

FINAL REPORT

Los Angeles International Airport 2011 Passenger Survey Results and Findings



Presented to:
Los Angeles World Airports

Prepared By:



In Association With:
Maroon Society

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SECTION I – EXECUTIVE SUMMARY

The primary purpose of this survey is to gather up-to-date information about airport passengers. This information will be used as part of Los Angeles World Airports' ("LAWA") ongoing effort to modernize and improve airport ground transportation access, and also passenger, parking, and terminal facilities at Los Angeles International Airport ("LAX"). In particular, the survey is intended to help LAWA gain a better understanding 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., in association with Maroon Society (the "Unison Team") was commissioned to conduct the survey. The Unison Team took the following measures in the survey design, administration, and analysis to assure a high level of quality:

- The Unison Team consulted with LAWA to refine the survey questionnaire previously used in 2006 with nearly 100 multiple choice and open-ended questions to help elicit information regarding passenger demographics and travel behavior, specifically points of origination and ground transportation access to LAX. The refined survey questionnaire was converted into an electronic format and downloaded to handheld electronic tablets for survey administration. The electronic format allowed for a streamlined and efficient survey process. Moreover, for each survey, the interviewer and passenger would read and answer each question together to create an interactive survey process, which helped encourage passenger interest and participation, as well as minimize errors in interpretation by respondents.
- The Unison Team took various measures to obtain our target sample size as efficiently as possible, while ensuring that the sample was representative of the composition of passenger traffic at LAX. A stratified random sampling approach was adopted in planning the survey sample. The stratification was based on the actual distribution of passengers by terminal and airline. As shown on Table I-1, the survey sample closely matches the 2010 distribution of passengers for the 10 airlines with the largest market shares at LAX.

Table I-1
Distribution by Airline (Top 10 Airlines)
Sample vs. 2010 Enplanements

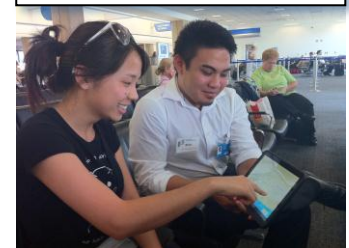
Top 10 Airlines By Market Share	Survey Sample	Actual Market Share*	Difference
United	19.9%	19.5%	0.4%
American	15.8%	15.9%	-0.1%
Delta	11.9%	11.5%	0.4%
Southwest	11.1%	12.6%	-1.5%
Continental	4.9%	3.9%	1.0%
Alaska	4.0%	4.4%	-0.4%
Virgin America	2.8%	3.3%	-0.4%
US Airways	2.4%	2.7%	-0.3%
Qantas	2.6%	2.1%	0.5%
Air Canada	2.4%	1.4%	1.0%
Top 10 Airlines	77.9%	77.3%	0.6%

*Source: LAWA file "YTD 2011 Departing Passengers"

Note: Differences in numbers are due to rounding

- The survey was administered using a staggered schedule from as early as 5:00 a.m. to as late as 1:00 a.m. during two non-consecutive seven-day periods. **The “peak” period survey was conducted August 22 to August 28, 2011,** which is one of the highest passenger volume travel months during the year. **The “off-peak” period survey was conducted during October 17 to October 24, 2011, a lower passenger volume travel month..**
- Using electronic tablets to conduct one-on-one intercept surveys, interviewers randomly approached departing passengers waiting in the post-security holdrooms of each terminal: Terminals 1 through 8 and Tom Bradley International Terminal (“TBIT”). In addition, survey interviewers randomly approached departing passengers waiting in the pre-security lobby areas of TBIT, where many passengers linger before going to their gates. In total, the Unison Team administered surveys to nearly **23,000 passengers**, which exceeded our original sample goal of 13,000. The sample closely mirrored the actual distribution of passengers by airline as well as by terminal in 2011.¹ In addition, the sample size for each terminal is statistically significant with a margin of error of $\pm 1\%$ at a confidence level of 95%.
- To assess the comparability of 2011 data to the 2006 survey – which reported weighted data – Unison tested weighting of the 2011 peak and non-peak survey samples based on the actual 2011 passenger traffic ratios, assuming June through August is the peak period and the remaining nine months is the non-peak period. Unison found only statistically insignificant differences between weighted and un-weighted 2011 data. As such, comparisons between 2011 data presented in this report and past survey results are valid.
- 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.

Interactive survey process encouraged passenger participation and interest



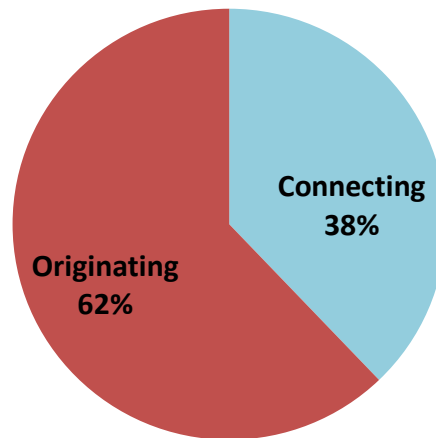
ORIGINATING VERSUS CONNECTING PASSENGERS

The survey analysis differentiates between Originating and Connecting Passengers. The survey questionnaire began with a question to determine which category a respondent belonged, then branched into different questions based on the response. Originating Passengers are defined as air passengers who start their trip at LAX. Connecting Passengers are defined as air passengers who started their trip from another airport and depart from LAX on a connecting flight. Originating Passengers were asked questions

¹ A list of airlines by terminal at the time the survey was conducted is located in Appendix B of this report. In March 2012, Continental Airlines (in T-6) completed its merger with United Airlines. Also that month, Alaska Airlines relocated from T-3 to T-6. The 2011 passenger survey was conducted prior to these changes.

about point of origin, ground transportation, routes, parking, and visitor information. In 2011, 62% of air passengers surveyed are originating from LAX and 38% flew into LAX to connect to another departing flight (Figure I-1).

Figure I-1
Originating and Connecting Passengers (n=22,269)

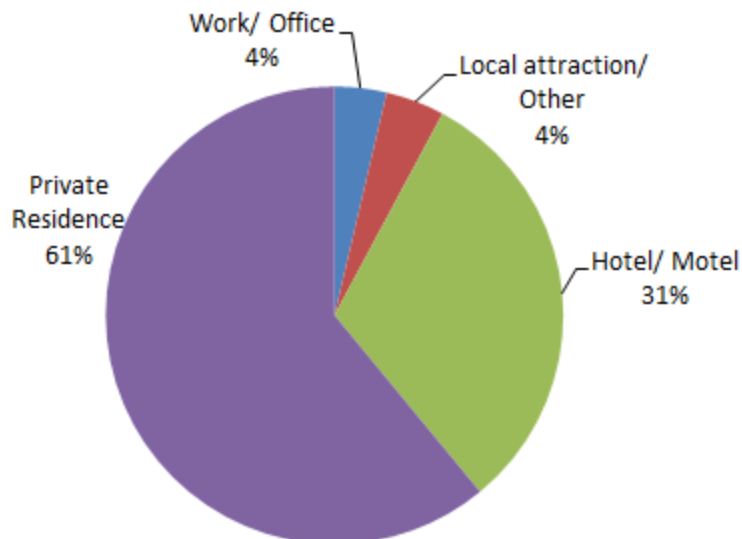


ORIGINATING PASSENGERS

Ground Trip Point Of Origin

Passengers originating from Southern California were asked where they started their ground trip to LAX to better understand airport ground transportation access. Sixty-one percent (61%) of Originating Passengers in 2011 come from a private residence (their home or someone else's home); 31% from a hotel/motel; 4% from a work place; and 4% from another place such as a local attraction, cruise, or college (Figure I-2).

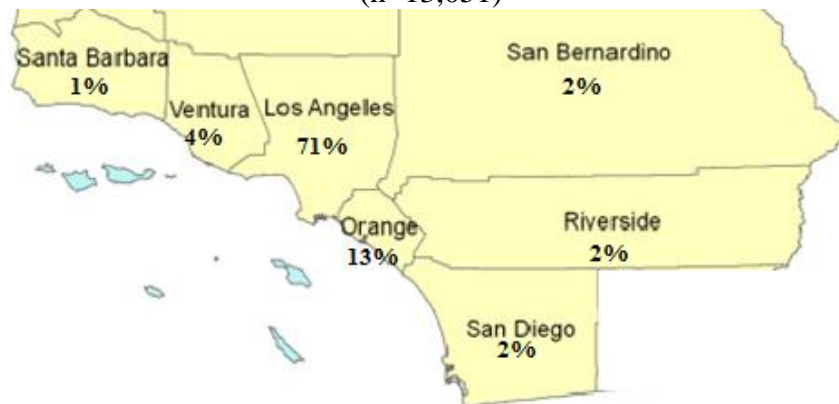
Figure I-2
Ground Trip Point of Origin (n=13,816)



41% of passengers are coming from their home and 20% from someone else's home

Originating Passengers were also asked their ZIP code of origination. Passengers who did not know the ZIP code were asked a series of questions and provided a map to help better identify their point of origination. In 2011, 71% of passengers arrive from a location in Los Angeles County, 13% arrive from Orange County, 4% from Ventura County, and 2% each from San Bernardino, Riverside, and San Diego Counties. One percent (1%) arrive from Santa Barbara (Figure I-3). Notably, the largest concentration of passengers arrive from the LAX and Westchester Area followed by Santa Monica, Hollywood, West LA, Long Beach, and Beverly Hills.

Figure I-3
Southern California County of Origin²
 (n=13,051)



Residents and Visitors

Survey interviewers asked Originating Passengers if they are visitors to or residents of Southern California (“Residents”). Residents are defined as those living in the area north of the Mexican border and south of Santa Barbara; all others are defined as Visitors. In 2011, 59% of Originating Passengers are Residents and 41% are Visitors to Southern California. There are several differences between the travel behavior of Residents and Visitors as shown on Table I-2 and described below.

59% of Originating Passengers are residents and 41% are visitors to the area

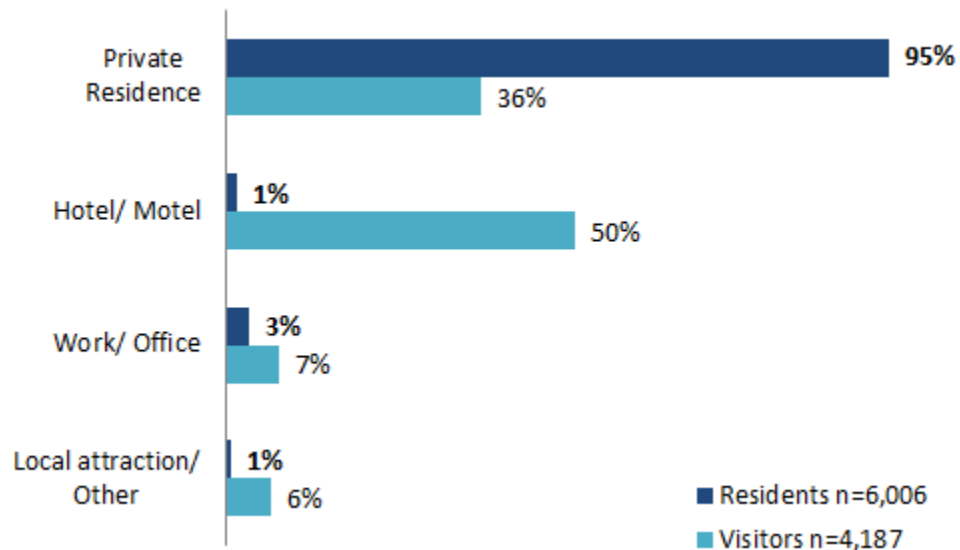
Table I-2
Residents versus Visitors

Travel Characteristics	Residents	Visitors
Came from private residence	95%	36%
Used private vehicle	75%	33%
Parked off-Airport	42%	15%
Used I-105 to come to LAX	33%	22%
Traveling for vacation/ pleasure	37%	30%
Dwell time 2+ hours	58%	64%
Accompanied by well-wisher	25%	16%

² Excludes 4% of passengers originating outside of Southern California.

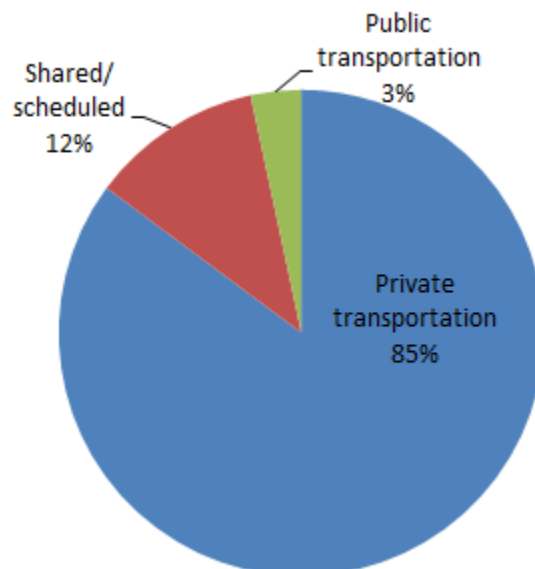
As shown in Figure I-4, the ground trip point of origin varied significantly between Residents and Visitors. The vast majority of Residents come from a private residence compared to 36% of Visitors. Another 50% of Visitors come from a hotel/motel, compared to 1% of residents. Further, a larger percentage of Visitors come from a work place or local attraction/other location as compared to Residents.

Figure I-4
Point of Origin - Residents versus Visitors



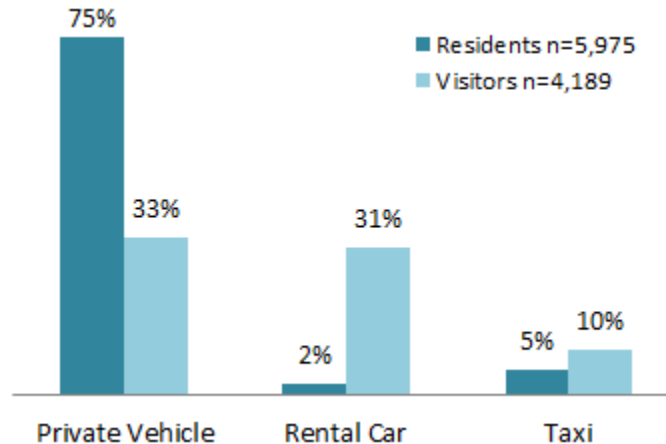
The majority of passengers travel to LAX via private transportation, either by private vehicle, taxi, town car/limousine, or private shuttle. Twelve percent (12%) of originating passengers use a shared shuttle/van or scheduled bus service, and 3% use public transportation (Figure I-5).

Figure I-5A
Ground Mode of Transportation to LAX – All Originating Passengers
(n=13,497)



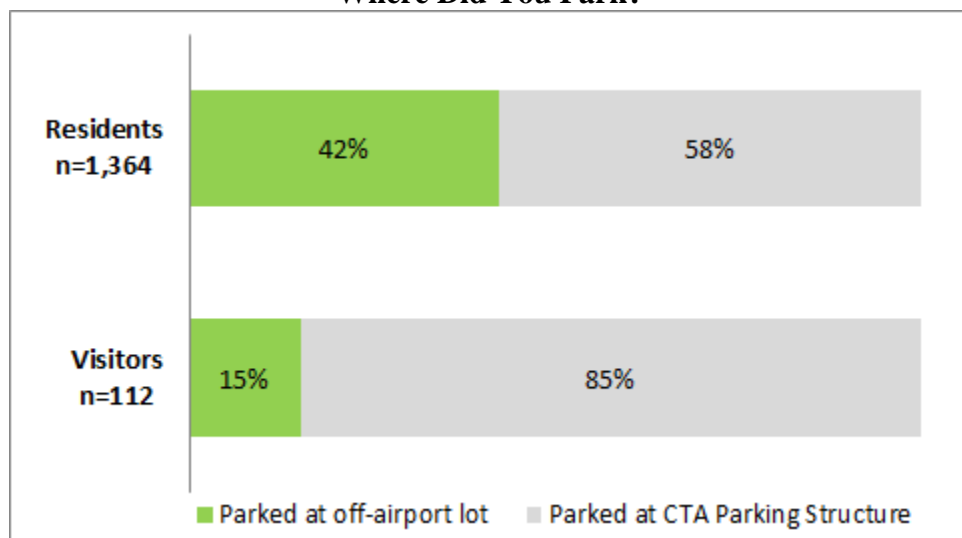
Of passengers who use private transportation to LAX, there is a notable difference between Residents and Visitors. Seventy-five percent (75%) of Residents use a private vehicle as their primary mode of ground transportation to LAX compared to 33% of Visitors (Figure I-5B). Only 2% of Residents compared to 31% of Visitors use a rental car. Five percent (5%) of residents and twice as many Visitors use a taxi as their mode of transportation to LAX.

Figure I-5B
Ground Mode of Transportation to LAX – Residents versus Visitors



In 2011, 76% of passengers using a private vehicle are dropped off at the terminals, and 24% park their car. The large majority of these are Residents: of the passengers using a private vehicle who park, 93% are Residents and 27% are Visitors. Of those who park, Residents are more likely to park in off-airport lots than Visitors. Forty-two percent (42%) of Residents compared to 15% of Visitors park in off-airport parking lots (Figure I-6). The most frequently used off-airport parking lots are Wally Park, Parking Spot, and Park One.

Figure I-6
Where Did You Park?

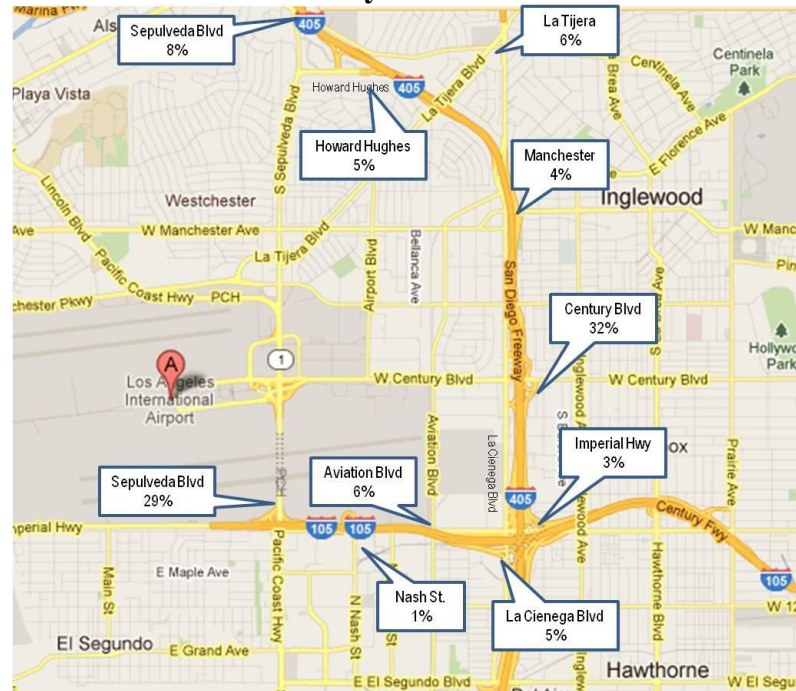


The majority of passengers who use a rental car drive directly to the rental car agency before arriving at LAX. Four percent (4%) of rental car users drop off passengers at the airport curb and then return the rental car. One percent (1%) park the rental car and then depart LAX (they did not return the car to the rental agency when flying out of LAX).

Route to LAX

Passengers who travel 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 to LAX; specifically, which freeway and exit they used. To help passengers answer this question, a map was provided to point out the various routes and exits to the airport. Forty-one percent of passengers use I-405 to access LAX, 27% use I-105, and 20% did not use a freeway. The Century Blvd exit from I-405 is the most frequently used exit, followed by the Sepulveda Blvd exit from I-105 (Figure I-7).

Figure I-7
Freeway Exits Used³



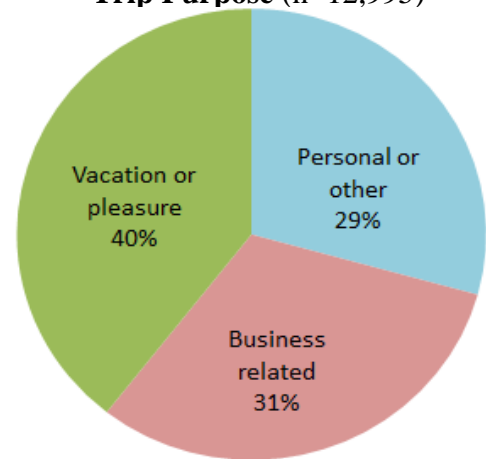
Most frequently used routes are the I-405 (41%) and I-105 (27%)

³ Figure excludes 1% of passengers that use Imperial Highway from I-105.

Trip Purpose

The largest share of passengers travel for vacation or pleasure, 31% travel for business related purposes, and the remaining 29% travel for other personal reasons (Figure I-8). Passengers who travel for vacation or pleasure purposes are most likely to check baggage and travel in larger groups.

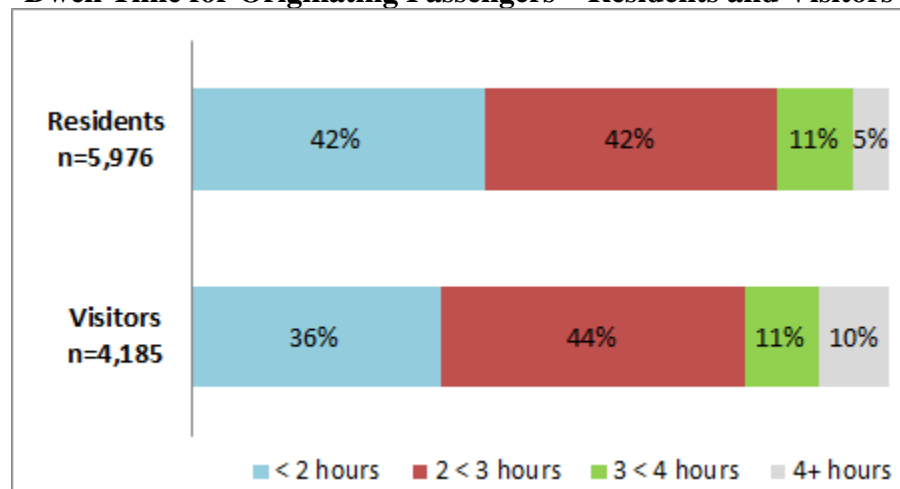
Figure I-8
Trip Purpose (n=12,995)



Dwell Time

Originating Passengers were asked about their dwell time, which is defined as length of time spent at the airport prior to the scheduled departure time. In 2011, 34% of Originating Passengers report dwell times of less than two hours, 42% report dwell times of two to three hours, and 14% report dwell times of three to four hours. Ten percent (10%) of Originating Passengers report dwell times of over four hours. Not surprisingly, Residents report shorter dwell times: 42% of Residents arrive less than two hours before their departure, compared to 36% of Visitors (Figure I-9). It is not unusual that Visitors report longer dwell times than Residents, because Residents are generally more familiar with the airport and the time it takes to check in, pass security screening, and access the holdroom gates.

Figure I-9
Dwell Time for Originating Passengers – Residents and Visitors

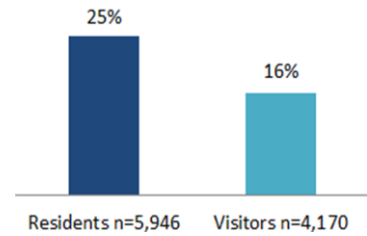


Well-Wishers

Visitors are less likely to be accompanied inside the terminal by a well-wisher

Well-wishers are defined as non-passengers who enter the terminal with a passenger, typically to see off the passenger. The majority of Originating Passengers do not arrive at LAX with well-wishers: 78% of passengers do not have a well-wisher accompany them inside the terminal, while 22% are accompanied by at least one person see them off. A larger percentage of Resident passengers are accompanied by well-wishers: 25% of Residents compared to 16% of Visitors. The other 75% of Residents and 84% of Visitors are not accompanied by well-wishers.

Figure I-10
Accompanied Inside
Terminal by Well-Wisher



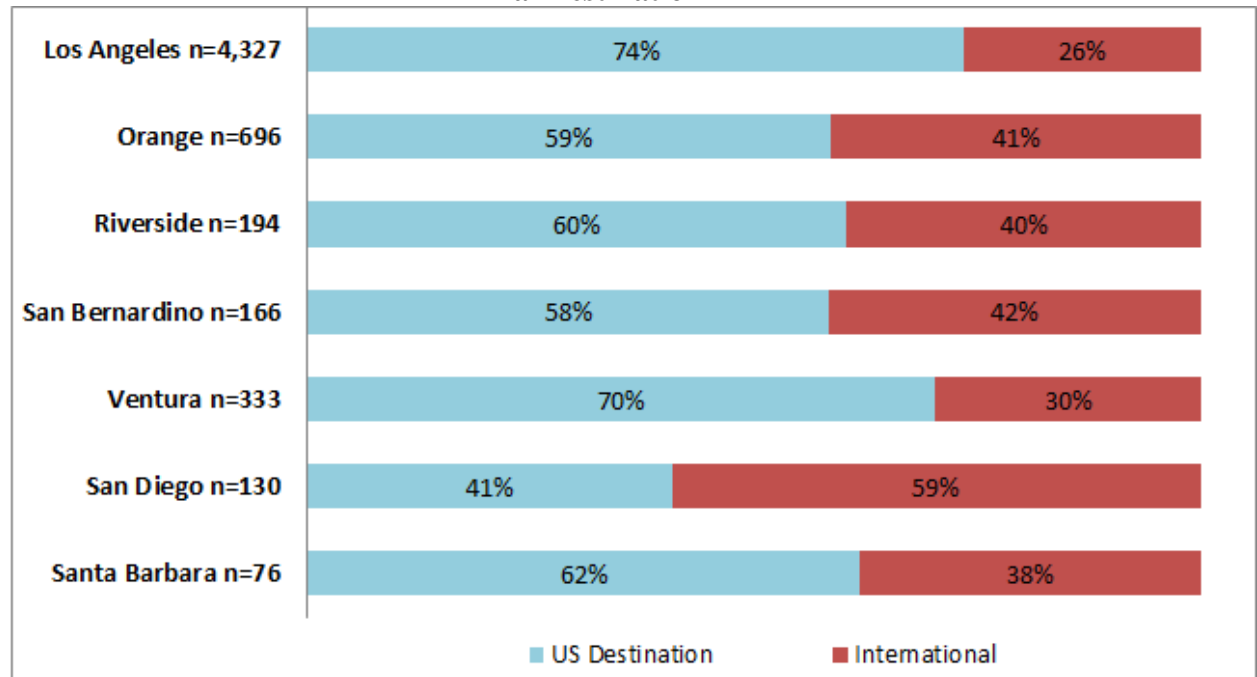
Visitor Spending

Visitors spend an average of 6.6 nights in the Southern California area according to the survey data. Visitors spend an average of \$1,284 for lodging, entertainment, meals, shopping, and off-airport transportation during their visit.

Final Destination

The majority of Originating Passengers are destined for another state (55%), while 10% are headed to another city in California, and 35% of passengers travel to an international destination. A smaller percentage of Los Angeles County residents (26%) fly to an international destination in comparison to residents of other counties. For example, 59% of Resident passengers from San Diego County depart to an international destination from LAX. It appears logical that a larger percentage of San Diego County residents, as well as Residents from other counties, are more likely to use their local airport for domestic travel.

Figure I-11
Final Destination



CONNECTING PASSENGERS

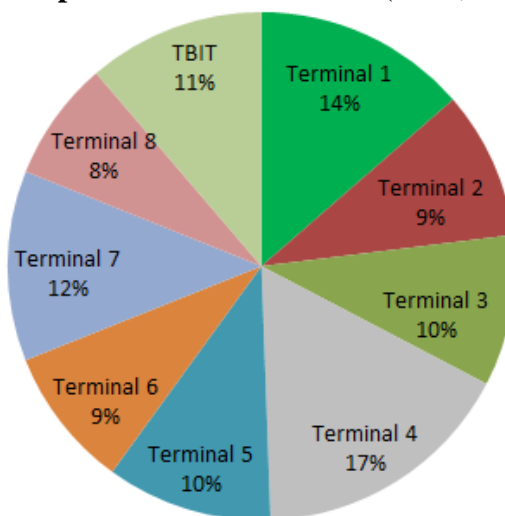
The discussion below highlights responses from Connecting Passengers:

- Sixteen percent (16%) of Connecting Passengers originate from another California airport, another 52% originate from a domestic airport outside of California, and 32% of Connecting Passengers start their trip from a non-US airport.
- Fifty-five percent (55%) of Connecting Passengers arrive in one terminal and depart from a different terminal. Seventy percent (70%) of these Connecting Passengers walk to their departure terminal, and 29% use inter-terminal shuttle bus.
- Seventy-eight percent (78%) of passengers have layover times of two hours or more while 22% have layover times of less than two hours.
- Five percent (5%) of Connecting Passengers leave the airport during their layover. Eighty percent (80%) of those who leave the airport spend money off-airport and spend an average of \$310. The median spend amount (defined as the midpoint of the range of reported spend amounts) is \$100. The majority of passengers use private transportation when returning to LAX (62%). Another 14% use hotel courtesy shuttles, 13% use shared shuttle services, and the remaining 12% use scheduled or chartered buses, vans or public transportation to return to LAX.
- Fifty-three percent (53%) of Connecting Passengers fly to another domestic airport destination outside of California, 31% fly to an international destination, and 16% of Connecting Passengers fly to another airport in California.

GENERAL PASSENGER INFORMATION

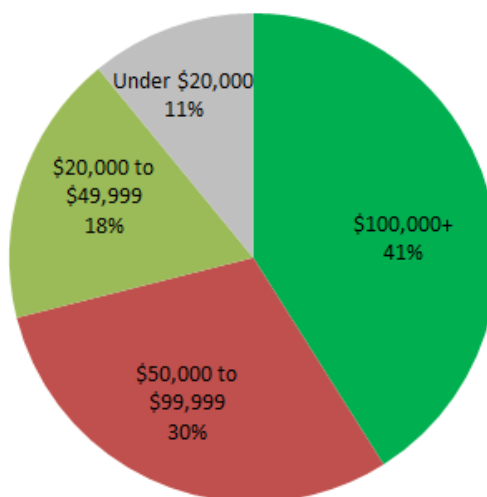
The survey also gathered general information from all passengers regarding terminal used as well as basic demographic characteristics, such as income, age, and gender. Figure I-12 shows the largest subgroup of passengers surveyed use Terminal 4, followed by Terminals 1 and 7.

Figure I-12
Departure Terminal Used (n=22,624)

**Annual Household Income**

The largest subgroup of passengers report household incomes \$100,000 or more (Figure I-13). Thirty percent (30%) report household incomes between \$50,000 and \$100,000, and the remaining 29% report incomes of less than \$50,000 annually.

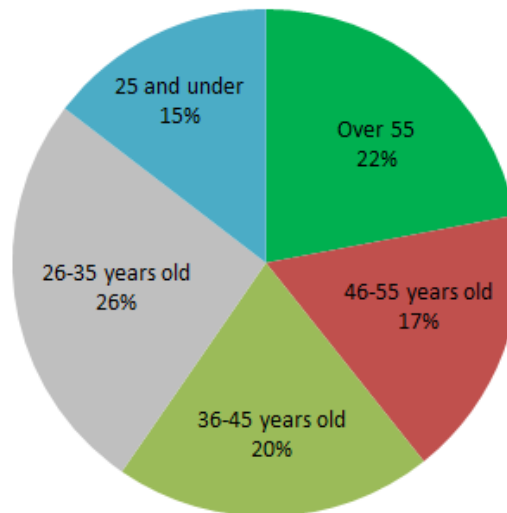
Figure I-13
Annual Household Income (U.S. Residents Only) (n=15,093)



Age Range

The majority of passengers are 45 years old or younger (61%). Seventeen (17%) percent of passengers are between 46 to 55 years old, and 22% are over 55 years old.

