Freeway used the Howard Hughes/Sepulveda exit in 2015: twenty-eight percent (28%), a difference of 10 percentage points compared to the 2019 survey. In contrast, more passengers used the Century Blvd. exit (fifty percent – 50%) in 2015, a difference of 15 percentage points compared to the 2019 survey.

Figure 2-24 - Exit from I-405 Freeway (2019 vs. 2015)



The exit most frequently used by Residents and Visitors was the Howard Hughes/Sepulveda Blvd. exit, followed by Century Blvd. (Figure 2-25). However, a larger percentage of Residents (37%) used the Century Blvd. exit from the I-405 Freeway compared to Visitors (31%). Meanwhile, only two percent (2%) of Residents used the Manchester Blvd. exit compared to eight percent (8%) of Visitors.

Figure 2-25 - Exit from I-405 Freeway (Residents vs. Visitors)



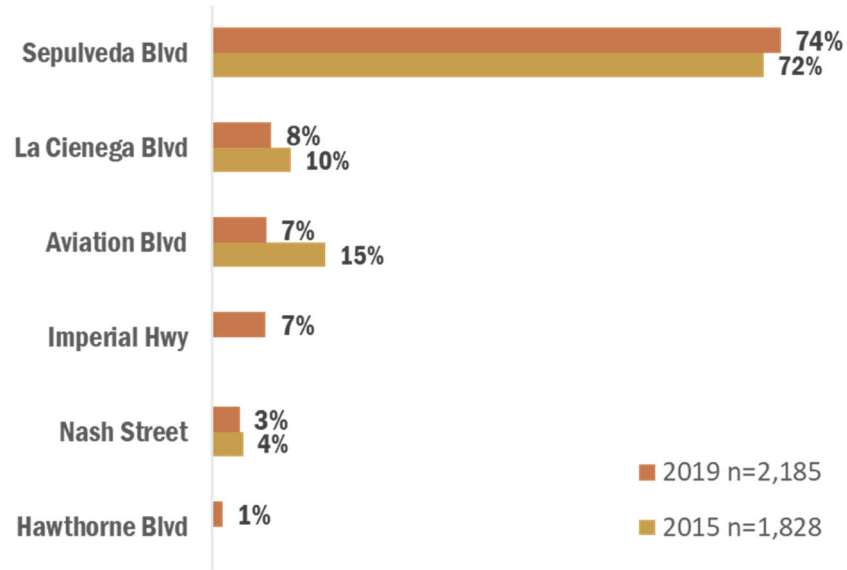
The majority of respondents stated that they used the Sepulveda Blvd. exit from the I-105 Freeway (Table 2-16): seventy-four percent (74%), with a slightly larger proportion in the non-peak survey (76%) compared to the peak (72%). A larger percentage of passengers used the La Cienega Blvd. exit in the peak survey (9%) compared to the peak survey (6%). In the peak and non-peak survey, an equal proportion of passengers who used the I-105 Freeway used Aviation Blvd. or Imperial Hwy: seven percent (7%) each.

Table 2-16 - Exit from I-105 Freeway

I-105 Exit Used	Peak n=1,271	Non-Peak n=914	Total Sample n=2,185
Sepulveda Blvd	72%	76%	74%
La Cienega Blvd	9%	6%	8%
Aviation Blvd	7%	7%	7%
Imperial Hwy	8%	6%	7%
Nash Street	3%	4%	3%
Hawthorne Blvd	1%	1%	1%

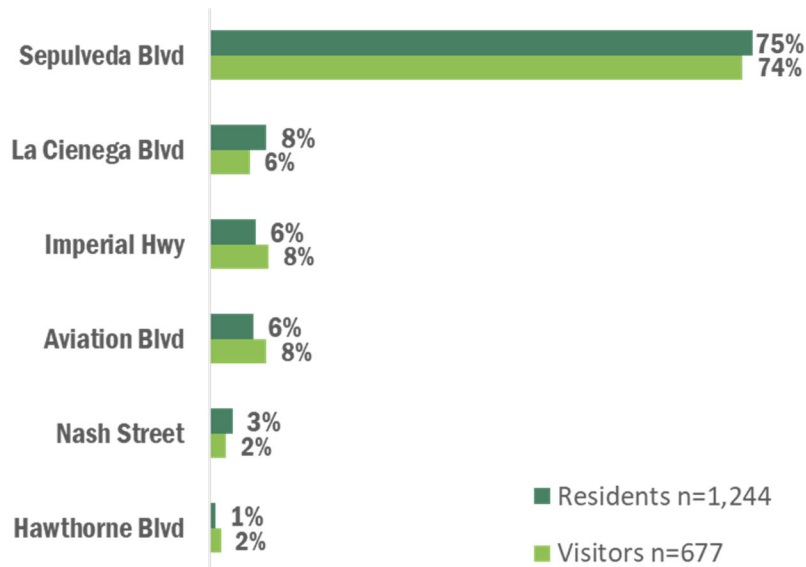
In both surveys, approximately three-quarters of the passengers who used the I-105 Freeway used the Sepulveda exit (Figure 2-26). Compared to our findings in 2019, a larger proportion of passengers in 2015 reported using La Cienega and Aviation: ten percent (10%) and fifteen percent (15%) of passengers, respectively. Nash Street was used by a similar proportion of passengers in the 2015 and 2019 survey: three to four percent (3-4%) of passengers who used the I-105 Freeway.

Figure 2-26 - Exit from I-105 Freeway (2019 vs. 2015)



Cross tabulation analysis reveals Residents and Visitors utilized the Sepulveda Blvd. exit most frequently from the I-105 Freeway (Figure 2-27). About three quarters of Residents and Visitors used this exit. Eight percent (8%) of Residents used the La Cienega Blvd. exit and eight percent (8%) of Visitors used either the Imperial Highway or Aviation Blvd. exits.

Figure 2-27 - Exit from I-105 Freeway (Residents vs. Visitors)



Nine percent (9%) of passengers who came via private transportation used both the I-405 and I-105

² Imperial Highway and Hawthorne were not selected in the 2015 survey.

Freeway to access LAX. The largest subgroup used the Sepulveda Blvd. exit from the I-105 Freeway (Table 2-17): forty-six percent (46%). Notably, a larger proportion used the Sepulveda Blvd. exit in the peak survey: fifty percent (50%) compared to forty-one percent (41%) in the non-peak survey. An equal percent (15%) used the Century Blvd. exit in the peak and non-peak survey. The Sepulveda/Howard Hughes Parkway exit was used by nine percent (9%) of passengers.

Table 2-17 - Exit from I-405 and I-105 Freeway

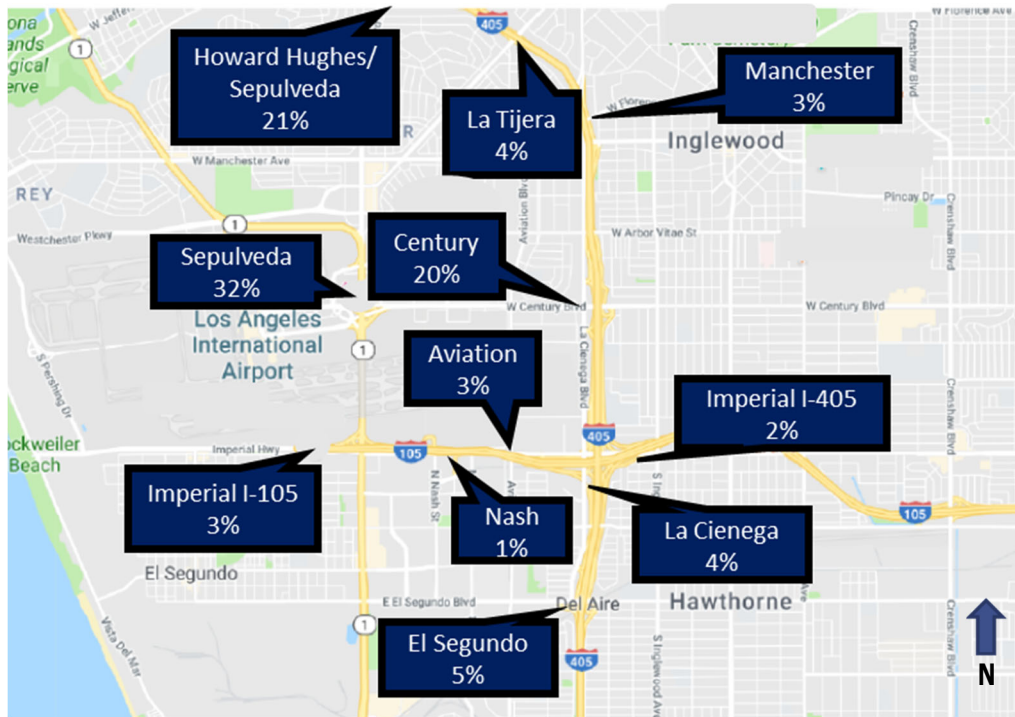
Both I-405 & I-105	Peak n=370	Non-Peak n=271	Total Sample n=641
Sepulveda Blvd. (from I-105)	50%	41%	46%
Century Blvd	15%	15%	15%
Sepulveda Blvd/Howard Hughes Parkway (from I-405)	8%	10%	9%
La Cienega Blvd	10%	5%	8%
Aviation Blvd	6%	8%	7%
Imperial Hwy (from I-105)	5%	7%	6%
Manchester Ave	2%	7%	4%
La Tijera Blvd	2%	3%	2%
Nash Street	1%	3%	2%
Imperial Hwy (from I-405)	1%	1%	1%

All of the results were combined to determine which freeway exits were most utilized by passengers using private transportation. In summary, the largest proportion most frequently used the Sepulveda Boulevard exit from the I-105 Freeway: thirty-two percent (32%) used this exit (Table 2-18 and Figure 2-28). Secondarily, the Sepulveda Boulevard/Howard Hughes Parkway exit from the I-405 Freeway Boulevard exit from the I-405 Freeway was used by twenty-one percent (21%) of Originating Passengers who used private transportation. Rounding out the top three exits used is the Century Blvd. exit from the I-405 Freeway, at twenty percent (20%).

Table 2-18 - Exit from I-405 and I-105 Freeway

Exit Used	Freeway	n=6,034
Sepulveda Blvd	I-105	32%
Howard Hughes Pkwy/ Sepulveda Blvd.	I-405	21%
Century Blvd	I-405	20%
El Segundo	I-405	5%
La Tijera Blvd	I-405	4%
La Cienega Blvd	I-405	4%
Aviation Blvd	I-105	3%
Imperial Highway	I-105	3%
Manchester Blvd	I-405	3%
Imperial Highway	I-405	2%
Nash Street	I-105	1%
Hawthorne Blvd	I-105	0.4%

Figure 2-28 - Image of Exits Freeway



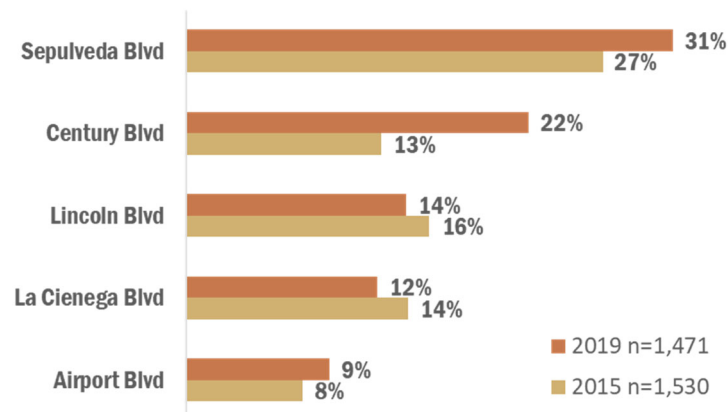
According to Originating Passengers who used private transportation to LAX, eighteen percent (18%) said they did not use the freeway. Passengers indicated one or more streets utilized to access LAX (Table 2-19). The largest proportion used Sepulveda Blvd, followed by Century Blvd, and Lincoln Blvd, of which all three streets were more frequently used in the peak survey compared to non-peak survey.

