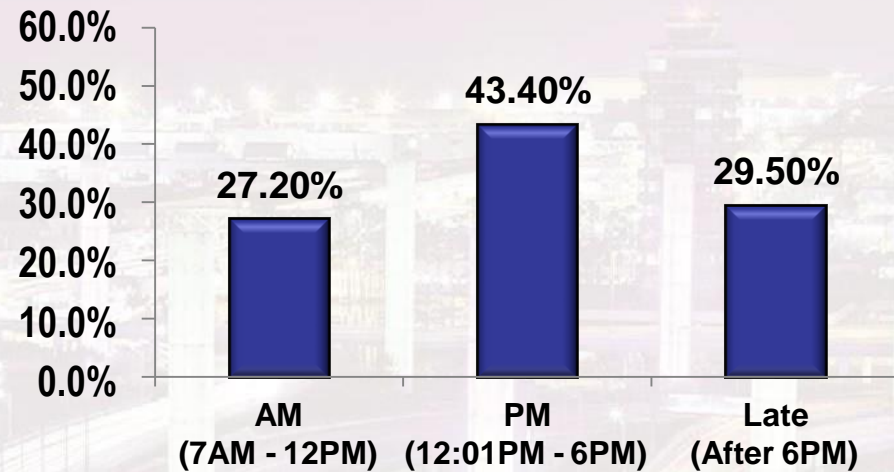
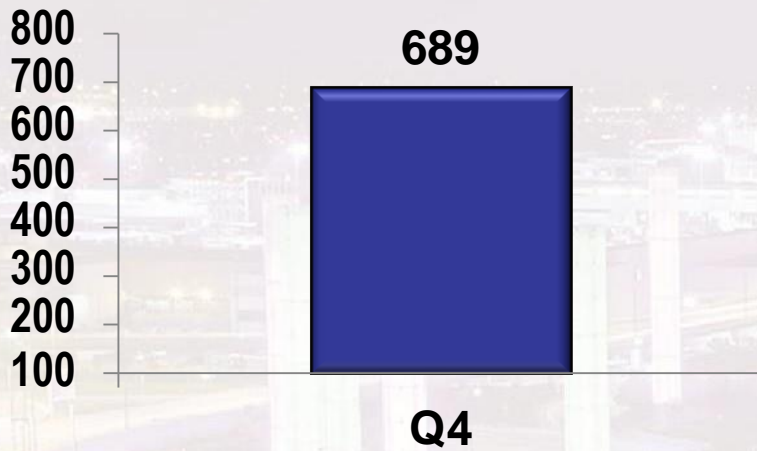