Figure I-14
Age Range of Passengers (n=20,650)



Gender

The survey results indicate a slightly greater percentage of male travelers. Fifty-three percent (53%) of passengers are male, compared to 47% female.

SECTION II – SURVEY METHODOLOGY

The primary purpose of this survey was to gather up-to-date information on airport passengers as part of Los Angeles World Airports' ("LAWA") ongoing effort to modernize and improve ground transportation access, as well as passenger, parking, and terminal facilities at Los Angeles International Airport ("LAX"). In particular, the survey was intended to assist LAWA in analyzing the following information:

- Proportion of connecting passengers
- Proportion of passengers who are Residents versus Visitors
- Points of origin of Originating Passengers
- Trip duration and purpose
- Size of traveling party by passenger type (Resident versus Visitor)
- Mode of access to LAX by passenger type (Resident versus Visitor) and trip purpose
- Major ground access routes used by by passenger type (Resident versus Visitor) to reach LAX
- Types of parking facilities used
- Arrival times at LAX prior to flight departure times
- Proportion of passengers who are dropped off at the terminal curbside
- Proportion of passengers accompanied by non-fliers (residents versus visitors)
- Number of checked baggage items

Unison Consulting, in association with Maroon Society (the "Unison Team"), was commissioned to conduct the survey efforts to assist in this effort. Unison's approach to survey design and data analysis is based on theories and methods in economics and statistics, considering that this survey data is fundamental to LAWA's airport planning activities. The Unison Team used a stratified random sampling approach that is based on the distribution of passengers by terminal, air carrier, time of day, and day of the week to ensure a representative sample of passengers. A description of the survey methodology is described below.

Hiring and Training

Approximately 50 interviewers – plus four supervisors – were hired to administer surveys. Twenty of the 50 interviewers were bilingual. Prior to survey administration, the Unison Team provided a comprehensive three-hour training session to ensure all interviewers were properly trained to approach passengers, use an electronic tablet, and maintain professionalism at all times. Throughout the survey period, supervisors and Unison Team managers provided ongoing coaching to interviewers in order to maintain survey standards.

Survey Instrument

The Unison Team, in consultation with LAWA staff, used the 2006 survey questionnaire as a baseline and developed a questionnaire to gather the necessary data. The Team worked to ensure all questions were clear, concise, and easy to understand. Nearly 100 multiple choice and open-ended questions were developed to elicit information regarding passenger trip attributes, visitor spending, airport ground access, parking, origination, and demographic characteristics. The survey questionnaire was then converted into an electronic format and downloaded to handheld electronic tablets for use by interviewers in conducting the survey. An important element of the electronic questionnaire format was the built-in skip condition and branch logic feature, which allowed the Unison Team to program the questionnaire so that respondents would skip questions not applicable to their experience at LAX. For example, only Originating Passengers were asked questions related to airport access and origination while Connecting Passengers would skip these series of questions, making the survey process more streamlined and efficient.

An electronic questionnaire streamlined the survey process, resulting in efficiency and increased productivity in survey administration

The Unison Team conducted a pilot test on August 12, 2011. Using the electronic tablets, survey interviewers conducted one-on-one intercept surveys to approximately 50 departing passengers to identify any challenges in the design of the survey questionnaire, response rate, and time required to complete each survey. The survey questionnaire was then refined based on our observations from the pilot test. The final survey instrument is attached in Appendix A.

Survey Sampling Design and Administration

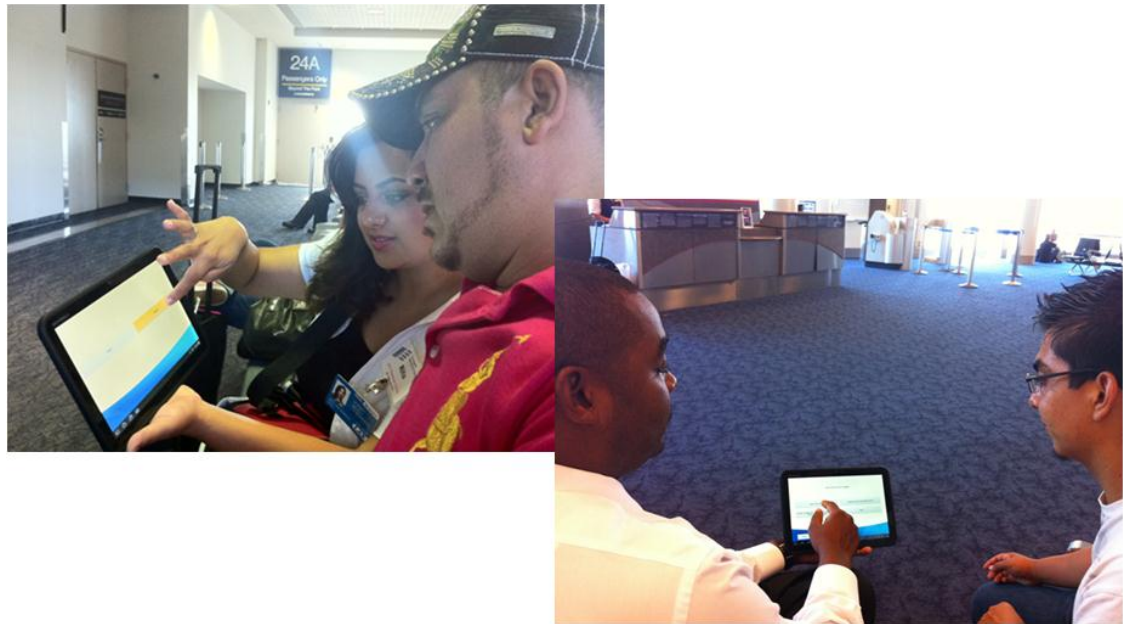
The Unison Team took various measures to obtain our target sample size as efficiently as possible, while ensuring that the sample was representative of the composition of passenger traffic at LAX. A stratified random sampling approach was adopted in selecting respondents. The stratification was based on the actual distribution of passengers by terminal and airline. Specific targets were established with respect to the total sample size as well as the proportional breakdown of the sample by terminal. In planning the schedule for survey administration, Unison reviewed published airline flight schedules – as well as historical enplanements – in order to develop sample targets.

The survey was administered using a staggered schedule from as early as 5:00 a.m. to as late as 1:00 a.m. during two non-consecutive one-week periods to ensure all passenger groups were adequately captured. The survey was conducted in two waves using the same methodology to account for any differences in air passenger characteristics between peak and non-peak travel. The “peak” survey was conducted during the seven-day period from August 22 to August 28, 2011, which is one of the highest passenger volume travel months in the year. The “non-peak” survey was conducted during a lower passenger volume travel month, during the seven-day period from October 17 to October 24, 2011.

**Table II-1
Survey Sample**

Survey	Dates	Sample Size
Peak	August 22-28, 2011	11,846
Non-Peak	October 17-24, 2011	10,778

Unison Team supervisors reviewed the day's schedule of flight departures and gate assignments, and deployed survey staff members accordingly at the beginning of each survey day. Using the electronic tablets to conduct one-on-one intercept surveys, interviewers randomly approached departing passengers waiting in the post-security holdrooms of each terminal: Terminals 1 through 8 and Tom Bradley International Terminal ("TBIT"). In addition, survey interviewers randomly approached departing passengers waiting in the pre-security lobby areas of TBIT, where many passengers linger before going to their gates. Unison senior staff was available every hour the survey was conducted to ensure the utmost quality and professionalism regarding survey administration – as well as ensure surveys did not disrupt airport operations.



Interactive survey process increased passenger interest and participation.

The Unison Team interviewed nearly 23,000 passengers, which well exceeded our original sample goal of 13,000. Several factors contributed to the successful survey:

- The 2006 survey questionnaire was refined by re-wording questions and choices to help ensure clarity in responses, as well as programming additional skip logic functions to streamline the survey process.
- Unison upgraded its survey software to create an improved interactive survey experience for the passengers that resulted in greater efficiency during survey administration.
- The Unison Team provided on-going training and coaching to the survey interviewers, which helped increase passenger participation and interest in the survey.

The sample closely mirrors the actual distribution of passengers by terminal (Table II-2). The sample size for each terminal is statistically significant with a margin of error of $\pm 1\%$ at a confidence level of 95%, exceeding contract requirements.

Table II-2
Survey Sample by Terminal

	2011 Sample		Actual
	Size	Terminal %	Enplanements*
Terminal 1	3,080	14%	14%
Terminal 2	2,131	9%	8%
Terminal 3	2,180	10%	12%
Terminal 4	3,793	17%	18%
Terminal 5	2,389	11%	10%
Terminal 6	2,030	9%	9%
Terminal 7	2,739	12%	10%
Terminal 8	1,731	8%	6%
TBIT	2,551	11%	12%

*LAWA website traffic report for CY 2011

Nearly 23,000 surveys were collected. Margin of error is $\pm 1\%$.

Sample also closely matches distribution by terminal.

Data Tabulation and Analysis

The Unison Team used SPSS – statistical software commonly used for survey analysis – for initial processing and data cleaning of survey results. The Unison Team re-coded responses based on the logical choices for quality control. For example, if a passenger chose “other” place of origination, but also indicated, for example, Marriott El Segundo Hotel, the response was re-coded to “hotel” as place of origination and the corresponding ZIP code and county data was then entered.

Further, verbatim responses were re-sorted to given categories wherever possible. For example, a respondent may have entered “a hospital visit” as a verbatim response in the “Other” trip purpose; however, this type of trip should fall under the “Personal” category and thus was re-coded as appropriate.

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 exist among different types of passengers. Finally, the data was compared to results from previous passenger surveys to help determine if there are trends that can be used in future planning projects. To assess the comparability of the 2011 survey and past surveys, Unison tested weighting of the 2011 peak and off-peak survey samples, based on the actual ratio of passenger traffic, similar to the methodology of the 2006 survey. A review of weighted and un-weighted survey findings indicates no statistical difference in the data. Thus, current and past survey data can be directly compared.

Appendix B presents a summary of the “raw” survey responses. Section III provides a comprehensive discussion of the refined survey results, which means in some cases the discussion excludes “Don’t Know”, “Refused”, or “Other” responses, for ease in interpreting the survey findings.

SECTION III – SURVEY RESULTS

The survey results are reported and analyzed for two basic categories of departing passengers: Originating Passengers and Connecting Passengers. Originating Passengers are departing passengers who begin their trip at LAX. Connecting Passengers are departing passengers who arrive at LAX on one flight, then transfer to another flight to continue their trip to another airport.

Based on the passenger's initial response, the survey questionnaire branched into separate lines of questions for the two basic categories. Originating Passengers were asked questions about place of origination in Southern California, ground transportation, routes, parking, and visitor information. Connecting Passengers were directed to a more streamlined survey pertaining primarily to questions regarding their layover time at LAX. All passengers were asked about terminal use, demographic information, and trip characteristics. Table III-1 provides a summary of the questions for each passenger group.

Table III-1
Summary of Questions by Passenger Category

All Passengers	Originating	Connecting
♦ Terminal	♦ Point of origin	♦ Origination from U.S. Airport or Country
♦ Airline	♦ Zip code or location of origin	♦ Terminal landed
♦ U.S. or Non-U.S. Resident	♦ Dwell time	♦ Mode of transportation between terminals
♦ Final Destination	♦ Well wishers	♦ Layover time
♦ Income	♦ Baggage information	♦ Leave airport premises during layover
♦ Age	♦ Mode of transportation to LAX	♦ Amount spent, if any off airport
♦ Gender	♦ Rental car behavior and usage	♦ Mode of transportation back to LAX
♦ Trip Purpose	♦ Parking behavior and usage	♦ Discretionary layover time
	♦ Parking lot used	
	♦ Route to LAX	
	♦ Visitor or resident	
	♦ Zip code or area of resident	
	♦ Trip duration	
	♦ Nights in S. California, if visitor	
	♦ Amount spent off-airport, if visitor	
	♦ Size of travel party	

ORIGINATING PASSENGERS

The discussion below highlights responses from Originating Passengers. The majority of LAX departing passengers are Originating Passengers, which is similar to the results from surveys conducted in 2001 and 2006. In 2011, 62% of departing passengers are Originating Passengers, while 38% of departing passengers are Connecting Passengers (Table III-2). These proportions are based on the total sample of surveys collected during

the peak and non-peak periods. The difference between the peak and non-peak periods is minimal.

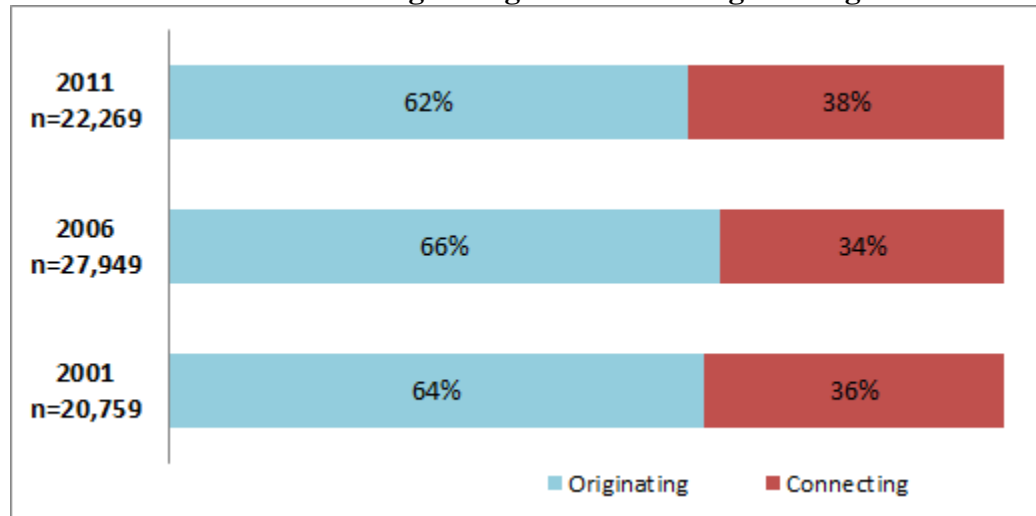
Table III-2
Breakdown on Originating and Connecting Passengers

Type of Passenger	Peak n=11,587	Non-Peak n=10,682	Total Sample n=22,269
Originating	62%	63%	62%
Connecting	38%	37%	38%

% of O&D passengers is similar between peak and non-peak survey.

The percentage of Originating Passengers is slightly lower in 2011 compared to prior years: in 2006, 66% of passengers were Originating Passengers; in 2001, 64% (Figure III-1).

Figure III-1
Breakdown on Originating and Connecting Passengers



Residents and Visitors

The survey asked Originating Passengers to indicate if they are residents of Southern California or visitors. The Southern California area is defined as the area between the Mexican border and Santa Barbara. Fifty-nine percent (59%) of Originating Passengers are residents and 41% are visitors to Southern California (Table III-3). The percentage of Originating Passengers who are Southern California residents is larger in the peak survey than the non-peak survey: 61% in the peak survey are residents of Southern California compared to 57% in the non-peak survey. Visitors represent 39% of Originating Passengers in the peak survey compared to 43% in the non-peak survey.

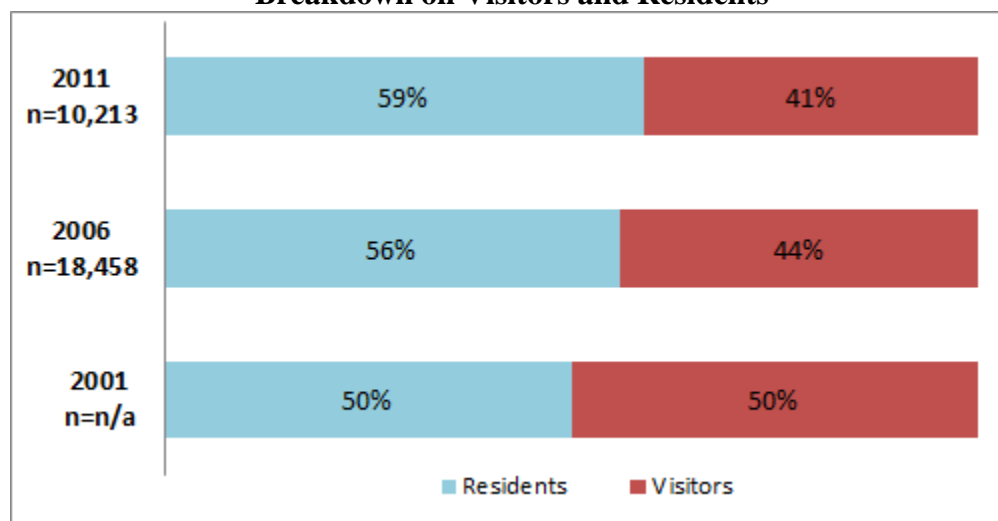
Table III-3
Breakdown on Visitors and Residents

Area of Residence	Peak n=5,158	Non-Peak n=5,055	Total Sample n=10,213
Residents	61%	57%	59%
Visitors	39%	43%	41%

In 2011, a greater percentage of residents are traveling in the peak season.

The percentage of Visitors in 2011 represents a significant change from the previous surveys. In 2006, 44% of Originating Passengers were Visitors; in 2001, 53% (Figure III-2). As will be discussed throughout this analysis, some of the differences between the 2011 and 2006 findings may be related to the change in the market shares of Visitors and Residents.

Figure III-2
Breakdown on Visitors and Residents



Ground Trip Point of Origin

Originating Passengers were asked to indicate their point of origination in order to update and assess ground transportation access patterns. In 2011, 41% of Originating Passengers come from their home, 31% from a hotel/motel, 20% from someone else's home, and 4% from the work place (Table III-4). Another 3% come from another place such as cruise ships or a college. The difference between peak and non-peak points of origination is notable for passengers who originate from a private residence or a hotel/ motel. The peak survey found that 63% of Originating Passengers come from their home or someone else's home compared to 58% in the non-peak survey.

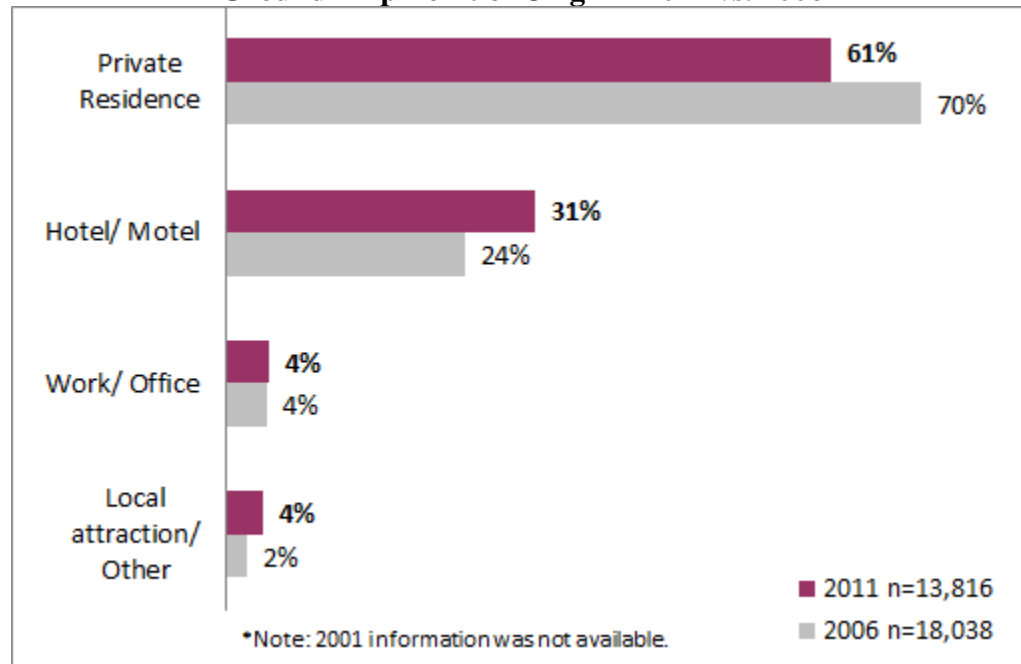
A greater percentage of passengers come from a private residence in the peak survey to LAX.

Table III-4
Ground Trip Point of Origin

Originating Passengers Place of Origin	Peak n=7,142	Non Peak n=6,674	Total Sample n=13,816
Your home	42%	40%	41%
Hotel/ Motel	30%	33%	31%
Someone else's home	21%	18%	20%
Work/ Office	4%	4%	4%
Another place	2%	3%	3%
Local attraction	1%	1%	1%

Compared to the 2006 survey, a smaller percentage of Originating Passengers come from a private residence and more passengers come from a hotel/ motel. In 2006, 70% of Originating Passengers came from a private residence and 24% came from a hotel/ motel (Figure III-3). The percentage of passengers that come from the work place stayed the same at 4%.

Figure III-3
Ground Trip Point of Origin – 2011 vs. 2006



In 2011, a greater percentage of passengers are coming from a hotel/ motel than in 2006.

Part of the change between 2006 and 2011 is explained by the increased percentage of Visitors at the airport. In general, point of origin differs between Visitors and Residents. The majority of Residents come from a private residence: 95% of Residents in 2011 and 92% in 2006. Only 1% of Residents come from a hotel/motel in 2011, a slight decrease from 3% in 2006 (Figure III-4A). In contrast, the majority of Visitors come from a hotel/motel in both 2011 and 2006: 50% of Visitors in 2011 and 52% in 2006. Further, 36% of Visitors come from a private residence in 2011 and 40% in 2006 (Figure III-4B).

Figure III-4A
Ground Trip Point of Origin
Residents

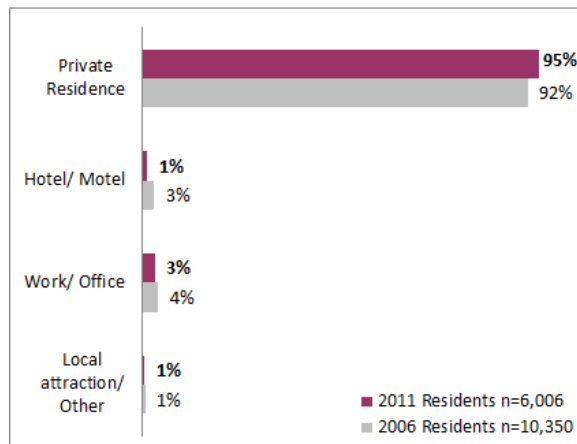
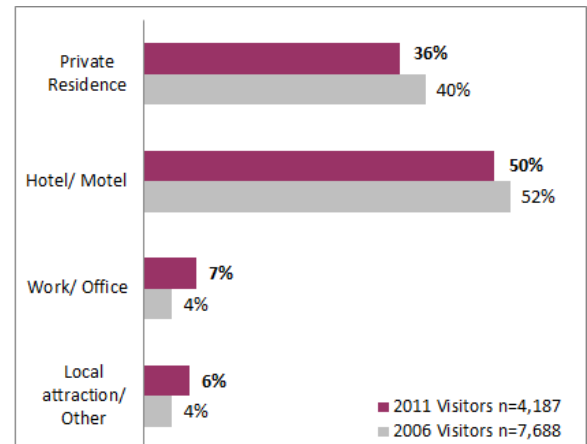


Figure III-4B
Ground Trip Point of Origin
Visitors



County of Origin

Respondents were asked their ZIP code of origination. Respondents who did not know this information were asked a series of questions and provided a map to help identify their place of origination. The difference in county of origin among peak and non-peak passengers is minimal: the non-peak survey found that 72% of passengers originate from Los Angeles County compared to 70% in the peak survey (Table III-5). Thirteen percent (13%) of passengers originate from Orange County and 2% from Riverside County in both the peak and non-peak survey. Some Originating Passengers begin their trip from a farther distance: 2% of passengers start their trip from San Diego County, 1% from Santa Barbara County, and 4% from another county. In particular, some passengers drive from areas outside of Southern California, such as the San Francisco Bay Area or Las Vegas, Nevada.

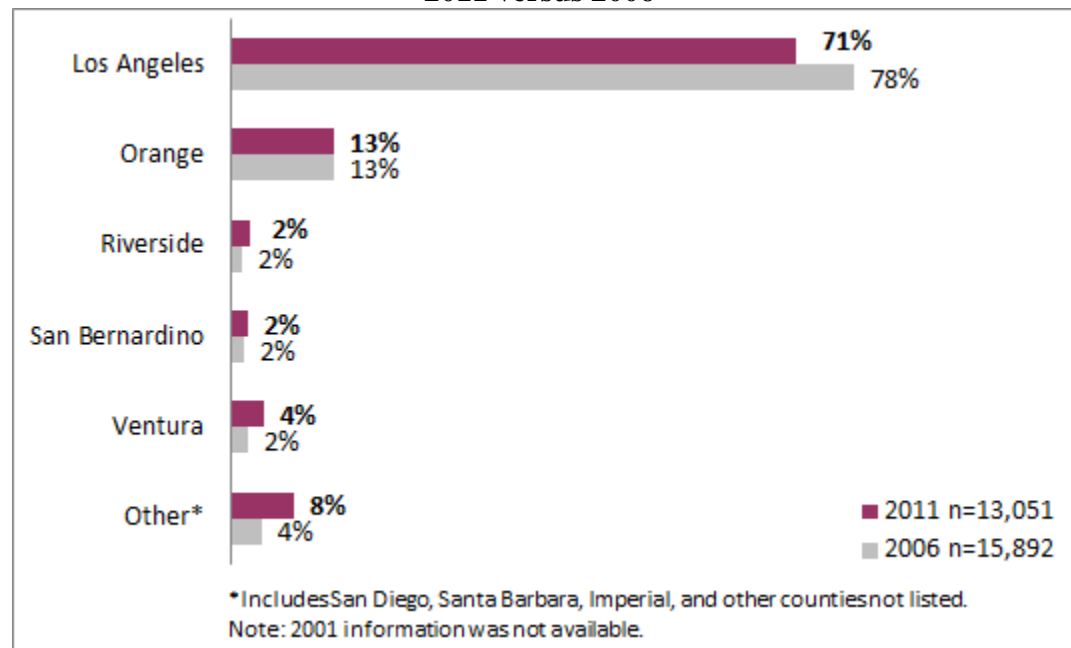
Table III-5
County of Origin

Originating Passengers County of Origin	Peak n=6,666	Non-Peak n=6,385	Total Sample n=13,051
Los Angeles County	70%	72%	71%
Orange County	13%	13%	13%
Ventura County	4%	4%	4%
Riverside County	2%	2%	2%
San Bernardino County	3%	2%	2%
San Diego County	2%	2%	2%
Santa Barbara County	2%	1%	1%
Other County	4%	3%	4%

A greater percentage of passengers are coming LA or Orange County during non-peak season.

San Diego and Santa Barbara Counties were not separately reported in the 2006 survey; therefore, they were consolidated into the “Other County” category to make direct comparisons to the 2006 survey. In 2011, a smaller percentage of passengers originate from Los Angeles County: 71% in 2011 compared to 78% in 2006. The percentage of Originating Passengers who originate from Orange, Riverside, and San Bernardino Counties is the same in both the 2006 and 2011 surveys. However, the share of Originating Passengers from Ventura and other Counties (including Santa Barbara and San Diego) has increased substantially: 12% of Originating Passengers in 2011 versus 6% in 2006.

Figure III-5
Originating Passengers – What county did you begin your ground trip?
2011 versus 2006



There are only minor differences between Residents and Visitors with respect to county of origin. Fourteen percent (14%) of Visitors originate from Orange County compared to 12% of Residents (Table III-6). Seventy-one percent (71%) of Residents compared to 72% of Visitors come from Los Angeles County. For passengers who originate from other counties, such as Ventura, Riverside, and San Bernardino County, the reverse is true, that is, there are slightly more Residents who originate from these areas.

Over 80% of all
originating trips
originate in L.A. and
Orange counties.

Table III-6
Residents and Visitors – County of Origin

Originating Passengers County of Origin	Residents n=5,844	Visitors n=4,017	Total Sample n=13,051
Los Angeles County	71%	72%	71%
Orange County	12%	14%	13%
Ventura County	5%	4%	4%
Riverside County	3%	2%	2%
San Bernardino County	3%	2%	2%
San Diego County	2%	2%	2%
Santa Barbara County	1%	1%	1%
Other County	2%	3%	4%

Ground Transportation Access

The majority of Originating Passengers use private transportation to come to the Airport. The peak survey found that 52% come to the airport in their own vehicle compared to 49% in the non-peak survey (Table III-7). Seventeen percent (17%) of passengers that use a rental car is the same between the peak and non-peak survey. However, the percentage of Originating Passengers who use a taxi or private shuttle/van each increased one percentage point from the peak to non-peak surveys, a finding that is partially explained by the increase share of Visitors in the off-peak survey.

Thirteen percent (13%) of Originating Passengers use shared services or public transportation. Seven percent (7%) of Originating Passengers use shared shuttle services such as Super Shuttle, Prime Time, or Road Runner. Another 6% of passenger use the Flyaway, scheduled airport bus/ van, or charter bus services, and 1% use public transportation.

Table III-7
Mode of Transportation

Originating Passengers Mode of transportation	Peak n=6,906	Non-Peak n=6,591	Total Sample n=13,497
<u>Private transportation:</u>	86%	84%	85%
Private vehicle	52%	49%	51%
Rental vehicle	17%	17%	17%
Taxi	8%	9%	8%
Shuttle/ van (private)	7%	8%	7%
Limousine/ town car	2%	2%	2%
<u>Shared/ scheduled:</u>	12%	14%	13%
Shared shuttle	6%	7%	7%
Hotel courtesy van	3%	3%	3%
Van Nuys Flyaway	1%	1%	1%
Union Station Flyaway	1%	1%	1%
Scheduled airport/ bus/ van	1%	1%	1%
Chartered bus or van	**	**	**
Westwood Flyaway	**	**	**
Irvine Flyaway	**	**	**
<u>Public transportation:</u>	1%	1%	1%
MTA (Metro or other public)	1%	1%	1%
Green line/ light rail	**	**	**
Don't know or refused	**	**	**

**Less than 1% of responses

Note: Total sample will not always equal 100% due to rounding

A greater percentage of passengers use a private vehicle in the peak season.

In order to make comparisons to the prior survey, Unison recategorized 2011 survey data to the same categories reported in the 2006 survey. Compared to the last survey, a larger percentage of Residents come to LAX via private vehicle: 75% in 2011 compared to 71% in 2006 (Figure III-6A). Also notable is a large increase in the percentage of Residents using the Flyaway or other scheduled airport bus/van services: 4% in 2011 versus 1% in 2006.

Among Visitors, the use of rental cars increased significantly from 2006 to 2011. Thirty-one percent (31%) of Visitors use a rental car in 2011 compared to 23% in 2006. The percentage of Visitors who use a hotel courtesy van decreased by five percentage points, from 9% in 2006 to 4% in 2011. This finding suggests that Visitors are staying further distances from LAX, which would help explain the increase in rental car usage and the decrease in the percentage of passengers arriving to LAX via hotel courtesy vans. Typically hotels in close proximity to the airport will offer passengers the use of hotel courtesy vans while hotels far away from the airport are less likely to offer shuttle services to LAX.