Table 2-19 - Surface Streets Used to LAX³

Used surface streets	Peak n=680	Non-Peak n=791	Total Sample n=1,471
Sepulveda Blvd	33%	30%	31%
Century Blvd	24%	21%	22%
Lincoln Blvd	17%	12%	14%
La Cienega Blvd	11%	13%	12%
Airport Blvd	8%	10%	9%
Aviation Blvd	7%	8%	7%
La Tijera Blvd	8%	7%	7%
Imperial Highway	4%	5%	5%
Manchester Blvd	3%	4%	4%
El Segundo Blvd	4%	4%	4%
Westchester Parkway	2%	2%	2%
Arbor Vitae St	1%	0.4%	1%

The top surface streets used to access LAX were the same in 2019 and 2015. However, Sepulveda Blvd. is utilized by thirty-one percent (31%) of Originating Passengers using private transportation in 2019 compared to twenty-seven percent (27%) in 2015 (Figure 2-29). A larger proportion of passengers who used surface streets to access LAX used Century Blvd. in 2019 (22%) compared to only thirteen percent (13%) in 2015. The percentage of passengers using Lincoln Blvd., La Cienega Blvd., or Airport Blvd. in 2019 and 2015 fell within two percentage points of each other.

Figure 2-29 - Top 5 Surface Streets to LAX (2019 vs. 2015)



³ Multiple responses are possible

2:9 Real-time Traffic App

In this survey, we asked Originating Passengers who used private transportation “What type of real-time traffic information did you or your driver use to make routing decision when traveling to LA Airport today?” The majority of respondents (68%) indicated using a mobile app such as Google Maps, Waze, or Apple Maps (Table 2-20). Twenty-seven percent (27%) said they did not use any type of app to make routing decisions to LAX, and five percent (5%) used an in-car navigation system.

Table 2-20 - Real-time Traffic App

Real-time traffic used for route to LAX	Peak n=4,355	Non-Peak n=4,155	Total Sample n=8,510
Mobile app (Google maps, Waze, Apple maps)	68%	69%	68%
None	27%	27%	27%
In car navigation system	5%	5%	5%
Local radio traffic reports	--	0.2%	0.1%

2:10 Trip Purpose

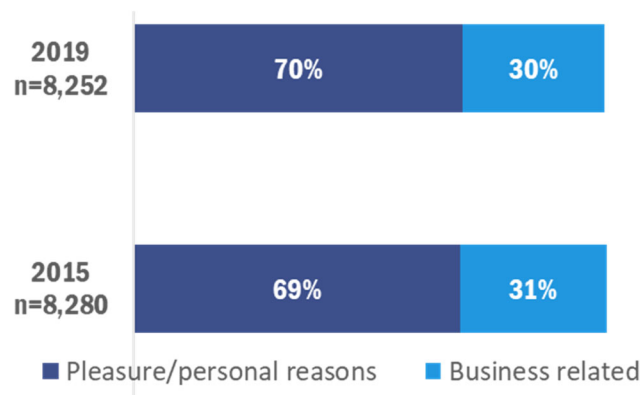
The largest share of Originating Passengers was traveling for pleasure or personal reasons. Moreover, a larger proportion of Originating Passengers was traveling for pleasure/personal reasons in the peak survey period: seventy-two percent (72%) compared to sixty-seven percent (67%) in the non-peak survey (Table 2-21). A relatively larger percentage of business-related travel took place in the non-peak season: twenty-five (25%) of Originating Passengers compared to twenty-two percent (22%) in the peak survey. Approximately seven percent (7%) of Originating Passengers were traveling for both pleasure/personal and business-related reasons and less than one percent (1%) traveled for school-related purposes.

Compared to the 2015 results, the primary trip purpose for Originating Passengers was about the same. Approximately seventy percent (70%) traveled for pleasure/personal reasons and approximately thirty percent (30%) traveled for business-related reasons (Figure 2-30).

Table 2-21 - Trip Purpose (Originating Passengers Only)

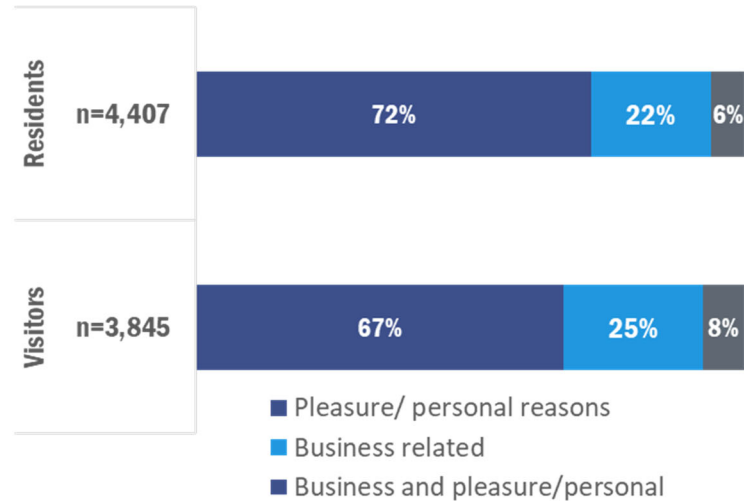
O&D Passengers ONLY Trip Purpose	Peak n=5,016	Non-Peak n=4,856	Total Sample n=9,872
Pleasure/personal reasons	72%	67%	70%
Business related	22%	25%	23%
Business and pleasure/personal	6%	8%	7%
School	0.2%	0.2%	0.2%

Figure 2-30 - Trip Purpose (Originating Passengers Only – 2019 vs. 2015)



Residents and Visitors reported slightly different trip purposes. According to the results, a larger proportion of Visitors were traveling for business-related or business/pleasure than Residents. Twenty-five percent (25%) of Visitors were traveling for business and another eight percent (8%) were traveling for business and pleasure (Figure 2-31). Meanwhile twenty-two percent (22%) of Residents were traveling for business and six percent (6%) were traveling for both business and pleasure.

Figure 2-31 - Trip Purpose (Originating Passengers Only) – Residents vs. Visitors



2:11 Dwell Time

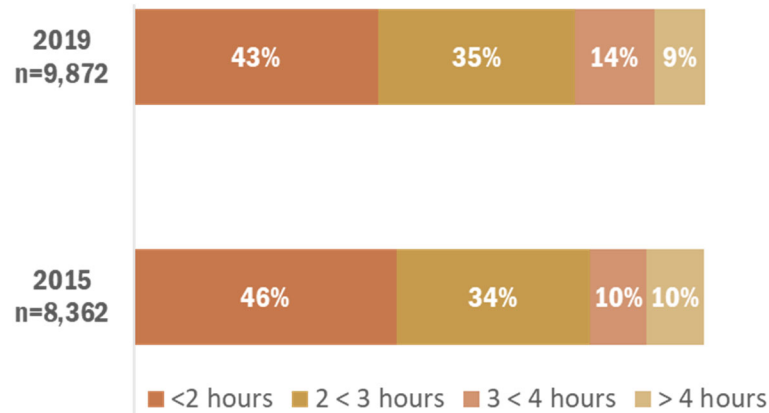
Originating Passengers were asked about their airport dwell time, which is defined as the amount of time a passenger is at the airport, from entering the terminal until their scheduled departure time. Forty-three (43%) of Originating Passengers reported dwell times of less than two hours, thirty-five percent (35%) reported dwell times of two to three hours, and fourteen percent (14%) reported dwell times of three to four hours (Table 2-22). Nine percent (9%) of Originating Passengers reported dwell times of over four hours. Dwell times were similar between the peak and non-peak survey results.

Table 2-22 - Dwell Time (Originating Passengers Only)

O&D Passengers Dwell Time	Peak n=5,016	Non-Peak n=4,856	Total Sample n=9,872
Less than 2 hours	42%	43%	43%
2 < 3 hours	35%	34%	35%
3 < 4 hours	14%	14%	14%
4 < 6 hours	6%	5%	6%
6 < 8 hours	2%	2%	2%
More than 8 hours	1%	1%	1%

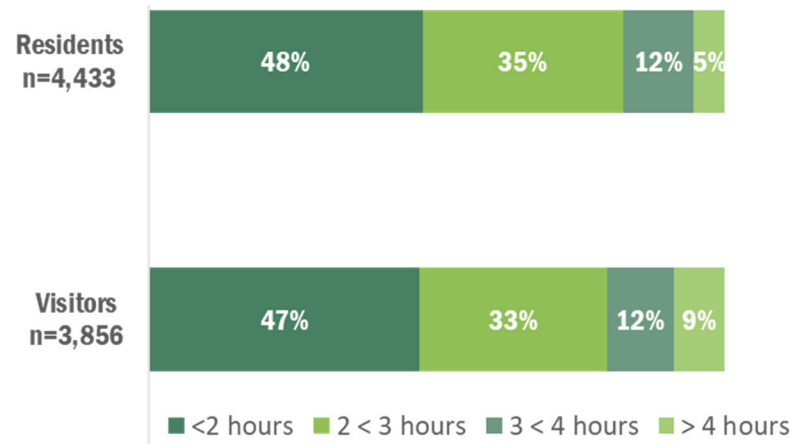
There were minor differences in dwell time for Originating Passengers between surveys. A larger proportion of passengers had long dwell times in 2019: twenty-three percent (23%) of Originating Passengers reported dwell times of three hours or more compared to twenty percent (20%) in 2015 (Figure 2-32).

Figure 2-32 - Dwell Time (Originating Passengers Only – 2019 vs. 2015)



Similarly, there were minor differences in dwell time between Residents and Visitors. A larger proportion of Visitors had long dwell times: nine percent (9%) of Visitors had dwell times more than four hours compared to five percent (5%) of Residents (Figure 2-33).

Figure 2-33 - Dwell Time (Originating Passengers Only – Residents vs. Visitors)



2:12 Well-Wishers

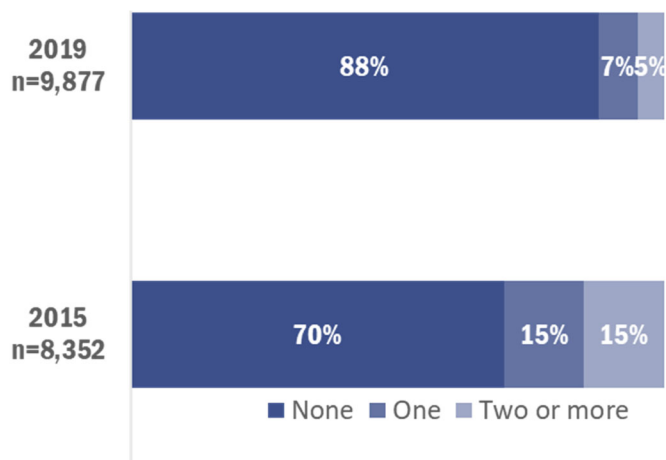
The majority of Originating Passengers were not accompanied by a non-traveler (“well-wisher”) inside the terminal (Table 2-23). However, the proportion of passengers accompanied by well-wishers was higher during the peak survey: fifteen percent (15%) of Originating Passengers compared to ten percent (10%) in the non-peak survey were accompanied by one or more well-wishers.

Table 2-23 - # of Well-Wishers (Originating Passengers Only)

# of Well-Wishers	Peak n=5,019	Non-Peak n=4,858	Total Sample n=9,877
None	85%	90%	88%
One	10%	5%	7%
Two or more	5%	5%	5%

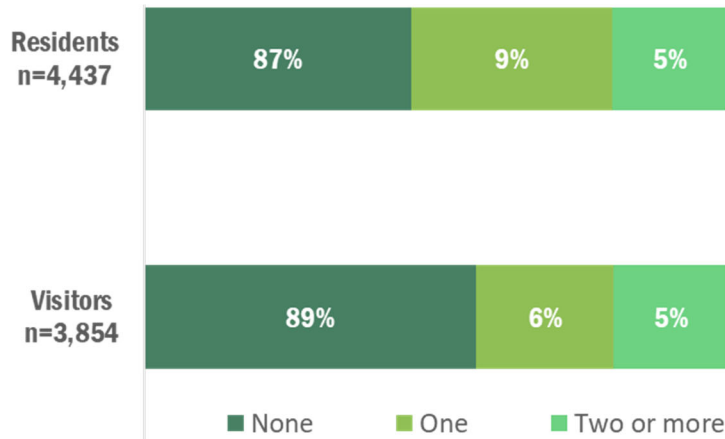
A comparison of results between the two surveys indicate a smaller proportion of Originating Passengers were accompanied to the terminal by a well-wisher in 2019 compared to 2015 (Figure 2-34). In 2015, thirty percent (30%) of Originating Passengers came with a well-wisher compared to less than half that amount in 2019: only twelve percent (12%).

