



Boston Logan Airport Report

10 Feb - 16 Feb 2025

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Usage Summary for 10 Feb - 16 Feb 2025

Total number of Visits across all Terminals* : **474,644**

**People counters only in Men and Female Restrooms*

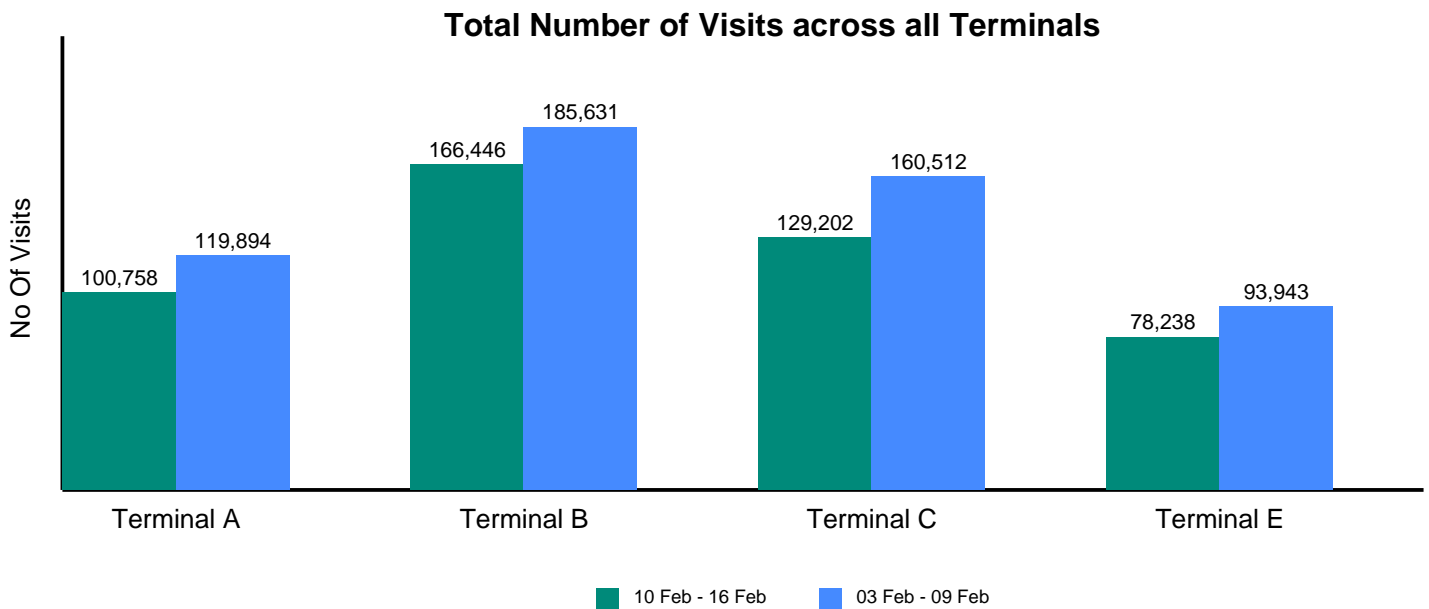
Terminal B was the busiest Terminal in **10 Feb - 16 Feb 2025** with **166,446** visits.

Average Visits per day is **67,806** .

Peak Usage Time across All Terminals

Terminal	Peak Day	Quiet Day	Peak Hour	Off-Peak Hour
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Total number of visits across all Terminals*



Top 5 Busiest Restrooms

The Busiest restroom across all Terminals was **A2S-4M** (Terminal A) with **11,866** visits.