Figure III-6A
Mode of Transportation – Residents**

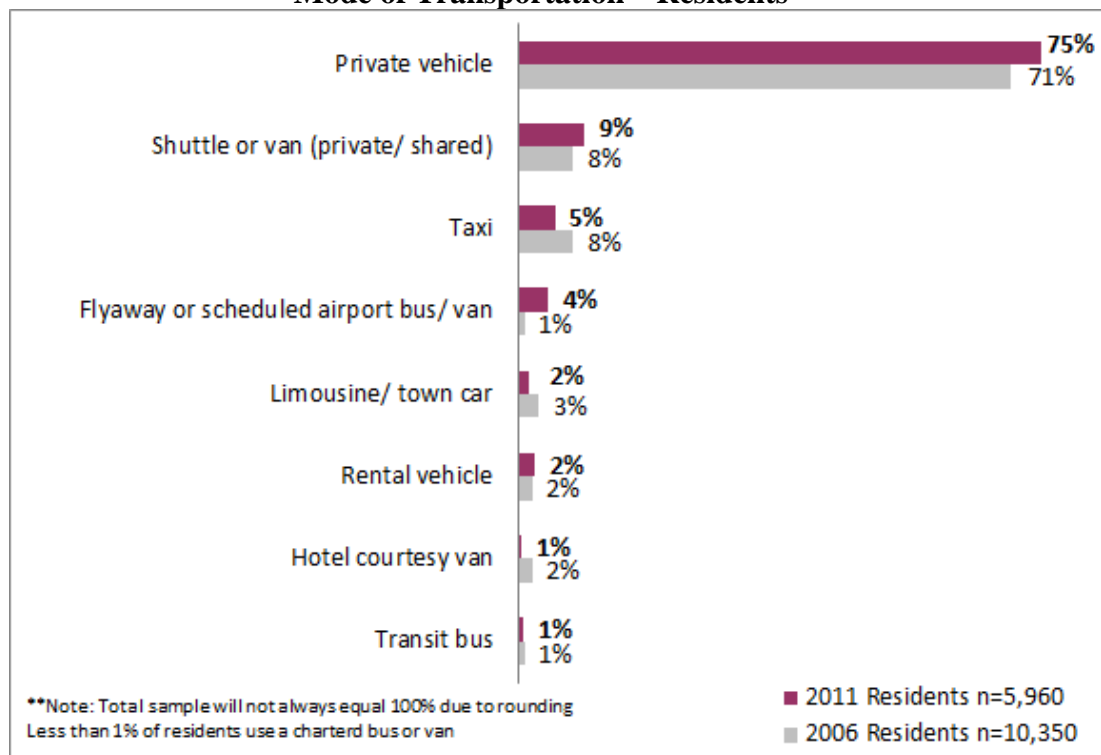
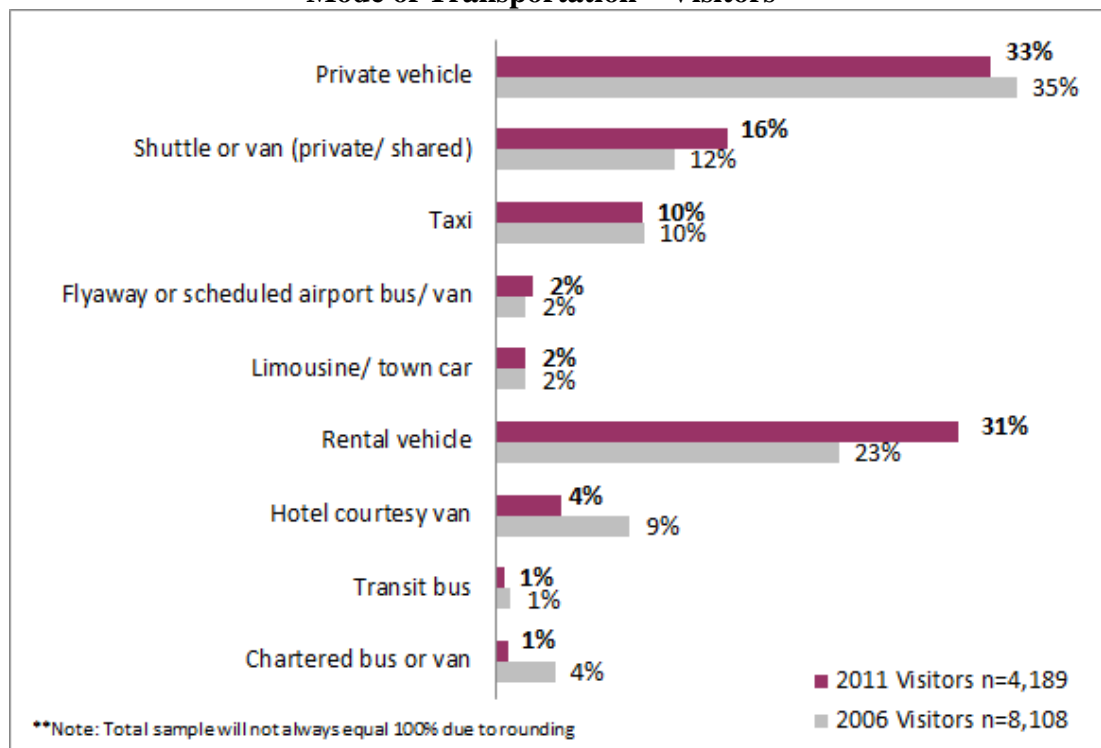
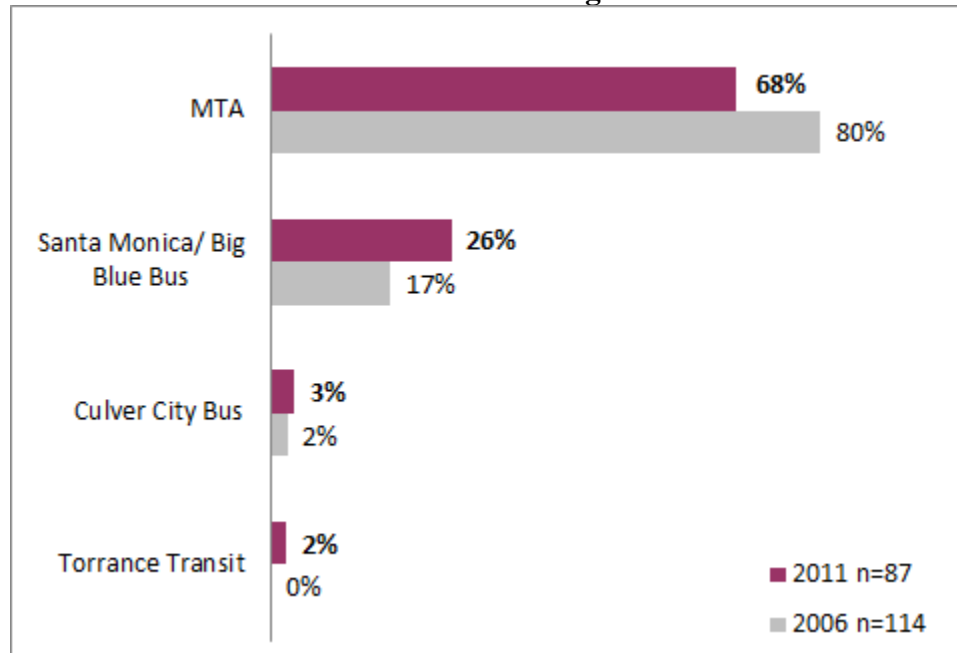


Figure III-6B
Mode of Transportation – Visitors**



Although only a small proportion of Originating Passengers, the majority of passengers who use transit buses ride the MTA bus. However, there has been a substantial reduction in MTA usage: 68% of Originating Passengers who come to LAX via transit bus ride MTA buses, down from 80% in 2006. On the other hand, a larger percentage of passengers who use transit buses indicate they use the Santa Monica/ Big Blue Bus. Further, a slightly larger percentage of passengers use the Culver City Bus and the Torrance Transit in 2011 compared to 2006.

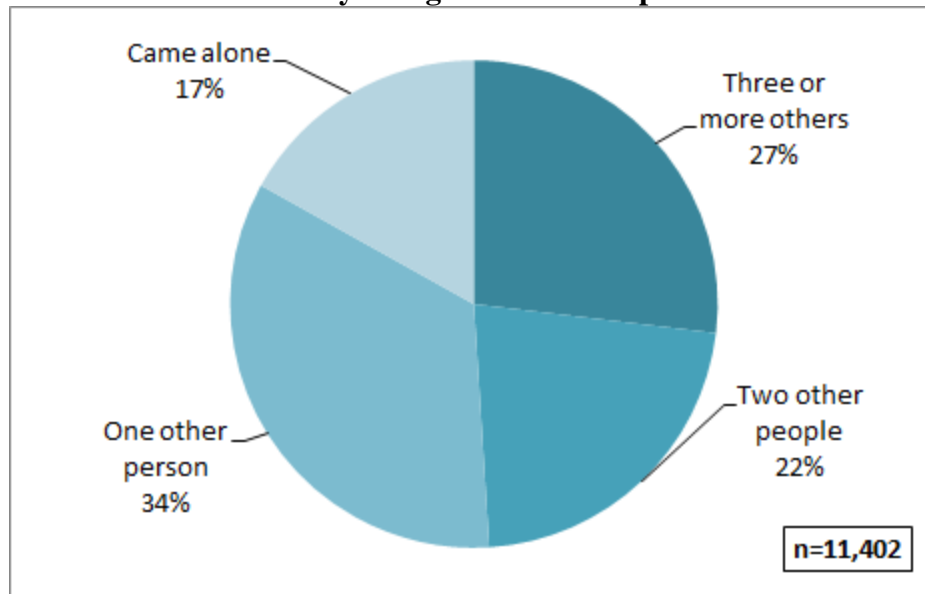
Figure III-7
Transit Bus Usage



Of the Originating Passengers who use private transportation, only 17% come to the airport alone. The majority of Originating Passengers who use private transportation share the vehicle with at least one other person. As shown on Figure III-8, 34% come with one other person, 22% with two others, and 27% with three or more people sharing the vehicle. The average size of the party in a private vehicle is 2.93, including the passenger who was surveyed.

Figure III-8
Size of Party Using Private Transportation

Most passengers using private transportation come with at least one other person.



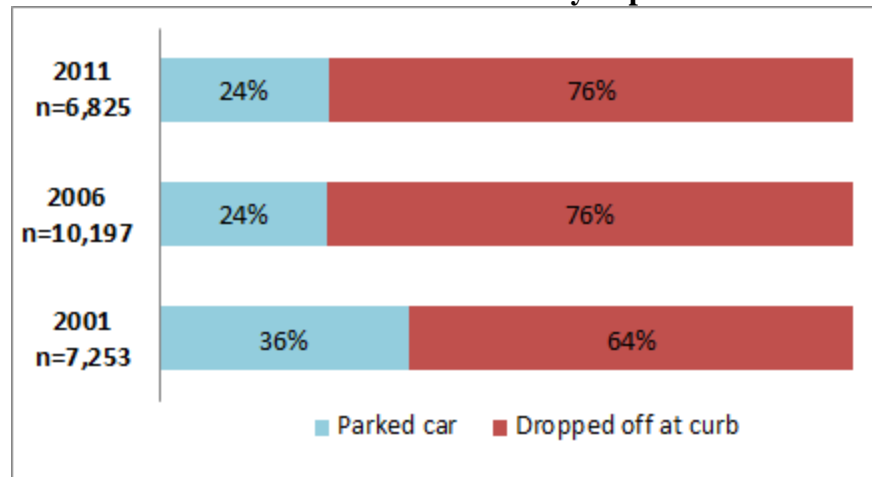
Parking and Rental Car Usage

Passengers who use a private vehicle are asked if they park, and if so, where. Seventy-six percent (76%) of Originating Passengers in 2011 who use a private vehicle are dropped off at the airport and 24% of private vehicle users park. Differences between the peak and non-peak surveys are minimal (Table III-8). Moreover, this proportion is consistent with the findings in 2006 (Figure III-9). However this is a substantial change from 2001, when a much larger percentage of Originating Passengers parked their vehicle: 36% in 2001 compared to only 24% in 2006 and 2011. This result is not surprising considering the 2001 survey was conducted before the events of 9/11 and non-ticketed persons were allowed post-security.

Table III-8
Private Vehicle Users – Did you park?

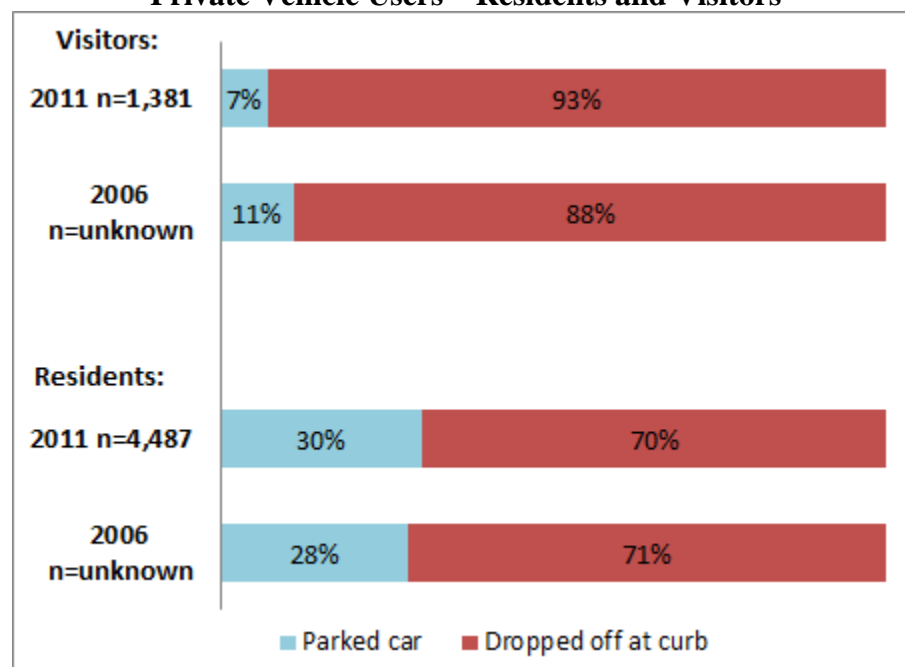
Park or Drop Off	Peak n=3,612	Non-Peak n=3,213	Total Sample n=6,825
Dropped off at curb	75%	76%	76%
Vehicle was parked	25%	24%	24%

Figure III-9
Private Vehicle Users – Did you park?



There are some distinctions between parking patterns of Residents and Visitors. As shown in Figure III-10, a smaller percentage of Visitors park: 7% in 2011 and 11% in 2006. Thirty percent (30%) of Residents in 2011 and 28% in 2006 park their private vehicle.

Figure III-10
Private Vehicle Users – Residents and Visitors



Residents are more likely to drive themselves and thus are more likely to park than visitors.

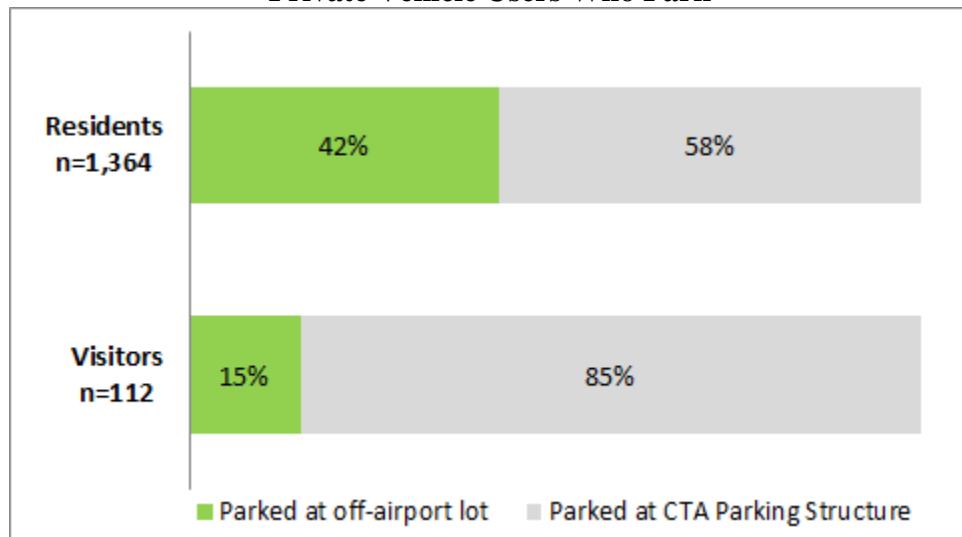
The survey results indicate a greater percentage of Originating Passengers who arrive to the Airport via private vehicle park in the CTA Parking Structure in the peak survey than in the non-peak survey: 66% in the peak survey compared to 60% in the non-peak survey park in the CTA Parking Structure (Table III-9). A smaller percentage of passengers park in the off-airport lot in the peak survey: 34% compared to 40% in the non-peak survey.

Table III-9
Private Vehicle Users Who Park

Parking Lot Used	Peak n=916	Non Peak n=767	Total Sample n=1,683
Parked at CTA Parking Structure	66%	60%	63%
Parked at off-airport lot	34%	40%	37%

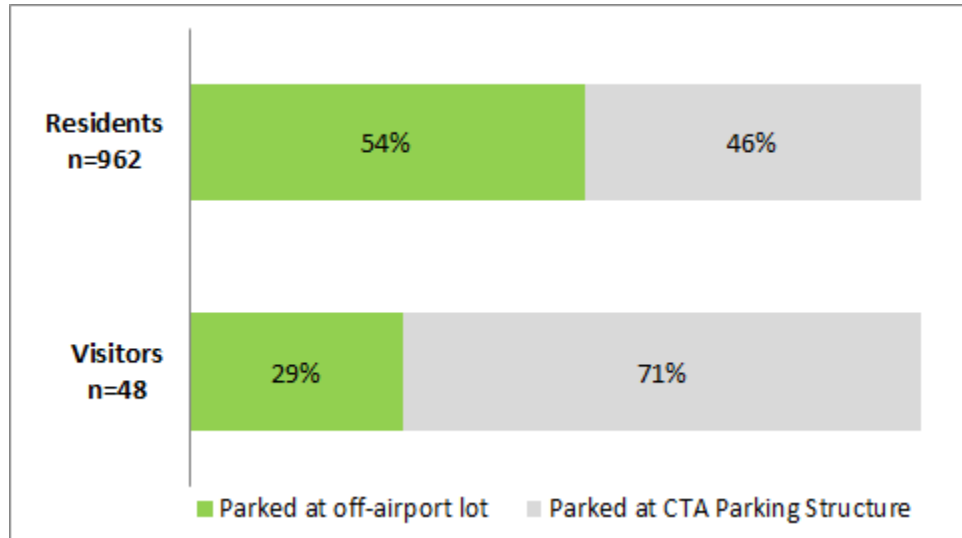
Cross tabulation analysis shows some notable differences among the parking behavior of Visitors and Residents. Of Visitors who come via private vehicle and park the car, 85% use the CTA Parking Structure compared to 58% of Residents (Figure III-11A). Fifteen percent (15%) of Visitors who park use an off-airport lot compared to 42% of Residents. When passengers who are accompanied to the airport by well-wishers are excluded, a smaller percentage of passengers park at the CTA Parking Structure: 71% of Visitors and 46% of Residents park at the airport (Figure III-11B).

Figure III-11A
Private Vehicle Users Who Park



Passengers who did not have a well-wisher accompany them inside terminal are less likely to use CTA Parking Structure.

Figure III-11B
Private Vehicle Users Who Park
EXCLUDES THOSE WITH WELL-WISHERS



The most utilized off-airport lot is Wally Park: 11% of off-airport parkers use this lot (Table III-10). The Parking Spot – Century location is used by 10% of off-airport parkers and 8% use the Parking Spot – Sepulveda location. Seven percent (7%) of off-airport parkers use the Park One lot, 6% use LAX Lot C, and another 5% use LAX Park. Appendix C provides a list of addresses for off-airport parking lots.

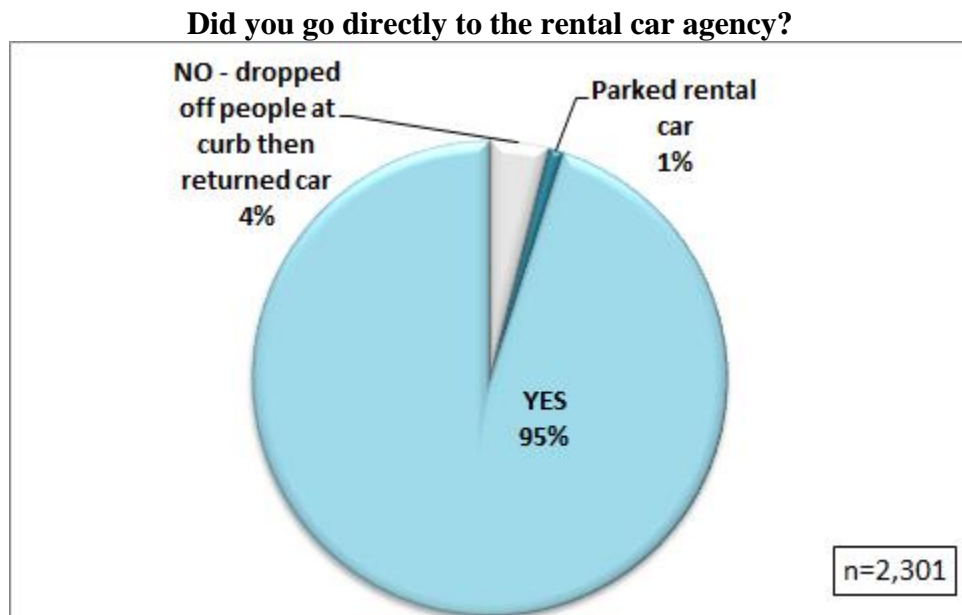
Table III-10
Off-Airport Lot Usage

Off Airport Parking Lot	Frequency %	Sample Size
Wally Park	11%	67
Parking Spot-Century	10%	61
Parking Spot-Sepulveda	8%	48
Park One	7%	41
LAX Lot C	6%	34
LAX Park	5%	32
QuikPark	5%	30
Airport Center Parking	4%	27
105 Airport Parking	4%	22
Fox Auto Parks	3%	21
All Star Parking	3%	17
Easy Park	3%	17
Hilton Hotel	2%	15
Air Park	2%	15
Park n Fly	2%	15
Marriott Hotel	2%	14
LAX Parking Center	2%	11
Park Place	1%	9
Valet Air Park	1%	9
Park Air/ 5757 Park Air	1%	8
Johnny Park	1%	7
Westin Hotel	1%	7
Auto Airport Parking	1%	5
Sunrise LAX Parking	1%	4
Central Parking Systems	**	3
Aero Stars Airport Valet	**	1
Other	7%	42
Don't know	6%	36

**Less than 1% of responses

Ninety-five percent (95%) of Originating Passengers who arrive at LAX via rental car directly drop off the rental car at the rental car agency (Figure III-12). Four percent (4%) drop off people at the curb first before returning the rental car; 1% park the rental car.

Figure III-12
Rental Car Users



Specific Areas of Origination

The 2011 passenger survey collected point of origination ZIP code data from 11,434 Originating Passenger respondents. The largest share of Originating Passengers (6.7%) come from the 90045 ZIP code, which includes LAX and the nearby hotels (Table III-11). Eighty-two percent (82%) of these passengers come from a hotel and 27.5% use a shuttle to arrive at the Airport. Seven other ZIP codes each account for more than 1.0% of Originating Passengers: Santa Monica (90404), 2.39%; Hollywood (90028), 2.07%; West Los Angeles, 1.76% (90025) and 1.03% (90024); Long Beach (90802), 1.6%; Beverly Hills (90210), 1.59%; and Downtown Los Angeles (90013), 1.5%.

11,434 ZIP codes are collected in 2011 survey. Greatest concentration of passengers come from ZIP code 90045.

The 2011 pattern of point of origination ZIP codes is moderately different from the previous survey. The 2006 survey reports that passengers originated primarily from "West Los Angeles," Disneyland, and Long Beach. Specific analysis reveals the following ZIP codes with the highest shares of Originating Passengers in 2006: LAX (90045), 4.6%; Long Beach (90802), 1.6%; Manhattan Beach (90266), 1.4%; Hollywood (90028), 1.3%; Inglewood (90301), 1.3%; Disneyland (92802), 1.3%; Culver City (90230), 1.2%; and Hawthorne (90250), 1.2%.

In 2011, Disneyland (92802) accounts for 0.79% of all Originating Passengers. Further, 63% of these passengers are on vacation and 52.3% use a shuttle to travel to LAX. In addition to Disneyland, a majority of Originating Passengers who originate from Santa Monica and Hollywood are on vacation. The greatest percentage of passengers who

arrive from hotels/motels come from the LAX area, Downtown Los Angeles, and Hollywood. Table III-11 provides details about trip purpose, starting point and transit mode for passengers who originate from ZIP codes with the highest shares of Originating Passengers.

Table III-11
All Originating Passengers – ZIP Codes with Highest Concentration of Passengers

Location	ZIP Code	Origins (%)	Purpose (%)		Start Trip (%)		Transport to LAX (%)			
			Vacation	Business	Home ¹	Hotel	Car	Shuttle ²	Taxi	Rental
1 LAX	90045	6.69	38.4	45.3	13.6	82.0	19.1	27.5	8.5	16.7
2 Santa Monica	90404	2.39	57.7	23.8	28.1	65.3	23.6	10.5	23.9	36.0
3 Hollywood	90028	2.07	55.6	23.0	23.8	71.7	25.5	22.6	15.0	28.0
4 West LA	90025	1.76	32.4	24.2	50.4	43.9	43.4	13.5	13.6	18.4
5 Long Beach	90802	1.60	41.0	35.2	28.0	40.5	27.5	29.4	8.1	22.5
6 Beverly Hills	90210	1.59	39.5	32.7	33.6	61.4	34.1	9.1	20.0	27.7
7 Downtown	90013	1.50	20.8	53.6	19.8	73.4	20.8	21.2	29.5	17.9
8 West LA	90024 ³	1.03	28.0	31.5	54.6	25.9	39.2	18.9	15.4	9.1
9 Disneyland	92802	0.79	63.3	23.0	9.2	22.9	12.8	52.3	2.8	26.6

¹ Home and another person's home

² Shuttle includes private shuttles, shared shuttles, and scheduled bus/vans.

³ 12.4% of passengers originating from Zip Code 90024 used the Westwood Flyaway.

Table III-12 provides a distribution of originations for all passengers, Southern California residents, US residents, and international passengers. This table illustrates how each passenger type contributes to the overall volume of passengers from each of the highest share ZIP codes. International travelers originate primarily from the most popular origination points listed; whereas, Southern California residents have a wider range of origination points.

Table III-12
Originating Passengers – Comparison All, Southern California, US and International

Location	ZIP Code	All Passengers (n=11,434) (%)	Southern California (n=5,727) (%)	US Residents (n=9,121) (%)	International (n=2,294) (%)
LAX	90045	6.69	1.90	5.30	11.9
Santa Monica	90404	2.39	0.52	1.53	5.50
Hollywood	90028	2.07	0.65	1.28	4.90
West LA	90025	1.76	1.25	1.60	2.42
Long Beach	90802	1.60	0.37	1.45	2.25
Beverly Hills	90210	1.59	0.83	1.29	2.70
Downtown	90013	1.50	0.27	1.36	2.09
West LA	90024	1.03	0.88	1.09	0.93
Disneyland	92802	0.79	0.16	0.59	1.48

Largest concentration of international passengers is coming from LAX area, Santa Monica, and Hollywood.

The map in Figure III-13, displays all Originating Passengers. The area surrounding (1) LAX accounts for the largest share of Originating Passengers, followed by (2) Santa Monica, (3) Hollywood, (4) West Los Angeles, (5) Long Beach, (6) Beverly Hills and (7) Downtown LA.

Figure III-14 displays Southern California residents. Most Southern California residents start their trip near (1) LAX. (2) West Los Angeles and (3) Beverly Hills account for a large portion of originating passengers, followed by (4) Hollywood and (5) Santa Monica.

Figure III-15 shows Originating Passengers who are U.S. residents. Most residents start originate from locations near (1) LAX. Other popular originations include (2) West LA, (3) Santa Monica, (4) Long Beach, (5) Downtown, (6) Beverly Hills, and (7) Hollywood.

Most international passengers displayed in Figure III-16, start their trip from a hotel/motel near (1) LAX. (2) Santa Monica and (3) Hollywood are frequent points of origination, followed by (4) Beverly Hills, (5) West LA, (6) Long Beach, and (7) Downtown.

