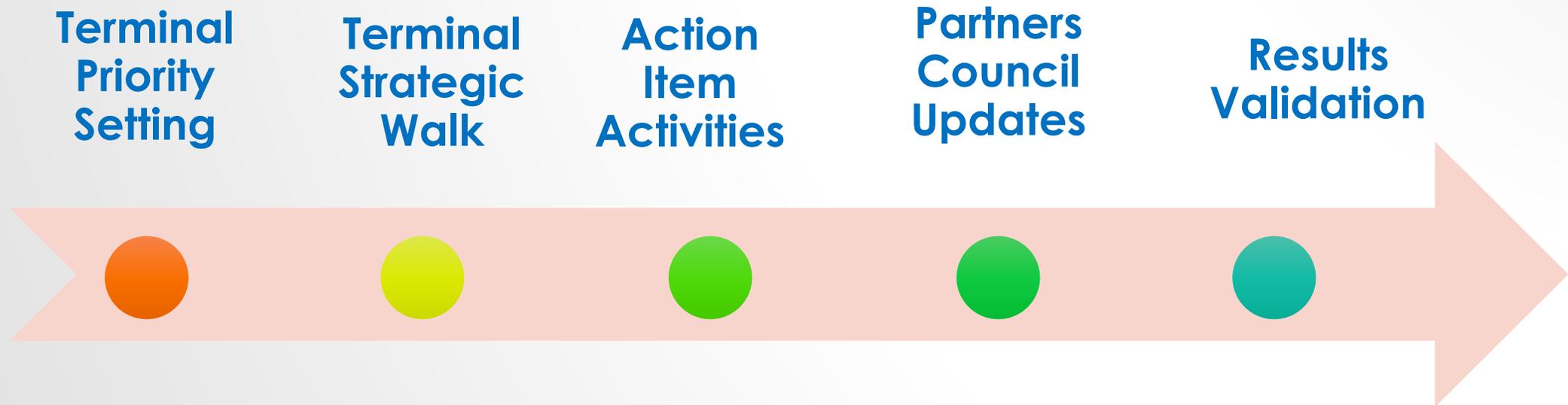


GUEST EXPERIENCE TERMINAL REVIEW/WALK PROCESS



**PARTNERS
COUNCIL
TEAM**



**LAWA Organizations
Airlines/TBITEC
Concessionaires
TSA/CBP**

GUEST EXPERIENCE TERMINAL REVIEW/WALK STATUS

Terminal	Focus Areas	First Walk Completed	Number of Action Items
Terminal One	Wayfinding, Ambience/Comfort	November 17, 2017	10
Terminals Two/Three		April 2018	
Terminals Four/Five	Wayfinding, Cleanliness	October 23, 2017	20
Terminal Six		May 2018	
Terminals Seven/Eight	Wayfinding, Cleanliness, Ambience	February 2, 2018	20
TBIT	Cleanliness, Information, Comfort	March 14, 2018	16*

* TBIT review will be conducted in two parts, current status reflects Part One only