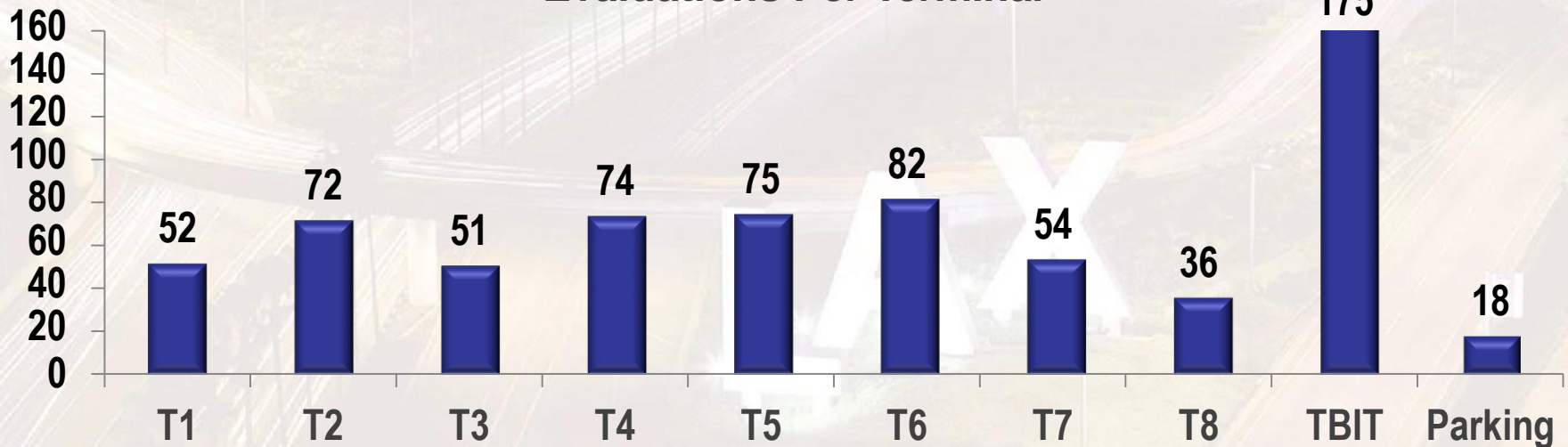
# Overview

- 689 evaluations were conducted across all terminals from 10/01/2017 to 12/31/2017
- Evaluations based on the **iCare** standards and behaviors include:
  - 259 Enhanced Employee Interaction Evaluations - A robust evaluation involving direct employee engagement.
  - 48 Security Screening Evaluations – Observation based evaluations, completed in real time on the evaluator's mobile device
  - 357 Concessions Evaluations - these evaluations address iCARE standards as well as questions regarding concessions related issues that can impact non-aeronautical revenue.
  - 27 Passenger Journey Evaluations evaluating the passenger experience from curb to gate.

