

Total Month Average Point (MAP)

		Contract Expiration	Prog. Start Date	Locations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Points Earned	A Massage	4/30/2014	8/1/2015	A-CENTER-E	2.25	2.00	2.00	2.25	2.00	2.00	1.00	2.25	2.00	-	2.25	2.00
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	2.25	2.00	2.00	2.25	2.25	2.25	2.25	2.25	2.00	2.25	2.25	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	2.25	2.00	2.00	2.25	2.00	1.00	2.00	2.00	2.00	2.00	2.00
	World Wide Money Exchange	2/28/2019	9/1/2015	A-CENTER-W, B-CENTER-W, TERMINAL	2.00	2.00	2.00	2.00	2.25	2.25	1.00	2.25	2.25	1.00	2.25	2.25
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	2.25	2.00	1.00	2.25	2.00	1.00	2.00	-	2.25	2.25	2.25	2.25
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	2.25	2.25	2.25	-	2.00	2.00	2.25	1.00	2.00	2.25	2.25	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	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Points Earned	A Massage	4/30/2014	8/1/2015	A-CENTER-E	1.00	1.00	1.00	1.00	1.00	1.00	-	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	1.00	1.00	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	1.00	-	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	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	-	1.00	-	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	1.00	1.00	-	1.00	1.00	1.00	1.00

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External Customer Service Points Earned

		Contract Expiration	Prog. Start Date	Locations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Points Earned	A Massage	4/30/2014	8/1/2015	A-CENTER-E	1.00	1.00	1.00	1.00	1.00	1.00	1.00	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	1.00	1.00	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	1.00	1.00	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	1.00	1.00	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	1.00	1.00	1.00	-	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	1.00	1.00	1.00	1.00	1.00	1.00	1.00
PVC Peer Airport Benchmark - Services					87.8	87.8	87.8	87.8	87.8	87.8	87.8	91.8	91.8	91.8	91.8	91.8

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Bonus Points Earned

		Contract Expiration	Prog. Start Date	Locations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Points Earned	A Massage	4/30/2014	8/1/2015	A-CENTER-E	0.25	-	-	0.25	-	-	-	0.25	-	-	0.25	-
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	0.25	-	-	0.25	0.25	0.25	0.25	0.25	-	0.25	0.25	-
	Executive Shoe Shine	12/31/2008	8/1/2015	A-CENTER-W, A-CENTER-E, B-CENTER-W, B-CENTER-E, C-CENTER-E	-	0.25	-	-	0.25	-	-	-	-	-	-	-
	World Wide Money Exchange	2/28/2019	9/1/2015	A-CENTER-W, B-CENTER-W, TERMINAL	-	-	-	-	0.25	0.25	-	0.25	0.25	-	0.25	0.25
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	0.25	-	-	0.25	-	-	-	-	0.25	0.25	0.25	0.25
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	0.25	0.25	0.25	-	-	-	0.25	-	-	0.25	0.25	-

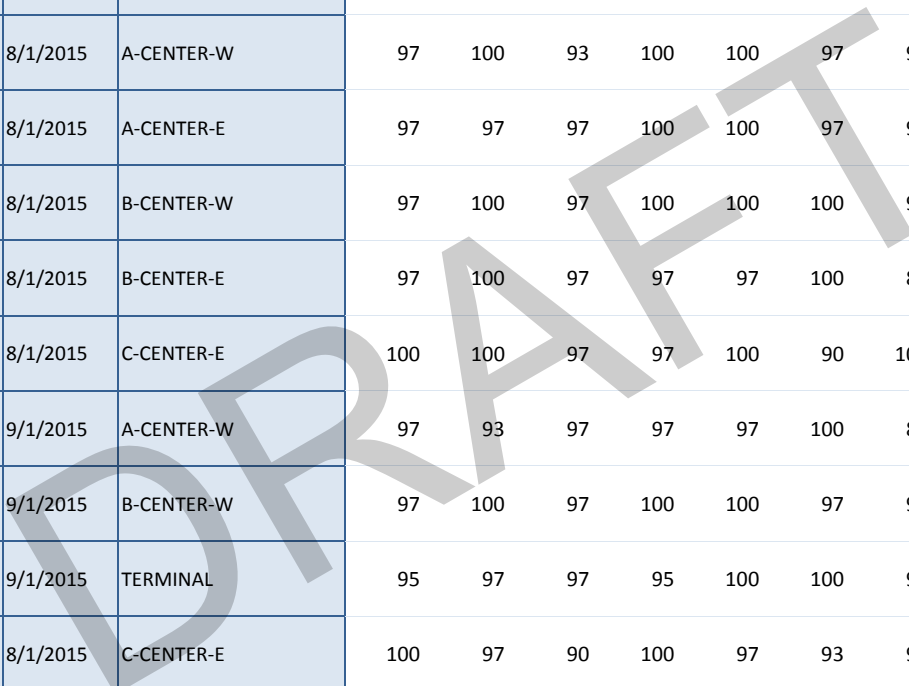
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Customer Service Scores By Concession

