

GUEST EXPERIENCE TERMINAL REVIEW/WALK STATUS

Terminal	First Walk Completed	Second Walk Expected/Completed	Number of Action Items
Terminal One	November 17, 2017	July 25, 2018	37
Terminals Two/Three	April 11, 2018	October 24, 2018	22
Terminals Four/Five	October 23, 2017	June 27, 2018	36
Terminal Six	May 23, 2018	November 14, 2018	27
Terminals Seven/Eight	February 2, 2018	August 22, 2018	58
TBIT Main Terminal	March 14/April 25, 2018	September 26, 2018	37
TBIT Bus & Remote Gates	April 25, 2018	September 20, 2018	31
FIS Facilities	April 25, 2018	September 19, 2018	37
Parking Garages	June 11, 2018	January 2019	21

GUEST EXPERIENCE TERMINAL REVIEW ACTION ITEMS

	Ambience	Amenities	Cleanliness	Facilities	Technology	Wayfinding
Terminal One	4	5	4	5	5	14
Terminals Two/Three		3	1	11		7
Terminals Four/Five	1	2	9	11	3	10
Terminal Six	1	2	10	10	2	2
Terminals Seven/Eight	4	5	13	20		16
TBIT Main Terminal	3	5	8	10		11
TBIT Bus & Remote Gates	2	7	1	20		1
FIS Facilities	1	4	2	22	3	5
Parking Garages	3	1	2	13		4

Please note that categories do not reflect organizational responsibility for individual action items. All categories have more than one organization responsible for action items in that group.