Figure 2-34 - # of Well-Wishers (Originating Passengers Only- 2019 vs. 2015)



Cross tabulation analysis show that a larger proportion of Residents were accompanied by a well-wisher than Visitors: fourteen percent (14%) of Residents versus eleven percent (11%) of Visitors (Figure 2-35).

Figure 2-35 - # of Well-Wishers (Originating Passengers Only- Residents vs. Visitors)



2:13 Luggage

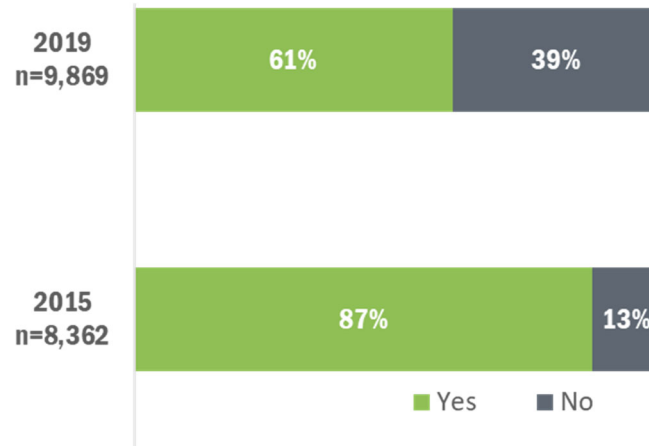
Originating Passengers were asked “How many pieces of luggage did you check in for yourself?” The largest subgroup (43%) checked in one piece of luggage, with a larger proportion of these occurring in the peak survey (Table 2-24). Thirty-nine percent (39%) had carry-on luggage with a larger proportion of these in the non-peak survey.

Table 2-24 – Checked In Luggage (Originating Passengers Only)

Checked in Luggage	Peak n=5,014	Non-Peak n=4,855	Total Sample n=9,869
None - I only have carry-on luggage	38%	41%	39%
1	45%	41%	43%
2	12%	14%	13%
3	3%	2%	3%
4 or more	2%	2%	2%

Compared to the results from the 2015 survey, the percentage of passengers checking in luggage changed significantly in 2019. Eighty-seven percent (87%) of Originating Passengers checked in luggage in 2015 compared to sixty-one percent (61%) in 2019, a difference of 26 percentage points (Figure 2-36).

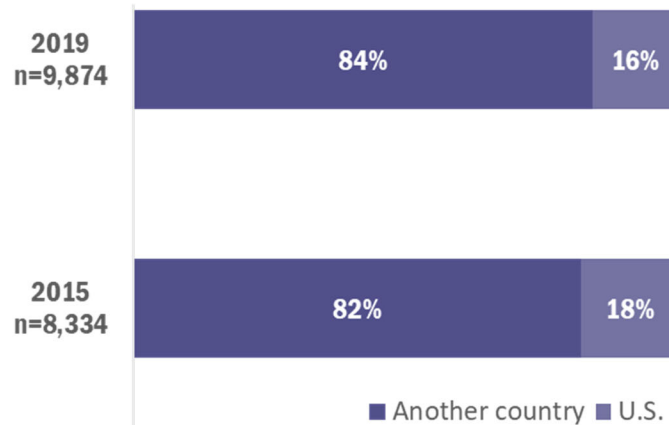
Figure 2-36 - Checked-In Luggage (Originating Passengers Only – 2019 vs. 2015)



2:14 Area of Residence

The majority of Originating Passengers resided in the U.S. (84%), with sixteen percent (16%) residing in another country—within two percentage points of the 2015 survey results (Figure 2-37).

Figure 2-37 - Area of Residence (Originating Passengers Only)



2:15 County of Residence

Seventy percent (70%) of Originating Passengers who lived in the Southern California area resided in Los Angeles County (Table 2-25). Twelve percent (12%) resided in Orange County and four percent (4%) each lived in San Bernardino, Ventura, or Riverside County. Three percent (3%) of Originating Passengers who live in the Southern California area resided in San Diego, two percent (2%) in Santa Barbara, and one percent (1%) in Kern County.

Table 2-25 - County of Residence (Residents Only)

County of Residence	Peak n=2,272	Non-Peak n=2,150	Total Sample n=4,422
Los Angeles County	69%	71%	70%
Orange County	13%	11%	12%
San Bernardino County	4%	5%	4%
Ventura County	4%	4%	4%
Riverside County	4%	3%	4%
San Diego County	3%	3%	3%
Santa Barbara County	1%	2%	2%
Kern County	2%	1%	1%

2:16 Final Airport Destination (Residents Only)

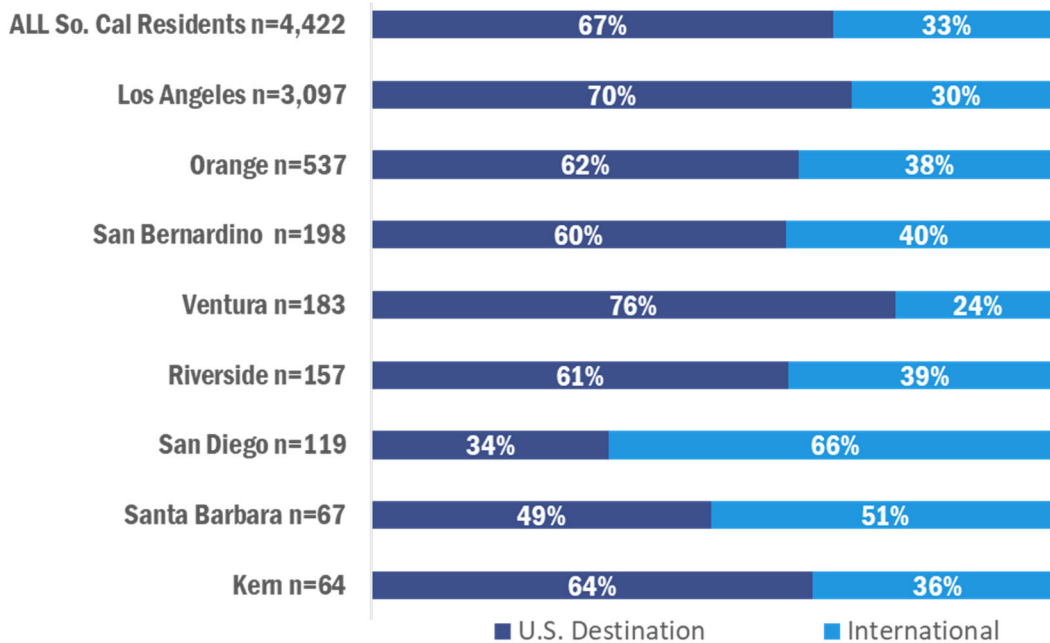
The majority of Residents were traveling to another U.S. airport (62%). Thirty percent (30%) were traveling to another county, seven percent (7%) were traveling to another part of California, and another one percent (1%) were traveling to another airport in Southern California (Table 2-26).

Table 2-26 - Final Airport Destination (Residents Only)

Final Airport Destination	Peak n=5,020	Non-Peak n=4,862	Total Sample n=9,882
Another U.S. state (not in California)	62%	62%	62%
Another country	31%	30%	30%
Another part of California (not in So Cal)	6%	8%	7%
Airport in Southern California	1%	1%	1%

Cross tabulation data indicates that sixty-seven percent (67%) of Residents were traveling to a domestic airport destination and thirty-three percent (33%) to an international destination. Figure 2-38 shows final destination by county of residence. A smaller proportion of Los Angeles County and Ventura residents (30% and 24%, respectively) flew to an international destination in comparison to residents of most other counties in Southern California. Meanwhile, sixty-six percent (66%) of San Diego County Residents and fifty-one percent (51%) of Santa Barbara Residents flew to an international destination from LAX, a substantially larger proportion than the residents of other Southern California counties.

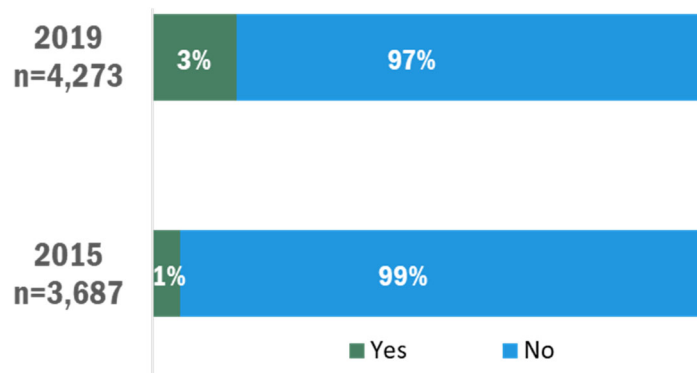
Figure 2-38 - Final Airport Destination (County of Residence)



2:17 Spend the Night at Nearby Hotel (Residents Only)

Southern California Residents were asked “Did you spend the night at a nearby hotel before your flight at LAX?” As shown on Figure 2-39, three percent (3%) said “yes” and ninety-seven percent (97%) said “no”. In the 2015 survey, only one percent (1%) of Residents indicated spending the night at a nearby hotel prior to their flight.

Figure 2-39 - Did you spend the night at nearby hotel prior to flight?
(Southern California Residents Only)



2:18 Transportation Back Home (Residents Only)

Southern California Residents were asked “When you return to LAX how do you plan to get back home?” The majority of Residents plan on using a private vehicle or rental car (fifty-nine percent – 59%) to get back home (Table 2-27). A larger proportion chose this mode in the peak survey (61%) than the non-peak survey (57%). Twenty-six percent (26%) of Residents plan on using a paid ride app such as Uber/Lyft to get home. Five percent (5%) plan on using the Van Nuys or LA Union Flyaway and two percent (2%) each plan on using a taxi, private, or multiple-stop shuttle.

Table 2-27 - Planned Mode of Transportation Back Home

Mode of Transportation - On Return	Peak n=2,214	Non-Peak n=1,989	Total Sample n=4,203
Private vehicle/rental car	61%	57%	59%
Paid ride app (Uber, Lyft)	26%	27%	26%
Van Nuys or LA Union Flyaway	4%	5%	5%
Taxi	2%	3%	2%
Shuttle/van (private)	2%	2%	2%
Shuttle/van (shared-multiple stops)	2%	2%	2%
Limousine/town car	1%	2%	1%
Not returning to LAX	1%	1%	1%
Other	2%	3%	3%

2:19 Automated People Mover (Residents Only)

Southern California Residents were shown a picture of the planned Automated People Mover (APM) and then asked, “Are you aware of the future Automated People Mover that will connect passengers from remote facilities to the existing terminals?”

Twenty-nine percent (29%) said “yes” and seventy-one percent (71%) said “no” (Table 2-28). A larger proportion of Residents were aware of the APM in the peak survey: thirty-one percent (31%) compared to twenty-six percent (26%) in the non-peak survey.



Photo of APM used for survey

Table 2-28 - Awareness of Automated People Mover (Residents Only)

Aware of APM	Peak n=2,244	Non-Peak n=2,030	Total Sample n=4,274
No	69%	74%	71%
Yes	31%	26%	29%

Next, we showed Residents a picture of the planned APM and explained how it will connect passengers from the remote facilities to the existing terminals.