Concession Name	Contract Expiration	Prog. Start Date	Merchant Zone	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
A Massage (A40)	4/30/2014	8/1/2015	A-CENTER-E	100	97	97	100	97	97	93	100	98	89	100	97
A Massage (B38)	10/31/2017	9/1/2015	B-MEZZANINE	100	97	97	100	100	100	100	100	98	100	100	97
Executive Shoe Shine (A39/A38)	12/31/2008	8/1/2015	A-CENTER-W	97	100	93	100	100	97	97	97	97	100	93	97
Executive Shoe Shine (A40/A41)	12/31/2008	8/1/2015	A-CENTER-E	97	97	97	100	100	97	97	97	100	100	100	100
Executive Shoe Shine (B37)	12/31/2008	8/1/2015	B-CENTER-W	97	100	97	100	100	100	97	97	97	100	97	100
Executive Shoe Shine (B38)	12/31/2008	8/1/2015	B-CENTER-E	97	100	97	97	97	100	82	100	100	97	100	93
Executive Shoe Shine (C40)	12/31/2008	8/1/2015	C-CENTER-E	100	100	97	97	100	90	100	97	100	97	97	97
World Wide Money Exchange (A37)	2/28/2019	9/1/2015	A-CENTER-W	97	93	97	97	97	100	80	100	100	97	100	89
World Wide Money Exchange (B37)	2/28/2019	9/1/2015	B-CENTER-W	97	100	97	100	100	97	97	100	100	84	100	100
World wide Money Exchange (Jeppesen)	2/28/2019	9/1/2015	TERMINAL	95	97	97	95	100	100	97	97	93	97	100	100
XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	100	97	90	100	97	93	97	89	100	100	100	100
XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	100	100	100	82	97	97	100	93	97	100	100	97

Mystery Shopper Scores



Average Contract Scores

		Contract Expiration	Prog. Start Date	Locations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Points Earned	A Massage	4/30/2014	8/1/2015	A-CENTER-E	100.0	97.0	97.0	100.0	97.0	97.0	93.0	100.0	98.0	89.0	100.0	97.0
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	100.0	97.0	97.0	100.0	100.0	100.0	100.0	100.0	98.0	100.0	100.0	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	97.6	99.4	96.2	98.8	99.4	96.8	94.6	97.6	98.8	98.8	97.4	97.4
	World Wide Money Exchange	2/28/2019	9/1/2015	A-CENTER-W, B-CENTER-W, TERMINAL	96.3	96.7	97.0	97.3	99.0	99.0	91.3	99.0	97.7	92.7	100.0	96.3
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	100.0	97.0	90.0	100.0	97.0	93.0	97.0	89.0	100.0	100.0	100.0	100.0
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	100.0	100.0	100.0	82.0	97.0	97.0	100.0	93.0	97.0	100.0	100.0	97.0

NOTES & ASSUMPTIONS:

- This data reflects scoring under the current version of DIA Rule 46
- This data reflects scoring for the period ending December 31st, 2016
- 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