



Total Month Average Point (MAP)

		Contract Expiration	Prog. Start Date	Locations	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	2015 - 2017 MAP
Points Earned	A Massage	4/30/2014	8/1/2015	A-CENTER-E	2.25	-	-	-	-	-	2.00	-	1.42
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	2.00	2.25	-	2.00	-	-	2.00	2.00	1.93
	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	2.25	1.00	2.00	1.78
	World Wide Money Exchange	2/28/2019	9/1/2015	A-CENTER-W, B-CENTER-W, TERMINAL	2.25	2.25	-	-	-	1.00	-	2.00	1.59
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	2.25	2.25	-	-	2.00	-	1.00	-	1.51
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	2.25	2.25	-	2.00	1.00	2.25	-	2.25	1.77

Concession(s) awarded Rule 46 benefit determination are highlighted green
 Concession(s) within the threshold of Rule 46 benefit eligibility are highlighted yellow and:

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



Internal Customer Service Points Earned

		Contract Expiration	Prog. Start Date	Locations	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	2015 - 2017 MAP
Points Earned	A Massage	4/30/2014	8/1/2015	A-CENTER-E	1.00	-	-	-	-	-	1.00	-	0.63
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	1.00	1.00	-	1.00	-	-	1.00	1.00	0.92
	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	0.79
	World Wide Money Exchange	2/28/2019	9/1/2015	A-CENTER-W, B-CENTER-W, TERMINAL	1.00	1.00	-	-	-	-	-	1.00	0.63
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	1.00	1.00	-	-	1.00	-	-	-	0.63
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	1.00	1.00	-	1.00	-	1.00	-	1.00	0.79

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External Customer Service Points Earned

		Contract Expiration	Prog. Start Date	Locations	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	2015 - 2017 MAP
Points Earned	A Massage	4/30/2014	8/1/2015	A-CENTER-E	1.00	-	-	-	-	-	1.00	-	0.71
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	1.00	1.00	-	1.00	-	-	1.00	1.00	0.92
	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	0.96
	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	0.88
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	1.00	1.00	-	-	1.00	-	1.00	-	0.79
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	1.00	1.00	-	1.00	1.00	1.00	-	1.00	0.88
PVC Peer Airport Benchmark - Services					91.8	91.8	91.8	91.8	91.8	91.8	91.8	91.8	

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Bonus Points Earned

		Contract Expiration	Prog. Start Date	Locations	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	2015 - 2017 MAP
Points Earned	A Massage	4/30/2014	8/1/2015	A-CENTER-E	0.25	-	-	-	-	-	-	-	0.08
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	-	0.25	-	-	-	-	-	-	0.09
	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	-	-	0.03
	World Wide Money Exchange	2/28/2019	9/1/2015	A-CENTER-W, B-CENTER-W, TERMINAL	0.25	0.25	-	-	-	-	-	-	0.09
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	0.25	0.25	-	-	-	-	-	-	0.09
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	0.25	0.25	-	-	-	0.25	-	0.25	0.10

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Customer Service Scores By Concession

Concession Name	Contract Expiration	Prog. Start Date	Merchant Zone	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	2015 - 2017 AVERAGE
A Massage (A40)	4/30/2014	8/1/2015	A-CENTER-E	100	90	-	91	90	81	96	85	95.1
A Massage (B38)	10/31/2017	9/1/2015	B-MEZZANINE	97	100	-	99	90	90	97	96	97.6
Executive Shoe Shine (A39/A38)	12/31/2008	8/1/2015	A-CENTER-W	97	93	-	98	96	100	90	94	95.9
Executive Shoe Shine (A40/A41)	12/31/2008	8/1/2015	A-CENTER-E	93	100	-	100	99	90	91	90	96.6
Executive Shoe Shine (B37)	12/31/2008	8/1/2015	B-CENTER-W	97	89	-	96	96	100	91	100	95.7
Executive Shoe Shine (B38)	12/31/2008	8/1/2015	B-CENTER-E	97	93	-	91	95	100	100	95	96.0
Executive Shoe Shine (C40)	12/31/2008	8/1/2015	C-CENTER-E	97	100	-	58	84	100	88	100	95.5
World Wide Money Exchange (A37)	2/28/2019	9/1/2015	A-CENTER-W	100	100	-	81	83	87	91	95	92.1
World Wide Money Exchange (B37)	2/28/2019	9/1/2015	B-CENTER-W	100	100	-	96	95	100	100	98	95.0
World wide Money Exchange (Jeppesen)	2/28/2019	9/1/2015	TERMINAL	89	100	-	90	91	96	82	92	94.3
XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	100	100	-	90	95	82	93	87	94.7
XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	100	100	-	97	93	100	86	100	96.3

Mystery Shopper Scores



Average Contract Scores

		Contract Expiration	Prog. Start Date	Locations	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	2015 - 2017 AVERAGE
Points Earned	A Massage	4/30/2014	8/1/2015	A-CENTER-E	100.0	90.0	-	91.0	90.0	81.0	96.0	85.0	95.1
	A Massage	10/31/2017	9/1/2015	B-MEZZANINE	97.0	100.0	-	99.0	90.0	90.0	97.0	96.0	97.6
	Executive Shoe Shine	12/31/2008	8/1/2015	A-CENTER-W, A-CENTER-E, B-CENTER-W, B-CENTER-E, C-CENTER-E	96.2	95.0	-	88.6	94.0	98.0	92.0	95.8	95.9
	World Wide Money Exchange	2/28/2019	9/1/2015	A-CENTER-W, B-CENTER-W, TERMINAL	96.3	100.0	-	89.0	89.7	94.3	91.0	95.0	93.8
	XpresSpa	12/31/2017	8/1/2015	C-CENTER-E	100.0	100.0	-	90.0	95.0	82.0	93.0	87.0	94.7
	XpresSpa	11/30/2024	10/1/2015	C-OUTER-W	100.0	100.0	-	97.0	93.0	100.0	86.0	100.0	96.3

NOTES & ASSUMPTIONS:

- This data reflects scoring under the current version of DIA Rule 46
- This data reflects scoring for the period ending August 30, 2017
- This data is NOT assumed to be final or official scoring in any way, or for 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 at: pvcprogram@metrixadvisors.com