Figure III-13
All Originating Passengers by ZIP Code – 2011

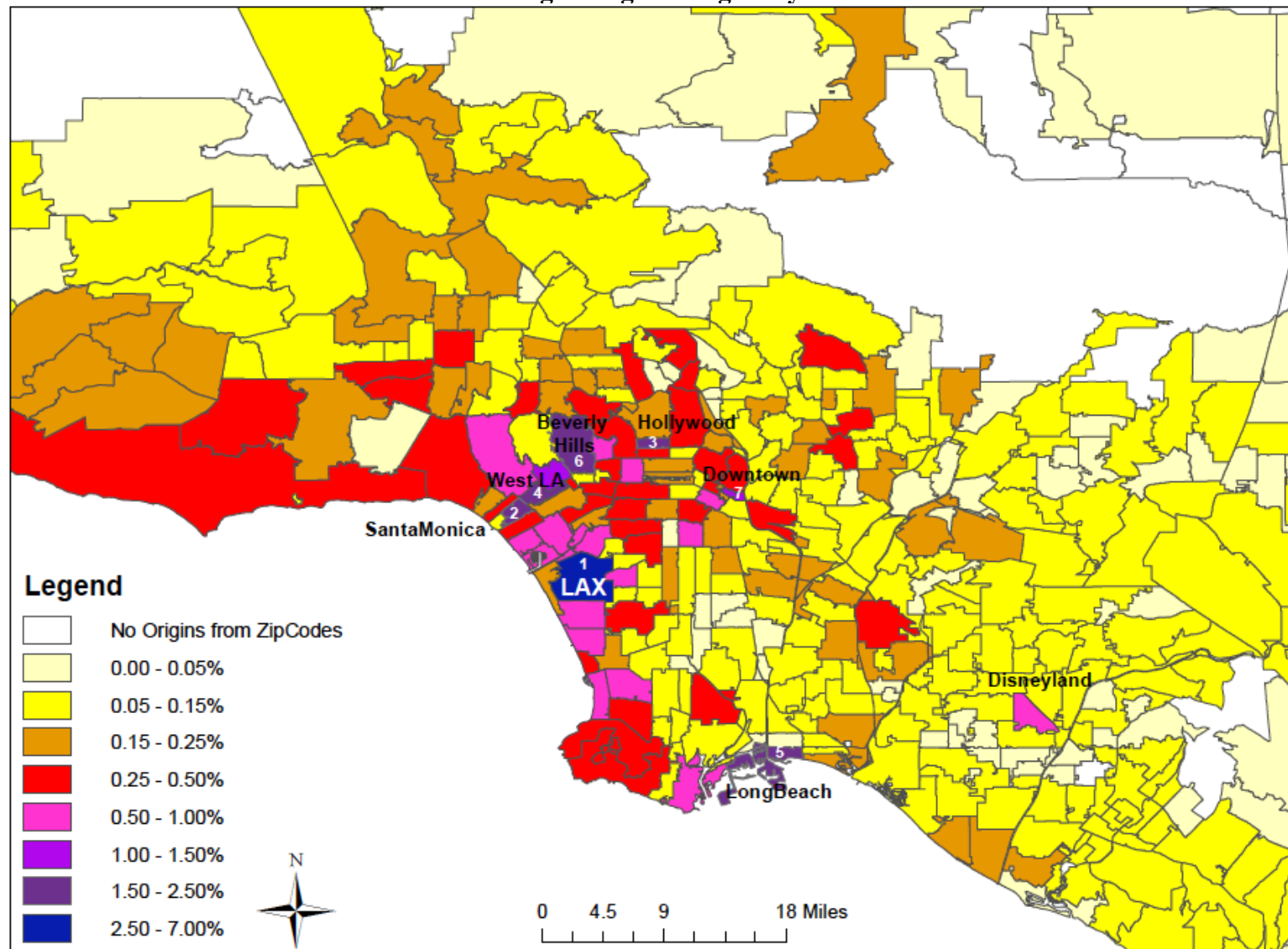


Figure III-14
Southern California Resident - Originating Passengers by ZIP Code – 2011

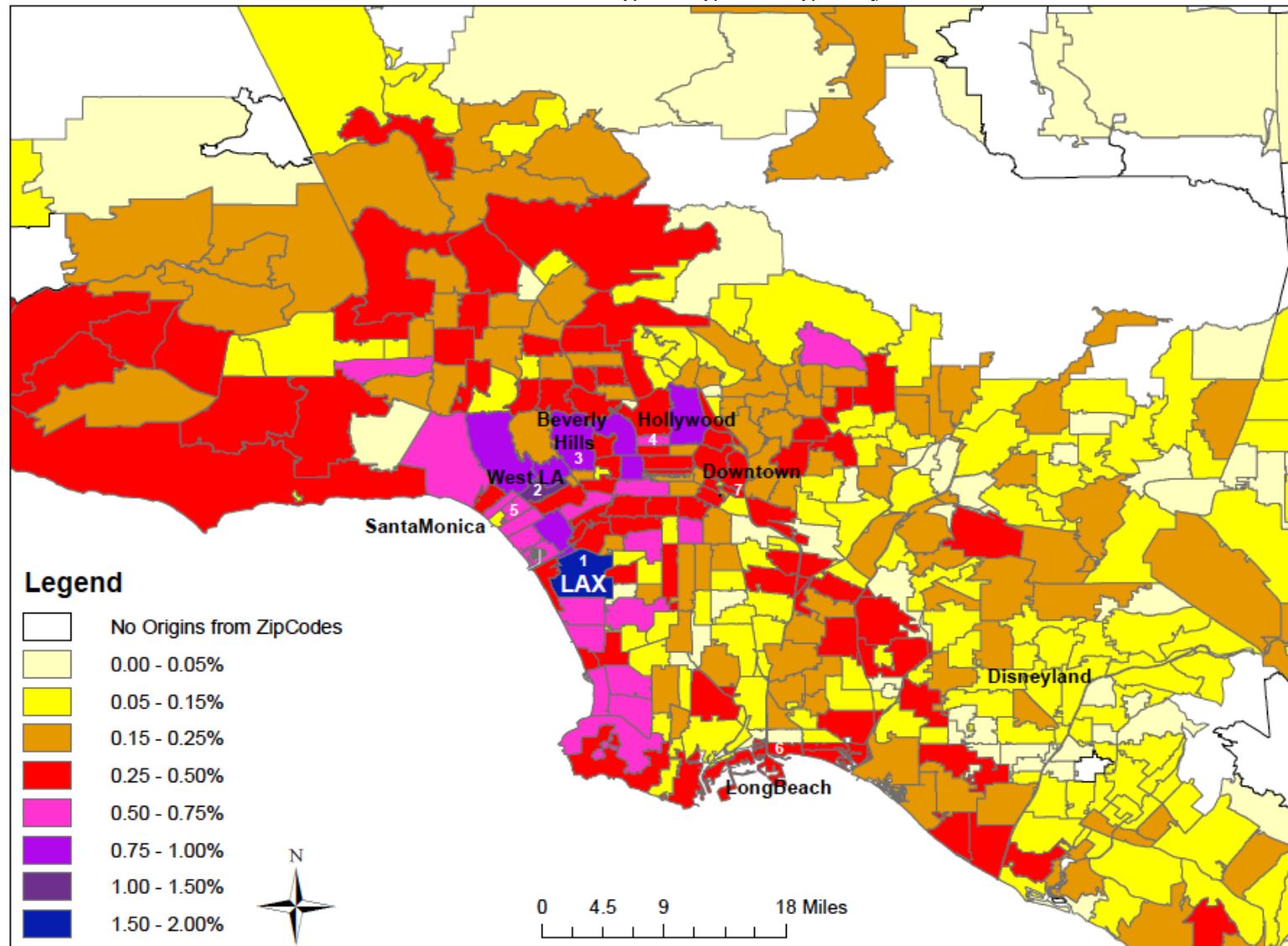


Figure III-15
US Resident - Originating Passengers by ZIP Code – 2011

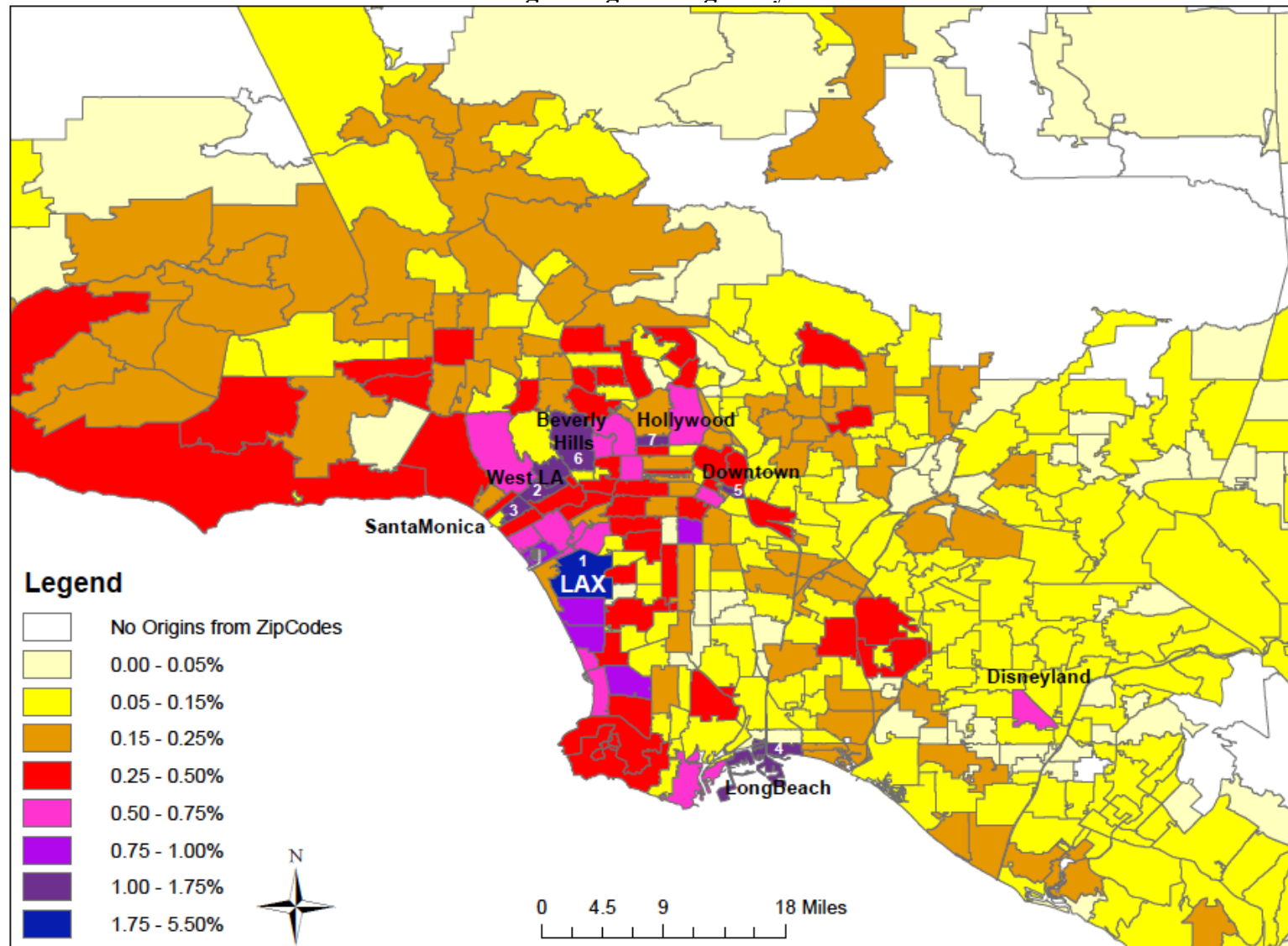
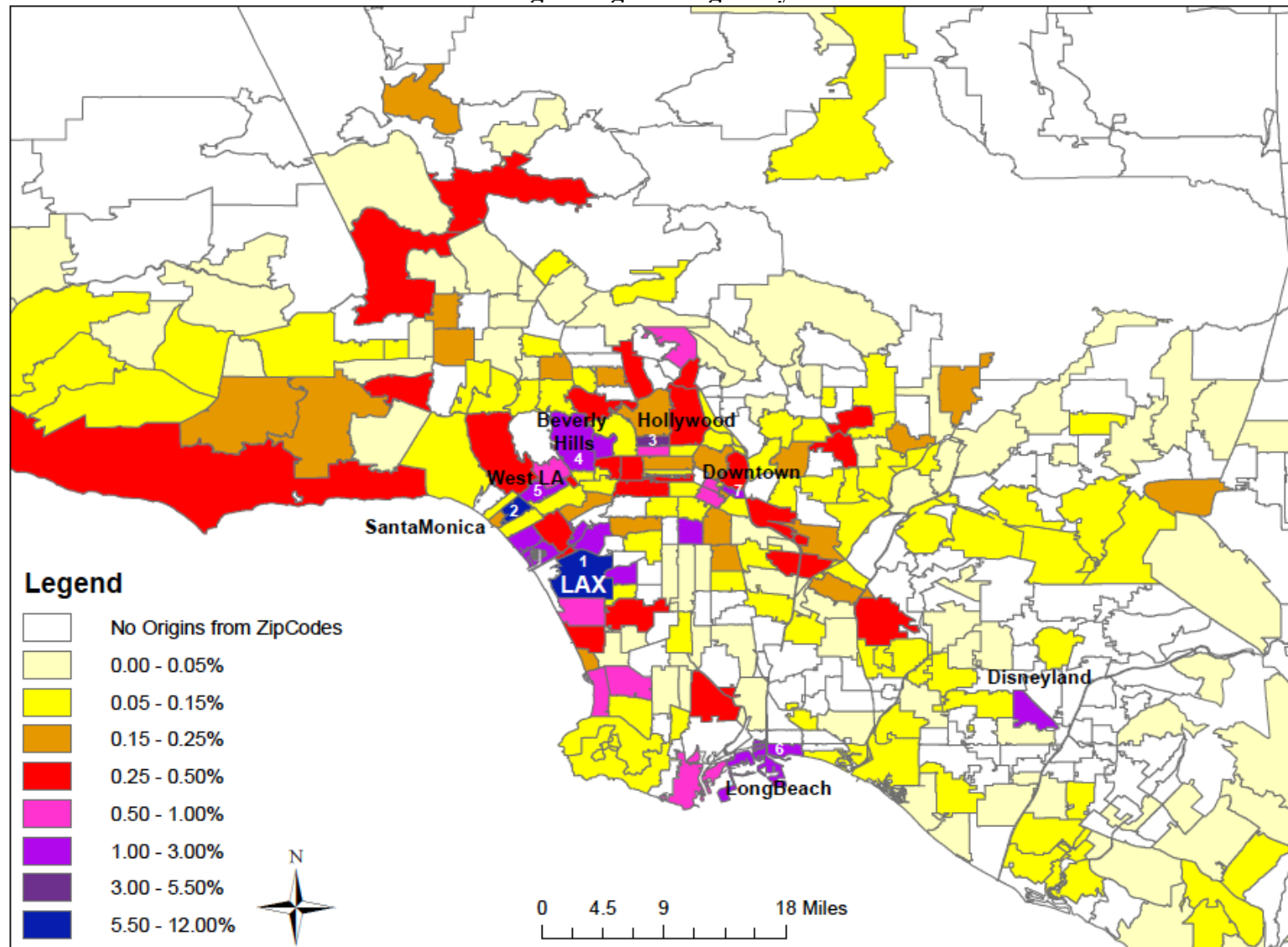


Figure III-16
International - Originating Passengers by ZIP Code – 2011



Route to LAX

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

The largest percentage of this group of passengers use I-405 to access LAX: 42% of passengers in the peak survey and 40% in the non-peak survey (Table III-13). The peak survey found that 26% use I-105 compared to 28% in the non-peak survey. Twenty percent (20%) in the peak survey did not use a freeway compared to 19% in the non-peak survey. Only 3% to 4% of these passengers use both I-405 and I-105 as their route to LAX.

Table III-13
Route to LAX

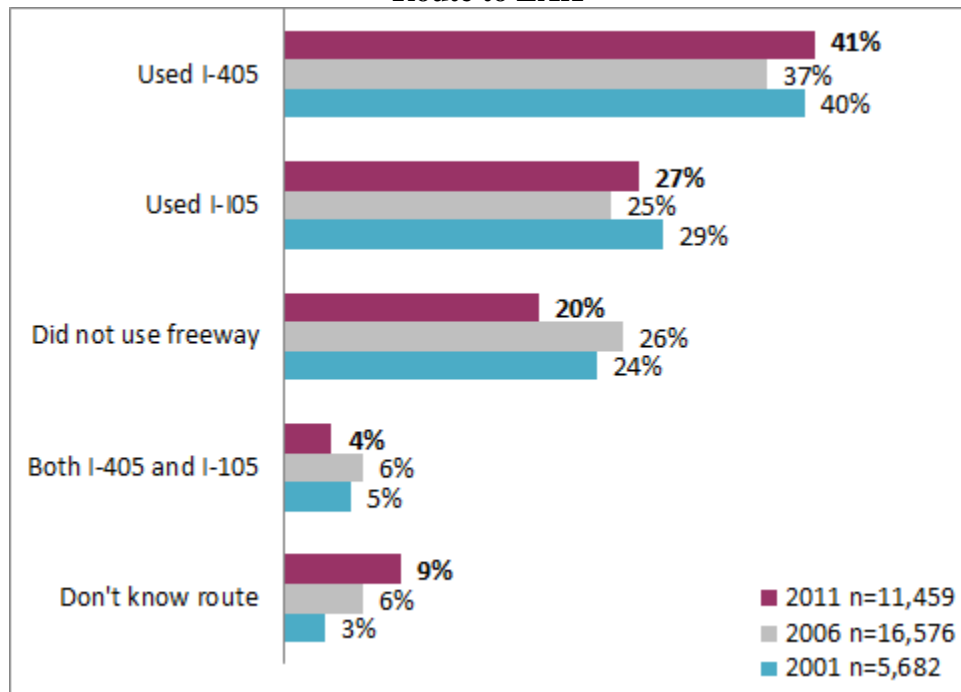
Route to LAX	Peak n=5,914	Non-Peak n=5,545	Total Sample* n=11,459
Used I-405	42%	40%	41%
Used I-105	26%	28%	27%
Did not use freeway	20%	19%	20%
Both I-405 and I-105	4%	3%	4%
Don't know route	8%	10%	9%

*Arrived to LAX via private transportation - vehicle, shuttle, taxi, limo, or rental car.

I-405 is used most frequently, especially during peak season.

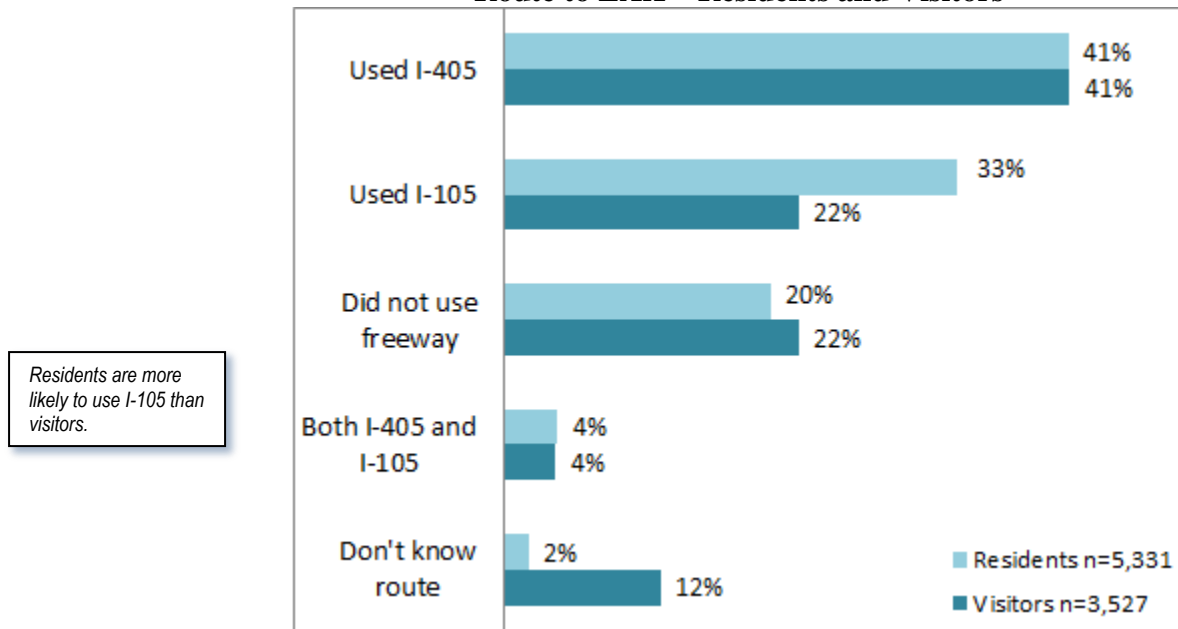
The percentage of passengers using I-405 or I-105 in 2011 is more similar to the findings in the 2001 survey, rather than the 2006 survey. Sixty-nine percent (69%) of passengers used either I-405 or I-105 in 2001 compared to 68% in 2011 and 62% in 2006 (Figure III-13). A smaller percentage of passengers in 2011 do not use the freeway when compared to the prior surveys: 20% do not use a freeway in 2011 compared to 26% in 2006 and 24% in 2001.

Figure III-13
Route to LAX



Cross tabulation analysis shows that Residents and Visitors use I-405 equally and most frequently: 41% of both Visitors and Residents (Figure III-14). However, Residents are more likely to use I-105 than Visitors. Thirty-three percent (33%) of Residents versus 22% of Visitors use I-105. Twenty percent (20%) of Residents and 22% of Visitors do not use a freeway and 4% of Residents and Visitors use both I-405 and I-105 (Table III-14). Nine percent (9%) of total passengers surveyed do not know their route, which is more often the case with Visitors than Residents: 12% of Visitors and 2% of Residents do not know their route to LAX.

Figure III-14
Route to LAX – Residents and Visitors



The survey shows that 47% of passengers who use the I-405 freeway to come to LAX use the Century Boulevard exit (Table III-14). In 2011 20% of passengers who use the I-405 use the Sepulveda Blvd/ Howard Hughes exit, 9% use the La Tijera Boulevard exit, 6% use Manchester, and 4% use the Imperial Highway exit. The remaining 14% of passengers use another exit or don't know the exit they used.

Table III-14
I-405 Exit Usage

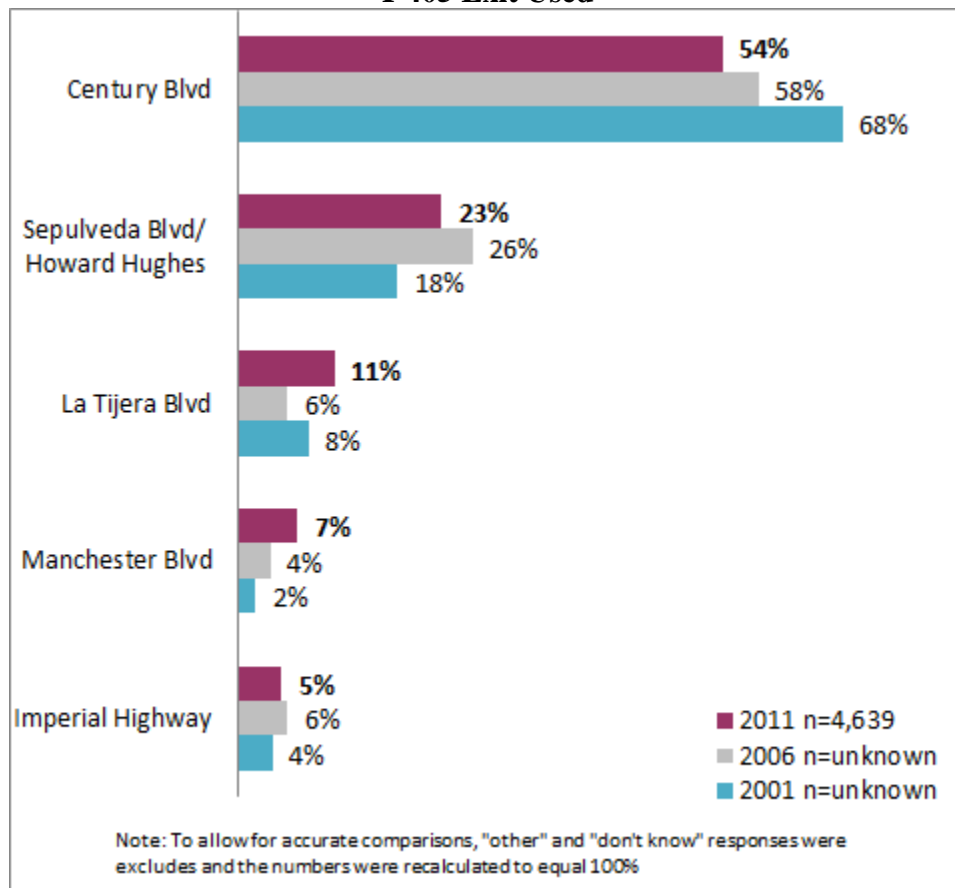
I-405 Exit Used	Peak n=2,478	Non-Peak n=2,190	Total Sample n=4,668
Century Blvd	46%	47%	47%
Sepulveda Blvd/ Howard Hughes	20%	19%	20%
La Tijera Blvd	9%	10%	9%
Manchester	6%	5%	6%
Imperial Highway	4%	5%	4%
Other	1%	3%	1%
Don't Know	13%	13%	13%

Note: Total sample will not always equal 100% due to rounding

To allow for direct comparisons among the 2011, 2006, and 2001 surveys, Unison weighted previous survey results to equal 100%. Further, "Don't Know" and "Other" responses are excluded from the following analysis shown in Figure III-15. The majority of passengers who use I-405 use the Century Boulevard exit. Fifty-five (54%) percent of

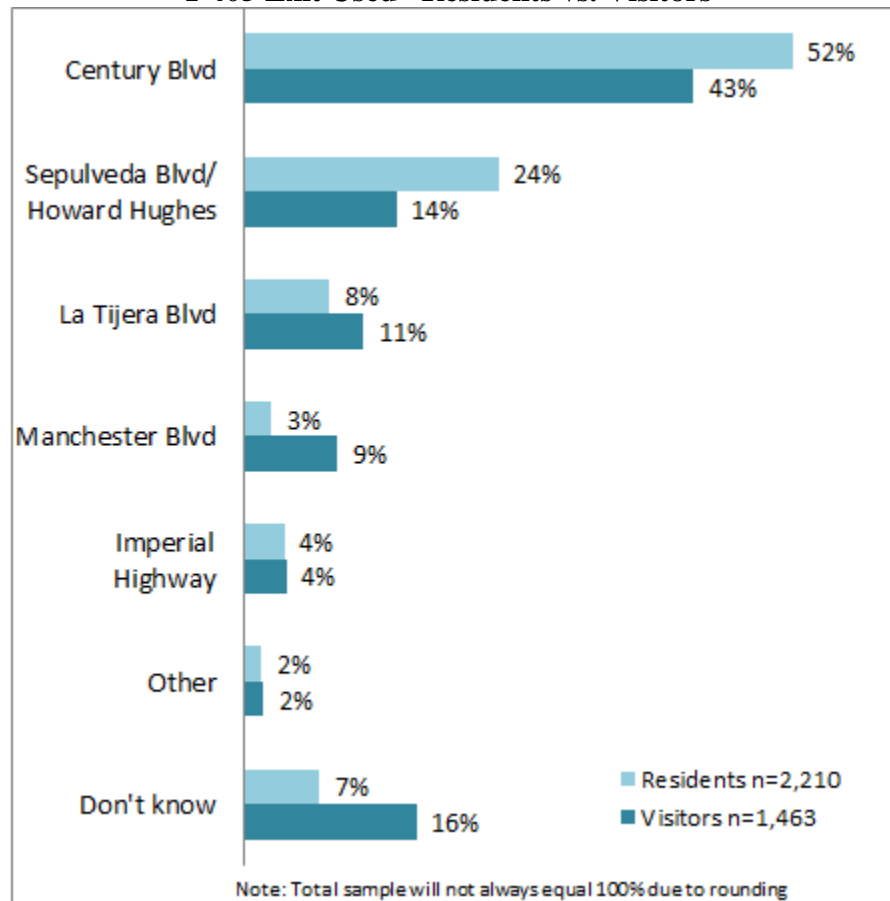
passengers use this exit in 2011, a slight drop from 58% in 2006. However, in 2001, 68% of passengers who used I-405 used the Century Boulevard exit. Twenty-three percent (23%) of passengers who use the I-405 use the Sepulveda Boulevard/Howard Hughes Parkway exit in 2011 compared to 26% in 2006 and 18% in 2001.

**Figure III-15
I-405 Exit Used**



As mentioned above, the largest percentage passengers who use the I-405 freeway also use the Century Boulevard exit. This is particularly true for Residents: 52% use the Century Boulevard exit compared to 43% of Visitors (Figure III-16). Twenty-four percent (24%) of Residents and 14% of Visitors use the Sepulveda Boulevard exit from I-405. However, the La Tijera Boulevard exit is used more by Visitors than Residents: 11% of Visitors who use I-405 as their primary route to LAX use this exit compared to 8% of Residents.

Figure III-16
I-405 Exit Used –Residents vs. Visitors



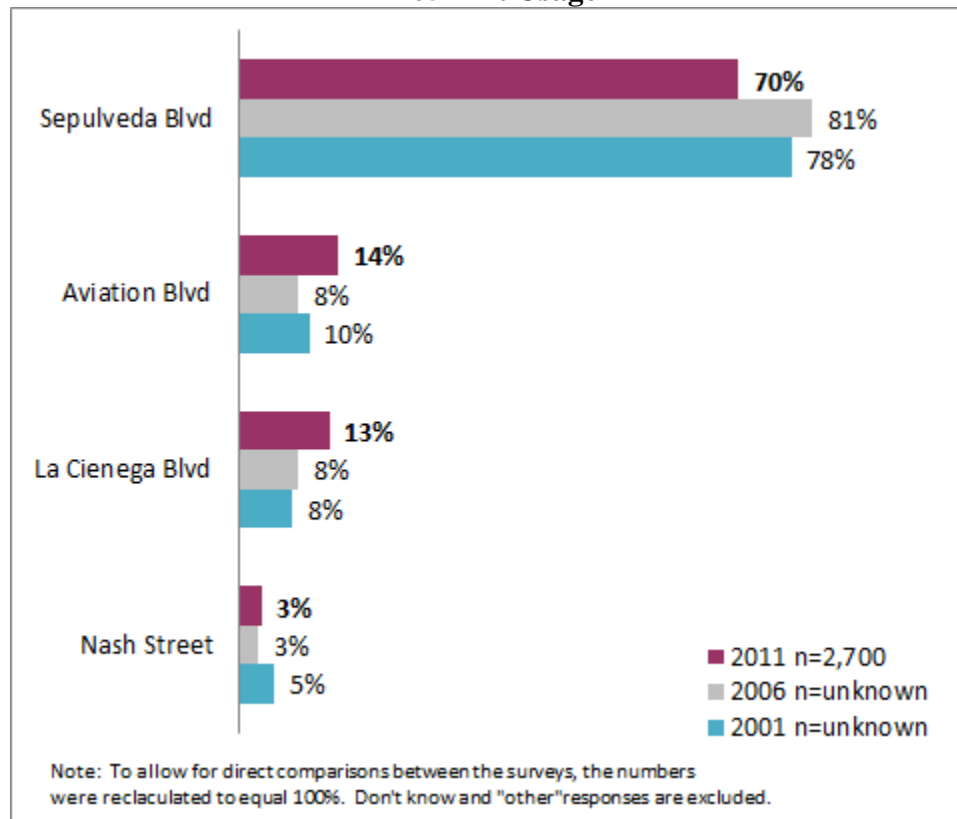
As shown on Table III-15, there is little difference between the peak and non-peak survey among passengers who use I-105. In general, the majority of respondents stated that they use the Sepulveda Boulevard exit from I-105: 61% in the peak survey and 60% in the non-peak survey use this exit. Twelve percent (12%) use Aviation Boulevard and 11% use La Cienega Boulevard.

Table III-15
I-105 Exit Used

I-105 Exit Used	Peak n=1,549	Non-Peak n=1,579	Total Sample n=3,128
Sepulveda Blvd	61%	60%	60%
Aviation Blvd	12%	12%	12%
La Cienega Blvd	11%	11%	11%
Nash Street	3%	3%	3%
Other	1%	1%	1%
Don't Know	12%	14%	13%

It is important to note that Unison weighted prior survey results to equal 100% in order to allow for direct comparisons among the three surveys. Further, “Don’t Know” and “Other” responses are excluded from the analysis shown in Figure III-17. A smaller percentage of passengers in 2011 who use I-105 use the Sepulveda Boulevard exit. Seventy percent (70%) of passengers in 2011 who use I-105 use this exit compared to 81% in 2006 and 78% in 2001. However, a larger percentage of passengers use the Aviation Boulevard and La Cienega Boulevard exits in 2011 than in prior surveys.

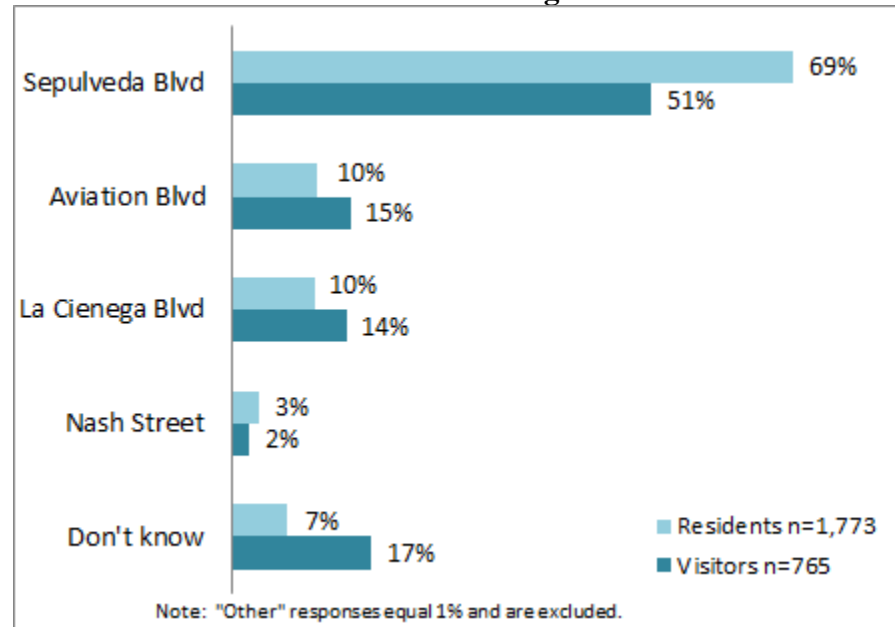
Figure III-17
I-105 Exit Usage



Residents who use the I-105 took the Sepulveda Boulevard exit more frequently than Visitors: 69% of Residents compared to 51% of Visitors report using this exit (Figure III-18). Visitors more frequently use the Aviation Boulevard and La Cienega Boulevard exits compared to Residents. Fifteen percent (15%) of Visitors use the Aviation Boulevard exit compared to 10% of Residents, and 14% of Visitors use the La Cienega Boulevard exit compared to 10% of Residents.

