



**Total Month Average Point (MAP)**

Points Earned	Concession Name	Contract Expiration	Prog. Start Date	Locations	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
	A Massage	4/30/2014	8/1/2015	A-CENTER-E	2.25	2.25	2.25	-	1.00
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	2.00	2.00	2.00	2.00	2.00
	Executive Shoe Shine	12/31/2008	8/1/2015	A-CENTER-W, A-CENTER-E, B-CENTER-W, B-CENTER-E, C-CENTER-E	2.00	2.00	1.00	2.00	2.00
	World Wide Money Exchange	2/28/2019	9/1/2015	A-CENTER-W, B-CENTER-W, TERMINAL	2.00	1.00	1.00	2.25	1.00
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	2.25	2.00	1.00	-	2.00
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	2.00	2.00	2.00	2.00	-

**Concession services MAP highlighted with orange color indicates:**

- its MAP is within 10% of the lowest scoring MAP that is within the top 1/3 of Service Contracts' MAPs and
- its MAP is the closest MAP to the lowest scoring MAP that is within the top 1/3 of Service Contracts' MAPs and
- if there are more than one Service Contract MAPs that have the same MAP, that are the closest MAP to the lowest scoring MAP that is within the top 1/3 of Service Contracts' MAPs, then those Service Contracts shall each earn the Program Benefit.

**Internal Customer Service Points Earned**

		Contract Expiration	Prog. Start Date	Locations	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
<b>Points Earned</b>	A Massage	4/30/2014	8/1/2015	A-CENTER-E	1.00	1.00	1.00	-	-
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	1.00	1.00	1.00	1.00	1.00
	Executive Shoe Shine	12/31/2008	8/1/2015	A-CENTER-W, A-CENTER-E, B-CENTER-W, B-CENTER-E, C-CENTER-E	1.00	1.00	-	1.00	1.00
	World Wide Money Exchange	2/28/2019	9/1/2015	A-CENTER-W, B-CENTER-W, TERMINAL	1.00	-	-	1.00	-
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	1.00	1.00	-	-	1.00
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	1.00	1.00	1.00	1.00	-



**External Customer Service Points Earned**

		Contract Expiration	Prog. Start Date	Locations	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
<b>Points Earned</b>	A Massage	4/30/2014	8/1/2015	A-CENTER-E	1.00	1.00	1.00	-	1.00
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	1.00	1.00	1.00	1.00	1.00
	Executive Shoe Shine	12/31/2008	8/1/2015	A-CENTER-W, A-CENTER-E, B-CENTER-W, B-CENTER-E, C-CENTER-E	1.00	1.00	1.00	1.00	1.00
	World Wide Money Exchange	2/28/2019	9/1/2015	A-CENTER-W, B-CENTER-W, TERMINAL	1.00	1.00	1.00	1.00	1.00
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	1.00	1.00	1.00	-	1.00
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	1.00	1.00	1.00	1.00	-
<b>PVC Peer Airport Benchmark - Services</b>					<b>87.8</b>	<b>87.8</b>	<b>87.8</b>	<b>87.8</b>	<b>87.8</b>



**Bonus Points Earned**

Points Earned	Concession Name	Contract Expiration	Prog. Start Date	Locations	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
	A Massage	4/30/2014	8/1/2015	A-CENTER-E	0.25	0.25	0.25	-	-
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	-	-	-	-	-
	Executive Shoe Shine	12/31/2008	8/1/2015	A-CENTER-W, A-CENTER-E, B-CENTER-W, B-CENTER-E, C-CENTER-E	-	-	-	-	-
	World Wide Money Exchange	2/28/2019	9/1/2015	A-CENTER-W, B-CENTER-W, TERMINAL	-	-	-	0.25	-
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	0.25	-	-	-	-
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	-	-	-	-	-

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**Customer Service Scores By Concession**

Concession Name	Contract Expiration	Prog. Start Date	Merchant Zone	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
A Massage (A40)	4/30/2014	8/1/2015	A-CENTER-E	100	100	100	79	92
A Massage (B38)	10/31/2017	9/1/2015	B-CENTER-E	97	97	97	98	97
Executive Shoe Shine (A39/A38)	12/31/2008	8/1/2015	A-CENTER-W	100	97	97	97	97
Executive Shoe Shine (A40/A41)	12/31/2008	8/1/2015	A-CENTER-E	97	97	97	97	90
Executive Shoe Shine (B37)	12/31/2008	8/1/2015	B-CENTER-W	97	97	89	100	97
Executive Shoe Shine (B38)	12/31/2008	8/1/2015	B-CENTER-E	93	97	90	97	100
Executive Shoe Shine (C40)	12/31/2008	8/1/2015	C-CENTER-E	97	97	100	97	93
World Wide Money Exchange (A37)	2/28/2019	9/1/2015	A-CENTER-W	97	85	97	100	97
World Wide Money Exchange (B37)	2/28/2019	9/1/2015	B-CENTER-W	97	97	84	100	87
World wide Money Exchange (Jeppesen)	2/28/2019	9/1/2015	TERMINAL	93	100	100	93	89
XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	100	97	93	82	97
XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	97	97	97	97	84

Mystery Shopper Scores

**Average Contract Scores**

Points Earned	Concession Name	Contract Expiration	Prog. Start Date	Locations	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
	A Massage	4/30/2014	8/1/2015	A-CENTER-E	100.0	100.0	100.0	79.0	92.0
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	97.0	97.0	97.0	98.0	97.0
	Executive Shoe Shine	12/31/2008	8/1/2015	A-CENTER-W, A-CENTER-E, B-CENTER-W, B-CENTER-E, C-CENTER-E	96.8	97.0	94.6	97.6	95.4
	World Wide Money Exchange	2/28/2019	9/1/2015	A-CENTER-W, B-CENTER-W, TERMINAL	95.7	94.0	93.7	97.7	91.0
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	100.0	97.0	93.0	82.0	97.0
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	97.0	97.0	97.0	97.0	84.0

**NOTES & ASSUMPTIONS:**

- This data reflects scoring under the current version of DIA Rule 46
- This data reflects scoring for the period ending January 31st, 2017
- This data is NOT assumed to be final or official scoring in any way, or any time period
- This data is a directional estimate only
- This data will change prior to the release of any official PVC Program scoring
- Please contact the Metrix PVC Program team with questions: [pvcprogram@metrixadvisors.com](mailto:pvcprogram@metrixadvisors.com)