Top 5 Busiest Restrooms: Secure Side vs. Non-Secure Side Across Terminals

Sr.No	Terminal A		Terminal B		Terminal C		Terminal E	
	Secure Side	Non-Secure Side	Secure Side	Non-Secure Side	Secure Side	Non-Secure Side	Secure Side	Non-Secure Side
1	A2S-4M 11,866	A2-1L 3,402	B2S-10M 9,704	B2-1M 3,878	C2S-7L 9,080	C2-2M 7,171	E3S-1L 5,868	E1-3M 4,523
2	A2S-2M 11,464	A1-2M 3,199	B2S-8M 9,072	B1-3M 3,555	C2S-6M 8,791	C2-2L 5,968	E3S-1M 5,850	E3-1M 4,042
3	A2S-1M 11,208	A1-1M 3,127	B2S-10L 8,419	B1-4M 3,266	C2S-7M 8,448	C1-1L 4,104	E3S-5L 4,550	E1-3L 3,266
4	A2S-3M 10,982	A2-2M 2,176	B2S-2M 8,406	B2-2M 3,140	C2S-6L 8,069	C1-3M 3,814	E2S-3L 3,916	E3-1L 3,233
5	A2S-4L 10,912	A1-2L 2,115	B2S-9M 7,150	B2-1L 2,822	C2S-3M 7,908	C1-1M 3,445	E2S-3M 3,641	E3-2M 3,162

Feedback Summary for 10 Feb - 16 Feb 2025

Overall Feedback count across all Terminals in 10 Feb - 16 Feb 2025 is **4,782** (1.01% of total Visits).

73% Users have Selected Excellent (3,468)

17% Users have Selected Average (792)

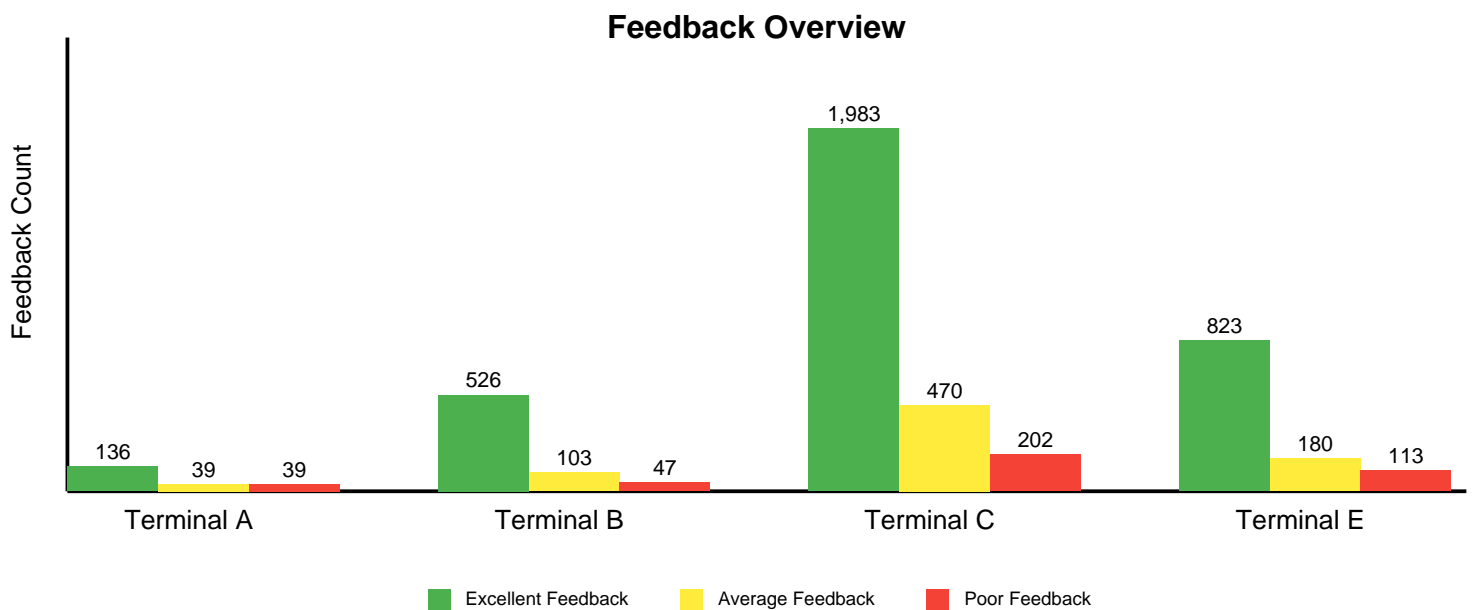
11% Users have Selected Negative (522)

Restroom in **Terminal C** has received the highest **Excellent** feedback.

Restroom in **Terminal C** has received the highest **Average** feedback.

