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

- **Q4**: 689 evaluations
- **AM (7AM - 12PM)**: 27.20%
- **PM (12:01PM - 6PM)**: 43.40%
- **Late (After 6PM)**: 29.50%

**Evaluations Per Terminal**

- **T1**: 52
- **T2**: 72
- **T3**: 51
- **T4**: 74
- **T5**: 75
- **T6**: 82
- **T7**: 54
- **T8**: 36
- **TBIT**: 175
- **Parking**: 18
iCare Standards Breakout

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

- Informative: 92.51%
- Courteous: 59.90%
- Approachable: 87.77%
- Responsive: 84.16%
- Efficient and Effective: 87.18%
Average Scores by Terminal

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

Quarterly Avg. of all evals 77.69%
Overall Group Performance

Airport-wide Averages - Performance by Job Function

- Airport VIP: 85.79%
- Custodians: 68.69%
- GEMS: 78.00%
- Maintenance: 83.92%

- Parking Services: 75.94%
- Traffic Officers: 77.27%
- Retail: 77.25%
- TSA: 90.08%
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