# Evaluation Breakdown

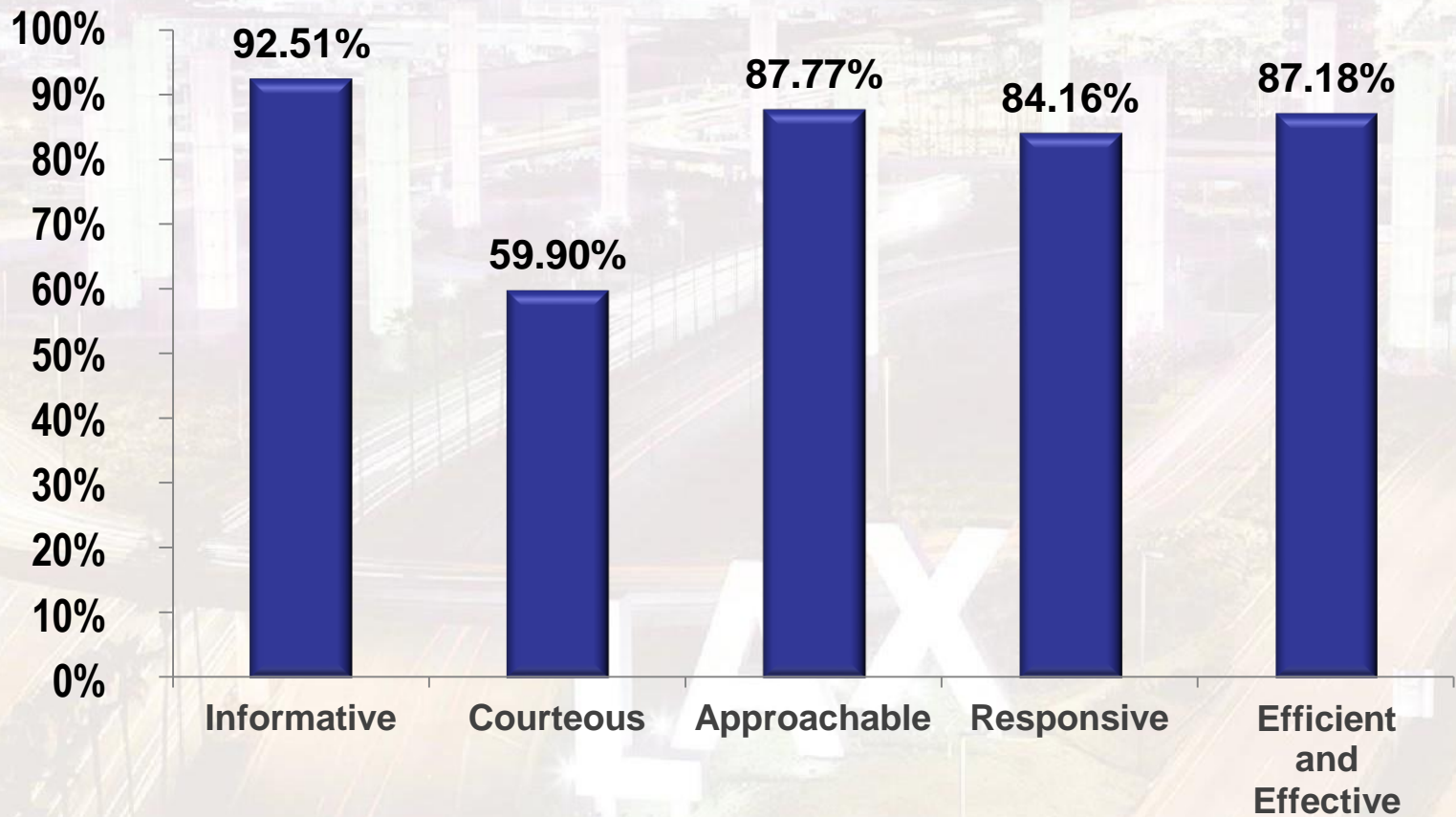


## Evaluations Per Terminal



# iCare Standards Breakout

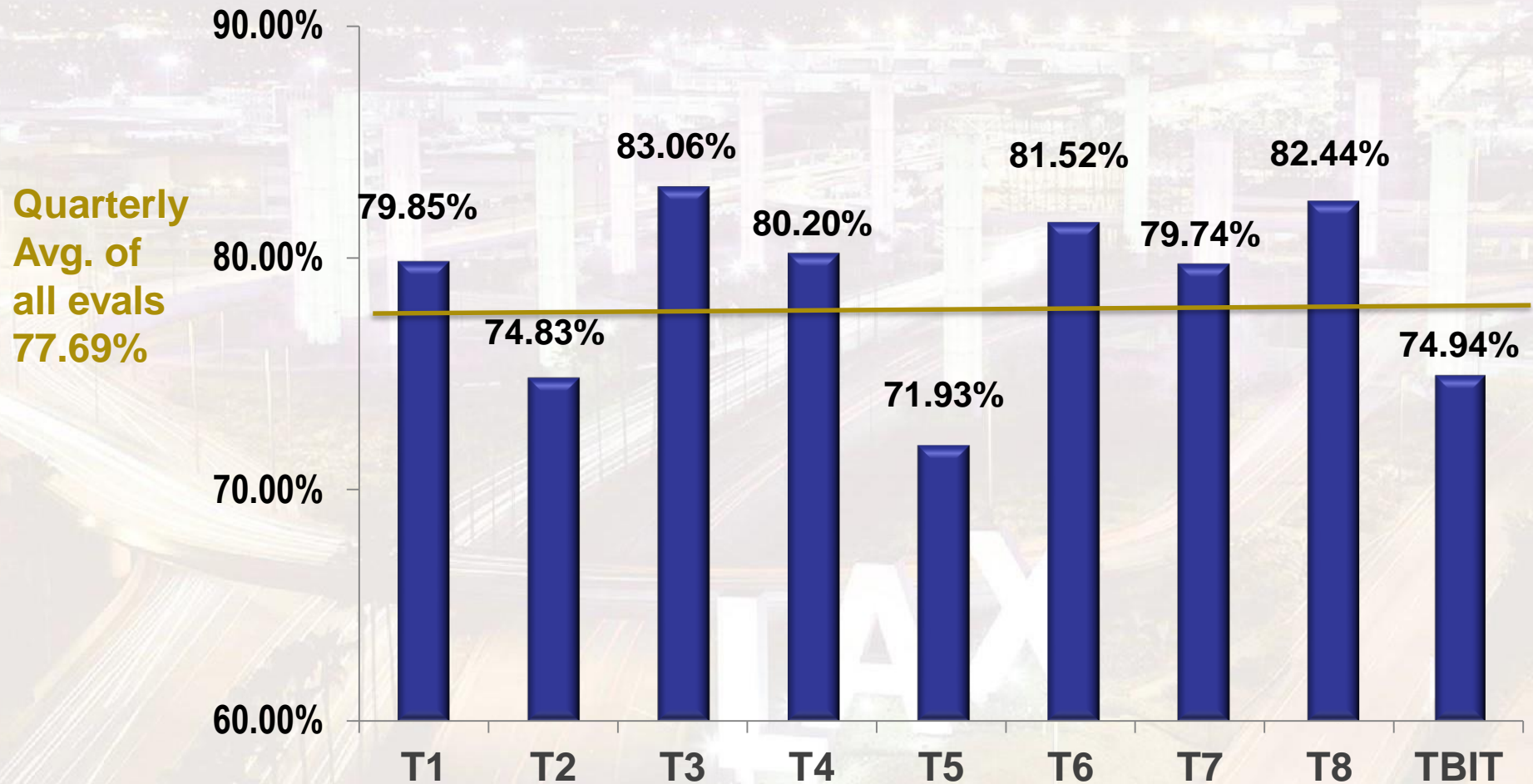
Utilizing sectional scores from all 689 evaluations in these categories. % out of 100%