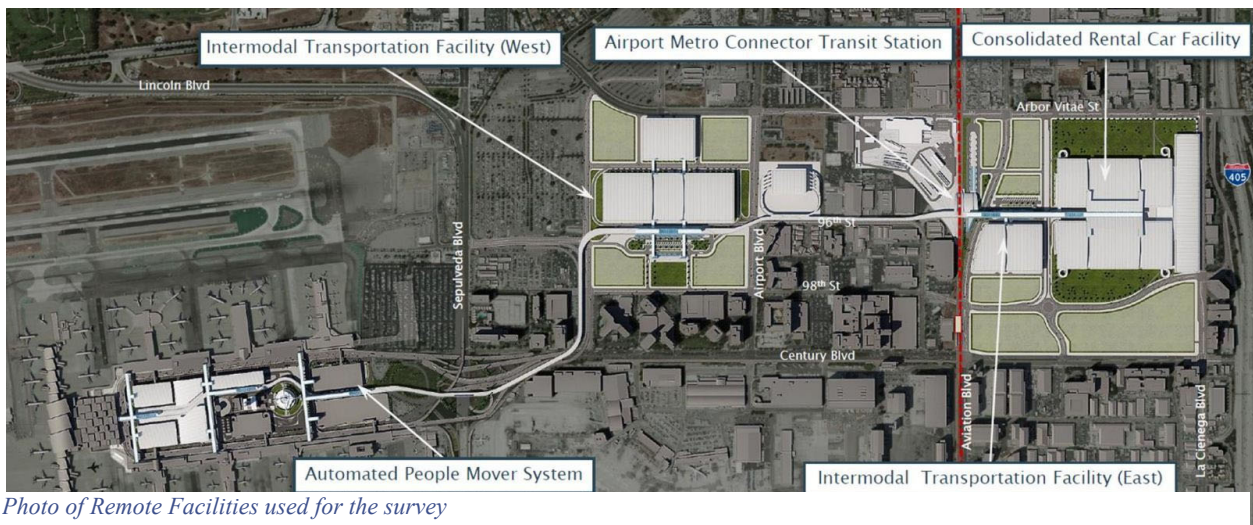


Photo of Remote Facilities used for the survey

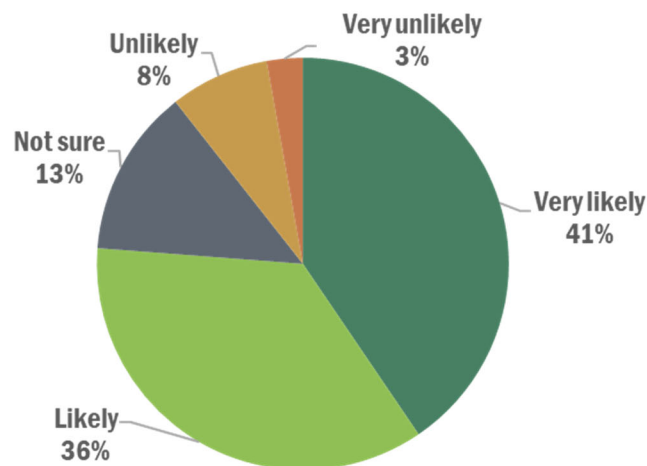
We then asked Residents “How much time would you need to save to consider using the new APM from one of the remote locations (parking, rental car, transfer facilities) to travel to the existing terminals?” The largest proportion of Residents (33%) indicate they would need to save more than 20 minutes to consider using the new APM (Table 2-29). However, it is important to note that in the peak survey, thirty-seven percent (37%) of Residents said they would need to save only 10 minutes or less to consider using the APM compared to 24% in the non-peak survey.

Table 2-29 - Time Savings Required to Consider Using the New APM

How much time would you need to save to consider using the new APM?	Peak n=2,244	Non-Peak n=2,029	Total Sample n=4,273
0-5 minutes	16%	11%	14%
6-10 minutes	21%	13%	17%
11-15 minutes	11%	10%	10%
16-20 minutes	6%	10%	8%
More than 20 minutes	27%	40%	33%
Not sure	19%	17%	18%

We also asked Residents “How likely would you be to use the new APM at one of the remote facilities (parking, rental car, transfer facilities) to travel to the existing terminal?” Overall Residents are very likely or likely to use the APM (77%), as shown on Figure 2-40. Thirteen percent (13%) of Residents were not sure if they would use the APM, eight percent (8%) said they would be unlikely use it, and three percent (3%) said they were very unlikely to use the APM.

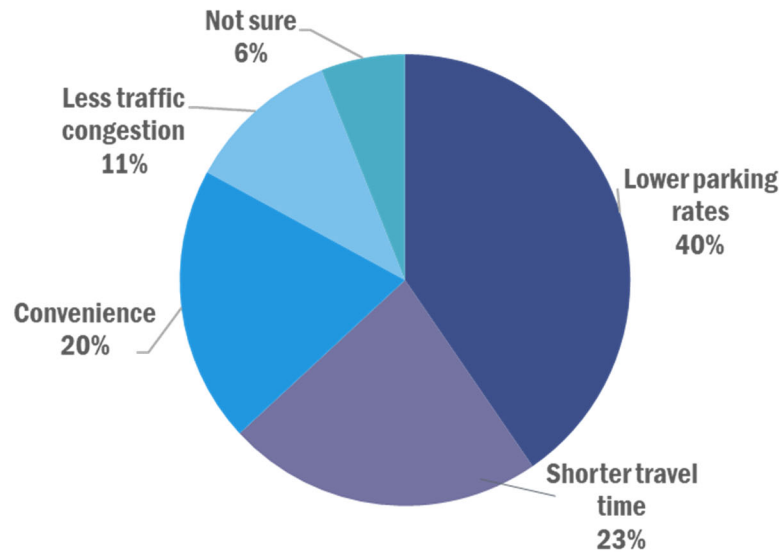
Figure 2-40 - Likelihood of Using the New APM (Residents Only)



We also asked Residents who parked, “What would encourage you to use the new parking facilities and future APM instead of another parking lot?” Forty percent (40%) of respondents said lower parking

rates, twenty-three percent (23%) said shorter travel time, twenty percent (20%) said convenience, and another eleven percent (11%) said less traffic congestion (Figure 2-41). Six percent (6%) of respondents said they were not sure what would motivate them to use the new parking facilities and APM.

Figure 2-41 - What would encourage you to use the new parking facilities and APM? (Parkers)



2:20 Number of Nights in Southern California Area (Visitors Only)

Originating Passengers visiting the area were asked “How many nights did you stay in the Southern California area?” Approximately three quarters spent less than a week in the area, sixteen percent (16%) spent between one or two weeks and seven percent (7%) of Visitors spent longer than two weeks in Southern California (Table 2-30). Notably, during the peak survey Visitors reported staying longer in Southern California: thirty percent (30%) spent at least a week in the area compared to seventeen percent (17%) of Visitors during the non-peak survey.

Table 2-30 - # of Nights in Southern California Area (Visitors Only)

# of Nights in So Cal Area	Peak n=1,916	Non-Peak n=2,002	Total Sample n=3,887
None - 0 nights	3%	4%	3%
Less than a week	68%	77%	73%
One to 2 weeks	20%	12%	16%
More than 2 weeks	10%	5%	7%

Section 3: Connecting Passenger Survey Results

Connecting Passengers comprised thirty-three percent (33%) of all passengers surveyed.

3:1 Airport of Origin

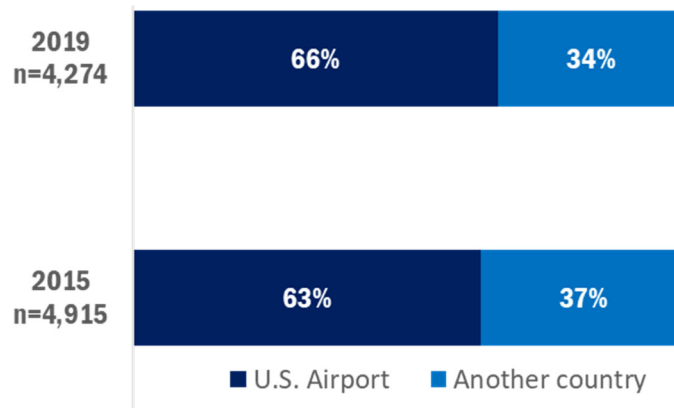
Over half of connecting passengers originated from an airport in another U.S. state, thirty-four percent (34%) from another country, and nine percent (9%) from another part of California but not within Southern California (Table 3-1). Three percent (3%) of Connecting Passengers began their trip from a Southern California airport.

Table 3-1 - Airport of Origin (Connecting Passengers)

Originating Airport	Peak n=2,244	Non-Peak n=2,030	Total Sample n=4,274
Another U.S. state (not in California)	54%	54%	54%
Another country	31%	35%	34%
Another part of California (not in So Cal)	11%	8%	9%
Airport in Southern California	4%	3%	3%

Sixty-three percent (63%) of Connecting Passengers originated from another U.S. airport in 2015, a difference of three percentage points compared to 2019 survey results (Figure 3-1). In 2015, thirty-seven percent (37%) of Connecting Passengers began their trip from another country.

Figure 3-1 - Airport of Origin (Connecting Passengers)



3:2 Terminal Arrived

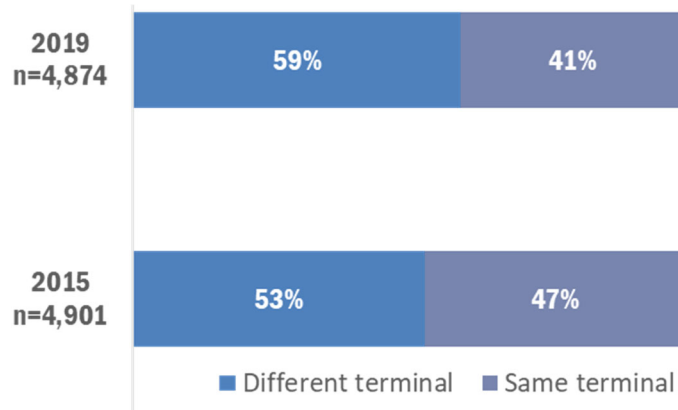
A majority of Connecting Passengers (59%) arrived in one terminal at LAX and had scheduled departures at another terminal. Forty-one percent (41%) of Connecting Passengers arrived and had a scheduled flight in the same terminal (Table 3-2).

Table 3-2 - Terminal Arrived (Connecting Passengers)

Terminal Arrived	Peak n=2,083	Non-Peak n=2,791	Total Sample n=4,874
Landed in different terminal*	57%	61%	59%
Landed in this terminal	43%	39%	41%

The percentage of Connecting Passengers changing terminals is higher in 2019 than the prior survey: fifty-three percent (53%) of Connecting Passengers changed terminals in 2015 (Figure 3-2).

Figure 3-2 - Terminal Arrived (Connecting Passengers – 2019 vs. 2015)



3:3 Travel Between Terminals

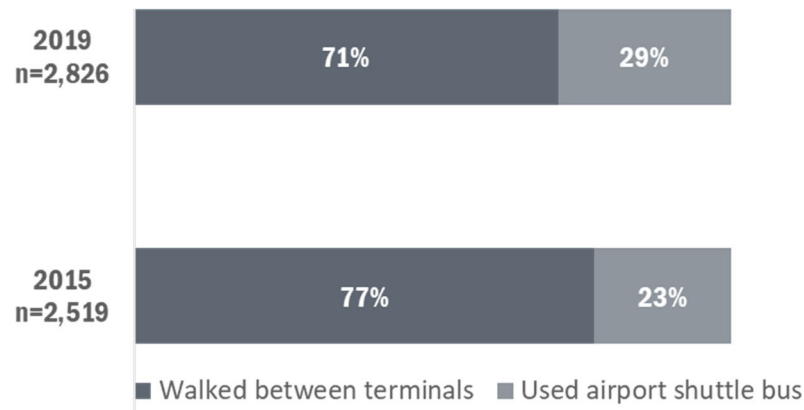
As shown on Table 3-3, the majority of Connecting Passengers that arrived in one terminal and were scheduled to depart in another walked between terminals: seventy-one percent (71%). A larger proportion of Connecting Passengers walked between terminals in the peak survey (73%) compared to sixty-nine percent (69%) in the non-peak survey. Twenty-nine percent (29%) of Connecting Passengers used the airport shuttle bus to connect between terminals.

