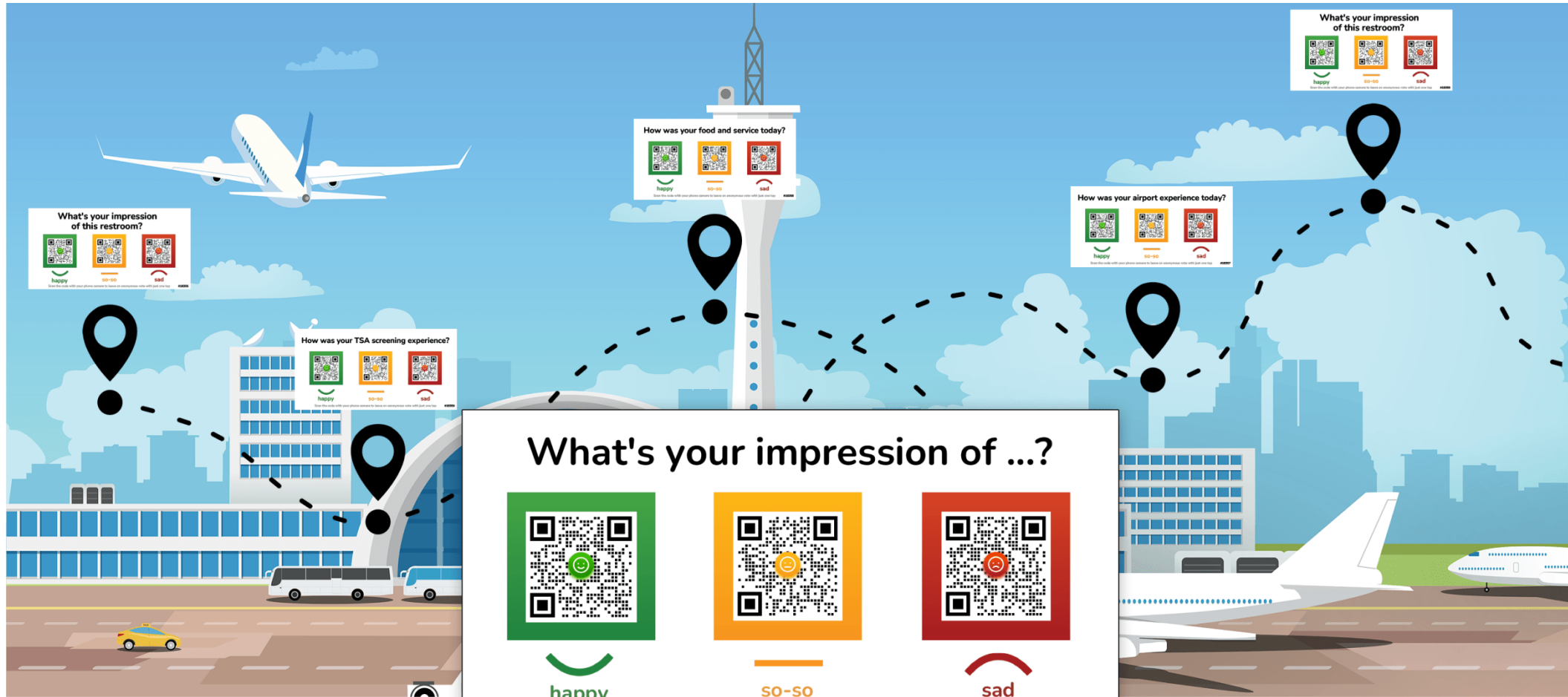


Real-Time Customer Experience Feedback for the Airport Facilities and Beyond

AirVote[®] At-A-Glance



What's your impression of ...?