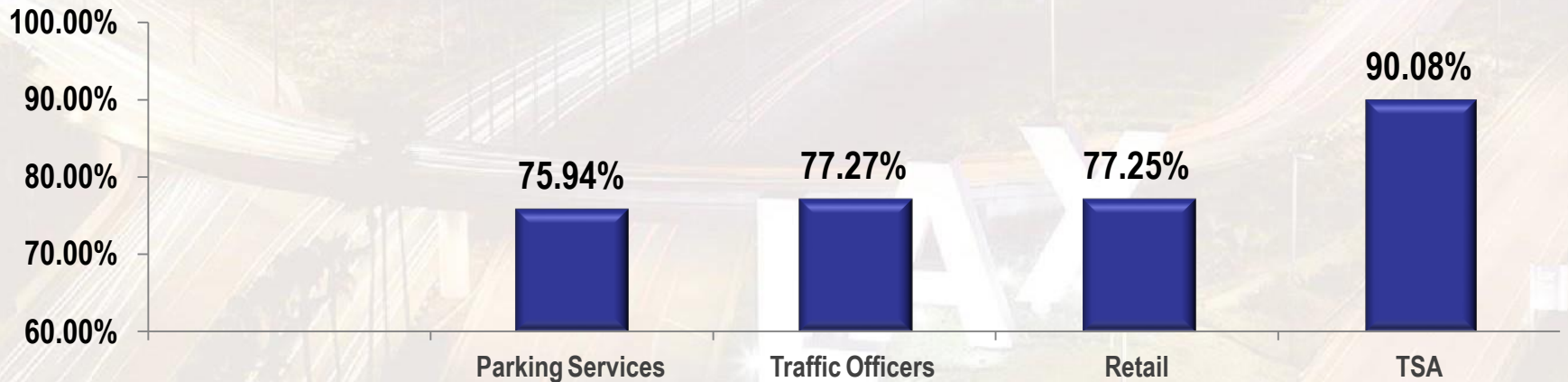
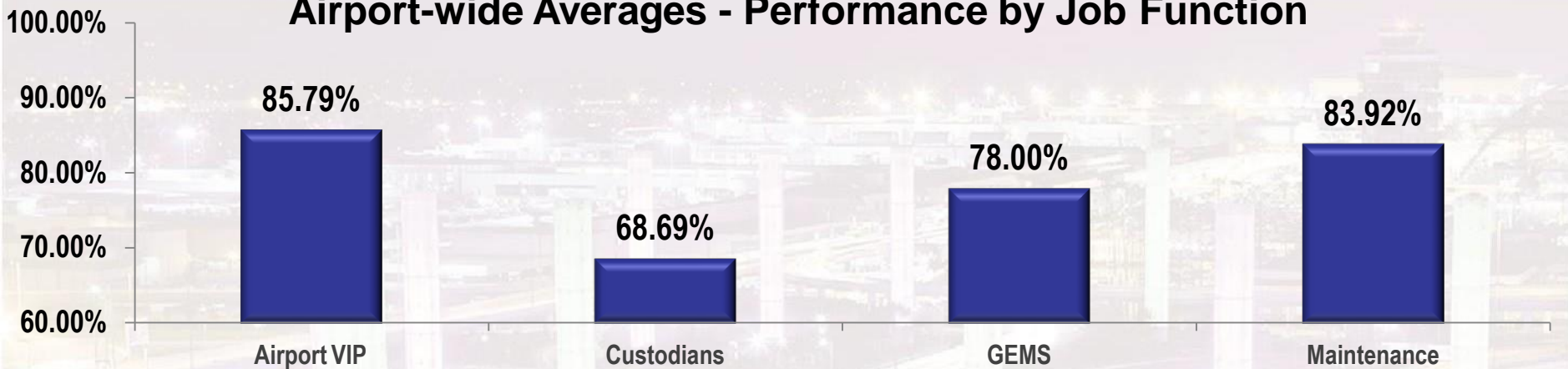
# Average Scores by Terminal

Utilizing overall scores from all evaluations conducted in each terminal. % out of 100%



# Overall Group Performance

## Airport-wide Averages - Performance by Job Function



# Memorable Experiences

“The employee assisted me right away, and she had a friendly and warm demeanor.”

**TBIT Retail**

“The employee was very welcoming, nice, friendly, polite, and courteous, and she provided me with excellent customer service. She was attentive to my needs and was willing to help.”

**Terminal 2 Custodian**

“The employee was respectful and knowledgeable. He was focused on assisting me.”

**TBIT Traffic Officer**

“The employee was efficient, respectful and knowledgeable.”

**TBIT TSA**

“When I approached the hostess, I was immediately greeted with a welcoming smile. Asia was very attentive, made general conversation and made me feel welcomed.”

**TBIT – Restaurant/Bar**

# Memorable Experiences

“The employee smiled and provided friendly and informative service. She made an extra effort to assist me, such as providing a large bag.”

**TBIT Quick Serve**

“The employee went out of his way to show me how I could find the shuttle stop so I could get to where the rental car area was located. He spoke in a pleasant tone of voice, he was polite and treated me like a valued guest.”

**Terminal 2 Baggage Claim**

“The employee showed a courtesy by coming out from behind the counter when she saw I needed assistance and she provided this in a friendly and helpful manner.”

**Terminal 1 Ticketing Kiosk**

“The officer was respectful and had a kind manner and ensured I understood his directions.”

**Terminal 3  
Traffic Officer**