Table 3-3 - Travel Between Terminals (Connecting Passengers)

Travel Between Terminals	Peak n=1,156	Non-Peak n=1,670	Total Sample n=2,826
Walked between terminals	73%	69%	71%
Used the airport shuttle bus	27%	31%	29%

The 2015 survey found a larger percentage of passengers who walked between terminals: seventy-seven percent (77%) walked from their arrival terminal to their departure terminal in 2015 and twenty-three percent (23%) used the shuttle buses (Figure 3-3).

Figure 3-3 - Travel Between Terminals (Connecting Passengers – 2019 vs. 2015)



3:4 Travel Time Between Terminals

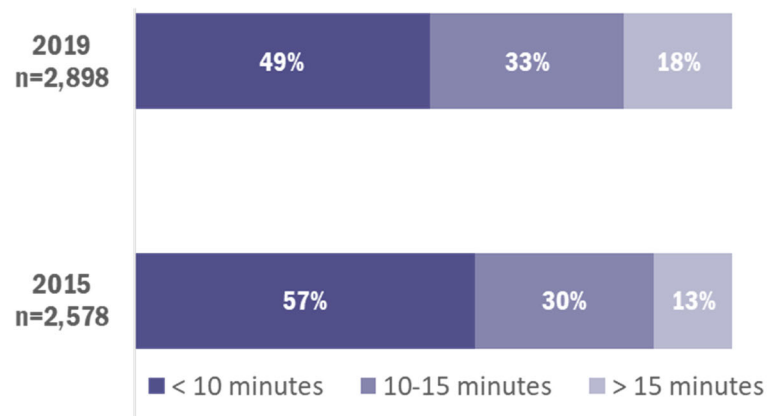
We asked Connecting Passengers who transferred between terminals to estimate their travel time (the time from leaving one’s arrival terminal to reaching one’s departure terminal). The majority of Connecting Passengers indicate travel time less than 10 minutes between terminals (Table 3-4). Thirty-three percent (33%) report 10-15 minutes travel time between terminals; ten percent (10%) report 16 to 20 minutes; and eight percent (8%) report more than 20 minutes.

Table 3-4 - Estimated Travel Time Between Terminals (Connecting Passengers)

Time to Travel Between Terminals	Peak n=1,183	Non-Peak n=1,715	Total Sample n=2,898
Less than 10 minutes	47%	51%	49%
10-15 minutes	33%	32%	33%
16-20 minutes	11%	9%	10%
21-30 minutes	6%	4%	5%
More than 30 minutes	2%	3%	3%

The survey results in 2015 indicate Connecting Passengers spent less time traveling between terminals. Fifty-seven percent (57%) spent less than 10 minutes compared to forty-nine percent (49%) in 2019, a difference of eight percentage points (Figure 3-4). Forty-three percent (43%) of Connecting Passengers in 2015 spent more than 10 minutes to travel between terminals compared to fifty-one percent (51%) in 2019.

Figure 3-4 - Estimated Travel Time Between Terminals (Connecting Passengers – 2019 vs. 2015)



3:5 Leave Airport Premises

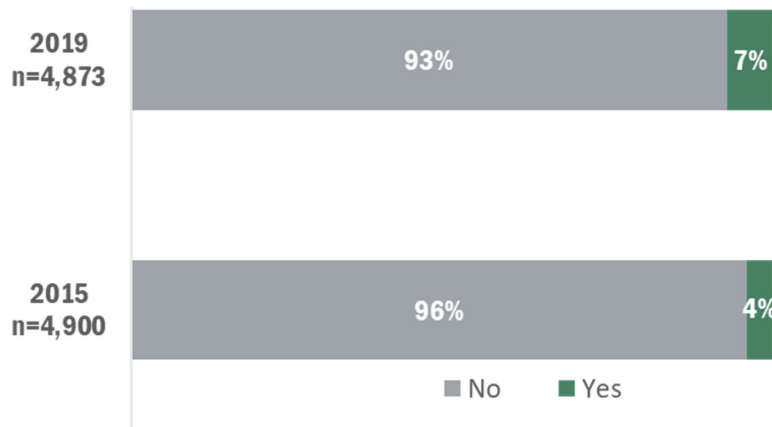
Seven percent (7%) of Connecting Passengers left LAX during their layover (Table 3-5). A smaller proportion report left LAX in the peak survey (5%) compared to the non-peak survey (8%) period.

Table 3-5 - Leave LAX During Layover (Connecting Passengers)

Leave LAX During Layover	Peak n=2,982	Non-Peak n=2,791	Total Sample n=4,873
No	95%	92%	93%
Yes	5%	8%	7%

In 2015, fewer Connecting Passengers left the Airport premises during their layover: four percent (4%) compared to seven percent (7%) in 2019 (Figure 3-5).

Figure 3-5 - Leave LAX During Layover (Connecting Passengers – 2019 vs. 2015)



3:6 Transportation Back to LAX

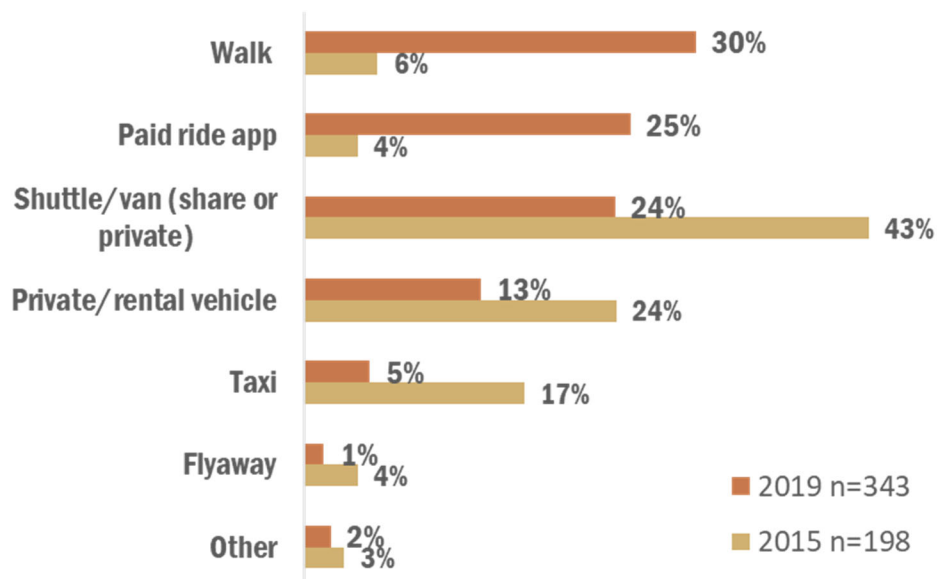
The largest subgroup of Connecting Passengers (30%) who left the airport walked back to LAX, and another twenty-five percent (25%) used a paid ride app such as Uber or Lyft to return to LAX (Table 3-6). Eleven percent (11%) of Connecting Passengers used a shared shuttle/van as their mode of transportation back to LAX. Notably, there are some differences between passengers in the peak survey versus non-peak survey. For example, twenty percent (20%) in the peak survey walked back to LAX compared to thirty-four percent (34%) in the non-peak survey. Also, twenty percent (20%) of Connecting Passengers used a private vehicle to return to LAX during the peak survey compared to only five percent (5%) in the non-peak survey.

Table 3-6 - Transportation Back to LAX (Connecting Passengers)

Mode of Transportation Back to LAX	Peak n=109	Non-Peak n=233	Total Sample n=343
Walk	20%	34%	30%
Paid ride app (Uber, Lyft)	29%	23%	25%
Shuttle/van (shared - multiple stops)	15%	9%	11%
Private vehicle	20%	5%	10%
Hotel courtesy van	2%	12%	8%
Taxi	3%	6%	5%
Shuttle/van (private)	4%	4%	4%
Rental vehicle (traditional rental car)	4%	3%	3%
Flyaway (Hollywood, LA Union, Long Beach)	0%	2%	1%
Public transit (Green line, MTA, or other)	2%	1%	1%

Mode of transportation back to LAX has changed since the 2015 survey. In 2015, only six percent (6%) who left the airport terminal during their layover indicate walking back to LAX compared to thirty percent (30%) in 2019 (Figure 3-6). Further, four percent (4%) in 2015 used a paid ride app to travel back to LAX compared to twenty-five percent (25%) in 2019. A larger proportion of Connecting Passengers who left LAX during their layover used a shuttle/van (shared or private) to travel back to the airport in 2015: forty-three percent (43%) compared to twenty-four percent (24%) in 2019. In addition, a larger proportion of Connecting Passengers used a private/rental vehicle or taxi to return to LAX in 2015: forty-one percent (41%) compared to eighteen percent (18%) in 2019.

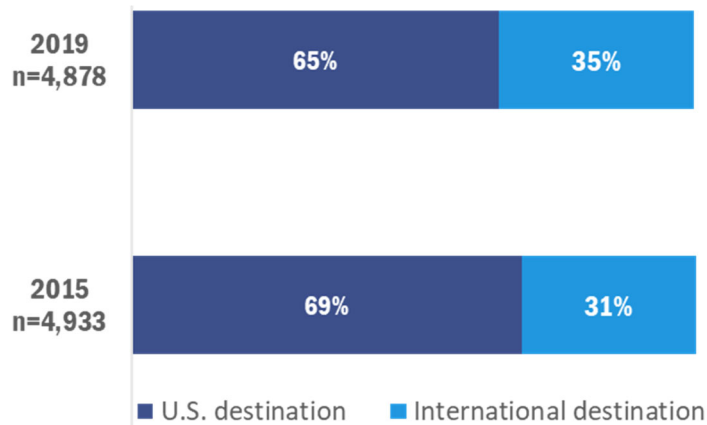
Figure 3-6 - Transportation Back to LAX (Connecting Passengers – 2019 vs. 2015)



3:7 Final Destination

The majority of Connecting Passengers flew to another U.S. destination (65%) and thirty-five percent (35%) flew to an international destination (Figure 3-7). A smaller proportion of Connecting Passengers in 2015 flew to an international destination (31%), a difference of four percentage points.

Figure 3-7 - Final Destination (Connecting Passengers)



Section 4: All Passengers – Other Information

4:1 Trip Purpose

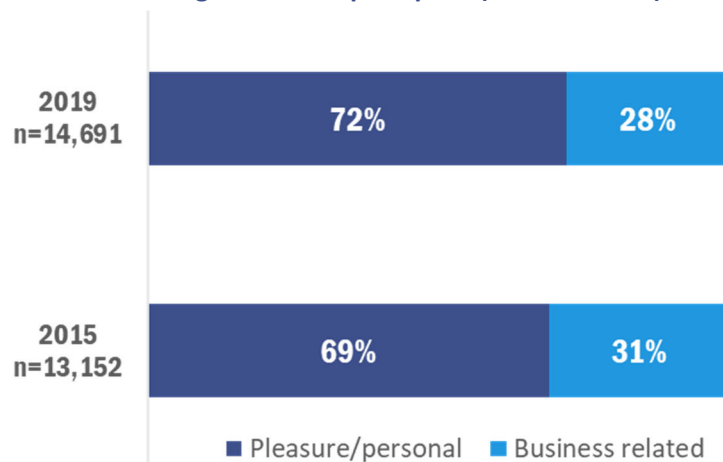
The largest subgroup of passengers—seventy-two percent (72%) of all passengers—travelled for pleasure/personal reasons, but there is a difference between the peak and non-peak seasons: seventy-four percent (74%) of all passengers travelled for pleasure/personal reasons in the peak season compared to seventy percent (70%) in the non-peak season (Table 4-1). Twenty-one percent (21%) of passengers were traveling exclusively for business related purposes and another six percent (6%) were traveling for business and pleasure/personal reasons.