happy so-so sad

Point your phone camera to a smiley. Your anonymous vote with just one tap #6642

Some of Our Customers in Airport Industry



What AirVote® Brings to the Airport Team

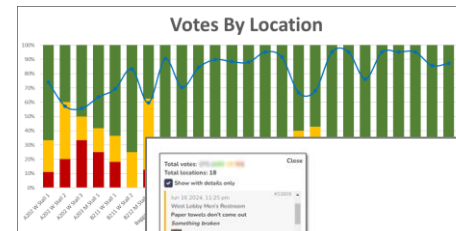
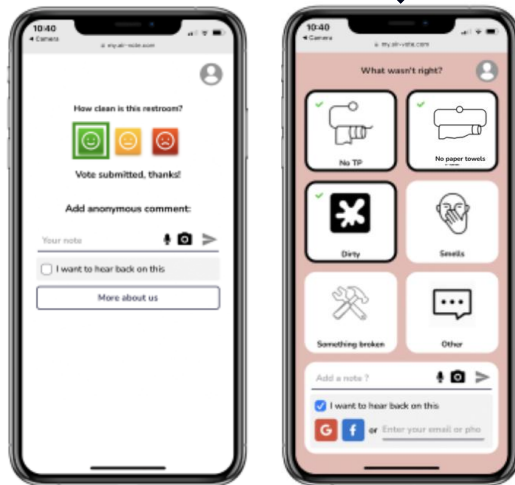
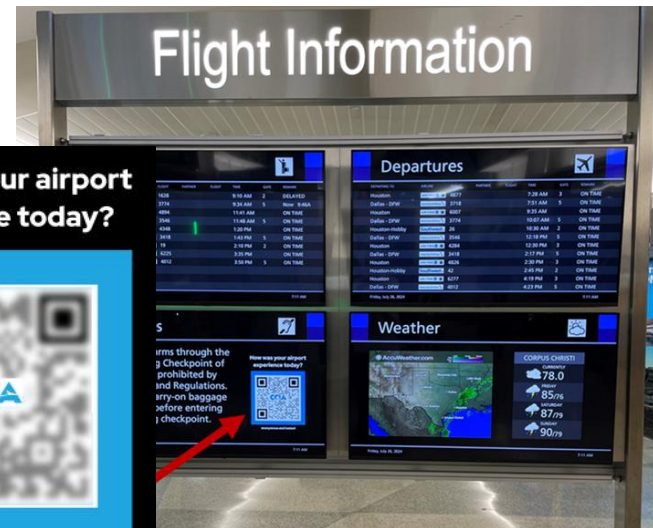
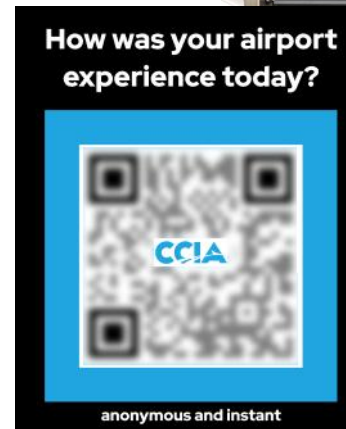
- ✓ Feedback from every restroom stall helps precisely point out issues
 - Example from an airport customer: 16 restrooms, 175 stalls – 250-300 responses per week
 - Some airports prefer one display per restroom – it is OK too
- ✓ Easily expands beyond the restrooms or facilities into other areas
 - Example: “How was your security screening experience?” – placed at TSA
- ✓ Real-time alerting to the respective team
 - The teams can include Airport partners: TSA, concessions, airlines, etc. They see their area feedback only
- ✓ Real-time and historic feedback shows on the terminal map to quickly spot trends
- ✓ Integrates other feedback channels: guest relations page, interactive maps, or social media
- ✓ A single platform for service tracking and area audits across all Airport areas
- ✓ Each location has its own feedback, service, or audit content relevant to that area
- ✓ Role-based access model supports effective decision-making
 - Teams receive alerts for their areas. Management sees all areas