Residents more likely to use Sepulveda Boulevard exit from I-105 while visitors are more likely to use Aviation Boulevard.

**Figure III-18
I-105 Exit Usage**



In summary, Originating Passengers who come to LAX via private transportation most frequently use the Century Boulevard exit from I-405: 32% use this exit (Table III-16 and Figure III-19). Next, the Sepulveda Boulevard exit from I-105 is used by 29% of Originating Passengers who use private transportation. Thirteen percent (13%) use the Sepulveda Boulevard/ Howard Hughes exit from I-405.

**Table III-16
All Originating Passengers using Private Transportation**

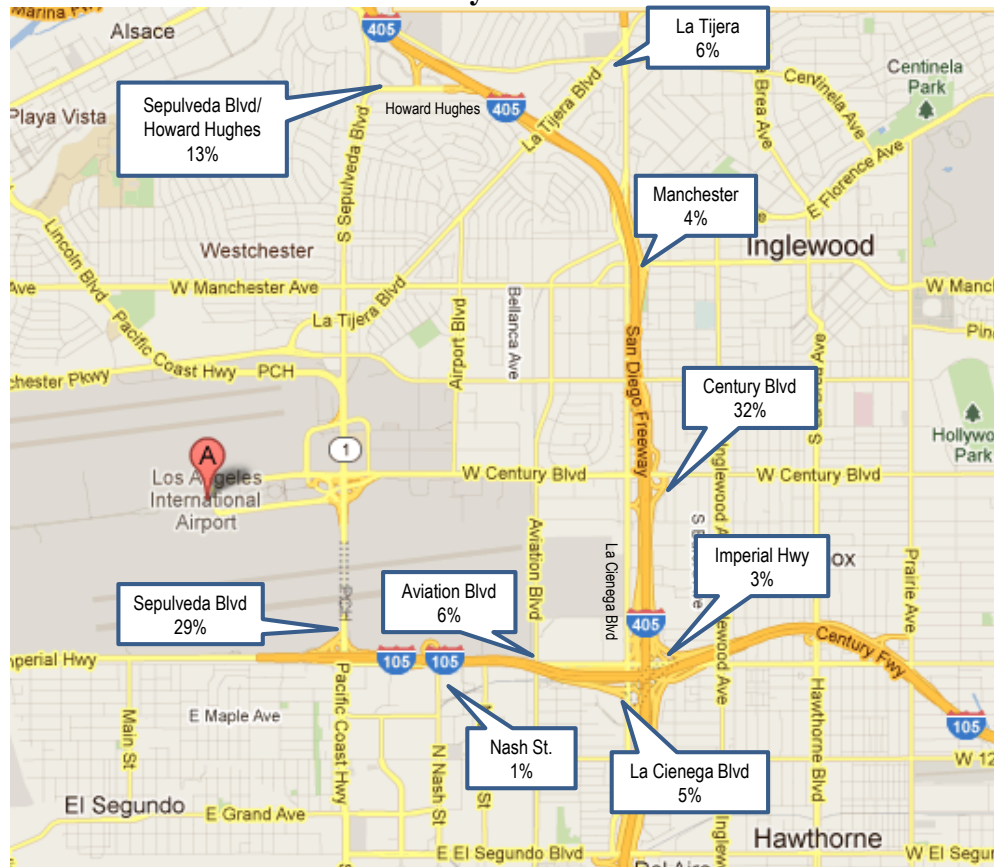
Exit Used	Freeway	All	Sample Size
Century Blvd	I-405	32%	2,227
Sepulveda Blvd (from I-105)	I-105	29%	2,043
Sepulveda Blvd/Howard Hughes (from I-405)	I-405	13%	909
La Tijera Blvd	I-405	6%	436
Aviation Blvd	I-105	6%	392
La Cienega Blvd	I-105	5%	363
Manchester	I-405	4%	265
Imperial Highway (I-405)	I-405	3%	207
Nash Street	I-105	1%	94
Imperial Highway (I-105)	I-105	**	23

Includes passengers using I-405, I-105, or both I-405/I05

**Less than 1% of responses

Century Boulevard exit from I-405 and Sepulveda Boulevard exit from I-105 are most frequently used.

Figure III-19
Freeway Exits Used



Trip Purpose

The largest share of Originating Passengers travel for vacation or pleasure purposes. Moreover, more Originating Passengers are traveling for vacation or pleasure during the peak survey period: 42% compared to 36% in the non-peak survey (Table III-17). The smaller share of vacation/pleasure travelers in the non-peak survey results in a relatively larger percentage of business-related travel in the non-peak season: 35% of Originating Passengers travel for business-related purposes in the non-peak season compared to 26% in the peak survey.

The percentage of passengers who visit friends or relatives is relatively the same between the peak (20%) and non-peak survey (19%). However, a larger percentage of passengers travel for school related purposes in the peak season than in the non-peak season. The peak survey was conducted in mid-August when students are more likely to travel, so this finding seems reasonable.

Table III-17
Trip Purpose

Originating Passengers Trip Purpose	Peak n=6,674	Non Peak n=6,321	Total Sample n=12,995
Vacation or pleasure	42%	36%	39%
<u>Business related:</u>			
Business	21%	24%	23%
Convention	1%	4%	3%
Business and Pleasure	4%	7%	6%
Military	1%	**	**
<u>Personal or other:</u>			
Visiting friends or relatives	20%	19%	19%
School related	6%	2%	4%
Personal emergency	2%	1%	1%
Other	4%	5%	4%

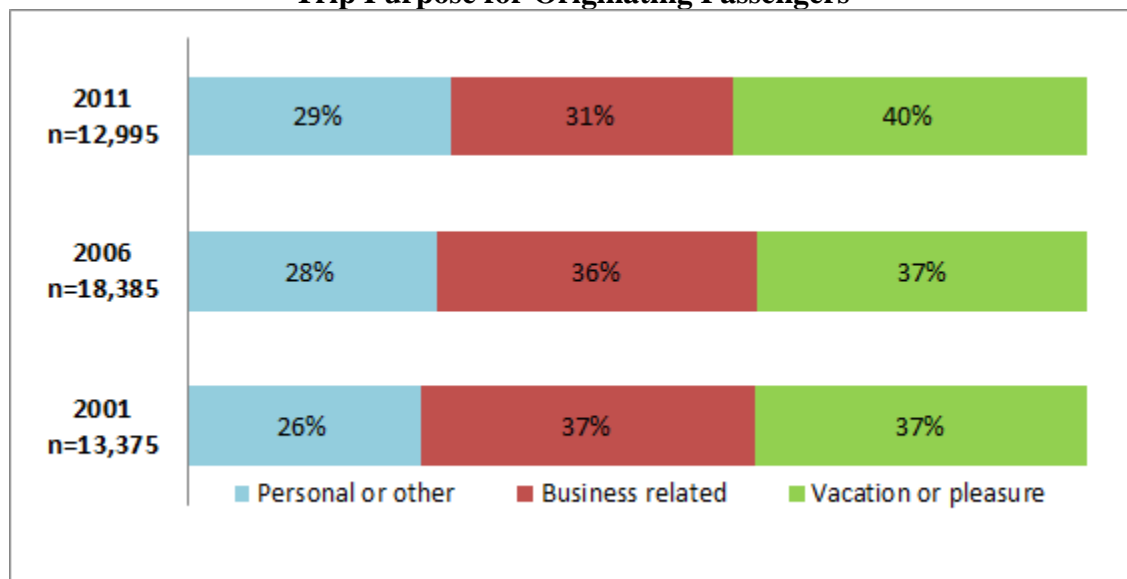
**Less than 1% of responses

Note: Total sample will not always equal 100% due to rounding.

More passengers traveled for vacation during the peak season and more business passengers traveled during the off-peak season.

In order to make direct comparisons between the current and previous surveys, Unison grouped trip purpose into three major categories: personal or other, business-related, and vacation or pleasure. A slightly higher percentage of passengers are traveling for vacation or pleasure in 2011 than in previous survey years: 40% in 2011 compared to 37% in both 2006 and 2001 (Figure III-20). The percentage of passengers traveling for business related purposes is lower in 2011 than in previous years: 31% of passengers in 2011 are traveling for business-related purposes compared to 36% in 2006 and 37% in 2001.

Figure III-20
Trip Purpose for Originating Passengers



Dwell Time at the Airport

Originating Passengers are asked about their airport dwell time, which is defined as the amount of time a passenger is at the airport, from entering the terminal through scheduled departure time. Thirty-four percent (34%) of Originating Passengers report dwell times of less than two hours, 42% report dwell times of two to three hours, and 14% report dwell times of three to four hours (Table III-18). Ten percent (10%) of Originating Passengers report dwell times of over four hours. Dwell times are generally shorter during the peak period: 36% of Originating Passengers in the peak survey report dwell times of less than two hours compared to 32% in the non-peak survey.

Table III-18
Dwell Time for Originating Passengers

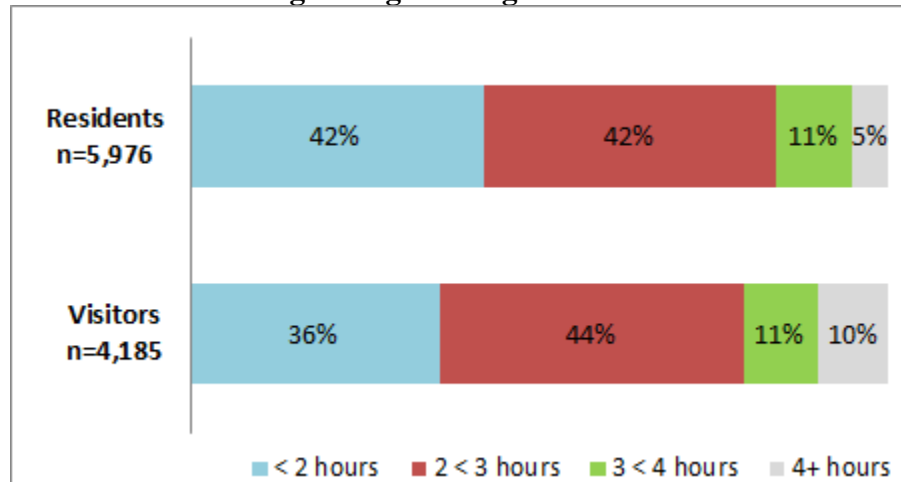
Originating Passengers Dwell Time	Peak n=6,907	Non-Peak n=6,586	Total Sample n=13,493
Less than 2 hours	36%	32%	34%
2 < 3 hours	40%	45%	42%
3 < 4 hours	13%	14%	14%
4 < 6 hours	7%	6%	6%
6 < 8 hours	2%	2%	2%
8 hours or more	2%	1%	2%

Dwell times are longer in the non-peak season when more visitors are using the Airport.

*Dwell time information was not available in 2006 and 2001.

Residents report shorter dwell times than Visitors: 42% of Residents arrive less than two hours before their departure time, as compared to 36% of Visitors (Figure III-21). Moreover, a significantly smaller percentage of Residents than Visitors report dwell times of less than four hours. Five percent (5%) of Residents compared to 10% of Visitors report dwell times of more than four hours. These findings are not surprising because Visitors are less likely to be familiar with the airport and the time it takes to check in, pass security screening, and access the holdroom gates.

Figure III-21
Dwell Time for Originating Passengers – Residents and Visitors



Well-Wishers

The majority of Originating Passengers are not accompanied by a non-traveler (“well-wisher”) inside the terminal (Table III-19). Moderately more passengers are accompanied by well-wishers in the non-peak period: in the non-peak survey, 11% of passengers report one well-wisher and 14% report two or more well-wishers. In the peak survey, 9% of passengers are accompanied by one well-wisher and another 9% are accompanied by two or more well-wishers.

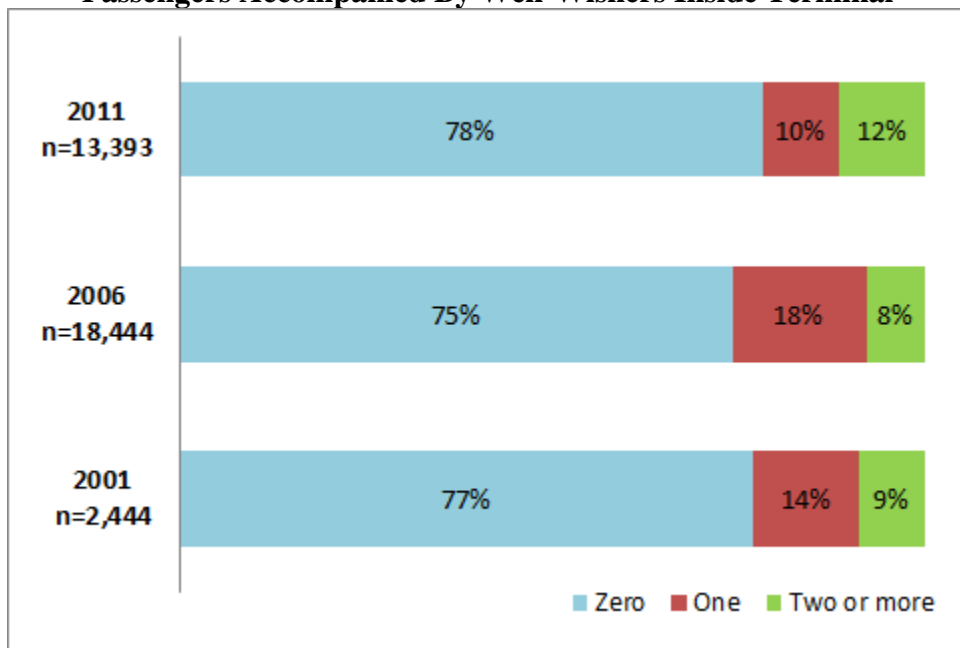
A greater percentage of passengers have a well-wisher see them off during the non-peak season.

Table III-19
Passengers Accompanied By Well-Wishers Inside Terminal

Number of Well Wishers	Peak n=6,532	Non-Peak n=6,862	Total Sample n=13,393
Zero	82%	75%	78%
One	9%	11%	10%
Two or more	9%	14%	12%

Compared to surveys in 2001 and 2006, a larger percentage of passengers do not have a well-wisher accompany them inside the terminal: 78% in 2011 compared to 75% in 2006, and 77% in 2001 (Figure III-22). Ten percent (10%) of passengers report one well-wisher in 2011 compared to 18% in 2006 and 14% in 2001.

Figure III-22
Passengers Accompanied By Well-Wishers Inside Terminal



Residents are more likely to come to the airport with a well-wisher than Visitors: 25% of Residents come to the airport with a well-wisher compared to 16% of Visitors (Figure III-

23). The average number of well-wishers is 0.51 for Residents and 0.33 for Visitors, with the overall average at 0.48 (Table III-20).

Figure III-23
Passengers Accompanied By Well-Wishers Inside Terminal – Residents and Visitors

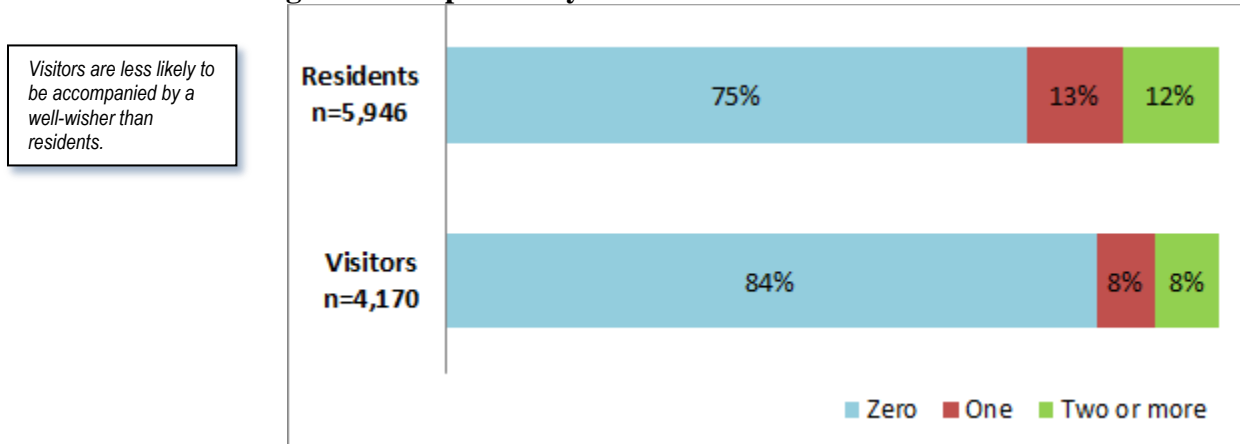


Table III-20
Number of Well Wishers – Residents and Visitors

Number of Well Wishers	Residents n=5,946	Visitors n=4,170
Average	0.51	0.33

Size of Travel Party

As noted above, more than half of Originating Passengers at LAX travel alone. In 2011, 56% of passengers travel alone: 56% in the peak survey and 57% in the non-peak survey (Table III-21). Notable is that 29% of passengers in the non-peak survey travel with one other person, but only 23% in the peak survey. Further, 20% in the peak survey travel with two or more other travelers compared to only 15% in the non-peak survey. These results are not surprising considering family vacations more typically occur during a peak season such as August. The average travel party size is 1.94 in the peak survey and is 1.88 in the non-peak survey.

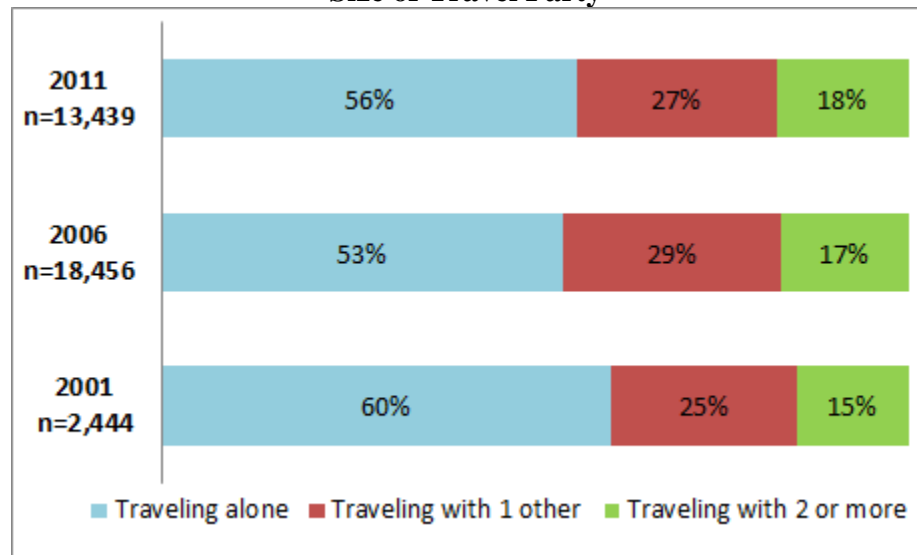
Table III-21
Size of Travel Party

The size of travel party is not surprisingly larger in the peak season when more passengers are traveling for vacation.

Originating Passengers Size of Travel Party	Peak n=6,562	Non Peak n=6,827	Total Sample n=13,439
Traveling alone	56%	57%	56%
Traveling with 1 person	23%	29%	27%
Traveling with 2 or more	20%	15%	18%

Fifty-six percent (56%) of passengers report traveling alone in 2011 compared to 53% in 2006 and 60% in 2001 (Figure III-24). Twenty-seven percent (27%) of passengers in 2011 report traveling with one other person compared to 29% in 2006 and 25% in 2001. However, in 2011 18% of passengers report traveling with two others compared to 17% in 2006 and 15% in 2001.

Figure III-24
Size of Travel Party



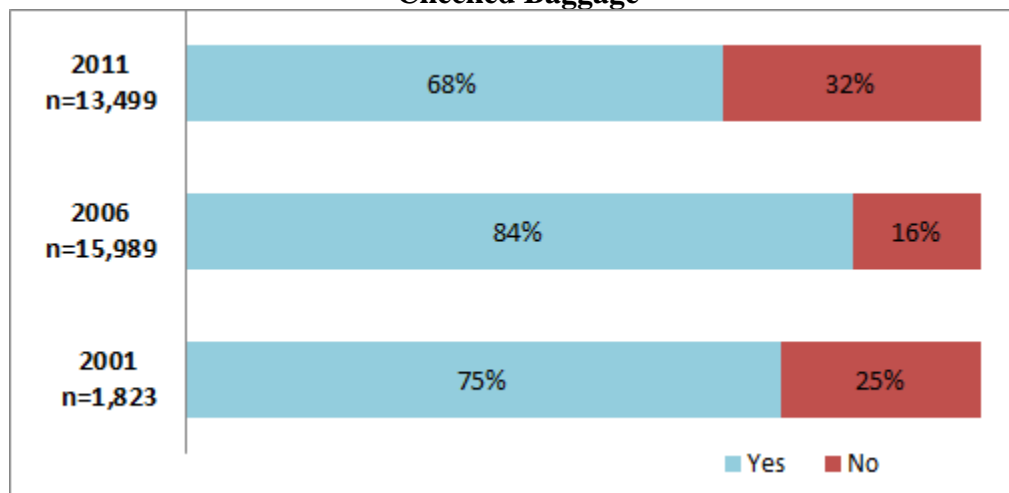
Baggage

Approximately two-thirds of passengers check baggage (Table III-22). However, this represents a marked decrease from prior surveys: in 2006, 84% of passengers checked baggage and 75% in 2001 (Figure III-25). The decrease in the percentage of passengers who check baggage is not particularly unusual considering checked baggage fees have been widely introduced since the previous surveys.

Table III-22
Checked Baggage

Checked in Baggage	Peak n=6,907	Non-Peak n=6,592	Sample n=13,499
Yes	68%	67%	68%
No	32%	33%	32%

Figure III-25
Checked Baggage



Due to new baggage fees imposed by airlines, fewer passengers are checking baggage than in 2001 or 2006.

As shown on Table III-23, the percentage of passengers who check baggage varies by trip purpose. Passengers who travel for business are less likely to check baggage: 57% of business passengers compared to 77% of vacationers and 68% traveling for personal reasons report checking baggage. Business travelers also check fewer bags. For passengers who check-in baggage, the average number of pieces is 1.47 for business passengers compared to 2.02 for vacationers and 1.75 for passengers who travel for personal reasons.

Table III-23
Checked Baggage – Trip Purpose

Checked in Baggage	Business n=4,064	Vacation n=5,123	Personal n=3,807
Yes	57%	77%	68%
No	43%	23%	32%
# of Bags:			
Average	1.47	2.02	1.75

Business travelers are least likely to check in baggage.

Passengers traveling to international destinations are more likely than domestic passengers to check baggage. Ninety percent (90%) of international passengers check baggage compared to 56% of passengers traveling to domestic destinations. International passengers also check more baggage than domestic passengers. The average number of bags checked by international passengers is 2.07 compared to domestic passengers who check 1.56 bags (Table III-24).

Table III-24
Checked Baggage – Destination

Checked in Baggage	US	International
	Destination n=8,984	Destination n=4,499
Yes	56%	90%
No	44%	10%
# of Bags:		
Average	1.56	2.07

International travelers
check-in the most
baggage.

Eighty-seven percent (87%) of passengers who check baggage do so at airline ticket counters. Ten percent (10%) check in with the curbside skycap and 2% check baggage at off-airport locations (Table III-25). Of the passengers who check in baggage, the percentage using airline ticket counters has increased for each survey, from 64% in 2001 to 74% in 2006 and 87% in 2011 (Figure III-26).

Table III-25
Location of Baggage Check

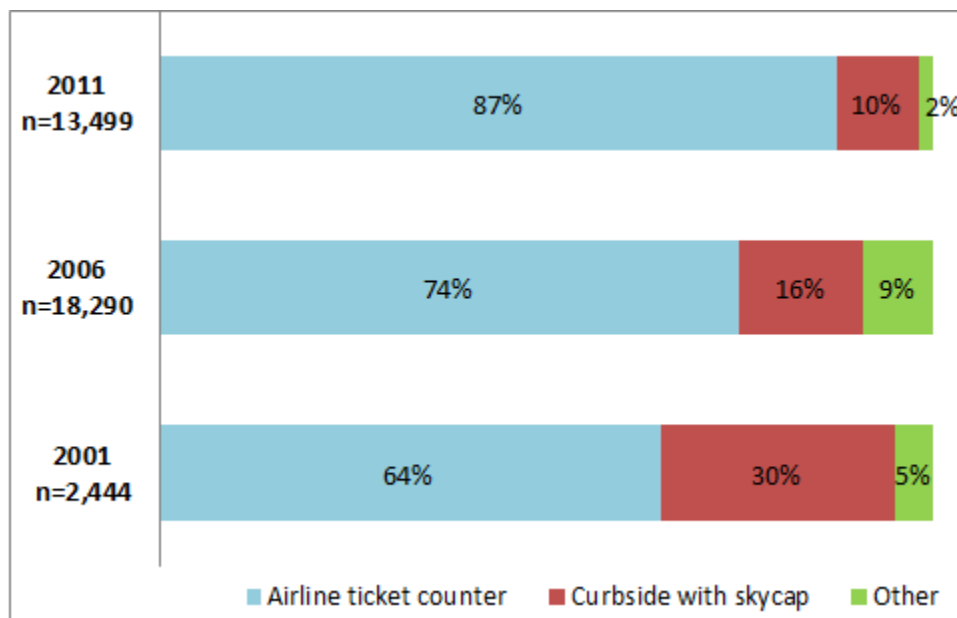
	Peak n=4,679	Non Peak n=4,436	Total Sample n=9,115
Airline ticket counter	86%	88%	87%
Curbside with skycap	11%	10%	10%
Outside of LAX	3%	1%	2%
Other	**	**	**

**Less than 1% of responses

Note: Total sample will not always equal 100% due to rounding

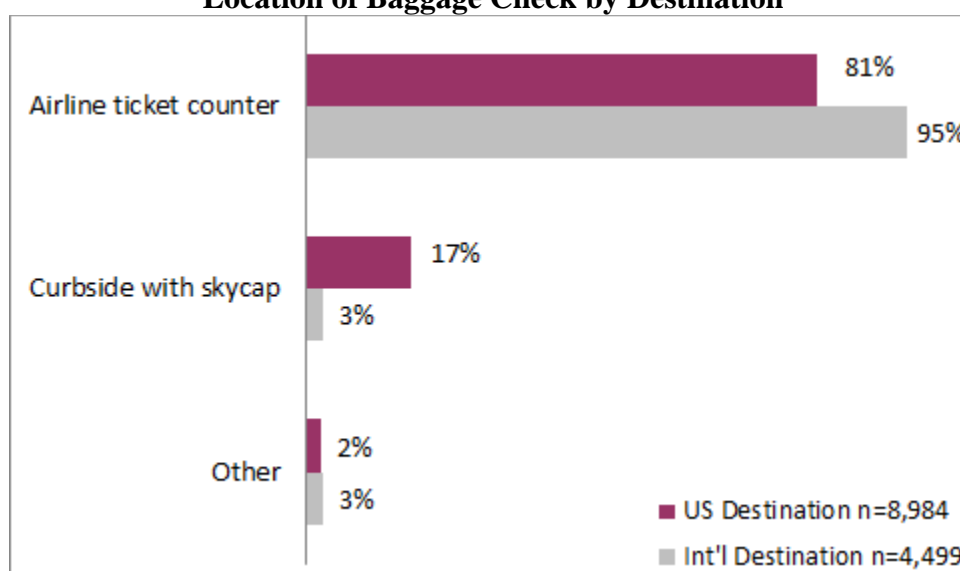
Figure III-26
Location of Baggage Check

Percentage of passengers using airline ticket counter to check baggage continues to increase.



International passengers are more likely to check baggage at the airline ticket counter: 95% of international passengers compared to 81% of domestic travelers (Figure III-27). However, passengers who travel domestically report being more likely to check in curbside with a sky cap compared to 3% of passengers who travel internationally.

Figure III-27
Location of Baggage Check by Destination



Area of Residence

The majority of passengers are Southern California residents, which is more the case in the peak survey than the non-peak survey. Sixty-one percent (61%) of passengers in the peak survey are Residents compared to 57% of passengers in the non-peak survey. Table III-26 shows a smaller percentage of Visitors in the peak survey than the non-peak survey: 39% in the peak survey compared to 43% in the non-peak survey.

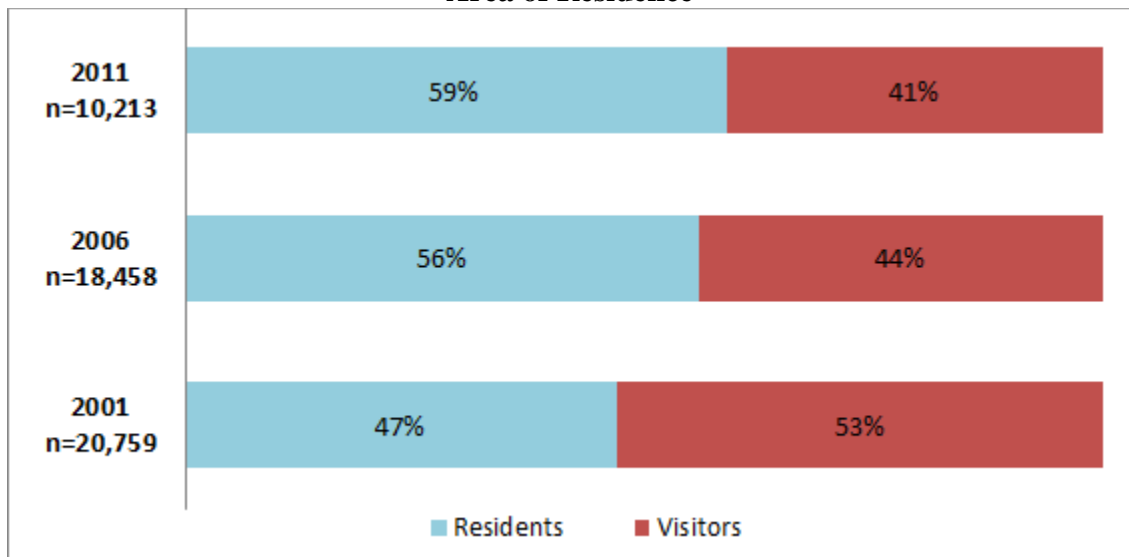
Table III-26
Area of Residence

Area of Residence	Peak n=5,158	Non-Peak n=5,055	Total Sample n=10,213
Residents	61%	57%	59%
Visitors	39%	43%	41%

More residents are traveling in the peak season and more visitors in the non-peak season.

The data also indicate that the percentage of Originating Passengers who are Residents has increased, from 47% in 2001 to 56% in 2006 and 59% in 2011 (Figure III-28).

Figure III-28
Area of Residence



Seventy percent (70%) of travelers classified as Residents live in Los Angeles County (Table III-27). Orange County residents represent 11% and Ventura County residents represent 5% of Resident passengers in 2011.

