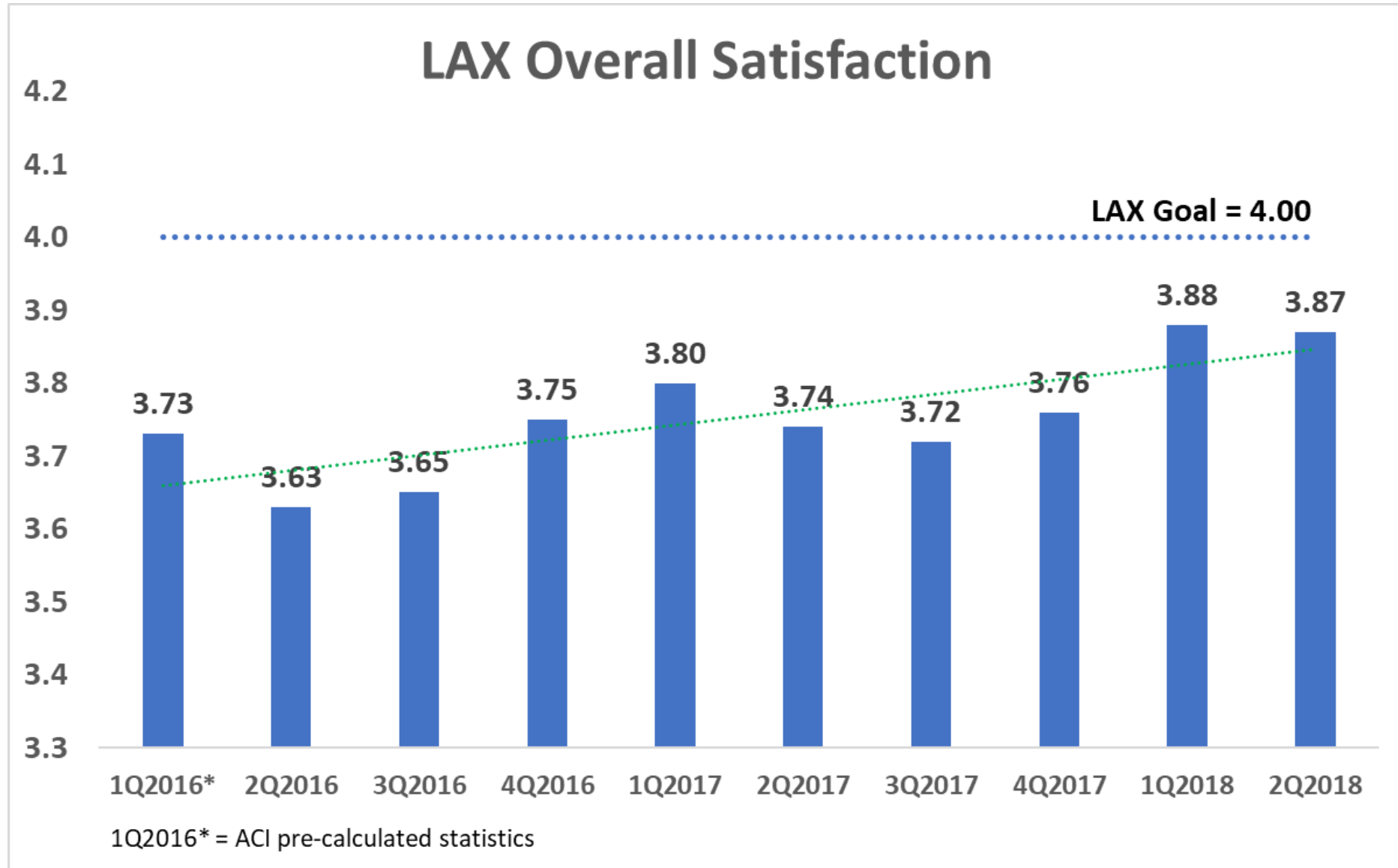




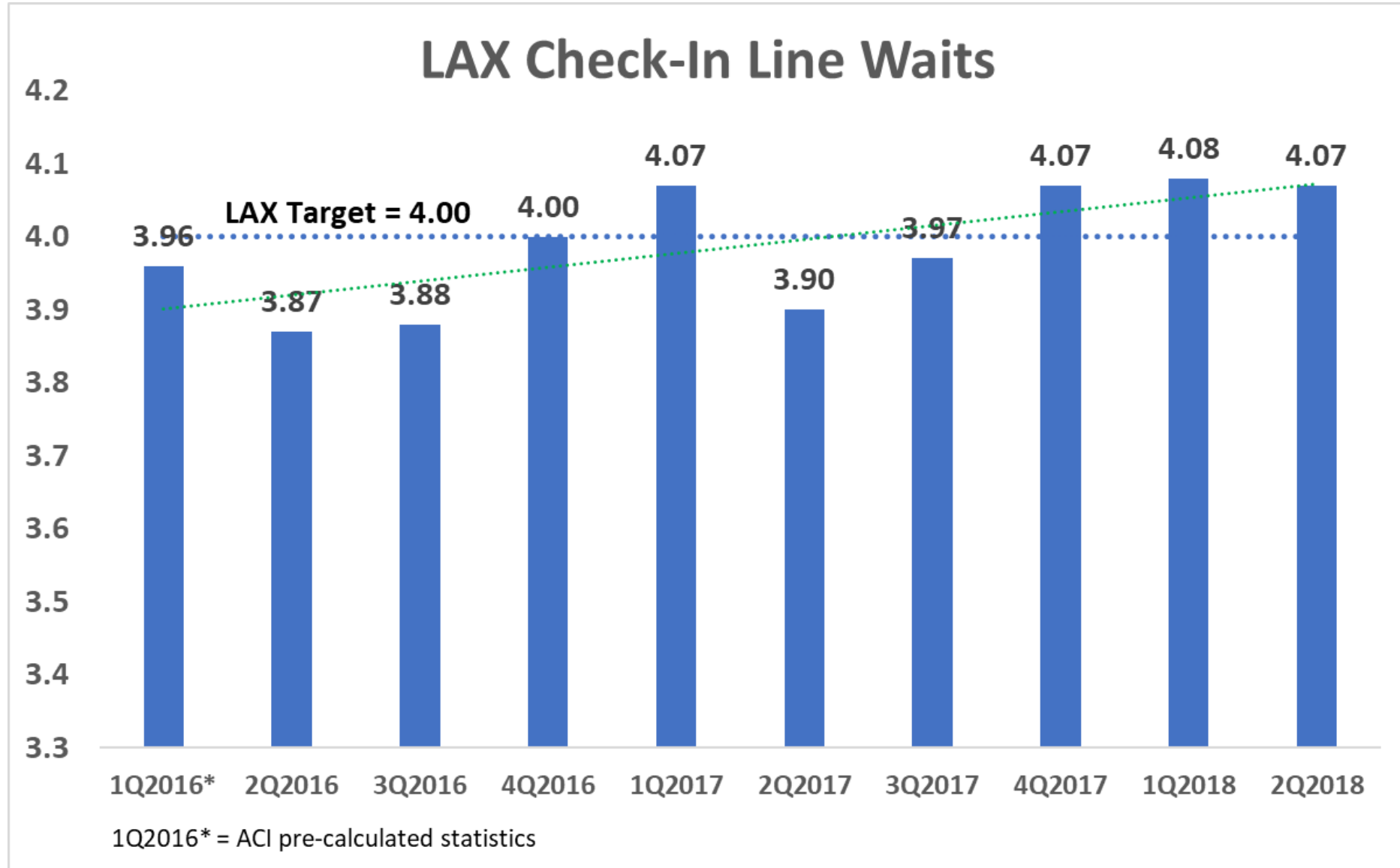
# ASQ QUARTERLY RESULTS

**LAX** *ceptional*  
*perience*