How AirVote QR Smileys® Work

On a TV monitor

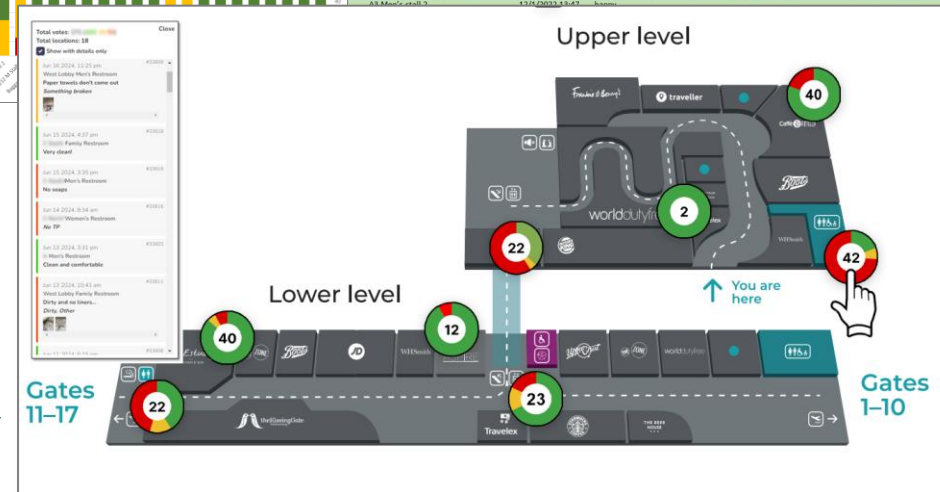


In a restroom stall



Location	Vote Date	Vote	Standard Problem	Comment	Pictures
Plastic Drink Machine (Secure Side)	12/2/2022 15:47	sad		Card was charged but no product came out	View photo
Food court table tents	12/1/2022 17:57	sad	"Other"	Why close at 5 when the last flight is 8:15??? Nothing to do at this airport, at least have some concessions until the last flight!	View photo
A2 Men's stall 4th	12/1/2022 14:31	happy		It did not give my water. And it charged 30 cent more than it said the cost was	View photo
Glass Drink Machine (Not Secure)	12/1/2022 14:21	sad			View photo
Ticketing N women's stall 4	12/1/2022 14:18	happy			View photo
Pet Relief Area	12/1/2022 14:18	ok	"Other"	Ventilation is bad in pet relief area. Smells like urine	View photo
Ticketing N women's stall 15	12/1/2022 13:54	ok	"Smells", "Dirty"	Generally untidy	View photo
A3 Men's stall 3	12/1/2022 13:47	happy			View photo

Real-time and NPS views



Real-time alerts

Displayed on your terminal map



Customer Feedback on the Terminal Map



Historical feedback is displayed on the map for time, location, or issue type

The screenshot displays the airvote interface for Terminal B Concourse. At the top left, the airvote logo is shown next to a 'Select range:' dropdown menu set to 'Last 7 days'. To the right of the dropdown are three filter buttons: 'Placement', 'Issue', and 'ID'. Three red arrows point from the text above to these three filter buttons. The main map area shows a layout of gates (B5 to B23) and various service points like 'Cafeteria 15L', 'Flight Status', 'Urban Crave Express', 'Esquire Grill', 'Farm Fork Sky Express', 'Concourse B', and 'TSA Checkpoint'. Colored circular markers with numbers are placed on the map: a green '3' at Gate B19, a red '3' at Gate B19, and an orange '1' at Gate B16. A hand cursor is hovering over the green '3' marker. On the left side, a detailed view panel is open, showing a list of feedback items. The panel includes a 'Close' button, 'Total votes: 3 (1 1 1)', and 'Total locations: 1'. A checkbox 'Show with details only' is checked. The feedback items are as follows:

- Item 1:** Apr 4 2024, 1:08 am | #10891
Men's by Gate B19 stall 2 | CB1264
Low on TP and out of paper towels
No TP, No paper towels
Includes a photo of a stall.
- Item 2:** Apr 4 2024, 1:03 am | #10891
Men's by Gate B19 stall 2 | CB1264
The waste bin was full. You can tell no one cleaned this overnight
Dirty
Includes a photo of a waste bin.
- Item 3:** Apr 4 2024, 12:52 am | #10891
Men's by Gate B19 stall 2 | CB1264
Clean and well stocked

At the bottom right of the map, there is a 'Refresh' button. On the right side of the map, there are navigation controls including a zoom in (+) and zoom out (-) button, a pan arrow, and a full-screen icon.