Table 4-1 - Trip Purpose

ALL PASSENGERS Trip Purpose	Peak n=7,083	Non-Peak n=7,608	Total Sample n=14,691
Pleasure/personal reasons	74%	70%	72%
Business related	19%	23%	21%
Business and pleasure/personal	7%	6%	6%

In comparison to the 2015 survey, a larger proportion of passengers in 2019 were traveling for pleasure/personal reasons (72%) compared to sixty-nine percent (69%) in 2015 (Figure 4-1). In 2015, thirty-one percent (31%) were traveling for business-related (exclusively business or business/pleasure) purposes compared to twenty-eight percent (28%) in 2019.

Figure 4-1 - Trip Purpose (2019 vs. 2015)



4:2 Frequency of Airport Use

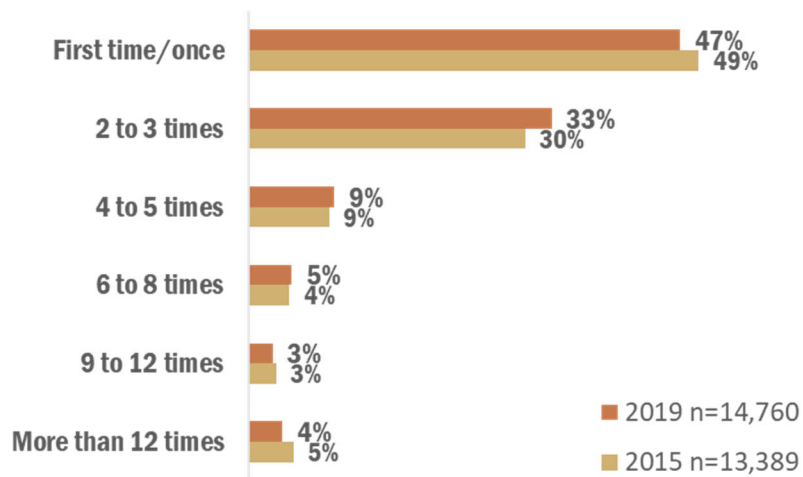
All passengers were asked “In the past 12 months, how often have you flown from LA Airport, including today's trip?” Nearly half were infrequent users: a reported forty-nine percent (49%) of passengers in the peak survey compared to forty-five percent (45%) in the non-peak (Table 4-2).

Table 4-2 - Frequency of Airport Use

ALL PASSENGERS Frequency of Airport Use	Peak n=7,166	Non-Peak n=7,654	Total Sample n=14,760
First time/once	49%	45%	47%
2 to 3 times	33%	33%	33%
4 to 5 times	9%	10%	9%
6 to 8 times	4%	5%	5%
9 to 12 times	2%	3%	3%
More than 12 times	3%	4%	4%

The proportion of passengers using LAX infrequently (three times or less per year) is similar between surveys. In 2019, eighty percent (80%) used LAX three times or less in a 12-month period compared to seventy-nine percent (79%) in 2015 (Figure 4-2).

Figure 4-2 - Frequency of Airport Use (2019 vs. 2015)



4:3 Traveling with Others

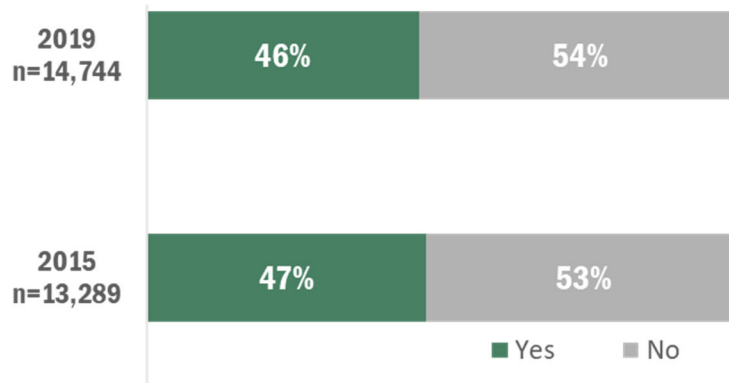
Less than half of all passengers at LAX traveled with someone in the 2019 survey: forty-six percent (46%) of passengers traveled with someone. In the peak survey, forty-eight percent (48%) travelled with others compared to forty-four percent (44%) in the non-peak survey (Table 4-3), a difference of four percentage points.

Table 4-3 - Traveling with Others

ALL PASSENGERS Traveling with Others	Peak n=7,097	Non-Peak n=7,647	Total Sample n=14,744
No	52%	56%	54%
Yes	48%	44%	46%

The proportion of passengers traveling with others was similar between surveys: 46-47% of passengers in the 2015 and 2019 survey (Figure 4-3).

Figure 4-3 - Traveling with Others (2019 vs. 2015)



Of those passengers traveling with others, forty-four percent (44%) were traveling with at least one adult, seven percent (7%) travelled with children between 10 to 17 years old, and another six percent (6%) travelled with children nine years old or younger (Table 4-4). Cross tabulation data reveals that Originating Passengers were traveling with a similar proportion of other travelers. Forty-two percent (42%) of Originating Passengers were traveling with at least one adult, which is within two percentage points of all passengers.

Table 4-4 - Traveling with Others (All Passengers vs. Originating Passengers)

ALL Passengers Traveling with Others	All Passengers n=14,744	O&D Passengers n=9,868
Adults	44%	42%
Children 10-17	7%	7%
Children 2-9	4%	4%
Babies in Strollers	1%	2%

4:4 Age Range

Forty-two percent (42%) of passengers were below the age of 35 and are therefore considered to be millennials (Table 4-5). Thirty-seven percent (37%) were between 35 and 54 years old, fourteen percent (14%) were between 55 and 65 years old, and the remaining seven percent (7%) were within the retirement age, 65 or older.

Table 4-5 - Age Range

ALL PASSENGERS Age Range	Peak n=7,053	Non-Peak n=7,598	Total Sample n=14,651
18-24	17%	13%	15%
25-34	26%	28%	27%
35-44	20%	19%	20%
45-54	17%	17%	17%
55-64	14%	15%	14%
65-74	5%	7%	6%
75 and up	1%	1%	1%

4:5 Gender

The majority of passengers were female (53%) and forty-seven percent (47%) were male (Table 4-6).

Table 4-6 - Gender⁴

ALL PASSENGERS Gender	Peak n=7,073	Non-Peak n=7,604	Total Sample n=14,677
Female	54%	52%	53%
Male	46%	47%	47%
Other	0.3%	0.3%	0.3%

⁴ Less than 1% of passengers state they do not identify with a specific gender

4:6 Wheelchair Assistance

A small percentage of passengers (2%) used a wheelchair at LAX (Table 4-7).

Table 4-7 - Wheelchair Assistance

ALL PASSENGERS Use a Wheelchair	Peak n=7,065	Non-Peak n=7,594	Total Sample n=14,659
No	98%	98%	98%
Yes	2%	2%	2%

4:7 Smarte Carte Usage

Only two percent (2%) of all passengers used a Smarte Carte for luggage (Table 4-8).

Table 4-8 - Smarte Carte Usage

ALL PASSENGERS Use Smarte Carte for Luggage	Peak n=7,036	Non-Peak n=7,588	Total Sample n=14,624
No	99%	97%	98%
Yes	1%	3%	2%

4:8 Travel with Service Animal

Less than one percent (1%) of all passengers traveled with a service animal (Table 4-9). Of those who did, most traveled with a service dog.

Table 4-9 - Travel with Service Animal

ALL PASSENGERS Service Animal	Peak n=7,072	Non-Peak n=7,628	Total Sample n=14,700
No	99%	99%	99%
Yes - Dog	0.8%	0.5%	0.6%
Yes - Cat	0.1%	0.0%	0.1%

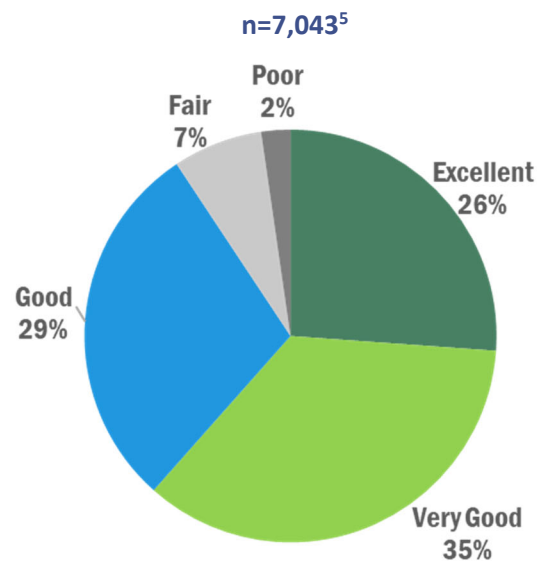
4:9 Guest Experience

In the peak survey, a question about passenger experience was added to the survey questionnaire. We asked all passengers “How would you rate your experience at LAX today?” based on the following scale:

- Excellent
- Very good
- Good
- Fair
- Poor

Overall, the majority of passengers said their experience was excellent or very good. Twenty-six percent (26%) rated their experience as excellent and another thirty-five percent (35%) said it was very good (Figure 4-4). Twenty-nine percent (29%) said it was good, and less than ten percent (10%) rated their experience fair or poor. Based on a quantified rating: 5 being excellent to 1 being poor, passengers rated their overall experience 3.76 (out of 5.00).

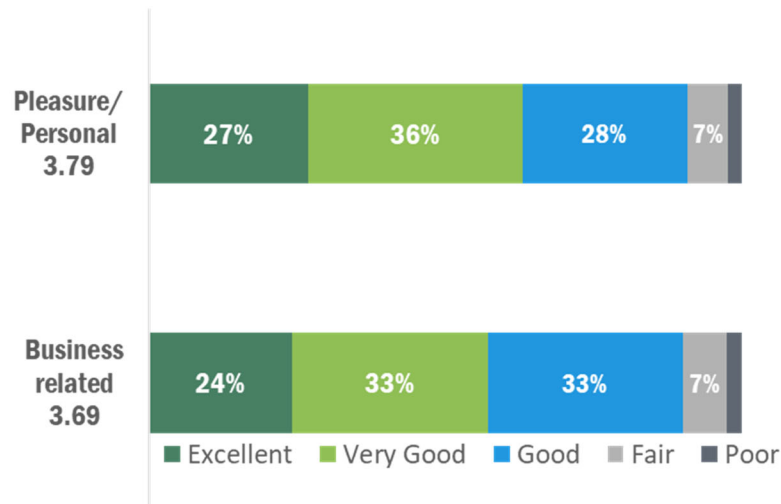
Figure 4-4 - Guest Experience Rating – Average Rating 3.76 (out of 5.00)



Cross tabulation analysis reveals some differences among passenger groups. Passengers traveling for pleasure or personal reasons gave their experience a higher rating than passengers traveling for business-related purposes. Sixty-three percent (63%) of pleasure travelers said their experience was excellent or very good, resulting in an average rating of 3.79 (Figure 4-5). Business travelers gave their experience at LAX an average rating of 3.69: fifty-seven percent (57%) said their experience was excellent or very good.

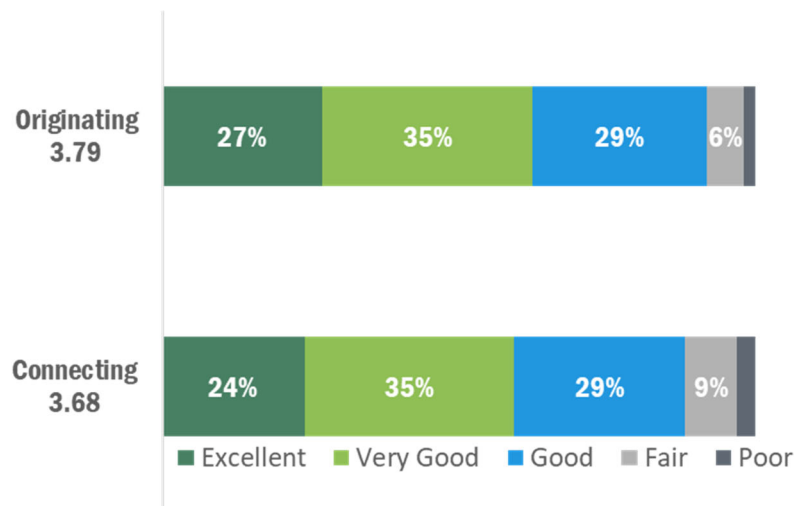
⁵ Excludes passengers who chose “not sure” as their response

Figure 4-5 - Guest Experience Rating (Pleasure vs. Business Travelers) n=7,030



Originating and connecting passengers had slightly different opinions about their experience as well. Originating passengers rated their experience more favorably with an average rating of 3.79 compared to 3.68 among connecting passengers (Figure 4-6). Sixty-two percent (62%) of originating passengers said their experience was excellent or very good compared to fifty-nine percent (59%) of connecting passengers.