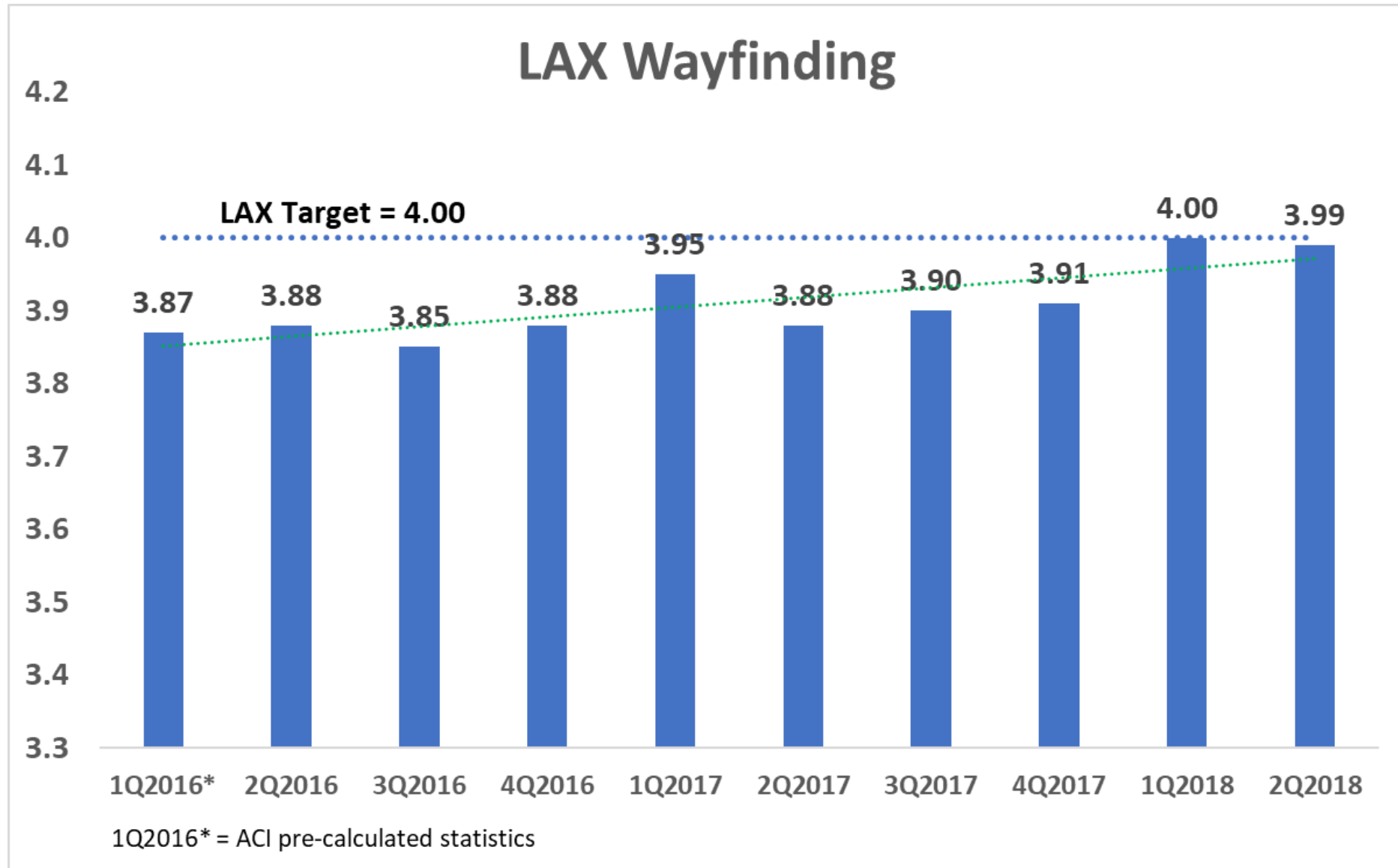
# OVERALL SATISFACTION RATINGS HAVE IMPROVED 3.75% SINCE 1Q2016