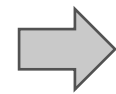
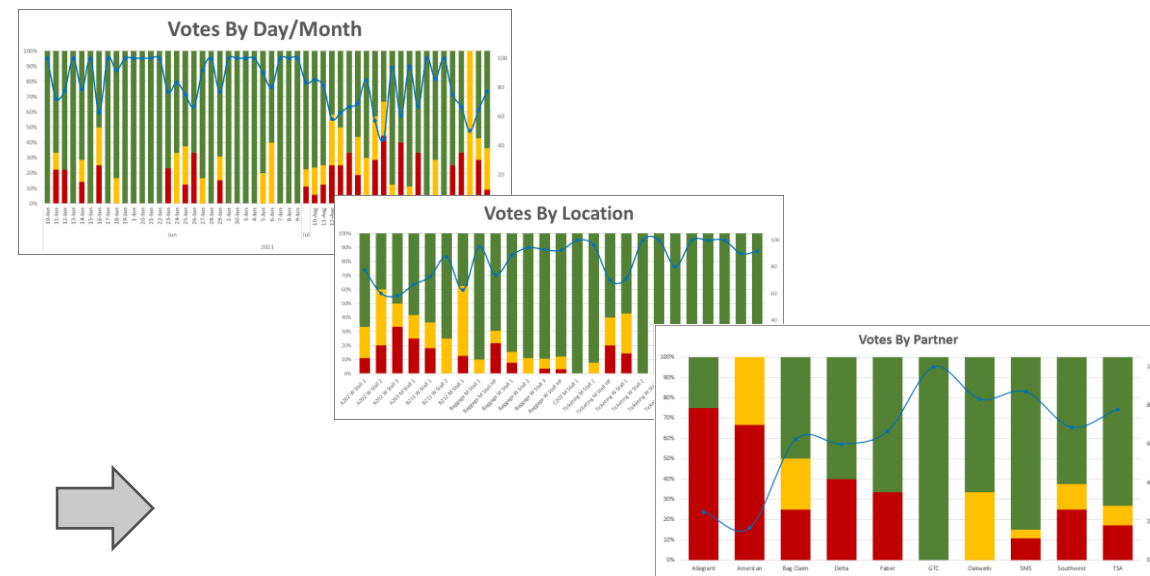
Reporting and Administration Services

- Every area or janitorial partner sees their feedback, service logs and area audits.
- The Airport Management team sees all data across all areas.
- Reports instantly available for any time period. Contain actual data, analytics, and charts.
- AirVote team can provide reporting and system administration: no need to learn the system.