Figure 4-6 - Guest Experience Rating (Originating vs. Connecting) n=7,030



Section 5: Summary of Findings

The Unison Team collected surveys from nearly 15,000 departing passengers in 2019 in two waves: a peak survey in July and a non-peak survey in February/March. Overall, the profile of travelers is similar to that of previous surveys conducted at the airport: the majority of passengers originated at LAX, began their ground trip from a private residence in Los Angeles County, and resided in the Southern California area. Some highlights from the survey are as follows:

Originating Passengers

- A total of sixty-seven percent (67%) of passengers originated at LAX, compared to sixty-three percent (63%) in the 2015 survey. In this survey, a larger share of passengers in the peak survey, 71% versus 64% in the non-peak survey reported that they were originating at the airport.
- In the peak survey nearly 50% of all passengers were using LAX for the first time or had used the Airport only once in the last 12 months compared to 45% in the non-peak survey. The proportion of infrequent users (passengers who had used LAX three times or less) is similar between the 2019 and 2015 surveys.
- Compared to the results from the 2015 survey, the percentage of passengers checking in luggage changed significantly in 2019. Eighty-seven percent (87%) of Originating Passengers checked in luggage in 2015 compared to sixty-one percent (61%) in 2019, a difference of 26 percentage points.
- Similar to the past survey, more than sixty percent (60%) of Originating Passengers came from a private residence (their home or another's home) before heading to LAX, particularly among Southern California residents. Ninety-five percent (95%) of residents compared to thirty-nine percent (39%) of visitors came from a private residence.
- Nearly three-quarters of all Originating Passenger reported starting their group trip from LA County. However, over four percent (4%) indicate Anaheim as their point of origin. The other top locations of origin were all from Los Angeles County: Downtown LA, the LAX Area, Hollywood, Long Beach, and Beverly Hills were among the top areas of origin in both the 2019 and 2015 surveys.
- The mode of transportation that Originating Passengers used to get to LAX has notably changed since the 2015 survey. While the use of private vehicles continues to be the top choice for getting to the airport, the percentage of passengers using this mode of transportation dropped by eight percentage points in 2019. Meanwhile, the percentage of Originating Passengers using a paid ride app service increased from only seven percent (7%) in 2015 to twenty-eight percent

(28%) this year. The percentage of passengers using private shuttles, taxis, and shared shuttles also declined in this survey.

- The change in the proportion of passengers who rode alone using private transportation is significant. In 2015, only fifteen percent (15%) of passengers rode alone compared to forty-nine percent (49%) in 2019, a difference of 34 percentage points.
- Thirty-two percent of originating passengers who came to LAX via private vehicle or rental car used the Century Freeway I-105 compared to 25% in the non-peak survey. Similar to past findings, the Sepulveda Blvd. exit was used by approximately three-quarters of the passengers using the I-105 freeway.
- Twenty-nine percent of Residents were aware about the planned APM: a larger share in the peak survey (31%) compared to 26% in the non-peak survey.
- The largest proportion of Residents (thirty-three percent – 33%) indicated they would need to save more than 20 minutes to consider using the new APM. However, thirty-seven percent (37%) of passengers in the peak survey said they would need to save 10 minutes or less to consider using it compared to twenty-four percent (24%) in the non-peak survey.
- Overall, Residents are interested in the APM: seventy-seven percent (77%) said they would be likely or very likely to use the new APM at one of the remote facilities.
- Forty percent (40%) of Residents who parked on this trip said they would be encouraged to use the new parking facilities and future APM for lower parking rates, instead of parking at another lot.

Connecting Passengers

- Connecting Passengers in this survey comprise thirty-three percent (33%) of all passengers surveyed compared to thirty-seven percent (37%) in 2015.
- Similar to the previous survey, the majority of Connecting Passengers started their trip from another U.S. state (66% in 2019 and 63% in 2015).
- The percentage of Connecting Passengers changing terminals was higher in 2019 (fifty-nine percent - 59%) than the prior survey: fifty-three percent (53%) of Connecting Passengers changed terminals in 2015.
- In comparison to the 2015 survey, a larger proportion of Connecting Passengers used the airport shuttle buses, and fewer walked between terminals in 2019. Nearly half estimated travel time

between terminals to be less than 10 minutes; however, compared to the 2015 survey estimated travel time is reported to be longer.

- Seven percent (7%) of Connecting Passengers reported that they left the Airport premises during their layover compared to four percent (4%) in 2015. Of passengers who did leave, the largest subgroup (thirty percent – 30%) walked back to LAX and another twenty-five percent (25%) used a paid ride app service.

All Passengers

- Overall, almost three quarters of all passengers in 2019 were traveling for pleasure/personal reasons compared to sixty-nine percent (69%) in 2015. The percentage of passengers traveling for pleasure/personal reasons increased by four percentage points in the peak survey: 74% compared to 70% in the non-peak survey.
- The proportion of passengers using LAX infrequently (three times or less per year) is similar between surveys. In 2019, eighty percent (80%) used LAX three times or less in a 12-month period compared to seventy-nine percent (79%) in 2015.
- Forty-six percent (46%) of all passengers were traveling in groups of two or more. Notable is the percentage of passengers traveling with children—18% of passengers in the peak survey were traveling with children compared to only 7% in the non-peak survey.
- Forty-two percent (42%) of passengers could be categorized as considered millennials: under 35 years old.
- Overall, the majority of passengers said their experience was excellent or very good. Cross tabulation analysis reveals some differences among passenger groups. Passengers traveling for pleasure or personal reasons or originating at LAX gave their experience a higher rating than their counterparts.

Appendix

LAX 2019 PASSENGER SURVEY QUESTIONNAIRE

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
001	Terminal / Single	What terminal are you departing from today?	[1] Terminal 1 [2] Terminal 2 [3] Terminal 3 [4] Terminal 4 [5] Terminal 5 [6] Terminal 6 [7] Terminal 7 [8] Terminal 8 [9] TBIT Tom Bradley International Terminal [10] Refused to be surveyed [11] Doesn't speak English	Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question End of Survey End of Survey
002	All Airlines / ItemSelectionList	If airline is not listed, press NEXT Which airline are you flying with today?	(FileName: ALL Airlines.txt)	Next Question
003	OTHER airline / Verbatim	What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
004	Airport destination / Single	Where is your final airport destination today?	[1] Another U.S. state (not in California) [2] Another part of California (not in So Cal) [3] Airport in Southern California [4] Another country	Next Question Next Question Next Question Next Question
005	Frequency / Single	In the past 12 months, how often have you flown from LA Airport, including today's trip?	[1] First time/once [2] 2 to 3 times [3] 4 to 5 times [4] 6 to 8 times [5] 9 to 12 times [6] More than 12 times	Next Question Next Question Next Question Next Question Next Question Next Question
006	Connecting flight / Single	Are you connecting/ transferring flights here at Los Angeles Airport?	[1] <i>No - Starting trip here at LA Airport</i> [2] Yes - Connecting to another plane [3] Stopping at LA Airport and leaving on same plane	Prior to arriving at LAX Next Question End of Survey
007	Origin of connecting flight / Single	CONNECTING PASSENGERS ONLY What airport did your flight come from?	[1] Another U.S. state (not in California) [2] Another part of California (not in So Cal) [3] Airport in Southern California [4] Another country	Next Question Next Question Next Question Next Question
008	Terminal landed / Single	CONNECTING PASSENGERS ONLY Did you arrive in this terminal or a different terminal at LA Airport?	[1] Landed in this terminal [2] Landed in different terminal	Next Question Next Question

Note: Branching and skip patterns are programmed into electronic tablets for data collection and will not appear in paper questionnaire.

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
009	Terminal arrived / Single	CONNECTING PASSENGERS ONLY At what terminal did your plane land?	[1] Terminal 1 [2] Terminal 2 [3] Terminal 3 [4] Terminal 4 [5] Terminal 5 [6] Terminal 6 [7] Terminal 7 [8] Terminal 8 [9] Tom Bradley International Terminal TBIT [10] I don't know/ don't remember	Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question
010	Originating airline / Verbatim	CONNECTING PASSENGERS ONLY What airline did you use to fly to LA Airport?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
011	Travel between terminals / Single	CONNECTING PASSENGERS ONLY How did you travel between terminals?	[1] Walked between terminals [2] Used the airport shuttle bus [3] Other	Next Question Next Question Next Question
012	Time between terminals / Single	CONNECTING PASSENGERS ONLY How long did it take you to get from one terminal to the other? From the time you left one terminal and arrived at another. (Estimate number of minutes)	[1] Less than 10 minutes [2] 10-15 minutes [3] 16-20 minutes [4] 21-30 minutes [5] More than 30 minutes	Next Question Next Question Next Question Next Question Next Question
013	Leave the premises / Single	CONNECTING PASSENGERS ONLY During your layover (connection time), did you leave LA Airport premises?	[1] No [2] Yes	Next Question Next Question

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
020	So Cal County Origination / Single	What part of Southern California did you depart from prior to coming to LA Airport today?	[1] Los Angeles County [2] Orange County [3] Riverside County [4] San Bernardino County [5] Ventura County [6] San Diego County [7] Santa Barbara County [8] Kern County [9] Don't know [10] Other	Next Question Orange County Riverside County San Bernardino Ventura County San Diego County Santa Barbara County Kern County So Cal Map Other So Cal Area
021	LA Neighborhood / ItemSelectionList	Press NEXT if area is not listed What part of the LA area did you come from prior to coming to this Airport?	(FileName: LA-Neighborhood_list_2015.txt)	Next Question
022	LA Neighborhood MAP / Info		(Picturename:)	Next Question
023	Other LA Area / Verbatim	What other area of Los Angeles did you come from prior to coming to this Airport? PLEASE BE SPECIFIC - INDICATE CLOSEST LANDMARK OR NEIGHBORHOOD	(Minimum Digits: 0) (Maximum Digits: 300)	Dwell time OD
024	Orange County / ItemSelectionList	What part of Orange County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: Orange County Cities.txt)	Dwell time OD
025	Riverside County / ItemSelectionList	What part of Riverside County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: Riverside cities.txt)	Dwell time OD
026	San Bernardino / ItemSelectionList	What part of San Bernardino County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: san bernardino cities.txt)	Dwell time OD
027	Ventura County / ItemSelectionList	What part of Ventura County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: Ventura Cities.txt)	Dwell time OD
028	San Diego County / ItemSelectionList	What part of San Diego County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: San Diego cities.txt)	Dwell time OD
029	Santa Barbara County / ItemSelectionList	What part of the Santa Barbara County did you come from prior to coming to this Airport? IF UNKNOWN SELECT "DON'T KNOW" or IF OTHER SELECT "OTHER"	(FileName: Santa Barbara Cities.txt)	Dwell time OD

