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Deputy LAWA



# Los Angeles World Airports CEO Update

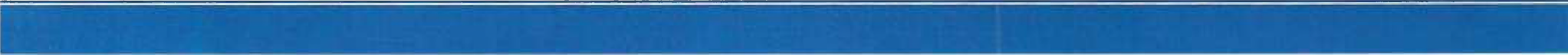


City Council Trade, Tourism and Travel Committee  
November 21, 2017

# *Gold-Standard Airports - Delivered*

*To Serve the World..*

*Connecting People, Places, and Cultures*

- ❖ Expect and support organizational excellence
  - ❖ Innovate for security, efficiency and effectiveness
  - ❖ Deliver facilities and guest experiences that are exceptional
  - ❖ Sustain a strong business
- 



## Business Update

- *2<sup>nd</sup> busiest passenger airport in US (1-ATL, 3-ORD, 4-DFW, 5-JFK)*
- *4<sup>th</sup> busiest in world (1-ATL, 2-Beijing, 3-Dubai, 5-Tokyo Haneda)*
- *2<sup>nd</sup> busiest international airport in US (1-JFK, 3-MIA, 4-SFO, 5-EWR)*
- *5<sup>th</sup> busiest cargo airport in US (1-MEM, 2-ANC, 3-SDF, 4-MIA)*
- *14<sup>th</sup> busiest cargo airport in world*



LAX



# 2017 NEW FLIGHTS



**Alaska**

Havana  
Mexico City



Chengdu  
Chongqing



Warsaw



Vienna



Melbourne



Queretaro  
Acapulco



Barcelona



Barcelona  
Rome



Xiamen  
Qingdao



Singapore



Beijing



Guadalajara



Hong Kong



Mexico City



Sichuan

## *Guest Experience Update*

**Airport Service Quality Score** - To enhance the guest experience and improve our ASQ guest satisfaction scores and rankings. Currently at 3.75 out of 5 and year-over-year-to-date, we are up 3%





## Development Update

- LAMP
- MSC
- Terminals 2 & 3
- Terminals 1 & 1.5
- Terminal 4



# Innovation Update

- **New LAWA Website** – Coming Soon *FlyLAX.com*
- **Biometrics** - Installed biometrics readers that help expedite passenger screening and boarding
- **Mobile Passport Control** - Launched in late summer, allows international travelers to download a free app, and then enter information for themselves and their family, to help expedite the customs process



**Autonomous Vehicles** – Future proofing our new facilities



DOWNLOAD THE APP

SET UP YOUR PROFILE

FILL OUT THE FORM

GET THE RECEIPT

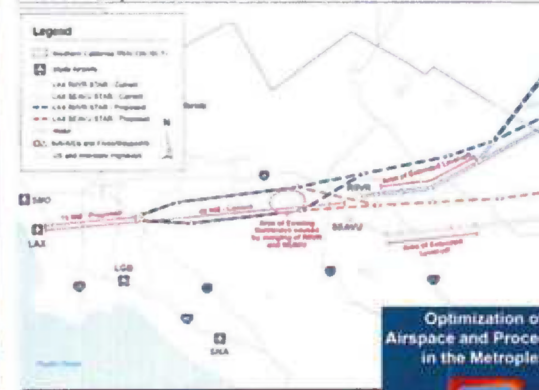


# Environmental Update

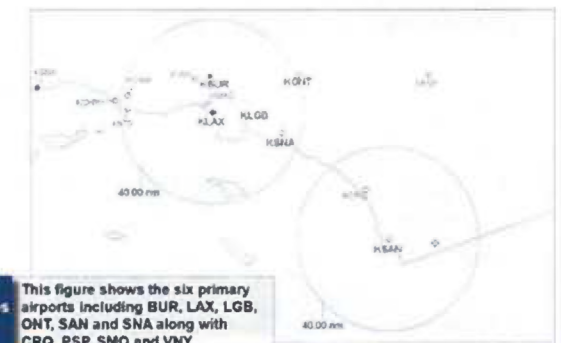
- *Airport Carbon Accreditation*
- *Alternative Fuel Fleet*
- *Metroplex & Quiet Skies Outreach*



Exhibit 3-2 Study Team Recommendations - REVR STAR



SoCal Metroplex Area of Interest



Optimization of  
Airspace and Procedures  
in the Metroplex

This figure shows the six primary  
airports including BUR, LAX, LGB,  
ONT, SAN and SNA along with  
CRQ, PSP, SMO and VNY



SoCal Metroplex  
Project Overview

