WITH A 9.7% IMPROVEMENT SINCE 2015, LAX TRAILS THE MEGA-AIRPORT AVERAGE BY ONLY 3% AND LAGS THE TWO LEADERS BY LESS THAN 6%
JFK & LAX CONTINUE TO LEAD THE MEGA-AIRPORTS IN IMPROVEMENT WITH YEAR-OVER-YEAR PERFORMANCE IMPROVING BY MORE THAN 3%
TOP OPPORTUNITIES AND MAJOR INFLUENCERS FOR MEGA-AIRPORTS

- Airport Roadway Accessibility
  - LAX’s Achilles heel, but one with a long-term solution
  - Comprehensive sign and direction package prior to reaching the airport is critical as it is difficult to navigate once in the congested terminal area
  - Short-term challenge: advance opportunities that exist in the overall experience to narrow the competitive gap while compensating for the roadway distraction

- Terminal Facilities

Restroom cleanliness is critical to the perception of Terminal Facilities – with strong leadership and multiple initiatives underway, LAX is showing a strong upward trend with a 3.76% improvement since surveying began and just 3% shy of the 4.0 target
With a 23 point raw score improvement, LAX narrowed the gap with the #1 ranking airports by 30%.

LAX’s ranking remained flat at #17, but LAX & ORD would have ranked #16 without the addition of YYZ.

All but two airports shifted position due to a tight range of scores.