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
037	Primary form of transportation / Single	What was the primary form of transportation you used to get to LA Airport today?	[1] Private vehicle [2] Rental vehicle [3] Taxi [4] Limousine/town car [5] Shuttle/van (Private - non stop direct service) [6] Airport shuttle/van - multiple stops (Super Shuttle, Prime Time) [7] Hotel courtesy van [8] Paid ride app (Uber, Lyft, Opoli) [9] LA Union Station Flyaway [10] Hollywood Flyaway [11] Long Beach Flyaway [12] Van Nuys Flyaway [13] Westwood Flyaway [14] MTA (Metro) or other public transit [15] Green line/light rail [16] Organized group/tour bus or van [17] Scheduled airport bus/van (Disneyland, Santa Barbara, Cruise Ship bus, etc.) [18] Dockless scooter/bike [19] Walk [20] Don't know [21] Other	Dropped off or vehicle p.. Next Question Travel party using same.. Travel party using same.. Travel party using same.. US resident US resident Travel party using same.. US resident US resident US resident US resident Specify transit agency a.. US resident US resident US resident US resident US resident US resident Other primary transport..
038	If rental car(1) / Single	If rental car, what type...	[1] Traditional rental car [2] Peer to peer (Turo, Getaround, TravelCar)	Rental car drop off Rental car drop off
039	Other primary transportation / Verbatim	What other means of primary transportation did you use to get to LA airport today?	(Minimum Digits: 0) (Maximum Digits: 300)	Real time traffic info
040	Specify transit agency and bus line or route /	Please specify the transit agency and bus line or route you used to get to this airport	[1] MTA (Metro) [2] Santa Monica/Big Blue bus [3] Culver City Bus [4] Torrance Transit [5] Other [6] Didn't use/ doesn't apply to me [7] Don't know/ don't remember	Next Question Next Question Next Question Next Question Next Question Next Question Next Question
041	What is the other transit agency / Verbatim	What is the other transit agency and bus line or route you used to get to the airport?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
042	Rental car drop off / Single	Did you go directly to rental car agency?	[1] YES [2] NO - I dropped off people at curb first, then returned car [3] NEITHER - I parked the rental car	Travel party using same.. Travel party using same.. Vehicle parked at airport

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
043	Dropped off or vehicle parked / Single	Were you dropped off at the curb or was the vehicle parked by you or someone else?	[1] I was dropped off at curb and driver left [2] I was dropped off at curb then driver parked the car [3] Vehicle was parked by me or someone in my travel party	Travel party using same.. Next Question Next Question
044	Vehicle parked at airport / Single	Was the vehicle parked in one of the Airport parking lots/ garages right here across the terminal?	[1] Yes – Parked here at Airport lot/ garage (across the terminal) [2] No - Parked at OFF-airport lot/ garage (away from terminal)	Travel party using same.. Next Question
045	Name of parking lot / ItemSelectionList	If parking lot is not listed, press NEXT What is the name of the lot where car is parked?	(FileName: Parking Lots.txt)	Next Question
046	Name of other lot where car is parked / Verbatim	What is the name of the other lot where the car is parked?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
047	Parking preference / Single	OFF AIRPORT PARKERS What is the most important factor in deciding where to park?	[1] <i>Convenient location</i> [2] <i>Good price</i> [3] <i>Valet parking</i> [4] <i>Reserved or guaranteed parking</i> [5] <i>Frequent parker program</i> [6] <i>Covered parking</i> [7] <i>Frequent shuttles</i> [8] <i>Luggage handling assistance</i> [9] <i>Safe location</i> [10] <i>Amount of walking required</i> [11] <i>Amenities offered (e.g. car wash, oil change, free water, etc.)</i> [12] EV charger [13] Other	Travel party using same.. Travel party using same.. Travel party using same.. Travel party using same.. Travel party using same.. Travel party using same.. Travel party using same.. Travel party using same.. Travel party using same.. Travel party using same.. Travel party using same.. Travel party using same.. Next Question
048	Other parking preference / Verbatim	OFF AIRPORT PARKERS What other factor is important to you?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
049	Travel party using same vehicle / Single	NOT INCLUDING THE DRIVER How many travelers were in the same vehicle with you?	[1] 0 - Rode alone [2] 1 [3] 2 [4] 3 [5] 4 [6] 5 or more	Next Question Next Question Next Question Next Question Next Question
050	Use of I-405 or I-105 / Single	Did you use the San Diego Freeway (Interstate 405) or the Century Freeway (Interstate 105) to get to this airport today?	[1] Yes, San Diego Freeway (I-405) [2] Yes, Century Freeway (I-105) [3] Yes, used both I-405 AND I-105 [4] No - Didn't use freeway [5] Don't know	Next Question Which I-105 exit Which exit used today Which surface street us.. LA Street Map

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
051	Which I-405 exit / Single	Which San Diego Freeway (I-405) exit did you use to get to LA Airport?	[1] Century Blvd [2] El Segundo Blvd [3] Howard Hughes Parkway/ Sepulveda Blvd [4] Imperial Hwy [5] La Tijera Blvd [6] Manchester Blvd [7] Other [8] Don't know	Real time traffic info Real time traffic info Real time traffic info Real time traffic info Real time traffic info Real time traffic info Next Question LA Street Map
052	Other I-405 exit / Verbatim	Which other I-405 exit did you use?	(Minimum Digits: 0) (Maximum Digits: 300)	Real time traffic info
053	Which I-105 exit / Single	Which Century Freeway (I-105) exit did you use to get to LA Airport?	[1] La Cienega Blvd [2] Aviation Blvd [3] Hawthorne Blvd [4] Imperial Hwy [5] Nash Street [6] Sepulveda Blvd [7] Other [8] Don't know	Real time traffic info Real time traffic info Real time traffic info Real time traffic info Real time traffic info Real time traffic info Next Question LA Street Map
054	Which other I-105 exit did you use / Verbatim	Which other I-105 exit did you use?	(Minimum Digits: 0) (Maximum Digits: 300)	Real time traffic info
055	Which exit used today / Single	If you used both I-405 and I-105, which exit did you use to get to LA Airport today?	[1] Aviation Blvd. [2] Century Blvd. [3] Imperial Hwy (from I-405) [4] Imperial Hwy (from I-105) [5] La Cienega Blvd. [6] La Tijera Blvd. [7] Manchester Ave. [8] Nash Street [9] Sepulveda Blvd./Howard Hughes Parkway (from I-405) [10] Sepulveda Blvd. (from I-105) [11] Other [12] Don't know	Real time traffic info Real time traffic info Real time traffic info Real time traffic info Real time traffic info Real time traffic info Real time traffic info Real time traffic info Real time traffic info Real time traffic info Which other exit LA Street Map(1)

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
056	Which surface street used / Multi Normal	Which of the following surface streets did you use to get to this airport? CHOOSE ALL THAT APPLY	[1] Airport Blvd [2] Arbor Vitae St [3] Aviation Blvd [4] Century Blvd [5] El Segundo Blvd [6] Imperial Highway [7] La Cienega Blvd [8] La Tijera Blvd [9] Lincoln Blvd [10] Manchester Blvd [11] Sepulveda Blvd [12] Westchester Parkway [13] Other [14] Don't know (Min: 0, Max: 0, Exclusive: 0)	Next Question
057	LA Street Map(1) / Info		(Picturename:)	Next Question
058	Which other surface street / Verbatim	Which other surface street did you use to get to the airport?	(Minimum Digits: 0) (Maximum Digits: 300)	Real time traffic info
059	LA Street Map / Info		(Picturename:)	Next Question
060	Which other exit / Verbatim	Which other exit did you use today to get to the airport?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
061	Real time traffic info / Single	What type of real-time traffic information did you or driver use to make routing decisions when traveling to LA Airport today?	[1] None [2] Mobile app (Google maps, Waze, Apple maps, other) [3] In car navigation system [4] Local radio traffic reports [5] Not sure/don't know [6] Other	US resident US resident US resident US resident US resident Next Question
062	Other real time traffic info / Verbatim	What was the other source of real time traffic information you or driver used?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
063	US resident / Single	PRIMARY RESIDENCE Where do you live?	[1] U.S. [2] Outside of U.S.	Next Question Nights in So Cal
064	Live in So Cal area / Single	Do you currently live in the Southern California area? (North of Mexico border to Santa Barbara)	[1] Yes - I live in Southern California [2] No - I am visiting Southern California	Next Question Nights in So Cal

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
071	Picture of APM / Info	ILLUSTRATIVE PURPOSES ONLY Are you aware of the future Automated People Mover (APM) that will connect remote facilities to the existing terminals?	(Picturename: LAX APM photo.jpg)	Next Question
072	Aware of APM / Single	PLEASE ANSWER A FEW MORE QUESTIONS Are you aware of the future Automated People Mover (APM) that will connect new parking, rental car, transfer facilities that are located away from the airport to the existing terminals?	[1] No [2] Yes	Next Question Next Question
073	Photo of APM options / Info	ILLUSTRATIVE PURPOSES ONLY The future APM will connect new parking, rental car, transfer facilities that are located away from the airport to the existing terminals	(Picturename: LAX APM LAYOUT2.jpg)	Next Question
074	Travel time saving APM / Single	How much time would you need to save to consider using the new APM from one of the remote locations (parking, rental car, transfer facilities) to travel to the existing terminals?	[1] 0-5 minutes [2] 6-10 minutes [3] 11-15 minutes [4] 16-20 minutes [5] More than 20 minutes [6] Not sure	Next Question Next Question Next Question Next Question Next Question Next Question
075	Likely to use APM / Single	How likely would you use the new APM at one of the remote locations (parking, rental car, transfer facilities) to travel to existing terminals?	[1] Very likely [2] Likely [3] Unlikely [4] Very unlikely [5] Not sure	Next Question Next Question Next Question Next Question Next Question
076	Parking for APM / Single	IF YOU PARKED TODAY... What would encourage you to use the new parking facilities and future APM instead of another parking lot?	[1] Shorter travel time [2] Lower parking rates [3] Convenience [4] Less traffic congestion [5] Other [6] Not sure	Next Question Next Question Next Question Next Question Next Question Next Question
077	Parking for APM other / Verbatim	What is the other reason?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
078	Nights in So Cal / Numeric	SOUTHERN CALIFORNIA VISITORS How many nights did you stay in the Southern California area? (If None, Enter "0")	(Minimum Digits: 0) (Maximum Digits: 3)	Next Question
079	Luggage / Single	How many pieces of luggage did you check in (for yourself)?	[1] None - I only have check-in luggage [2] 1 [3] 2 [4] 3 [5] 4 [6] 5 or more	Next Question Next Question Next Question Next Question Next Question Next Question

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
080	Main purpose of trip / Single	What is the main purpose of your trip today?	[1] Business related [2] Pleasure/ personal reasons [3] Business and pleasure/personal [4] Other	Others traveling with you Others traveling with you Others traveling with you Next Question
081	What the other main purpose of your trip /	What is the other main purpose of your trip?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
082	Others traveling with you / Single	Are you traveling with others today?	[1] Yes [2] No	Next Question Assistance
083	Travel party size / Matrix	How many people are traveling with you today?	[1] Column 1 = 0 [2] Column 2 = 1 [3] Column 3 = 2 [4] Column 4 = 3 [5] Column 5 = 4 [6] Column 6 = 5 or more Row 1 = Adults 18 or older Row 2 = Children 10-17 years old Row 3 = Children 4-9 years old Row 4 = Babies/ toddlers (in stroller)	Next Question
084	Assistance / Matrix	A FEW MORE QUESTIONS What did you or anyone in your travel party use?	[1] Column 1 = No [2] Column 2 = Yes Row 1 = Wheelchair Row 2 = Smarte carte (cart for luggage)	Next Question
085	Age range / Single	What is your age range, please?	[1] 18-24 [2] 25-34 [3] 35-44 [4] 45-54 [5] 55-65 [6] 65-74 [7] 75 and up	Next Question Next Question Next Question Next Question Next Question Next Question
086	Gender / Single	How would you describe yourself?	[1] Male [2] Female [3] Transgender [4] Do not identify as female, male or transgender	Next Question Next Question Next Question Next Question
087	Traveling with animal / Single	Are you traveling with service animal?	[1] No [2] Yes - Dog [3] Yes - Cat [4] Yes - Other	Net Promoter Net Promoter Net Promoter Next Question
088	What other animal / Verbatim	What other type of animal...	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
089	Overall Satisfaction / Single	REGARDING YOUR OVERALL TRAVEL EXPERIENCE TODAY How would you rate your experience at LAX today?	[1] Not sure [2] Excellent [3] Very Good [4] Good [5] Fair [6] Poor	Next Question Next Question Next Question Next Question Next Question Next Question
090	Final comments - new / Verbatim	Any final comments you would like to share...	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question



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