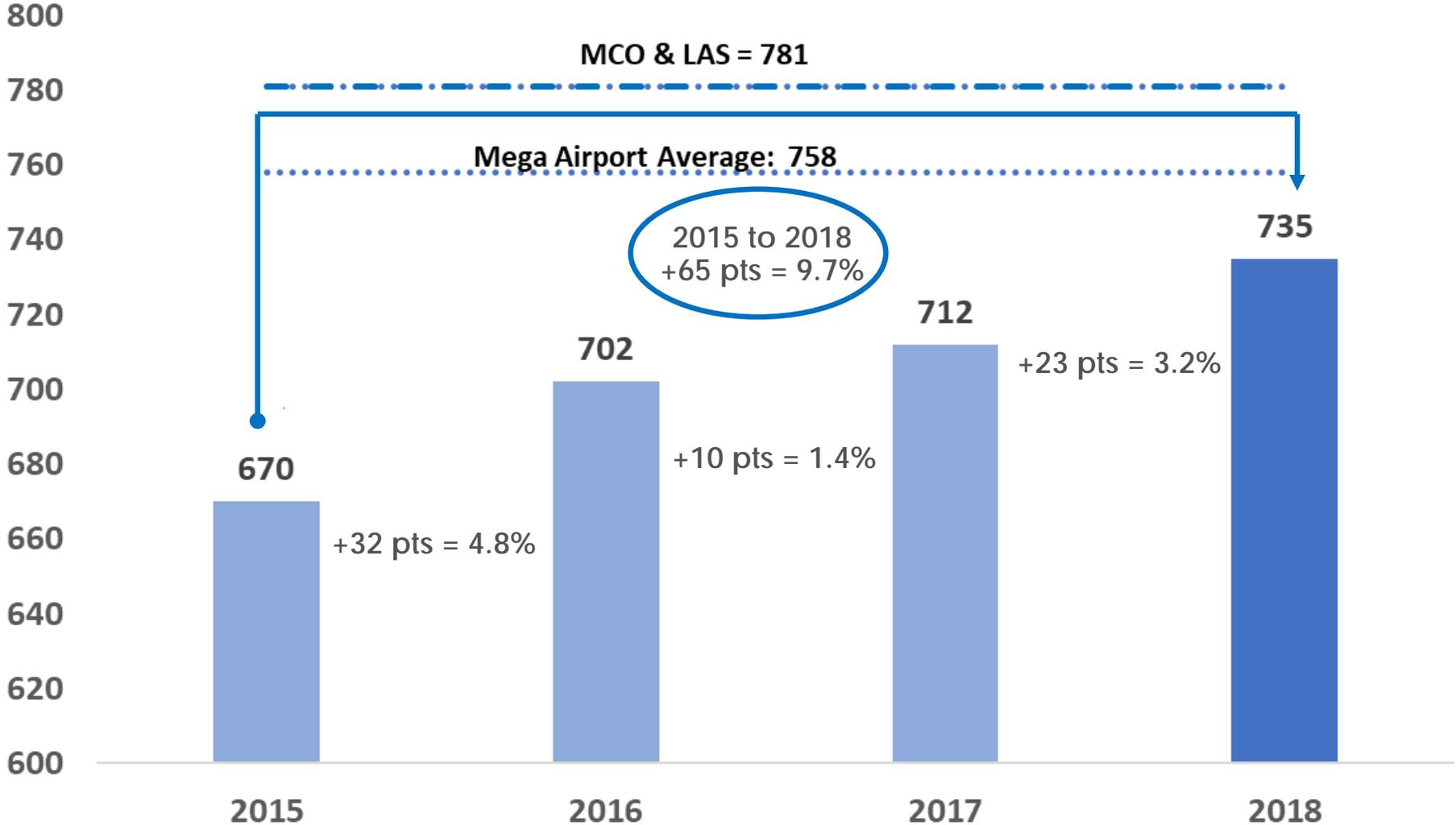


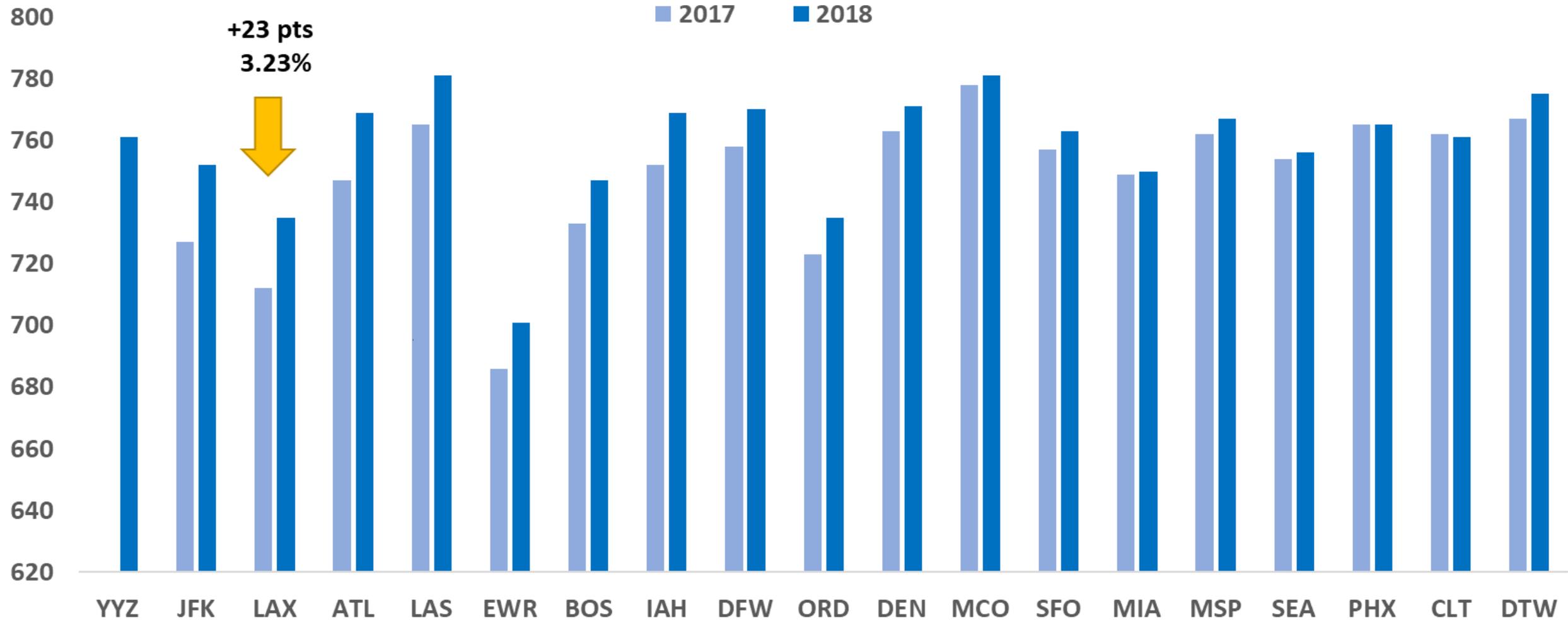
WITH A 9.7% IMPROVEMENT SINCE 2015, LAX TRAILS THE MEGA-AIRPORT AVERAGE BY ONLY 3% AND LAGS THE TWO LEADERS BY LESS THAN 6%

# J.D. Power: Full Year 2018



# JFK & LAX CONTINUE TO LEAD THE MEGA-AIRPORTS IN IMPROVEMENT WITH YEAR-OVER-YEAR PERFORMANCE IMPROVING BY MORE THAN 3%

## J.D. Power Overall Satisfaction



# TOP OPPORTUNITIES AND MAJOR INFLUENCERS FOR MEGA-AIRPORTS

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

Restroom cleanliness is critical to the perception of Terminal Facilities – with strong leadership and multiple initiatives underway, LAX is showing a strong upward trend with a 3.76% improvement since surveying began and just 3% shy of the 4.0 target



# J.D. POWER FINAL 2018 MEGA-AIRPORT RANKINGS

- With a 23 point raw score improvement, LAX narrowed the gap with the #1 ranking airports by 30%
- LAX's ranking remained flat at #17, but LAX & ORD would have ranked #16 without the addition of YYZ
- All but two airports shifted position due to a tight range of scores

	2017	2018
LAS	3	1
MCO	1	1
DTW	2	3
DEN	5	4
DFW	8	5
ATL	13	6
IAH	11	6
MSP	6	8
PHX	3	9
SFO	9	10
CLT	6	11
YYZ		11
SEA	10	13
JFK	15	14
MIA	12	15
BOS	14	16
LAX	17	17
ORD	16	17
EWR	18	19