Table III-27
County of Residence

Originating Passengers Area of Residence	Peak n=3,252	Non-Peak n=2,960	Total Sample n=6,212
Los Angeles County	71%	69%	70%
Orange County	12%	11%	11%
Ventura County	4%	6%	5%
Riverside County	3%	3%	3%
San Bernardino County	3%	3%	3%
San Diego County	2%	2%	2%
Santa Barbara County	1%	1%	1%
Other County	4%	4%	4%

A greater percentage of LA and OC residents are traveling in the peak season. More Ventura residents are traveling in the non-peak season.

Spent the Night in Nearby Hotel – Residents Only

A small percentage of Residents spend the night at a nearby hotel prior to their departure flight from LAX: 2% of Residents in the peak season and 1% in the non-peak season (Table III-28). A larger percentage of San Diego and Santa Barbara passengers spend the night at a nearby hotel prior to their flight than passengers from other Southern California counties.

Table III-28
Spent the Night at Nearby Hotel

Spent night at nearby hotel	Peak n=3,038	Non Peak n=2,778	Total Sample n=5,816
Yes	2%	1%	2%
No	98%	99%	98%

Residents of San Diego and Santa Barbara County are more likely to spend the night at nearby LAX hotel prior to flight.

Trip Duration – Residents Only

The majority of Residents report a trip duration of two or more nights: 93% in the peak and 94% in the non-peak survey spend two or more nights away from home (Table III-29). In the peak survey, trip duration is considerably longer than the non-peak survey. Passengers anticipate spending 12.5 nights away from home in the peak survey and 8.9 nights in the non-peak survey on average. The median number of nights local residents plan on being away from home is 6.0 nights in the peak survey and 5.0 nights in the non-peak survey.

Table III-29
Trip Duration – Local Residents Only¹

# of nights away from home	Peak n=2,727	Non Peak n=2,692	Total Sample n=5,419
Zero	2%	2%	2%
One	5%	4%	5%
Two to four nights	34%	32%	33%
Five to seven nights	26%	25%	26%
More than seven nights	33%	36%	34%
Average	12.5	8.9	11.1
Median	6.0	5.0	6.0

Note: Total sample will not always equal 100% due to rounding

Nights in Southern California – Visitors Only

Visitors spend an average of 6.6 nights in Southern California (Table III-30). This is lower than the average number of nights in 2006 (8.2 nights), but greater than 2001 (6.1 nights), as shown on Table III-31. The median number of nights is constant at four nights in each survey.

Table III-30
Nights in Southern California – Visitors Only²

# of nights in So Cal	Peak n=1,970	Non Peak n=2,159	Total Sample n=4,129
Zero	3%	3%	3%
One	9%	10%	10%
Two or more	88%	87%	87%
Average	7.6	5.6	6.6
Median	5.0	4.0	4.0

*With more vacationers
in the peak season,
Visitors are spending
more nights in Southern
California during this
time.*

Table III-31
Nights in Southern California – Visitors Only

# of nights in So Cal	2011 n=4,129	2006 n=7,005	2001 n=1,199
Zero	3%	2%	5%
One	10%	3%	9%
Two or more	87%	95%	86%
Average	6.6	8.2	6.1
Median	4.0	4.0	4.0

¹Excludes the one-hundredth percentile of responses and passengers who indicate “college” as primary trip purpose.

²Excludes the one-hundredth percentile of responses.

Visitor Spending

Visitors are asked how much money they spent for lodging, entertainment, food, retail purchases, and off-airport transportation while in Southern California. The amount varies significantly between peak and non-peak seasons. Visitors spend an average of \$1,408 in the peak season and \$1,105 in the non-peak season (Table III-32). The median amount Visitors spend was \$750 in the peak season and \$650 in the non-peak season. Visitor spending has increased substantially: in 2006, Visitors spent an average of \$929 with a median spend amount of \$500.

With more vacationers in the peak season, visitors are spending more money in the peak season.

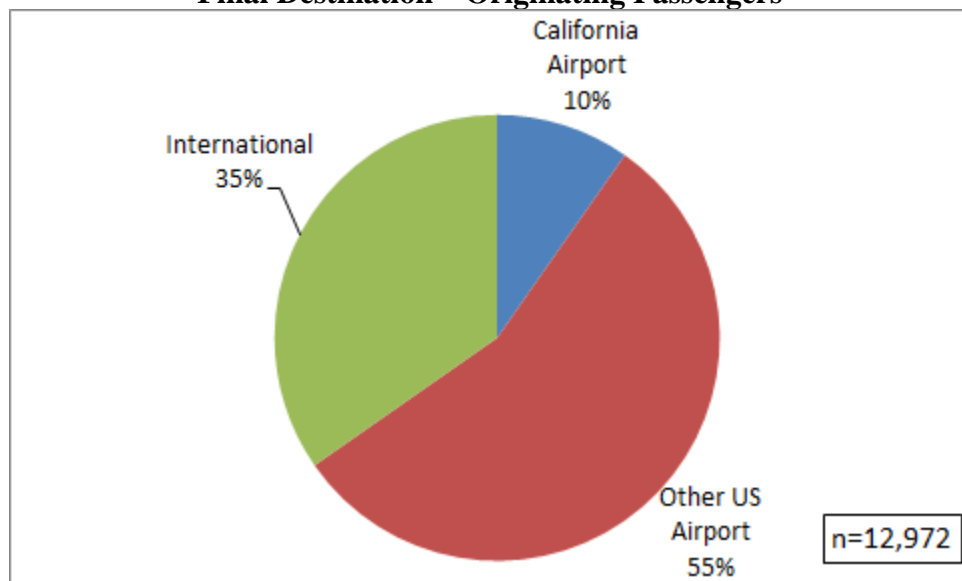
Table III-32
Visitor Spending³

Visitor Spending	Peak n=2,672	Non Peak n=2,636	Total Sample n=5,308
Average	\$ 1,408	\$ 1,105	\$ 1,284
Median	\$ 750	\$ 650	\$ 700

Final Destination

Most Originating Passengers are traveling to a domestic destination: 10% to a California city and 55% to another state (Figure III-29). International destinations make up the remaining 35% of Originating Passenger trips.

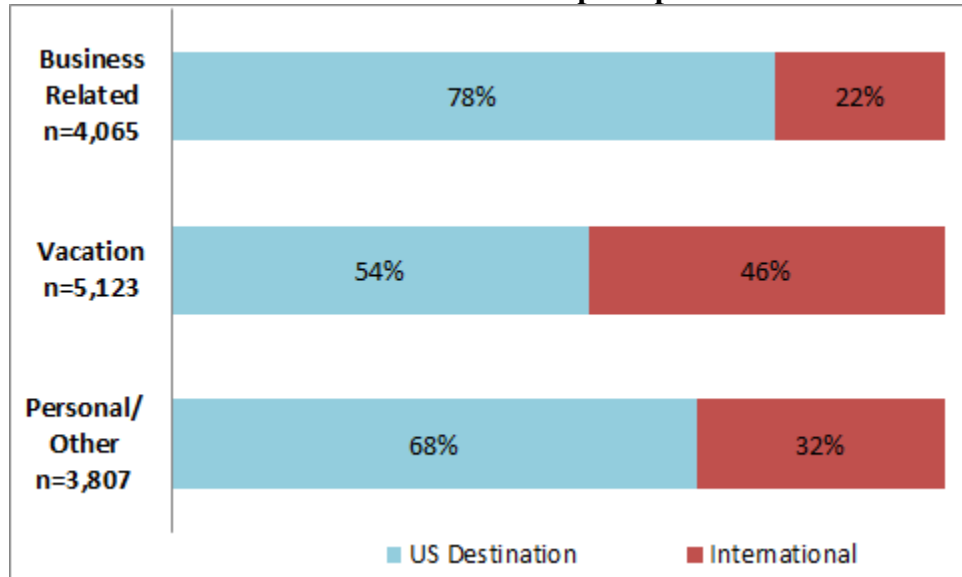
Figure III-29
Final Destination – Originating Passengers



³ Excludes 1% of responses in the upper range.

Originating Passengers' final destination varies depending on trip purpose. Forty-six percent (46%) of Originating Passengers traveling for vacation have an international destination, compared to 32% of those traveling for personal reasons, and 22% of business travelers (Figure III-30).

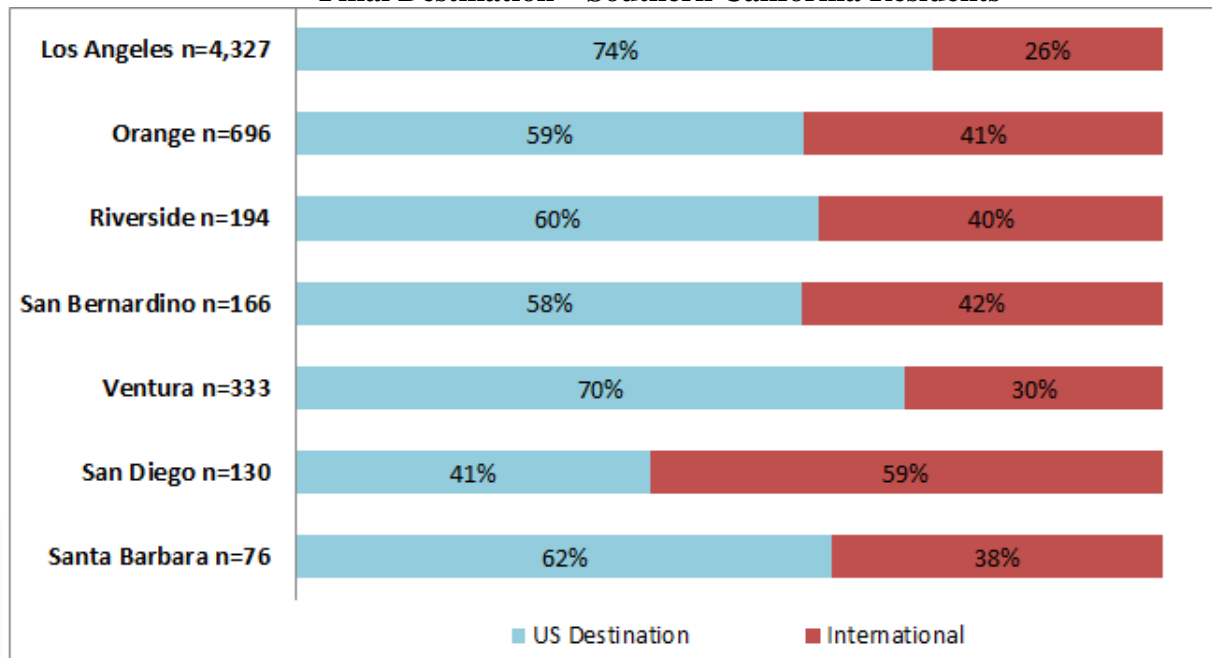
Figure III-30
Final Destination – Trip Purpose



More vacationers are traveling to international destinations than other passenger groups.

A smaller percentage of Los Angeles County residents (26%) fly to an international destination in comparison to residents of other counties (Figure III-31). Fifty-nine percent (59%) of Originating Passengers who are residents of San Diego County fly to an international destination from LAX, a substantially larger proportion than the residents of other Southern California counties. Since LAX offers more international flights than any other Southern California airport, a San Diego County resident may find the drive to LAX worthwhile when taking an international flight.

Figure III-31
Final Destination – Southern California Residents



A large percentage of San Diego residents are traveling internationally and are more likely to spend the night at a nearby hotel.

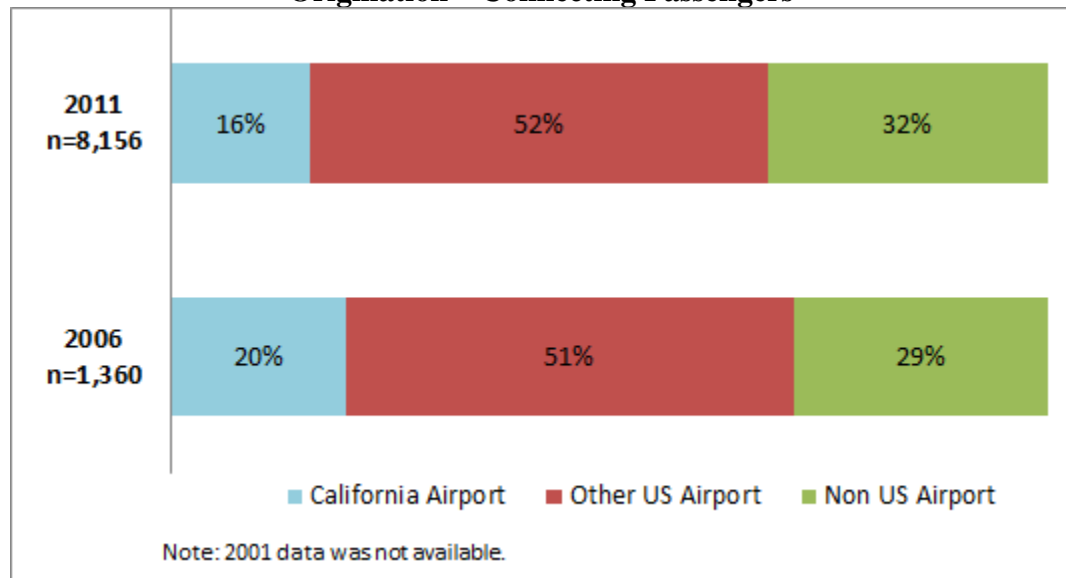
CONNECTING PASSENGERS

The discussion below highlights responses from Connecting Passengers. This survey added new questions to help better understand the travel behavior of Connecting Passengers, so comparisons to past surveys are not always possible.

Area of Origination

Sixteen percent (16%) of Connecting Passengers originate from another California airport compared to 20% in 2006 (Figure III-32). Another 52% originate from a domestic airport outside of California this year, which is similar to the finding in 2006 when 51% of Connecting Passengers originated from a non-California domestic airport. The remaining 32% of Connecting Passengers start their trip from a non-U.S. airport, an increase from 29% in 2006.

Figure III-32
Origination – Connecting Passengers



More connecting passengers are traveling internationally than in the prior survey.

Terminal Arrived

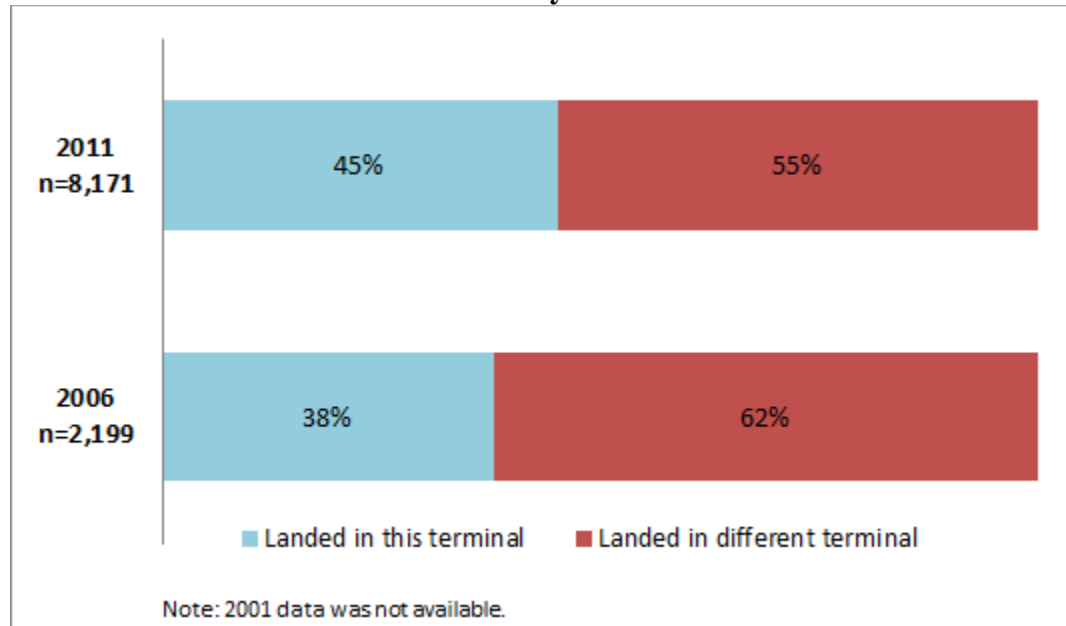
A majority of Connecting Passengers arrive in one terminal at LAX and depart from another, particularly during the peak season: 56% in the peak survey compared to 54% in the non-peak survey (Table III-33). The percentage of Connecting Passengers changing terminals is lower than the prior survey: 62% of Connecting Passengers changed terminals in 2006 compared to 55% in 2011 (Figure III-33).

Table III-33
Where did you land?

Connecting Passengers Terminal Arrival	Peak n=4,291	Non-Peak n=3,880	Total Sample n=8,171
Landed in this terminal	44%	46%	45%
Landed in different terminal	56%	54%	55%

In the peak season more passengers landed in one terminal and departed from another.

Figure III-33
Where did you land?



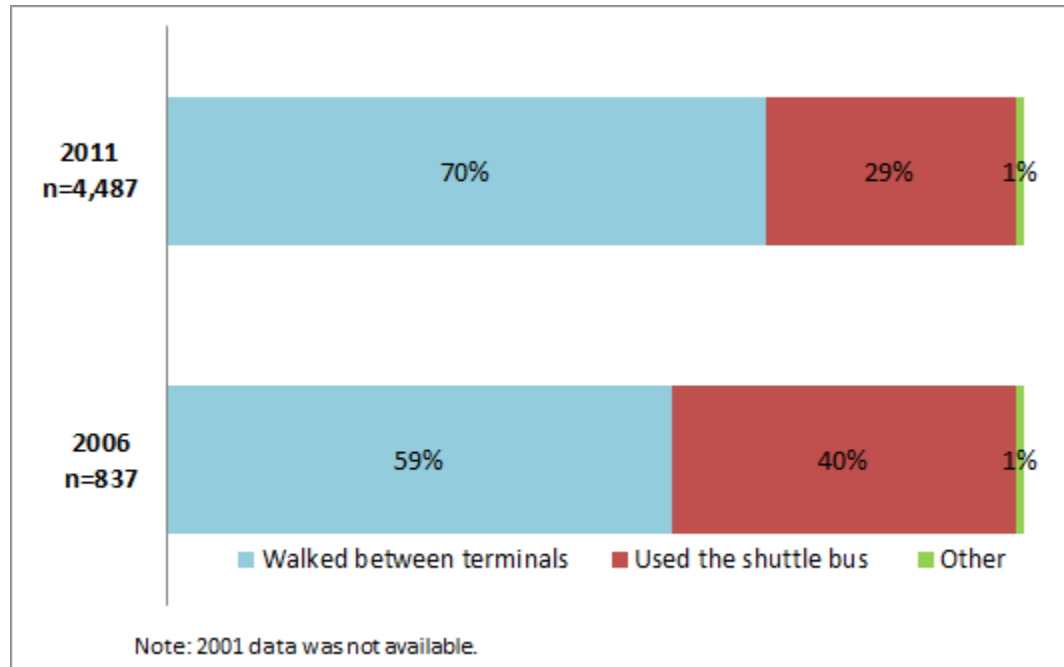
For Connecting Passengers who arrive in one terminal and depart from another terminal, the majority walk to their departure terminal. Seventy percent (70%) walk between terminals and 29% use the inter-terminal shuttle bus (Table III-345). Walking is more so the case in the peak survey: 72% walk between terminals compared to 67% in the non-peak survey. The 2006 survey found a smaller percentage of passengers who walked between terminals: 59% walked from their arrival terminal to their departure terminal in 2006 and 40% use the shuttle buses (Figure III-34).

Table III-34
Travel Between Terminals

Connecting Passengers Travel Between Terminals	Peak n=2,390	Non-Peak n=2,097	Total Sample n=4,487
Walked between terminals	72%	67%	70%
Took shuttle bus	27%	32%	29%
Other	1%	1%	1%

Passengers are more likely to walk between terminals.

Figure III-34
Travel Between Terminals



Layover Time

In general, layover times for Connecting Passengers are long: 78% have layover times of two hours or more while 22% have layover times of less than two hours (Table III-35). Layover time is defined as the wait time from when a passenger arrives from their first flight to the scheduled departure time of their departing flight. The largest subgroup of Connecting Passengers have layover times between two and three hours. Further, layover times are slightly longer in the peak season than the non-peak season: 52% of passengers have layover times of three hours or longer in the peak season compared to 48% in the non-peak season.

Table III-35
Layover Time

Connecting Passengers Layover Time	Peak n=4,284	Non-Peak n=3,878	Total Sample n=8,162
Less than 2 hours	22%	22%	22%
2 < 3 hours	27%	31%	29%
3 < 4 hours	19%	17%	18%
4 < 6 hours	17%	16%	17%
6 < 8 hours	8%	7%	7%
8 hours or more	8%	8%	7%

*Layover times are long,
especially during the
peak season.*

Leave Airport Premises

Considering the long layover times at LAX, Connecting Passengers were asked if they left the airport premises. Only 5% of Connecting Passengers leave LAX during their layover (Figure III-35). Cross tabulation analysis shows that Connecting Passengers with the longest layover times are most likely to leave the airport. Thirty-five percent (35%) of Connecting Passengers with layover times of eight hours or more leave LAX compared to 1% with layover times of less than two hours. In general, the longer the layover, the more likely a passenger is to leave the airport premises during their layover at LAX (Figure III-36).

Figure III-35
Did you leave LAX during your layover?

Connecting passengers with the longest layover times are more likely to leave the airport premises.

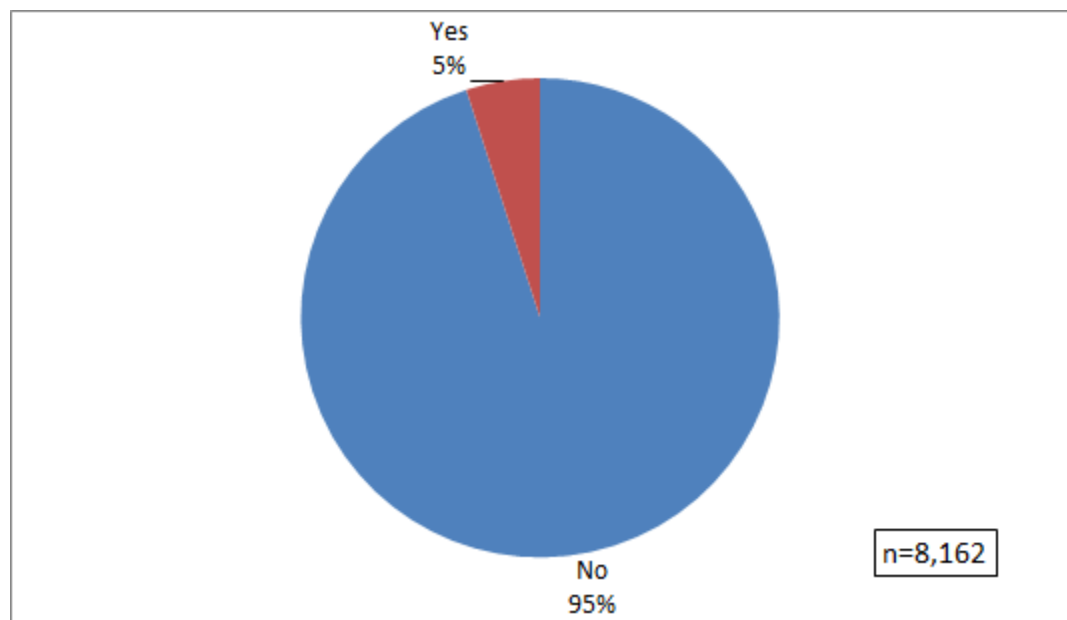
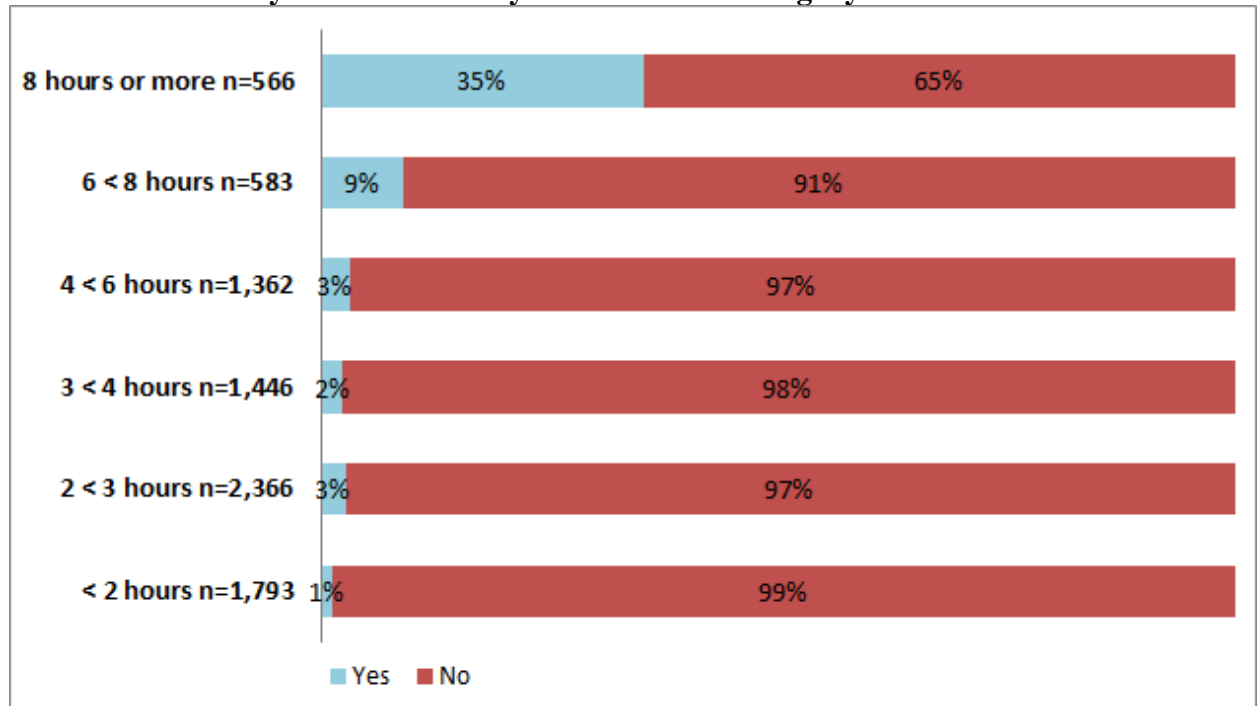


Figure III-36
Layover Time - Did you leave LAX during layover?



Off-Airport Spending

Connecting Passengers who leave the airport were asked to report the amount of money spent away from the airport (excluding transportation costs). The majority of Connecting Passengers who leave the airport premises spend money away from the airport: 80% spend away from the airport; 20% did not have additional expenditures (Figure III-37). Thirty-one percent (31%) of passengers who spend money off-airport, spend less than \$50.00; 15% spend between \$50.00 and \$100.00; 22% spend \$100.00 to \$200.00. Off-airport spending averages \$310.00, but the median is \$100.00, suggesting that a small number of Connecting Passengers who leave the airport during their layover make substantial expenditures (Figure III-38). However, the majority of passengers who spend \$400.00 or more off-airport have layover times of 10 hours or more, which may indicate they spend the night at a hotel during their layover at LAX, resulting in a high spend amount. It is important to note that because few connecting passengers make off-Airport purchases (n=286) additional cross tabulation analysis by passenger type (domestic versus international passenger) may not produce statistically significant results due to the high margin of error associated with small samples.

Figure III-37
Did you spend money off-Airport?

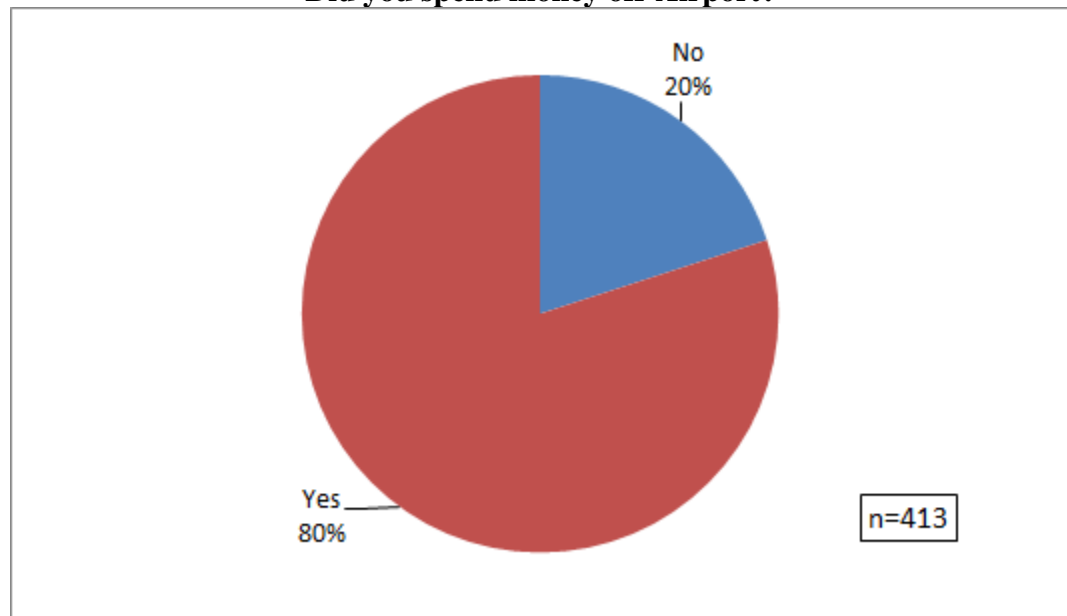
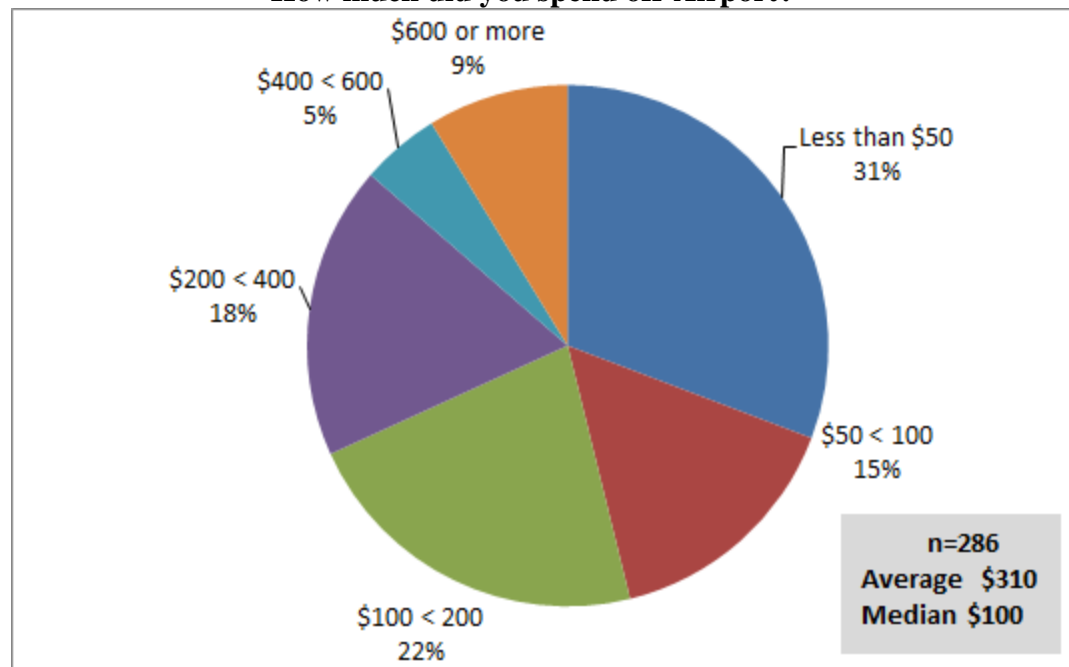


Figure III-38
How much did you spend off-Airport?⁴



Connecting passengers who leave the airport premises spend an average of \$310 on off-airport expenditures.

