



Guest Experience Short-Term Terminal Team

Objective: Via scheduled walk-arounds, identify *short-term* guest experience enhancement opportunities that alleviate current guest pain points and are aligned with and support existing *long-term* airport strategic initiatives or alleviate guest pain while such initiatives are developed to create a gold-standard airport.

In-Scope:

1. Safety-related
2. Cleanliness
3. Inaccurate wayfinding signage
4. I-CARE
5. Gate room amenities
6. Concessionaire space amenities
7. Furniture, artwork, entertainment

Out-of-Scope:

1. Infrastructure or facility changes
2. Wi-Fi/Cell Technology
3. New wayfinding signage
4. Traffic/Transportation/Parking