Actual responses

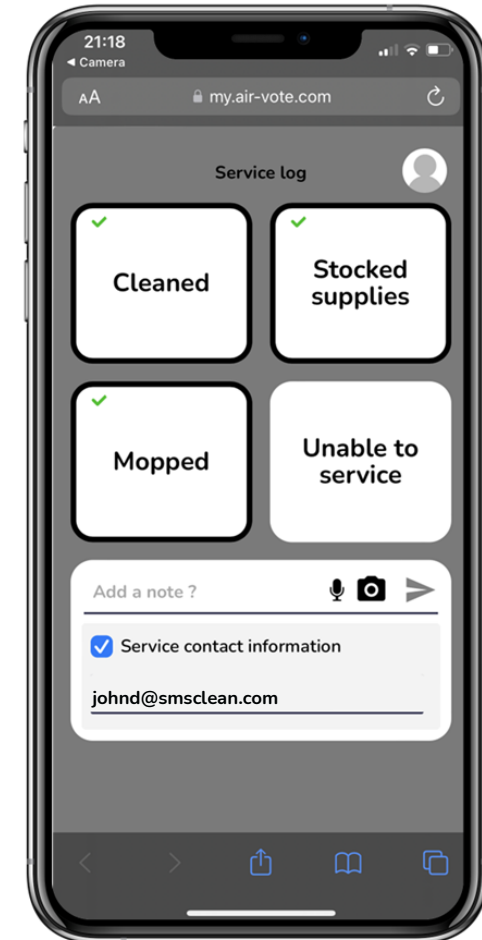
Question	Location	Vote Date	Vote	Standard Problem	Comment	Picture
How was your vending experience?	Plastic Drink Machine (Secure Side)	12/2/2022 15:47	sad		Card was charged but no product came out.	View photo
How did you like our food and service today?	Food court table tents	12/1/2022 17:57	sad	"Other"	Why close at 5 when the last flight is 8:15?? Nothing to do at this airport, at least have some concessions until the last flight!	
What's your impression of this restroom?	A2 Men's stall 4H	12/1/2022 14:31	happy			
How was your vending experience?	Glass Drink Machine (Not Secure)	12/1/2022 14:21	sad		It did not give my water. And it charged 10 cent more than it said the cost was	
What's your impression of this restroom?	Ticketing N women's stall 4	12/1/2022 14:18	happy			
How was your experience with us?	Pet Relief Area	12/1/2022 14:18	ok	"Other"	Ventilation is bad in pet relief area. Smells like urine	
What's your impression of this restroom?	Ticketing N women's stall 15	12/1/2022 13:54	ok	"Smells", "Dirty"	Generally untidy	View photo
What's your impression of this restroom?	A3 Men's stall 2	12/1/2022 13:47	happy			
How was your vending experience?	Glass Sandwich Machine (Not Secure)	12/1/2022 13:47	sad		This machine is rarely stocked with Chocolate Milk. Would really like it be more frequently stocked with chocolate milk.	
What's your impression of this restroom?	Ticketing N women's stall 15	12/1/2022 13:28	happy			View photo
How is your travelling experience so far?	TSA Security Line	12/1/2022 13:28	sad		Allowed standard travelers to check in before TSA precheck passengers.	
What's your impression of this restroom?	B3 Men's stall 1	12/1/2022 7:43	happy			
What's your impression of this restroom?	B1 Men's stall 2	12/1/2022 7:22	happy			
How was your vending experience?	Plastic Drink Machine (Secure Side)	12/1/2022 7:22	sad		Water is sold out	
What's your impression of this restroom?	Baggage South Women's stall 2	12/1/2022 7:14	ok	"Something broken"	Toilet stall has broken lock. Had to use gray tape to keep door shut.	View photo
What's your impression of this restroom?	A3 Men's stall 1	12/1/2022 6:29	happy			
How was your vending experience?	Plastic Drink Machine (Secure Side)	12/1/2022 6:15	sad		Water is sold out and I have a baby	
What's your impression of this restroom?	Ticketing Southwest Women's stall 7	12/1/2022 5:34	happy			View photo
How was your experience with us?	Pet Relief Area	11/30/2022 22:34	happy		Thank you for having these amenities for pets. Had to ask if there was one here. Please add signage. Thank you!	
What's your impression of this restroom?	GTC North women's stall 1	11/30/2022 19:32	happy			
What's your impression of this restroom?	B1 Men's stall 2	11/30/2022 19:31	sad	"Something broken"	Door is broken	View photo
What's your impression of this restroom?	B1 Men's stall 1	11/30/2022 19:11	ok			
How was your vending experience?	Glass Drink Machine (Not Secure)	11/30/2022 19:11	sad		Took my money but water did not drop out.	
What's your impression of this restroom?	B1 Men's stall 2	11/30/2022 18:57	sad			
What's your impression of this restroom?	Ticketing Southwest Women's stall 6	11/30/2022 18:31	happy			
What's your impression of this restroom?	Ticketing Delta Men's stall 3H	11/30/2022 18:05	sad	"Something broken"	Flush not working!	
What's your impression of this restroom?	B1 Women's stall 3	11/30/2022 16:02	happy			
What's your impression of this restroom?	A1 Men's stall 1	11/30/2022 15:40	sad	"Dirty", "Smells"		View photo
What's your impression of this restroom?	Ticketing Delta Men's stall 2	11/26/2022 12:15	happy		Cleaner than most, and the motion air freshener is the best	
What's your impression of this restroom?	Baggage south Men's stall 3	11/26/2022 10:08	ok	"Smells"		
What's your impression of this restroom?	Ticketing N Men's Stall 4H	11/26/2022 10:03	sad	"Something broken"	Does not flush ,no automatic, manual pushing the button!	View photo
What's your impression of this restroom?	B3 Men's stall 3	11/26/2022 9:30	happy			
What's your impression of this restroom?	A3 Women's stall 7	11/25/2022 21:38	happy			
What's your impression of this restroom?	Ticketing N women's stall 7	11/25/2022 20:07	ok		Cleanliness is awesome! There was nowhere in the stall to hang my coat though. I recommend installing coat hangers on the doors.	View photo