⁴ Excludes the one-hundredth percentile of responses in the upper range

Travel Back to LAX

The majority of Connecting Passengers who leave the airport return to LAX via private transportation (62%). Another 14% use a hotel courtesy shuttle and 13% use shared shuttle services to return to LAX (Table III-36).

Table III-36
Mode of Transportation Back to LAX⁵

Connecting passengers who leave the airport premises most likely use private transportation to return to LAX.

Connecting Passengers	Sample Size = 364
<i>Private transportation:</i>	
Private vehicle	19%
Taxi	17%
Shuttle/ van (private)	13%
Rental vehicle	12%
Limousine/ town car	1%
<i>Shared/ scheduled:</i>	
Hotel courtesy van	14%
Share shuttle	13%
Scheduled airport/ bus/ van	1%
Union Flyaway	1%
Chartered bus or van	1%
<i>Public transportation:</i>	
MTA (Metro or other public)	8%
Green line/ light rail	1%

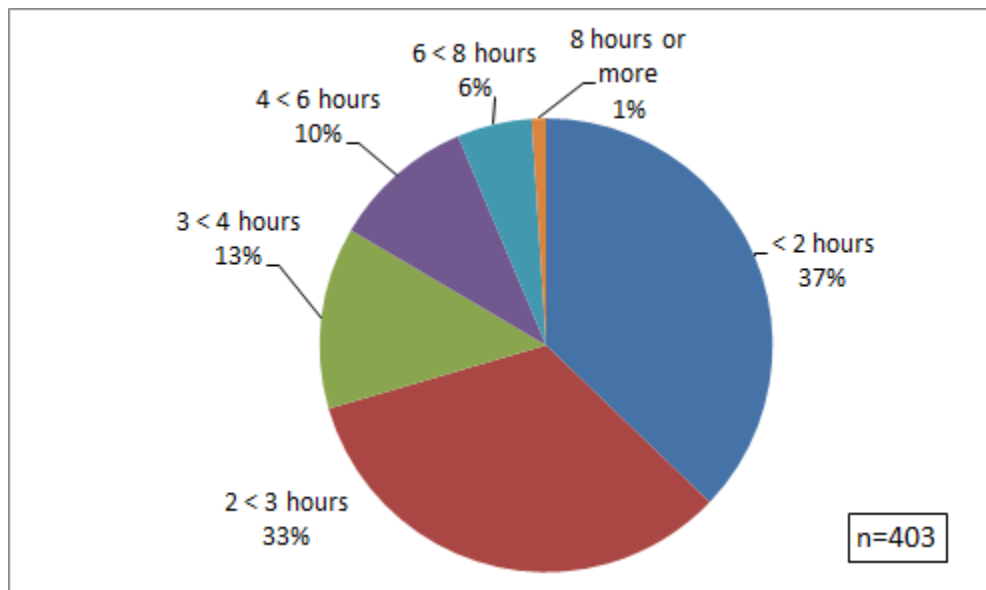
Note: Percentages will not always equal 100% due to rounding.

⁵ Excludes “Don’t Know” and “Other” responses.

Discretionary Layover Time

In addition to their off-airport spending, we asked Connecting Passengers who leave the airport how long before their departing flight they returned to the airport. A large percentage of Connecting Passengers who leave the airport still have a significant amount of discretionary time at LAX: 63% of these passengers have two or more hours of wait time before their scheduled connecting flight (Figure III-39).

Figure III-39
Discretionary Layover Time

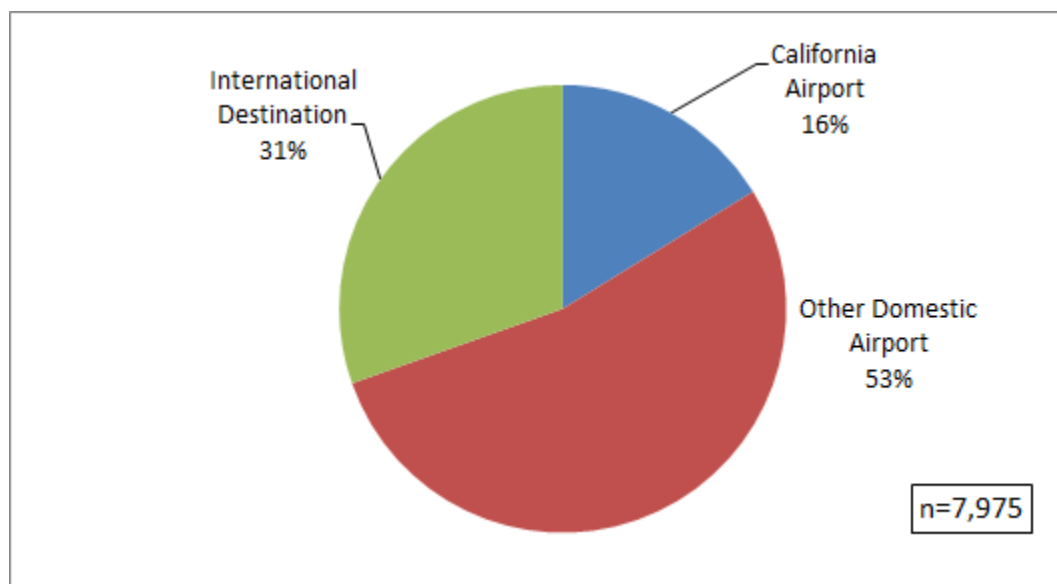


Connecting passengers who leave the airport premises still spend a lot of time at LAX waiting for their departure flight.

Final Destination

The majority of Connecting Passengers fly to another domestic airport outside of California (53%), 31% fly to an international destination, and 16% fly to another airport in California (Figure III-40).

Figure III-40
Final Destination – Connecting Passengers



Majority of connecting passengers are headed out of state.

ALL PASSENGERS

Airline Distribution

Table III-37 shows the survey sample shares of the top 10 airlines used by survey respondents in 2011. The survey sample closely mirrors the actual distribution of passengers by airline as well as terminal in 2011⁶. The survey sample includes 19.9% United Airlines passengers, while the actual market share of United Airlines in 2011 is 19.5%. Further, American Airlines passengers represent 15.8% of the sample while the actual 2011 market share is 15.9%. Overall, the top 10 airlines comprises 77.9% of the total survey sample, while the actual market share for these airlines is 77.3%.

Table III-37
Top 10 Airlines Used (n=22,264)

Survey sample closely matches actual distribution by airline.

Top 10 Airlines By Market Share	Survey Sample	Actual Market Share*	Difference
United	19.9%	19.5%	0.4%
American	15.8%	15.9%	-0.1%
Delta	11.9%	11.5%	0.4%
Southwest	11.1%	12.6%	-1.5%
Continental	4.9%	3.9%	1.0%
Alaska	4.0%	4.4%	-0.4%
Virgin America	2.8%	3.3%	-0.4%
US Airways	2.4%	2.7%	-0.3%
Qantas	2.6%	2.1%	0.5%
Air Canada	2.4%	1.4%	1.0%
Top 10 Airlines	77.9%	77.3%	0.6%

*Source: LAWA file "YTD 2011 Departing Passengers"

Note: Differences in numbers are due to rounding

⁶ A list of airlines by terminal at the time the survey was conducted is located in Appendix B of this report. In March 2012, Continental Airlines (in T-6) completed its merger with United Airlines. Also that month, Alaska Airlines relocated from T-3 to T-6. The 2011 passenger survey was conducted prior to these changes.

Trip Purpose (All Passengers)

The largest subgroup of passengers – 41% of all passengers – travel for vacation or pleasure, but there is a substantial difference between the peak and non-peak seasons: 43% of all passengers travel for vacation or pleasure in the peak season compared to 39% in the non-peak season (Table III-38). With the share of vacation/pleasure travel decreasing in the non-peak season, business-related travel has a larger share: 36% of all passengers in the non-peak season are business travelers compared to 27% in the peak season. Finally, the non-peak season also has fewer passengers traveling for personal reasons. Twenty-five percent (25%) of passengers travel for personal reasons in the non-peak season compared to 31% in the peak season. However, note that the peak survey occurred in mid-August and reflects a relatively high percentage of passengers traveling for school-related reasons.

Table III-38
Trip Purpose – All Passengers

ALL PASSENGERS Trip Purpose	Peak n=10,795	Non Peak n=10,057	Total Sample n=20,852
Vacation or pleasure	43%	39%	41%
<u><i>Business related:</i></u>			
Business	20%	24%	22%
Convention	2%	4%	3%
Business and Pleasure	4%	7%	6%
Military	1%	1%	1%
<u><i>Personal or other:</i></u>			
Visiting friends or relatives	18%	18%	18%
School related	7%	2%	4%
Personal emergency	2%	1%	1%
Other	4%	4%	4%

Most passengers, whether connecting or originating, are traveling for vacation, especially during the peak season.

Annual Household Income

U.S. residents were asked their annual household income. As shown in Table III-39 and Figure III-41, the largest subgroup of passengers report annual household incomes between \$50,000 and \$100,000, which was also the case in 2006. However, in 2011, a larger percentage of passengers report incomes in this range than in the 2006 survey. Thirty percent (30%) of passengers in the 2011 survey report incomes between \$50,000 and \$100,000 compared to 41% in 2006. The percentage of passengers reporting household incomes of \$100,000 or more is also greater in 2011: 40% compared to 30% in 2006.

Household incomes of passengers are slightly lower in the peak survey: 32% of all passengers report annual household incomes of less than \$50,000 in the peak survey compared to 27% in the non-peak survey.

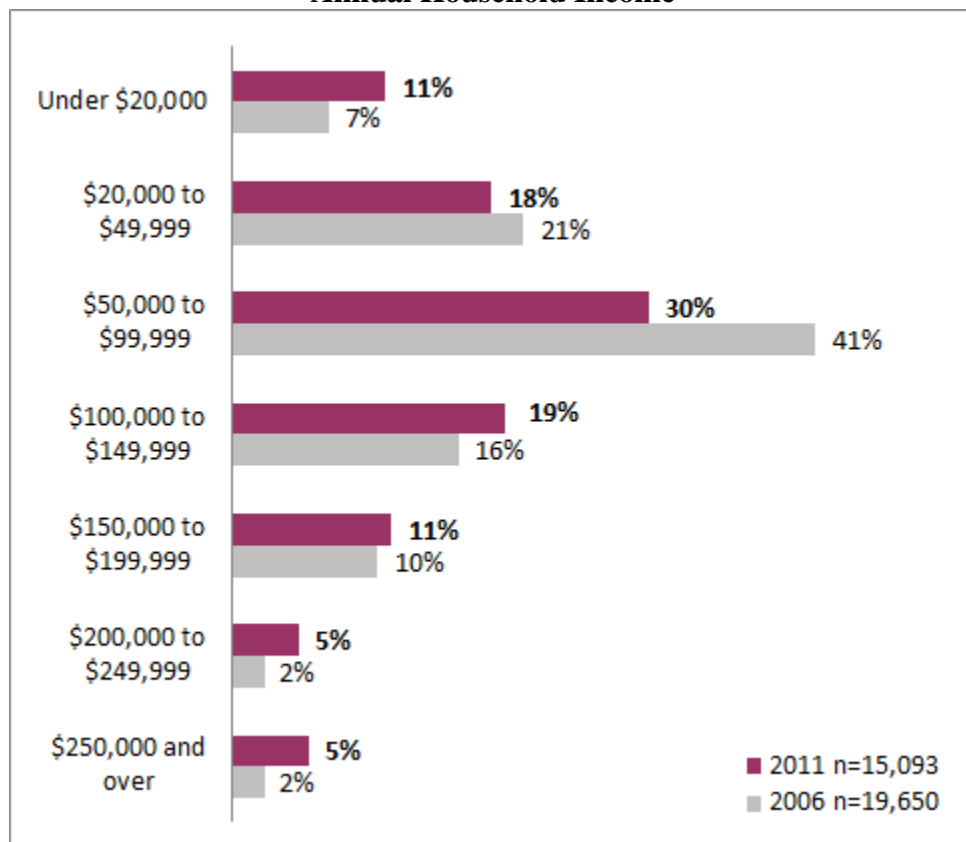
Table III-39
Annual Household Income – U.S. Residents Only

LAX has an affluent market, with a large percentage having household incomes of \$100,000+

Household Income	Peak n=7,773	Non Peak n=7,320	Total Sample n=15,093
Under \$20,000	13%	9%	11%
\$20,000 to \$49,999	19%	18%	18%
\$50,000 to \$99,999	29%	31%	30%
\$100,000 to \$149,999	18%	20%	19%
\$150,000 to \$199,999	11%	12%	11%
\$200,000 to \$249,999	5%	5%	5%
\$250,000 and over	5%	5%	5%

*Excludes "don't know" or "refused" responses.

Figure III-41
Annual Household Income



Age Range

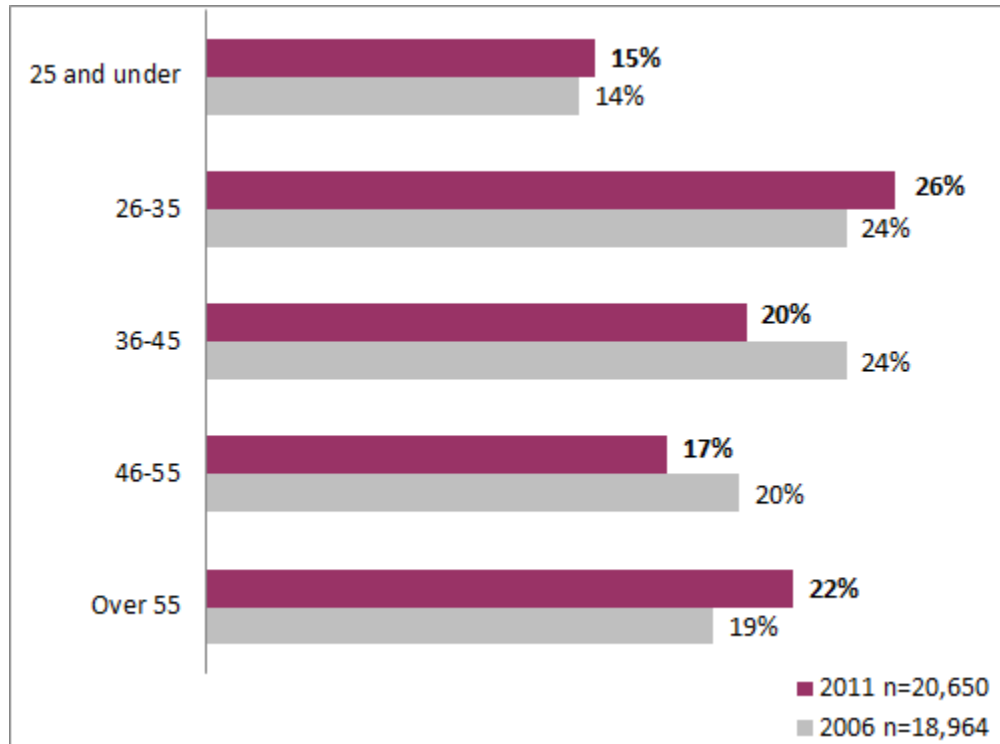
The peak season has a generally younger passenger market. Eighteen percent (18%) of passengers are under 25 years of age in the peak survey compared to only 10% in the non-peak survey (Table III-40). The passenger population has also become more diverse. In comparison to the 2006 survey, there are now more passengers 35 and younger (41% in 2011 compared to 38% in 2006), as well as more older passengers. Twenty-two

percent (22%) of passengers are over the age of 55 in 2011 compared to 19% in 2006 (Figure III-42).

Table III-40
Age Range of Passengers

Age Range	Peak n=10,753	Non Peak n=9,897	Total Sample n=20,650
Under 25	18%	10%	15%
25-34	26%	26%	26%
35-44	19%	22%	20%
45-54	17%	18%	17%
55-65	14%	16%	15%
Over 65	6%	8%	7%

Figure III-42
Age Range of Passengers



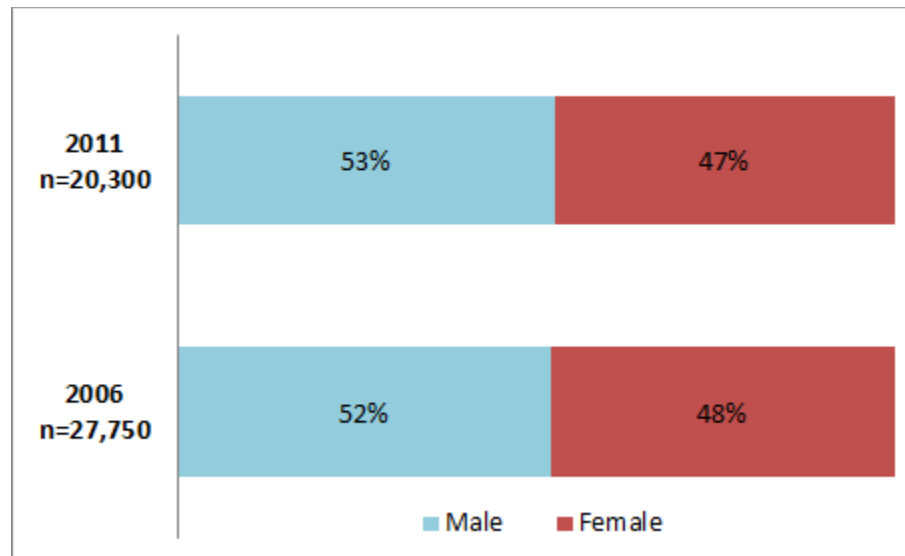
Gender

LAX has a slightly greater percentage of male travelers. Fifty-three (53%) of passengers are male in 2011 compared to 47% who are female (Table III-41). The results are relatively consistent between peak and non-peak surveys as well as in comparison to the prior survey (Figure III-43).

Table III-41
Gender of Passengers

Gender	Peak n=10,589	Non Peak n=9,711	Total Sample n=20,300
Male	52%	53%	53%
Female	48%	47%	47%

Figure III-43
Gender of Passengers



SECTION IV – SUMMARY OF FINDINGS

The Unison Team collected surveys from nearly 23,000 passengers in 2011 in two waves: a peak survey in August and a non-peak survey in October. Similar to past surveys, the majority of passengers in 2011 are originating at LAX, travelling for non-business related purposes, and have long dwell times/ layover times at the airport. Other notable findings are as follows:

- Area of origination information was captured from over 90% of Originating Passengers, which included 11,434 responses with ZIP code data. An analysis of 2011 ZIP code data reveals the largest subgroup of Originating Passengers arrives from ZIP code 90045, the ZIP code which includes LAX and nearby hotels. Seven other ZIP codes are each the place of origination for more than 1% of Originating Passengers:
 - Santa Monica and Pico Neighborhood (90404)
 - Hollywood (90028)
 - West Los Angeles, East of 405 and North of Pico (90024 and 90025)
 - Downtown Long Beach and Harbor (90802)
 - Beverly Hills (90210)
 - Downtown Los Angeles, Bunker Hill, and Little Tokyo (90013)
- Vacationing passengers originate primarily from Disneyland, Santa Monica, and Hollywood.
- The largest percentage of passengers originating from hotels/motels come to LAX from Westchester (adjacent to LAX), Downtown Los Angeles, and Hollywood.
- A majority of Residents come from a private residence and use a private vehicle to get to LAX. Forty-two percent (42%) of Residents who park use off-airport parking compared to 15% of Visitors.
- A greater percentage of Residents using private transportation arrive from the I-105 freeway to access the airport as compared to Visitors.
- A greater percentage of Residents travel for vacation/pleasure purposes.
- Residents have shorter dwell times than Visitors.
- The size of the travel party and trip duration is also greater in the peak season, which is typically when families vacation.

- Vacationers are more likely traveling to an international destination than other passengers. Thus, it is not surprising that vacationers are more likely to check baggage and also checked more baggage than other passengers.
- The majority of Originating Passengers are destined for another state (55%), while 10% are headed to another city in California and 35% of passengers travel to an international destination. A smaller percentage of Los Angeles County residents (26%) fly to an international destination in comparison to residents of other counties. For example, 59% of Resident Originating Passengers from San Diego County depart to an international destination from LAX. It appears logical that a larger percentage of San Diego County residents, as well as residents from other counties, are more likely to use their local airport for domestic travel.
- The survey results indicate that there is a slightly smaller percentage of Originating Passengers who are accompanied inside the terminal by a well-wisher in comparison to 2006 data. This is likely because more Residents arrive to LAX via private vehicle, it is not unusual to see that a larger percentage of Residents are accompanied by a well-wisher than Visitors.
- Visitors represent a larger share of LAX passengers in 2011 compared to 2006. However, there is a higher percentage of Visitors using the airport in the non-peak season than the peak season.
- Visitors spend an average of 6.6 nights in the Southern California area. Visitor spending is approximately \$1,284 per person for lodging, entertainment, meals, and off-airport shopping and transportation.
- Connecting Passengers also contribute to the local economy. Although only a small percentage of Connecting Passengers leave the airport during their layover, those who do spend have off-airport expenditures.

END OF REPORT

Appendix A

Frequency Tabulation Summary Tables

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?	Terminal 1 Terminal 2 Terminal 3 Terminal 4 Terminal 5 Terminal 6 Terminal 7 Terminal 8 TBIT Tom Bradley International Terminal	T1 airlines T2 airlines T3 airlines T4 airlines T5 airlines T6 airlines T7 airlines T8 airlines TBIT airlines
002	T1 airlines / Single	TERMINAL 1 What airline are you flying with today?	Southwest Airlines US Airways Other	Connecting flight Connecting flight Connecting flight
003	T2 airlines / Single	TERMINAL 2 What airline are you flying with today?	Aerovias De Mexico Air Canada Air China Air France Air New Zealand Alitalia Concesionaria Vuela Compania de Aviacion Hawaiian KLM Royal Dutch Lineas Aereas TACA Virgin Atlantic Volaris Other	Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight T2 OTHER airlines
004	T2 OTHER airlines / Verbatim	TERMINAL 2 What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Connecting flight
005	T3 airlines / Single	TERMINAL 3 What airline are you flying with today?	Air Tran Alaska Airlines Horizon Air Jet Blue Virgin America Virgin Australia Other	Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Next Question
006	T3 OTHER airlines / Verbatim	TERMINAL 3 What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Connecting flight
007	T4 airlines / Single	TERMINAL 4 What airline are you flying with today?	American Airlines American Eagle Airlines Qantas Airways Other	Connecting flight Connecting flight Connecting flight Next Question

Nbr	Question Name / Type	Header Question Text	Choices (<i>italic for randomized choices</i>)	Branching and Skip Patterns
008	T4 OTHER airlines / Verbatim	TERMINAL 4 What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Connecting flight
009	T5 airlines / Single	TERMINAL 5 What airline are you flying with today?	Delta	Connecting flight
			Other	Connecting flight
010	T6 airlines / Single	TERMINAL 6 - What airline are you flying with today?	Airtran Airways	Connecting flight
			Allegiant Air	Connecting flight
			Continental	Connecting flight
			Copa Airlines	Connecting flight
			Delta	Connecting flight
			Frontier	Connecting flight
			Jet Blue	Connecting flight
			Midwest Express	Connecting flight
			Skywest	Connecting flight
			Spirit	Connecting flight
			United	Connecting flight
			Other	Next Question
011	T6 OTHER airlines / Verbatim	TERMINAL 6 What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Connecting flight
012	T7 airlines / Single	TERMINAL 7 - What airline are you flying with today?	United Airlines	Connecting flight
			Skywest Airlines	Connecting flight
			Other	Connecting flight
013	T8 airlines / Single	TERMINAL 8 - What airline are you flying with today?	Skywest Airlines	Connecting flight
			United Airlines	Connecting flight
			Other	Connecting flight
014	TBIT airlines / Single	TBIT - What airline are you flying with today?	Air Pacific	Connecting flight
			Air Tahiti Nui	Connecting flight
			Asiana	Connecting flight
			British Airways	Connecting flight
			Cathay Pacific	Connecting flight
			China Airlines	Connecting flight
			China Eastern	Connecting flight
			Emirates	Connecting flight
			Eva Airways	Connecting flight
			Japan Airlines	Connecting flight
			Korean Airlines	Connecting flight
			Lufthansa	Connecting flight
			Mexicana	Connecting flight
			Philippine Airlines	Connecting flight
			Qantas	Connecting flight
			Singapore Airlines	Connecting flight
			Swiss	Connecting flight
			Other	Next Question

Nbr	Question Name / Type	Header Question Text	Choices (<i>italic for randomized choices</i>)	Branching and Skip Patterns
015	TBIT OTHER airlines / Single	TBIT - What OTHER airline are you flying with today?	Aeroflot Russian Air Berlin Air Pacific All Nippon China Southern El Al Israel Lan Chile Lan Peru Malaysian Thai Turkish Other	Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Connecting flight Next Question
016	TBIT OTHER airlines not listed / Verbatim	TBIT - What other airline are you flying with today?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
017	Connecting flight / Single	Are you connecting/ transferring flights here at Los Angeles Airport?	No - <i>Starting trip here at LA Airport</i> Yes - Connecting to another flight Stopping at LA Airport but on same flight Refused to be surveyed Does not speak English	Prior to arriving at LAX Next Question End of Survey End of Survey End of Survey
018	US or non US origination / Single	Where did you start your trip today?	U.S. Airport Non-U.S. Airport	US Airport Origination Non US origination
019	US Airport Origination / ItemSelectionList	What U.S. airport did your flight come from? SKIP TO NEXT IF NOT LISTED	(FileName: LAX_excel_airport_list2.txt)	Next Question
020	Other US Airport Origination / Verbatim	What OTHER U.S. airport?	(Minimum Digits: 0) (Maximum Digits: 300)	Terminal arrived
021	Non US origination / ItemSelectionList	What country did your flight come from?	(FileName: worldcountriesalphabetical_NO_US.txt)	Next Question
022	Terminal arrived / Single	Did you arrive in this terminal or a different terminal at LA Airport?	Landed in this terminal Landed in different terminal	Layover time Travel between terminals
023	Travel between terminals / Single	How did you travel between terminals?	Walked between terminals Used the shuttle bus between terminals Other	Layover time Layover time Next Question
024	Other travel between terminals / Verbatim	How did you travel between terminals?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
025	Layover time / Single	How long is your layover here at LA Airport?	Less than 2 hours 2 < 3 hours 3 < 4 hours 4 < 6 hours 6 < 8 hours 8 < 10 hours 10 < 12 hours More than 12 hours Don't know	Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question

[illegible]

Nbr	Question Name / Type	Header Question Text	Choices (<i>italic for randomized choices</i>)	Branching and Skip Patterns
032	Prior to arriving at LAX / Single	Where did you come from prior to arriving at LA Airport today?	Your home Someone else's home Hotel/ Motel Work/ Office Local attraction Another place Don't know Refused	Zip code of origination Zip code of origination Zip code of origination Zip code of origination Attraction name Next Question Zip code of origination Zip code of origination
033	OTHER Place Originating / Verbatim	What other place did you start your trip?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
034	Zip code of origination / Numeric	What is the ZIP code of the place you came from prior to arriving at LA Airport today? IF UNKNOWN PRESS NEXT	(Minimum Digits: 0) (Maximum Digits: 5)	Next Question
035	So Cal County Origination / Single	What part of Southern California did you depart from prior to coming to the airport?	Los Angeles County Orange County Riverside County San Bernardino County Ventura County San Diego County Santa Barbara County Don't know Other	LA Neighborhood Orange County Riverside County San Bernardino Ventura County San Diego County Santa Barbara County So Cal Map Next Question
036	Other So Cal Area / Verbatim	What other area of Southern California did you come from prior to coming to this Airport? PLEASE BE SPECIFIC	(Minimum Digits: 0) (Maximum Digits: 300)	Dwell time OD
037	LA Neighborhood / ItemSelectionList	What part of the LA area did you come from prior to coming to this Airport?	(FileName: LA neighborhoods.txt)	Next Question
038	LA Neighborhood MAP / Info		(Picturename:)	Next Question
039	Other LA Area / Verbatim	What other area of Los Angeles did you come from prior to coming to this Airport? PLEASE BE SPECIFIC	(Minimum Digits: 0) (Maximum Digits: 300)	Dwell time OD
040	Orange County / ItemSelectionList	What part of the 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
041	Riverside County / ItemSelectionList	What part of the 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

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
042	San Bernardino / ItemSelectionList	What part of the 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
043	Ventura County / ItemSelectionList	What part of the 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
044	San Diego County / ItemSelectionList	What part of the 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
045	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
046	Attraction name / Single	What local attraction?	Anaheim Stadium Balboa Park in San Diego Beverly Hills Disneyland Dodger's Stadium Griffith Park/ Observatory Hollywood Blvd J Paul Getty Museum Knott's Berry Farm La Brea Tar Pits Legoland Magic Mountain Malibu Orange County Beach Petco Park in San Diego Raging Waters Sea World Staples/ Nokia Center Temecula Wine Country Universal Studios Wild Animal Park Venice Beach Other	Dwell time OD Next Question
047	Attraction OTHER / Verbatim	What OTHER location attraction?	(Minimum Digits: 0) (Maximum Digits: 300)	Dwell time OD
048	So Cal Map / Info		(Picturename:)	Next Question

Nbr	Question Name / Type	Header Question Text	Choices (<i>italic for randomized choices</i>)	Branching and Skip Patterns
049	Dwell time OD / Single	How much time before your flight did you arrive at the Airport today? (Prior to checking in bags or checking in with airline).	Less than 2 hours 2 < 3 hours 3 < 4 hours 4 < 6 hours 6 < 8 hours 8 < 10 hours 10 < 12 hours More than 12 hours Don't know	Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question
050	People inside terminal / Numeric	How many people came inside the terminal with you to see you off today? (Enter 0 if none)	(Minimum Digits: 0) (Maximum Digits: 3)	Next Question
051	Check in luggage / Single	Did you check in luggage at this airport?	Yes No	Location of check-in lug.. Primary form of transpo..
052	Location of check-in luggage / Single	Where did you check in luggage?	Airline ticket counter Curbside with sky cap/outside terminal Checked in luggage but not at LA Airport (with cruise line or other transportation agent) Other	Pieces of luggage Pieces of luggage Pieces of luggage Other location luggage ..
053	Other location luggage check in / Verbatim	What other location did you check in your luggage?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
054	Pieces of luggage / Numeric	How many pieces of luggage did you check-in?	(Minimum Digits: 0) (Maximum Digits: 2)	Next Question
055	Primary form of transportation / Single	What was the primary form of transportation you used to get to LA Airport today?	Private vehicle Shuttle/van (Private) Union Station Flyaway MTA (Metro) or other public Rental vehicle Hotel courtesy van Van Nuys Flyaway Green line/light rail Taxi Shared shuttle/van (Super Shuttle, Prime Time, Road Runner) Westwood Flyaway Chartered bus or van Limousine/town car Scheduled airport bus/van (Disneyland bus, Airport bus) Irvine Flyaway Don't know Other	Dropped off or vehicle p.. Travel party using same.. US resident Specify transit agency a.. Rental car drop off US resident US resident Specify transit agency a.. Travel party using same.. US resident US resident US resident Travel party using same.. US resident US resident Other primary transport..
056	Other primary transportation / Verbatim	What was your other means of primary transportation used to get to LA airport today?	(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
057	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	MTA (Metro) Santa Monica/Big Blue bus Culver City Bus Torrance Transit Other Didn't use/ doesn't apply to me Don't know/ don't remember	Bus line Metro Bus line number for San.. Bus line number for Cul.. Bus line number for Tor.. What is the other transit.. US resident US resident
058	Bus line Metro / Verbatim	MTA (Metro) What is the bus line number?	(Minimum Digits: 0) (Maximum Digits: 300)	US resident
059	Bus line number for Santa Monica + Big Blue	Santa Monica + Big Blue Bus What was the bus line number?	(Minimum Digits: 0) (Maximum Digits: 300)	US resident
060	Bus line number for Culver City bus /	Culver City What was the bus line number?	(Minimum Digits: 0) (Maximum Digits: 300)	US resident
061	Bus line number for Torrance Transit /	Torrance Transit What was the bus line number?	(Minimum Digits: 0) (Maximum Digits: 300)	US resident
062	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)	Use of I-405 or I-105
063	Rental car drop off / Single	Did you go directly to rental car agency?	YES NO - I dropped off people at curb first, then returned car NEITHER - I parked the rental car	Travel party using same.. Travel party using same.. Vehicle parked at airport
064	Dropped off or vehicle parked / Single	Were you dropped off at the curb or was the vehicle parked by you or someone else?	Yes – dropped off at curb No – vehicle was parked	Travel party using same.. Next Question
065	Vehicle parked at airport / Single	Was the vehicle parked in one of the Airport parking lots/ garages right here across the terminal	Yes – Parked at Airport lots/ garages No – Did not park at Airport lots/garages	Travel party using same.. Next Question

