



Total Month Average Point (MAP)

Points Earned	Concession Name	Contract Expiration	Prog. Start Date	OP End Date	Locations	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	08/2015 - 07/2018 MAP
	A Massage	4/30/2014	8/1/2015	1/31/2016	A-CENTER-E	2.00	-	-	1.00	-	-	-	1.17
	A Massage	10/31/2017	9/1/2015	8/31/2017	B-MEZZANINE	2.00	-	-	-	1.00	-	1.00	1.49
	Executive Shoe Shine	12/31/2008	8/1/2015	1/31/2016	A-CENTER-W, A-CENTER-E, B-CENTER-W, B-CENTER-E, C-CENTER-E	1.00	2.00	2.00	2.00	1.00	2.25	2.00	1.81
	World Wide Money Exchange	2/28/2019	9/1/2015	8/31/2017	A-CENTER-W, B-CENTER-W, TERMINAL	1.00	2.25	2.00	2.00	2.25	2.00	1.00	1.76
	XpresSpa	12/31/2017	8/1/2015	7/31/2017	C-CENTER-E	2.00	-	-	1.00	-	-	2.00	1.21
	XpresSpa	11/30/2024	10/1/2015	7/30/2023	C-OUTER-W	-	-	2.00	-	2.25	2.25	-	1.51

Top 1/3rd Concession(s) within scoring period (ending July 2018)

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.
- N/A indicates the concession is not being determined at the time of the benefit determination.



Internal Customer Service Points Earned

Points Earned	Concession Name	Contract Expiration	Prog. Start Date	OP End Date	Locations	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	08/2015 - 07/2018 MAP
		A Massage	4/30/2014	8/1/2015	1/31/2016	A-CENTER-E	1.00	-	-	-	-	-	-
	A Massage	10/31/2017	9/1/2015	8/31/2017	B-MEZZANINE	1.00	-	-	-	-	-	-	0.66
	Executive Shoe Shine	12/31/2008	8/1/2015	1/31/2016	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	0.80
	World Wide Money Exchange	2/28/2019	9/1/2015	8/31/2017	A-CENTER-W, B-CENTER-W, TERMINAL	-	1.00	1.00	1.00	1.00	1.00	-	0.71
	XpresSpa	12/31/2017	8/1/2015	7/31/2017	C-CENTER-E	1.00	-	-	-	-	-	1.00	0.49
	XpresSpa	11/30/2024	10/1/2015	7/30/2023	C-OUTER-W	-	-	1.00	-	1.00	1.00	-	0.66



External Customer Service Points Earned

		Contract Expiration	Prog. Start Date	OP End Date	Locations	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	08/2015 - 07/2018 MAP
Points Earned	A Massage	4/30/2014	8/1/2015	1/31/2016	A-CENTER-E	1.00	-	-	1.00	-	-	-	0.63
	A Massage	10/31/2017	9/1/2015	8/31/2017	B-MEZZANINE	1.00	-	-	-	1.00	-	1.00	0.77
	Executive Shoe Shine	12/31/2008	8/1/2015	1/31/2016	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	0.97
	World Wide Money Exchange	2/28/2019	9/1/2015	8/31/2017	A-CENTER-W, B-CENTER-W, TERMINAL	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.94
	XpresSpa	12/31/2017	8/1/2015	7/31/2017	C-CENTER-E	1.00	-	-	1.00	-	-	1.00	0.66
	XpresSpa	11/30/2024	10/1/2015	7/30/2023	C-OUTER-W	-	-	1.00	-	1.00	1.00	-	0.77
PVC Peer Airport Benchmark - Services						91.8	91.8	91.8	91.8	91.8	91.8	91.8	



Bonus Points Earned

Concession Name	Contract Expiration	Prog. Start Date	OP End Date	Locations	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	08/2015 - 07/2018
												MAP
A Massage	4/30/2014	8/1/2015	1/31/2016	A-CENTER-E	-	-	-	-	-	-	-	0.06
A Massage	10/31/2017	9/1/2015	8/31/2017	B-MEZZANINE	-	-	-	-	-	-	-	0.06
Executive Shoe Shine	12/31/2008	8/1/2015	1/31/2016	A-CENTER-W, A-CENTER-E, B-CENTER-W, B-CENTER-E, C-CENTER-E	-	-	-	-	-	0.25	-	0.04
World Wide Money Exchange	2/28/2019	9/1/2015	8/31/2017	A-CENTER-W, B-CENTER-W, TERMINAL	-	0.25	-	-	0.25	-	-	0.10
XpresSpa	12/31/2017	8/1/2015	7/31/2017	C-CENTER-E	-	-	-	-	-	-	-	0.06
XpresSpa	11/30/2024	10/1/2015	7/30/2023	C-OUTER-W	-	-	-	-	0.25	0.25	-	0.09