Analytics



AirVote QR Codes For Service Logs and Area Service Audits

- Can be enabled for existing QR Smileys or as a separate QR code.
- Placed at locations to log services:
 - Janitors closets
 - Security walkthrough checkpoints
 - Any areas where the service tracking is needed
- Service audits are recorded with time, location, auditor, standard checklist of service audit items, and any additional feedback/pictures/audio.

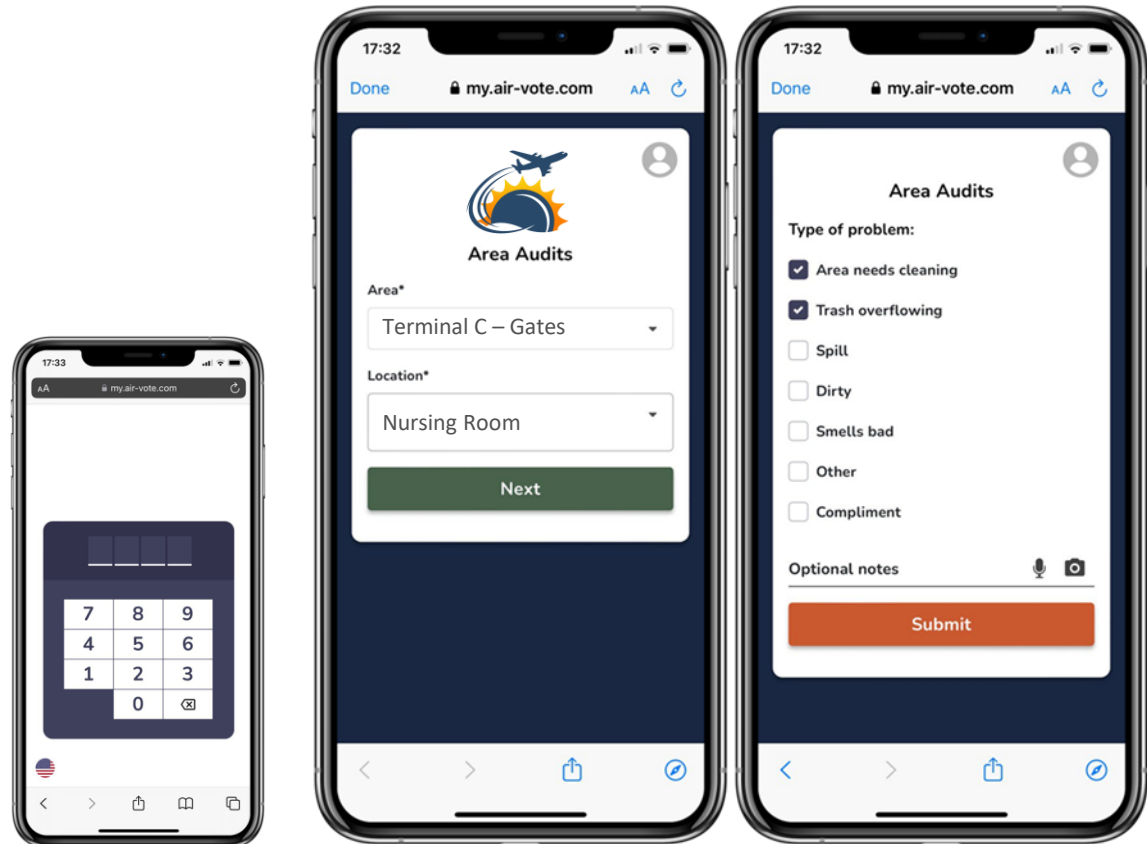
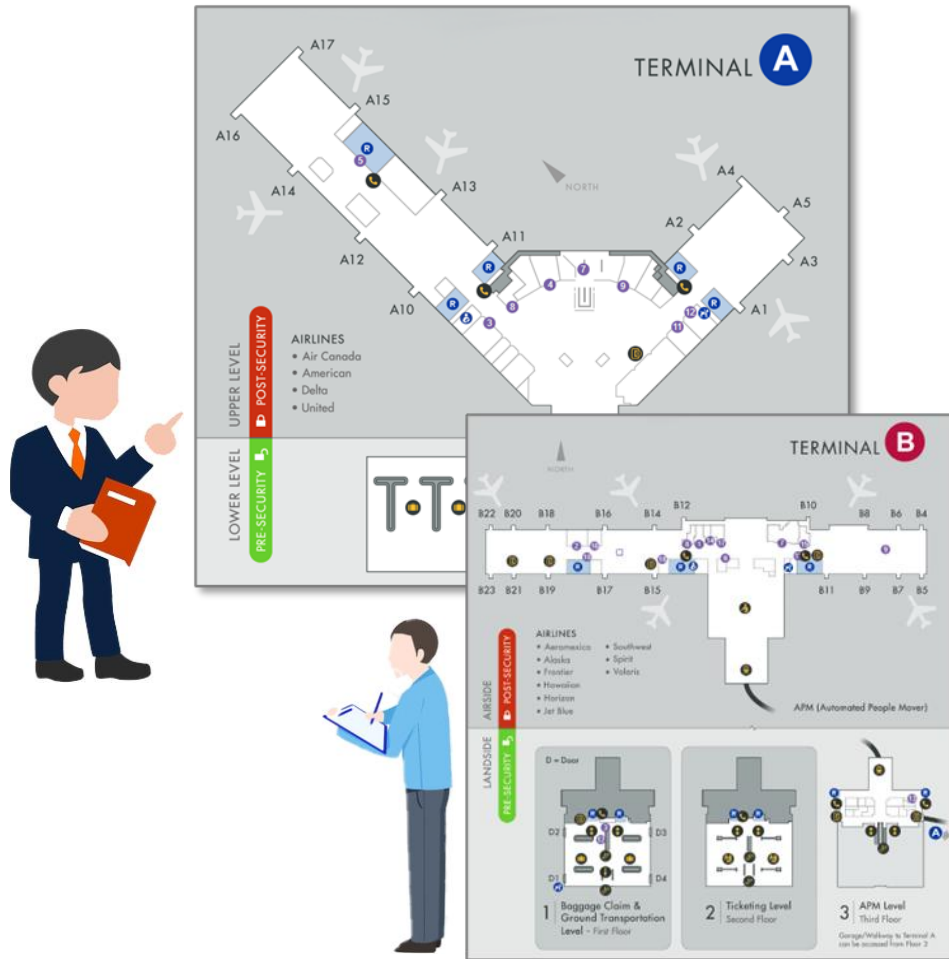


AirVote® for Area Audits (QC) – without QR Codes



Click [here](#) to test it live (use 1234 for PIN)

- ✓ Secured by a 4-digit PIN for each auditor
- ✓ QC Area Audits record time, area, location, auditor name, any notes, pictures or audio
- ✓ Optionally can be sent as alerts to the team



What makes AirVote® unique



- Placement inside every stall, while not required, results in a higher response rate.
- Customer presentation promotes both critical and positive responses – for staff recognition.
- Anonymous by default, the feedback is more honest.
- Encouraging a picture of a problem results in more accurate feedback (a picture is worth...)
- Feedback beyond the restroom is aggregated and included in feedback reports: value-add to the Airport.
- Feedback trends on the terminal map give a birds-eye status view for staff or management meetings.
- The same platform for both customer experience feedback, service logging and area audits.
- Displaying service history to the customer helps manage perceptions.
- Communication channel with the customer beyond just an issue in the restroom – can connect to the Airport’s guest relations page, interactive maps, or social media for more feedback.

Thank You

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