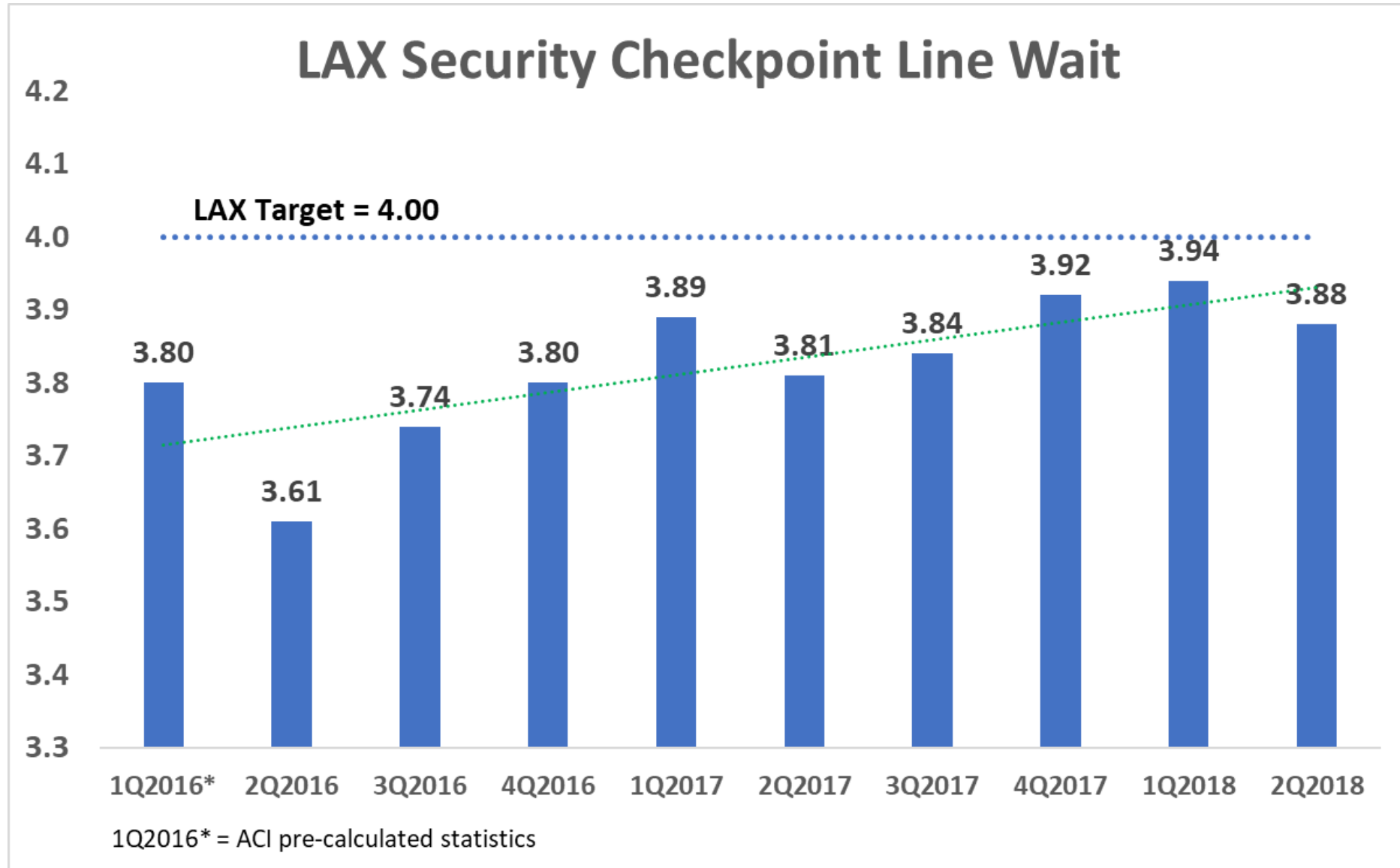
# CHECK-IN LINE WAIT RATINGS HAVE IMPROVED 2.78% SINCE 1Q2016



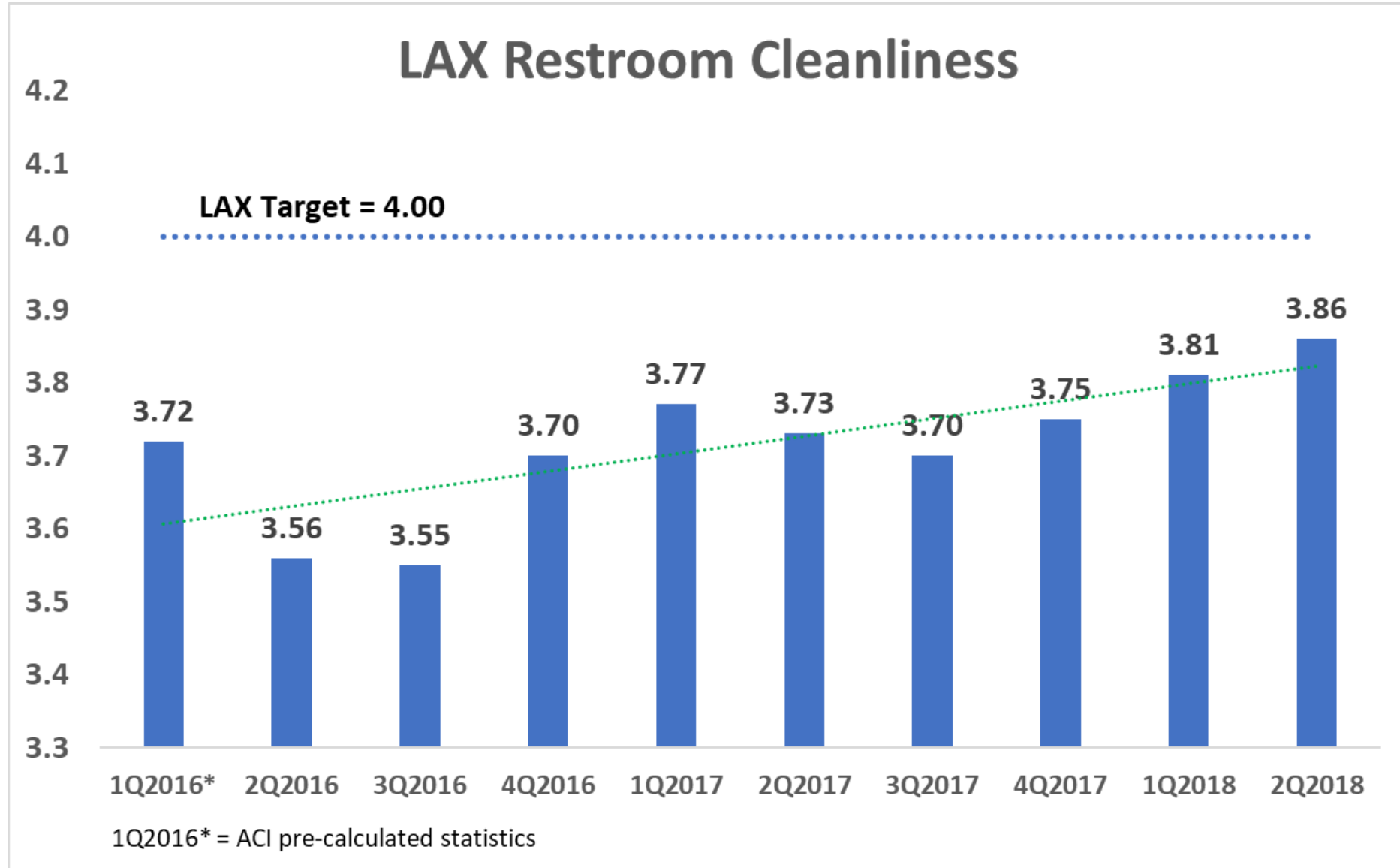
# WAYFINDING RATINGS HAVE IMPROVED 3.10% SINCE 1Q2016



# SECURITY CHECKPOINT LINE WAIT RATINGS HAVE IMPROVED 2.11% SINCE 1Q2016



# RESTROOM CLEANLINESS RATINGS HAVE IMPROVED 3.76% SINCE 1Q2016



# WI-FI/CONNECTIVITY RATINGS HAVE IMPROVED 17% SINCE 1Q2016