Nbr	Question Name / Type	Header Question Text	Choices <i>(italic for randomized choices)</i>	Branching and Skip Patterns
066	Name of the lot / Single	What is the name of the lot where the car is parked?	105 Airport Parking Airport Center Parking All Star Parking Aero Stars Airport Valet Air Park Auto Airport Parking Central Parking Systems Fox Auto Parks Johnny Park LAX Lot C LAX Park LAX Parking Center Park Air/ 5757 Park Air Park One Parking Spot-Century Parking Spot-Sepulveda QuikPark Radisson Airport Park Sunrise LAX Parking Valet Air Park Wally Park Other Don't know	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.. Travel party using same.. Travel party using same.. Travel party using same.. Name of other lot where.. Travel party using same..
067	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
068	Travel party using same vehicle / Numeric	How many people were in the same vehicle with you? (If alone, enter "0")	(Minimum Digits: 0) (Maximum Digits: 3)	Next Question
069	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?	Yes, San Diego Freeway (I-405) Yes, Century Freeway (I-105) Yes, used both No/neither freeway Don't know	Which I-405 exit Which I-105 exit Which exit used today Which surface street us.. LA Street Map
070	Which I-405 exit / Single	Which San Diego Freeway (I-405) exit did you use to get to LA Airport?	Century Blvd. Howard Hughes Parkway Imperial Hwy La Tijera Blvd. Manchester Blvd. Sepulveda Blvd. Other Don't know	US resident US resident US resident US resident US resident US resident Other I-405 exit LA Street Map
071	Other I-405 exit / Verbatim	Which other I-405 exit did you use?	(Minimum Digits: 0) (Maximum Digits: 300)	LA Street Map

Nbr	Question Name / Type	Header Question Text	Choices (<i>italic for randomized choices</i>)	Branching and Skip Patterns
072	Which I-105 exit / Single	Which Century Freeway (I-105) exit did you use to get to LA Airport?	La Cienega Blvd. Aviation Blvd. Nash Street Sepulveda Blvd. Other Don't know	US resident US resident US resident US resident Which other I-105 exit d.. LA Street Map
073	Which other I-105 exit did you use / Verbatim	Which other I-105 exit did you use?	(Minimum Digits: 0) (Maximum Digits: 300)	LA Street Map
074	Which exit used today / Single	Which exit did you use to get to LA Airport today?	Aviation Blvd. Century Blvd. Imperial Hwy (from I-405) Imperial Hwy (from I-105) La Cienega Blvd. La Tijera Blvd. Manchester Ave. Nash Street Sepulveda Blvd./Howard Hughes Parkway (from I-405) Sepulveda Blvd. (from I-105) Other Don't know	US resident US resident US resident US resident US resident US resident US resident US resident US resident Which other exit LA Street Map
075	Which other exit / Verbatim	Which other exit did you use today to get to the airport?	(Minimum Digits: 0) (Maximum Digits: 300)	LA Street Map
076	Which surface street used / Multi Normal	Which of the following surface streets did you use to get to this airport? CHOOSE ALL THAT APPLY	Airport Blvd Arbor Vitae St Aviation Blvd Century Blvd El Segundo Blvd Imperial Highway La Cienega Blvd La Tijera Blvd Lincoln Blvd Manchester Blvd Sepulveda Blvd Westchester Parkway Other Don't know (Min: 0, Max: 0, Exclusive: 0)	Next Question
077	Which other surface street / Verbatim	Which other surface street did you use to get to the airport?	(Minimum Digits: 0) (Maximum Digits: 300)	LA Street Map
078	LA Street Map / Info		(Picturename:)	Next Question

Nbr	Question Name / Type	Header Question Text	Choices (<i>italic for randomized choices</i>)	Branching and Skip Patterns
079	US resident / Single	Do you currently live in the U.S?	Yes No	Next Question Nights in So Cal
080	Home zip code / Numeric	What is your home zip code?	(Minimum Digits: 0) (Maximum Digits: 5)	Next Question
081	Live in So Cal area / Single	Do you currently live in the Southern California area? (North of Mexico border to Santa Barbara)	Yes - I am a resident No - I am a visitor	Next Question Nights in So Cal
082	So Cal County / Single	What county do you reside in? SOUTHERN CALIFORNIA RESIDENTS	Los Angeles County Orange County Riverside County San Bernardino County Ventura County San Diego County Santa Barbara County Other	Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question
083	Spend the night / Single	Did you spend the night at a nearby hotel prior to your flight today?	Yes No	Next Question Next Question
084	Nights away from home / Numeric	In total, how many nights will you be away from home on this trip? (If returning same day, Enter "0")	(Minimum Digits: 0) (Maximum Digits: 3)	Others traveling with you
085	Nights in So Cal / Numeric	How many nights did you stay in Southern California area? (If None, Enter "0")	(Minimum Digits: 0) (Maximum Digits: 3)	Money spent in So Cal
086	Money spent in So Cal / Single	While you were in Southern California, about how much money did you spend on this trip? (Include lodging, meals, rental cars/ off-airport transportation, entertainment, and shopping)	Amount spent Don't know/don't remember Refused	Amount Spent Others traveling with you Others traveling with you
087	Amount Spent / Numeric	Amount spent (round to the nearest dollar)	(Minimum Digits: 0) (Maximum Digits: 20)	Next Question
088	Amount of people included in spend /	How many people does this amount include? (Include yourself as "1")	(Minimum Digits: 0) (Maximum Digits: 3)	Next Question
089	Others traveling with you / Numeric	How many others are traveling with you today? (If traveling alone, enter "0")	(Minimum Digits: 0) (Maximum Digits: 3)	Next Question
090	US or country destination / Single	Are you traveling to another country today?	No - I am flying to another U.S. city Yes - I am flying to another country	US Airport Destination International destination
091	US Airport Destination / ItemSelectionList	What airport is your final U.S. DESTINATION? SKIP TO NEXT IF NOT LISTED	(FileName: LAX_excel_airport_list2.txt)	Next Question
092	Other US Airport Destination / Verbatim	What OTHER U.S. airport DESTINATION?	(Minimum Digits: 0) (Maximum Digits: 300)	Main purpose of trip
093	International destination / ItemSelectionList	Where is your final international DESTINATION?	(FileName: worldcountriesalphabetical_NO_US.txt)	Next Question

Nbr	Question Name / Type	Header Question Text	Choices (<i>italic for randomized choices</i>)	Branching and Skip Patterns
094	Main purpose of trip / Single	What is the main purpose of your trip today?	Business Convention Business and pleasure Vacation or pleasure trip Visit friends or relatives School related Military Personal emergency Other	Age range Age range Age range Age range Age range Age range Age range Age range Age range
095	What the other main purpose of your trip /	What the other main purpose of your trip?	(Minimum Digits: 0) (Maximum Digits: 300)	Next Question
096	Age range / Single	What is your age range, please?	Under 25 25-34 35-44 45-54 55-65 Over 65	Next Question Next Question Next Question Next Question Next Question Next Question
097	Total annual income / Single	Final Question What is the range of your total annual household income?	Under \$20,000 \$20,000-\$49,999 \$50,000-\$99,999 \$100,000-\$149,999 \$150,000-\$199,999 \$200,000-\$249,999 \$250,000 and over Don't know Refused	Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question Next Question
098	End of survey / Info	Thank you for you participation	(Picturename:)	Next Question
099	Gender / Single	INTERVIEWER USE ONLY Gender	Male Female	Next Question Next Question

Appendix B
ALL PASSENGERS

Question:	Responses:	Frequency %	# of Responses
What terminal are you departing from today?	Terminal 1	13.6%	3,080
	Terminal 2	9.4%	2,131
	Terminal 3	9.6%	2,180
	Terminal 4	16.8%	3,793
	Terminal 5	10.6%	2,389
	Terminal 6	9.0%	2,030
	Terminal 7	12.1%	2,739
	Terminal 8	7.7%	1,731
	TBIT Tom Bradley International Terminal	11.3%	2,551
TERMINAL 1 What airline are you flying with today?	Southwest Airlines	81.8%	2,502
	US Airways	18.0%	550
	Other	0.2%	7
TERMINAL 2 What airline are you flying with today?	Aeromexico	3.9%	83
	Aerovias De Mexico	5.8%	124
	Air Canada	25.7%	548
	Air China	0.9%	19
	Air France	8.0%	170
	Air New Zealand	13.8%	295
	Alitalia	0.6%	12
	Hawaiian	6.9%	147
	KLM Royal Dutch	3.0%	63
	Lineas Aereas	0.0%	-
	Sun Country	1.6%	35
	TACA	2.9%	61
	Virgin Atlantic	8.8%	188
	Volaris	4.6%	99
	WestJet	12.2%	260
	Other	1.2%	26
TERMINAL 3 What airline are you flying with today?	Air Tran	9.0%	197
	Alaska Airlines	41.6%	906
	Horizon Air	2.7%	59
	Jet Blue	8.5%	186
	Virgin America	29.5%	643
	Virgin Australia	8.1%	176
	Other	0.6%	12
TERMINAL 4 What airline are you flying with today?	American Airlines	90.6%	3,434
	American Eagle Airlines	3.7%	141
	Qantas Airways	5.5%	208
	Other	0.2%	6
TERMINAL 5 What airline are you flying with today?	Delta	99.4%	2,373
	Other	0.6%	14

Appendix B
ALL PASSENGERS

Question:	Responses:	Frequency %	# of Responses
TERMINAL 6 - What airline are you flying with today?	Airtran Airways	0.0%	1
	Allegiant Air	6.0%	121
	Continental	54.4%	1,103
	Copa Airlines	1.6%	32
	Delta	15.8%	321
	Frontier	8.1%	165
	Jet Blue	0.7%	14
	Midwest Express	0.0%	-
	Great Lakes	0.4%	8
	Skywest	0.0%	-
	Spirit	9.6%	195
	United	2.9%	59
	Other	0.4%	8
TERMINAL 7 - What airline are you flying with today?	United Airlines	96.3%	2,638
	Skywest Airlines	3.2%	87
	Other	0.5%	14
TERMINAL 8 - What airline are you flying with today?	Skywest Airlines	2.2%	38
	United Airlines	97.6%	1,689
	Other	0.2%	4

Appendix B
ALL PASSENGERS

Question:	Responses:	Frequency	# of
		%	Responses
TBIT - What airline are you flying with today?	Aeroflot Russian	0.2%	13
	Air Berlin	0.8%	59
	Air Pacific	64.5%	4,544
	Air Tahiti Nui	1.5%	108
	All Nippon	0.4%	26
	Asiana	1.6%	114
	British Airways	4.0%	283
	Cathay Pacific	1.1%	79
	China Airlines	1.4%	101
	China Eastern	0.5%	32
	China Southern	0.2%	14
	El Al Israel	0.2%	17
	Emirates	1.0%	68
	Eva Airways	0.7%	46
	Iberia	0.7%	47
	Japan Airlines	0.2%	17
	Korean Airlines	2.8%	197
	Lan Chile	0.7%	52
	Lan Peru	0.5%	36
	Lufthansa	5.5%	389
	Malaysian	0.4%	25
	Mexicana	0.0%	3
	Philippine Airlines	1.7%	119
	Qantas	5.3%	375
	Singapore Airlines	0.7%	51
	Swiss	1.6%	110
	Thai	0.5%	38
	Turkish	0.7%	48
	Other	0.5%	38

CONNECTING PASSENGERS ONLY

Question:	Responses:	Frequency %	# of Responses
Are you connecting/ transferring flights here at Los Angeles Airport?	No - Starting trip here at LA Airport	61.4%	13,841
	Yes - Connecting to another flight	37.4%	8,428
	Stopping at LA Airport but on same flight	0.8%	178
	Refused to be surveyed	0.3%	61
	Does not speak English	0.2%	43
(Connecting passengers only)	U.S. Airport	69.0%	5,790
	Non-U.S. Airport	31.0%	2,606
What U.S. airport did your flight come from? (Originating U.S. Airport)	TOP 10 Responses:		
	Las Vegas McCarran		438
	Honolulu		384
	San Francisco		351
			271
	Chicago O'Hare		205
	New York - JFK		201
	Seattle Tacoma		182
	Denver		172
	Sacramento		166
	Phoenix Sky Harbor		147
What country did your flight come from? (Originating Country)	TOP 10 Responses:		
	Australia		684
	China		249
	Canada		212
	New Zealand		176
	Mexico		174
	Japan		145
	United Kingdom		85
	Korea		78
	Fiji		69
	Germany		58
	France		58

CONNECTING PASSENGERS ONLY

Question:	Responses:	Frequency %	# of Responses
Did you arrive in this terminal or a different terminal at LA Airport?	Landed in this terminal	45.1%	3,683
	Landed in different terminal	54.9%	4,488
How did you travel between terminals?	Walked between terminals	69.5%	3,125
	Used the shuttle bus between terminals	28.9%	1,299
	Wheelchair assistance	0.3%	12
	Private vehicle/ taxi	0.5%	23
	Other	0.9%	40
How long is your layover here at LA Airport?	Less than 2 hours	22.0%	1,793
	2 < 3 hours	29.0%	2,366
	3 < 4 hours	17.7%	1,446
	4 < 6 hours	16.7%	1,362
	6 < 8 hours	7.1%	583
	8 < 10 hours	2.6%	210
	10 < 12 hours	1.6%	133
	More than 12 hours	2.7%	223
	Don't know	0.6%	46
During your layover, did you leave the Airport premises while waiting for your next flight?	No	94.9%	7,749
	Yes	5.1%	413
Not including transportation expenses from the LA Airport, did you spend money while off the Airport? (For food, retail stores, entertainment, lodging, etc.)	Yes	80.6%	333
	Don't know	15.0%	62
	Refused	4.4%	18
If yes, how much did you spend while off the Airport? <i>Mean \$310</i>	Less than \$50	30.8%	88
	\$50 < \$100	15.4%	44
	\$100 < \$200	22.0%	63
	\$200 < \$400	18.2%	52
	\$400 < \$ 600	4.9%	14
	\$600 or more	8.7%	25

CONNECTING PASSENGERS ONLY

Question:	Responses:	Frequency %	# of Responses
How did you get back to the airport?	Private vehicle	16.5%	68
	Taxi	15.1%	62
	Hotel courtesy van	12.4%	51
	Shuttle/van (Private)	11.7%	48
	Shared shuttle/van (Super Shuttle, Prime Time, Road Runner)	11.4%	47
	Rental vehicle	10.2%	42
	MTA (Metro) or other public	7.1%	29
	Union Station Flyaway	1.0%	4
	Green line/light rail	1.0%	4
	Scheduled airport bus/van (Disneyland bus, Airport bus)	0.7%	3
	Chartered bus or van	0.7%	3
	Limousine/town car	0.7%	3
	Van Nuys Flyaway	0.0%	-
	Westwood Flyaway	0.0%	-
	Irvine Flyaway	0.0%	-
	Don't know	1.2%	5
	Walked	7.3%	30
	Other	2.9%	12
After you returned to LA Airport, how much longer do you have to wait for your flight to depart?	Less than 2 hours	35.5%	146
	2 < 3 hours	31.9%	131
	3 < 4 hours	12.4%	51
	4 < 6 hours	9.7%	40
	6 < 8 hours	5.1%	21
	8 < 10 hours	1.0%	4
	10 < 12 hours	1.7%	7
	More than 12 hours	0.7%	3
	Don't know	1.9%	8

ORIGINATING PASSENGERS ONLY

Question:	Responses:	Frequency %	# of Responses
Where did you come from prior to arriving at LA Airport today?	Your home	41.0%	5,674
	Someone else's home	19.9%	2,751
	Hotel/ Motel	31.1%	4,309
	Work/ Office	4.2%	575
	Local attraction	0.9%	123
	Another place	2.8%	384
	Don't know	0.1%	8
	Refused	0.1%	11
What other place did you start your trip?	Top Verbatim Responses:		
	Cruise		111
	University/ School		52
	Convention		13
Area did came from prior to arriving at LA Airport today?	Los Angeles County	70.5%	9,207
	Orange County	13.0%	1,693
	Riverside County	2.4%	307
	San Bernardino County	2.3%	300
	Ventura County	4.3%	558
	San Diego County	2.3%	295
	Santa Barbara County	1.4%	187
	Other	3.9%	504

Appendix B
ORIGINATING PASSENGERS ONLY

Question:	Responses:	Frequency %	# of Responses
What was the primary form of transportation you used to get to LA Airport today?	Private vehicle	50.6%	6,832
	Rental vehicle	17.2%	2,316
	Taxi	8.2%	1,102
	Shuttle/van (Private)	7.2%	978
	Shared shuttle/van (Super Shuttle, Prime Time, Road Runner)	6.8%	912
	Hotel courtesy van	3.1%	423
	Limousine/town car	1.6%	217
	Van Nuys Flyaway	1.2%	166
	Union Station Flyaway	1.0%	135
	Scheduled airport bus/van (Disneyland bus, Airport bus)	0.9%	120
	MTA (Metro) or other public	0.6%	78
	Chartered bus or van	0.6%	87
	Westwood Flyaway	0.3%	34
	Green line/ light rail	0.2%	21
	Irvine Flyaway	0.1%	18
	Walked	0.1%	7
	Don't know	0.1%	10
	Other	0.3%	41
If using public transportation, please specify the transit agency and bus line or route you used to get to this airport (Choose all that apply)	MTA (Metro)	39.3%	59
	Santa Monica/Big Blue bus	15.3%	23
	Culver City Bus	2.0%	3
	Torrance Transit	1.3%	2
	Other	14.7%	22
	Didn't use/ doesn't apply to me	18.0%	27
	Don't know/ don't remember	9.3%	14
MTA (Metro) What is the bus line number?	Verbatim response(s):		
	Green line (and/or combination with green line)		14
	Line 232		5
Santa Monica + Big Blue Bus What was the bus line number?	Verbatim response(s):		
	Line 3		14
Culver City What was the bus line number?	Verbatim response(s):		
	Line 6		3
Torrance Transit What was the bus line number?	Verbatim response(s):		
	Line 8		2
Did you go directly to rental car agency?	YES	95.0%	2,185
	NO - I dropped off people at curb first, then returned car	4.0%	93
	NEITHER - I parked the rental car	1.0%	23

Appendix B
ORIGINATING PASSENGERS ONLY

Question:	Responses:	Frequency %	# of Responses
Were you dropped off at the curb or was the vehicle parked by you or someone else?	Yes – dropped off at curb	75.6%	5,159
	No – vehicle was parked	24.4%	1,666
Was the vehicle parked in one of the Airport parking lots/ garages right here across the terminal?	Yes – Parked at Airport lots/ garages	63.3%	1,065
	No – Did not park at Airport lots/garages	36.7%	618
What is the name of the lot where the car is parked?	Wally Park	10.8%	67
	Parking Spot-Century	9.9%	61
	Parking Spot-Sepulveda	7.8%	48
	Park One	6.6%	41
	LAX Lot C	5.5%	34
	LAX Park	5.2%	32
	QuikPark	4.9%	30
	Airport Center Parking	4.4%	27
	105 Airport Parking	3.6%	22
	Fox Auto Parks	3.4%	21
	All Star Parking	2.8%	17
	Easy Park	2.8%	17
	Hilton Hotel	2.4%	15
	Air Park	2.4%	15
	Park n Fly	2.4%	15
	Marriott Hotel	2.3%	14
	LAX Parking Center	1.8%	11
	Park Place	1.5%	9
	Valet Air Park	1.5%	9
	Park Air/ 5757 Park Air	1.3%	8
	Johnny Park	1.1%	7
	Westin Hotel	1.1%	7
	Auto Airport Parking	0.8%	5
	Sunrise LAX Parking	0.6%	4
	Central Parking Systems	0.5%	3
	Aero Stars Airport Valet	0.2%	1
	Radisson Airport Park	0.0%	-
	Other	6.8%	42
	Don't know	5.8%	36

Appendix B
ORIGINATING PASSENGERS ONLY

Question:	Responses:	Frequency %	# of Responses
How many people were in the same vehicle with you? (Excludes scheduled shared shuttle or other shared transportation)	Came alone	16.9%	1,931
	One other person	34.1%	3,887
	Two other people	22.1%	2,516
	Three other people	12.0%	1,363
	Four other people	6.5%	741
	Five other people	3.4%	384
	More than five people	5.1%	582
Did you use the San Diego Freeway (Interstate 405) or the Century Freeway (Interstate 105) to get to this airport today?	Yes, San Diego Freeway (I-405)	40.7%	4,668
	Yes, Century Freeway (I-105)	27.2%	3,122
	No/neither freeway	19.5%	2,231
	Yes, used both	3.6%	416
	Don't know	8.9%	1,022
Which San Diego Freeway (I-405) exit did you use to get to LA Airport?	Century Blvd.	46.6%	2,161
	Sepulveda Blvd./ Howard Hughes	19.6%	909
	La Tijera Blvd.	9.4%	436
	Manchester Blvd.	5.7%	265
	Imperial Hwy	4.2%	195
	Other	1.4%	67
	Don't know	13.1%	606
Which other I-405 exit did you use?	Top Verbatim Responses:		
	Florence		16
	El Segundo		9
	Rosecrans		4
Which Century Freeway (I-105) exit did you use to get to LA Airport?	Sepulveda Blvd.	60.4%	1,890
	Aviation Blvd.	12.1%	380
	La Cienega Blvd.	11.0%	344
	Nash Street	2.7%	86
	Other	0.8%	24
	Don't know	12.9%	404

Appendix B
ORIGINATING PASSENGERS ONLY

Question:	Responses:	Frequency %	# of Responses
Which of the following surface streets did you use to get to this airport? CHOOSE ALL THAT APPLY	In order of most used:		
	El Segundo Blvd	23.3%	692
	Manchester Blvd	14.4%	428
	Don't know	13.2%	390
	Century Blvd	12.7%	377
	Sepulveda Blvd	8.7%	257
	Aviation Blvd	6.5%	192
	Arbor Vitae St	5.7%	168
	La Cienega Blvd	5.3%	158
	Imperial Highway	3.7%	109
	La Tijera Blvd	2.2%	66
	Airport Blvd	2.2%	65
	Westchester Parkway	1.1%	32
	Lincoln Blvd	1.0%	30
Which other surface street did you use today to get to the airport? (Not listed above)	Top Verbatim Responses:		
	Pacific Coast Highway		137
	La Brea		26
	Fairfax		13
	Washington Blvd		11
	Inglewood		11
	Florence		7

Appendix B
ORIGINATING PASSENGERS ONLY

Question:	Responses:	Frequency %	# of Responses
How much time before your flight did you arrive at the Airport today? (Prior to checking in bags or checking in with airline).	Less than 2 hours	34.1%	4,599
	2 < 3 hours	42.4%	5,730
	3 < 4 hours	13.6%	1,835
	4 < 6 hours	6.4%	866
	6 < 8 hours	1.9%	253
	8 < 10 hours	0.7%	96
	10 < 12 hours	0.4%	49
	More than 12 hours	0.5%	65
	Don't know	0.1%	10
How many people came inside the terminal with you to see you off today?	Zero	78.2%	10,470
	One person	10.3%	1,379
	Two or more people	11.5%	1,544
Did you check in luggage at this airport?	Yes	67.5%	9,116
	No	32.5%	4,383
Where did you check in luggage?	Airline ticket counter	87.1%	7,946
	Curbside with sky cap/outside terminal	10.4%	945
	Checked in luggage but not at LAX (<i>with cruise line/other transportation agent</i>)	2.1%	193
	Self serve kiosk	0.2%	17
	Other	0.3%	24
How many pieces of luggage did you check-in?	One bag	52.6%	4,782
	Two bags	31.6%	2,868
	Three bags	7.5%	685
	Four bags	4.9%	448
	Five bags	1.5%	138
	More than five bags	1.8%	168

Appendix B
ORIGINATING PASSENGERS ONLY

Question:	Responses:	Frequency %	# of Responses
Do you currently live in the U.S?	Yes	77.0%	10,444
	No	23.0%	3,114
Do you currently live in the Southern California area? (North of Mexico border to Santa Barbara)	Yes - I live here	58.9%	6,018
	No - I am a visitor	41.1%	4,195
What county do you reside in? SOUTHERN CALIFORNIA RESIDENTS	Los Angeles County	70.0%	4,352
	Orange County	11.3%	704
	Ventura County	5.4%	333
	Riverside County	3.1%	195
	San Bernardino County	2.7%	166
	San Diego County	2.1%	131
	Santa Barbara County	1.3%	79
	Other	4.1%	254
Did you spend the night at a nearby hotel prior to your flight today?	Yes	1.5%	91
	No	98.5%	6,023
In total, how many nights will you be away from home on this trip? <i>Mean = 11.1 nights</i>	None - returning same day	2.5%	134
	One night	4.5%	244
	2-4 nights	32.9%	1,785
	5-7 nights	25.6%	1,387
	More than 7 nights	34.5%	1,869
How many nights did you stay in Southern California area? (Visitors only) <i>Mean = 6.6 nights</i>	None - returning same day	5.2%	214
	One night	17.4%	718
	Two nights or more	77.4%	3,197
While you were in Southern California, did you spend money on this trip? (Include lodging, meals, rental cars/ off-airport transportation, entertainment, and shopping)	Yes	76.3%	5,574
	Don't know/don't remember	18.3%	1,340
	Refused	5.4%	392
If yes, amount spent <i>Mean = \$1,284</i>	Less than \$300	27.5%	1,482
	\$301 to \$500	15.2%	819
	\$501 to \$750	7.6%	410
	\$751 to \$1,000	15.5%	832
	\$1,000 to \$1,500	9.0%	487
	\$1,501 to \$2,000	9.5%	510
	Over \$2,001	15.7%	845

Appendix B
ALL PASSENGERS

Question:	Responses:	Frequency %	# of Responses
How many others are traveling with you today? <i>Mean = 1.92</i>	Traveling alone	55.6%	12,009
	Traveling with one other person	26.7%	5,762
	Traveling with two or more people	17.7%	3,828
Are you traveling to another country today?	No - I am flying to another U.S. city	68.0%	14,744
	Yes - I am flying to another country	32.0%	6,925
What airport is your final U.S. DESTINATION? (U.S. Destinations)	TOP 10 Responses		
	San Francisco		957
	Las Vegas McCarran		931
	Honolulu		832
	JFK - New York		731
	Chicago O'Hare		709
	Dallas Fort Worth		443
	Denver		436
	Seattle Tacoma		430
	Phoenix Sky Harbor		370
	Sacramento		336
Where is your final international DESTINATION? (International Destinations)	TOP 10 Responses		
	Canada		1,075
	Australia		922
	Mexico		857
	United Kingdom		517
	Germany		327
	New Zealand		238
	Japan		226
	France		201
	Philippines		178
	Italy		150
What is the main purpose of your trip today?	Vacation or pleasure trip	41.2%	8,587
	Business	21.8%	4,545
	Visit friends or relatives	18.0%	3,755
	Business and pleasure	5.6%	1,168
	School related	4.5%	934
	Convention	2.6%	533
	Military	0.7%	156
	Personal emergency	1.5%	304
	Other	4.2%	870

Appendix B
ALL PASSENGERS

Question:		Frequency %	# of Responses
What is your age range, please?	Under 25	14.6%	3,010
	25-34	25.8%	5,330
	35-44	20.3%	4,194
	45-54	17.3%	3,574
	55-65	14.9%	3,067
	Over 65	7.1%	1,475
What is the range of your total annual household income?	Under \$20,000	8.1%	1,650
	\$20,000-\$49,999	13.7%	2,781
	\$50,000-\$99,999	21.9%	4,465
	\$100,000-\$149,999	14.4%	2,929
	\$150,000-\$199,999	8.4%	1,712
	\$200,000-\$249,999	3.6%	728
	\$250,000 and over	4.1%	828
	Don't know	8.8%	1,789
	Refused	17.1%	3,491
Gender	Male	52.6%	10,678
	Female	47.4%	9,622

Appendix C

<u>Address</u>	<u>Business Name</u>
9700 Bellanca Ave 90045	Wally Park
5701 W Century Blvd 90045	Parking Spot-Century
9101 S Sepulveda Blvd 90045	Parking Spot-Sepulveda
6351 Wt Century Blvd 90045	Park One
6221 W 96th St 90045	LAX Lot C
8911 Bellanca Ave 90045	LAX Park
6151 W Century Blvd 90045	QuikPark
5933 W Century Blvd 90045	Aireport Center Parking
898 N Sepulveda Blvd 90245	105 Airport Parking
10210 Glasgow Pl 90045	Fox Auto Parks
6141 W Century Blvd 90045	All Star Parking
6101 W 98th St 90045	Easy Park
5711 W Century Blvd 90045	Hilton Hotel
9800 S La Cienega Blvd 90301	Air Park
6351 W Century Blvd 90045	Park n Fly
5855 W Century Blvd 90045	Marriott Hotel
9920 S La Cienega Blvd 90301	LAX Parking Center
11333 S La Cienega Blvd 90045	Park Place
9600 S Sepulveda Blvd 90045	Valet Air Park
5757 W Century Blvd 90045	Park Air/5757 Park Air
11101 Hindry Ave 90045	Johnny Park
5400 W Century Blvd 90045	Westin Hotel
2222 E Imperial Highway 90245	Auto Airport Parking
6155 W 98th St 90045	Sunrise LAX Parking
892 N Sepulveda Blvd 90245	Central Parking Systems
8919 S Sepulveda Blvd 90045	Aero Stars Airport Valet
6225 W Century Blvd	Radisson airport Park
5200 W Century Blvd 90045	AmpCo System Parking
1030 W Manchester Blvd 90301	Advantage RAC
9020 Aviation Blvd 90301	Alamo/National RAC
9217 Airport Blvd 90045	Avis RAC
9775 Airport Blvd 90045	Budget RAC
5630 Arbor Vitae St 90045	Dollar RAC
8734 Bellanca Ave 90045	Enterprise RAC
5500 W Century Blvd 90045	Fox/Payless RAC
9000 Airport Blvd 90045	Hertz RAC
5440 W Century Blvd 90045	Thrifty RAC