- For months where at least two-thirds (2/3) of a Service Contract's concession locations earn a 100% score, the Service Contract shall receive a ¼ point bonus.
- The following examples illustrate the number of concession locations, within a single Service Contract, that would need to score 100% in order to earn the ¼ point bonus:
 - One location - Concession location needs to score 100%
 - Two locations - Both concession locations need to score 100%
 - Three locations - Two of the three concession locations need to score 100%
 - Four locations - Three of the four concession locations need to score 100%
 - Five locations - Four of the five concession locations need to score 100%



Customer Service Scores By Concession

Concession Name	Contract Expiration	Prog. Start Date	OP End Date	Merchant Zone	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	08/2015 - 07/2018 MAP
A Massage (A40)	4/30/2014	8/1/2015	1/31/2016	A-CENTER-E	95	90	89	93	90	81	75	93.5
A Massage (B38)	10/31/2017	9/1/2015	8/31/2017	B-MEZZANINE	96	87	89	89	93	86	92	94.9
Executive Shoe Shine (A39/A38)	12/31/2008	8/1/2015	1/31/2016	A-CENTER-W	100	97	86	96	100	100	95	95.7
Executive Shoe Shine (A40/A41)	12/31/2008	8/1/2015	1/31/2016	A-CENTER-E	93	95	100	100	92	100	100	97.0
Executive Shoe Shine (B37)	12/31/2008	8/1/2015	1/31/2016	B-CENTER-W	100	100	95	94	100	100	93	96.2
Executive Shoe Shine (B38)	12/31/2008	8/1/2015	1/31/2016	B-CENTER-E	95	95	95	98	97	100	100	96.3
Executive Shoe Shine (C40)	12/31/2008	8/1/2015	1/31/2016	C-CENTER-E	86	93	100	94	80	100	95	95.3
World Wide Money Exchange (A37)	2/28/2019	9/1/2015	8/31/2017	A-CENTER-W	96	100	99	95	100	100	95	93.9
World Wide Money Exchange (B37)	2/28/2019	9/1/2015	8/31/2017	B-CENTER-W	100	100	98	100	100	93	91	95.8
World wide Money Exchange (Jeppesen)	2/28/2019	9/1/2015	8/31/2017	TERMINAL	87	93	100	90	93	93	92	94.7
XpresSpa	12/31/2017	8/1/2015	7/31/2017	C-CENTER-E	96	82	89	93	87	85	96	92.9
XpresSpa	11/30/2024	10/1/2015	7/30/2023	C-OUTER-W	86	85	99	82	100	100	87	94.0

Mystery Shopper Scores



Average Contract Scores

Points Earned	Concession Name	Contract Expiration	Prog. Start Date	OP End Date	Locations	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	08/2015 - 07/2018 MAP
		A Massage	4/30/2014	8/1/2015	1/31/2016	A-CENTER-E	95.0	90.0	89.0	93.0	90.0	81.0	75.0
	A Massage	10/31/2017	9/1/2015	8/31/2017	B-MEZZANINE	96.0	87.0	89.0	89.0	93.0	86.0	92.0	94.9
	Executive Shoe Shine	12/31/2008	8/1/2015	1/31/2016	A-CENTER-W, A-CENTER-E, B-CENTER-W, B-CENTER-E, C-CENTER-E	94.8	96.0	95.2	96.4	93.8	100.0	96.6	96.1
	World Wide Money Exchange	2/28/2019	9/1/2015	8/31/2017	A-CENTER-W, B-CENTER-W, TERMINAL	94.3	97.7	99.0	95.0	97.7	95.3	92.7	94.8
	XpresSpa	12/31/2017	8/1/2015	7/31/2017	C-CENTER-E	96.0	82.0	89.0	93.0	87.0	85.0	96.0	92.9
	XpresSpa	11/30/2024	10/1/2015	7/30/2023	C-OUTER-W	86.0	85.0	99.0	82.0	100.0	100.0	87.0	94.0

NOTES & ASSUMPTIONS:

- This data reflects scoring under the current version of DEN Rule 46
- This data reflects scoring for the period ending July 31, 2018
- This data is NOT assumed to be final or official scoring in any way, or for any time period
- This data may change prior to the release of any official PVC Program scoring
- Please contact the Metrix PVC Program team with questions at: pvcprogram@metrixadvisors.com