Negative Feedback count is highest for **Terminal C**.

Maximum Feedback has been received for '**Dirty Toilet**'.



Feedback Overview

Restroom	Terminal A	Terminal B	Terminal C	Terminal E
Excellent Feedback	136	526	1,983	823
Average Feedback	39	103	470	180
Poor Feedback	39	47	202	113
Total Feedback Count (incl. Other Issues)	218	689	2,712	1,163

C2S-6M received the most **Excellent Feedback Scores** .

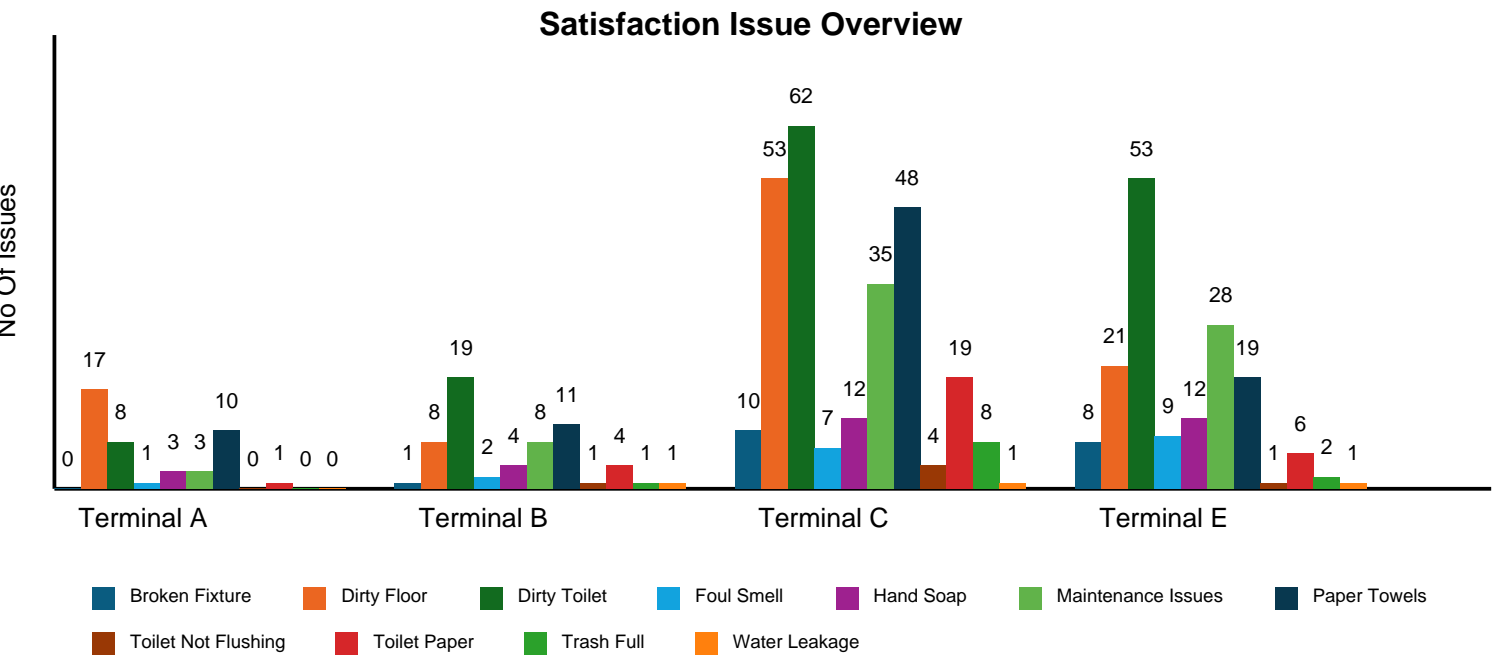
C2S-6L received the most **Negative Feedback Scores** .

Restrooms with Feedback

Feedback	Terminal A		Terminal B		Terminal C		Terminal E	
	10 Feb - 16 Feb	03 Feb - 09 Feb	10 Feb - 16 Feb	03 Feb - 09 Feb	10 Feb - 16 Feb	03 Feb - 09 Feb	10 Feb - 16 Feb	03 Feb - 09 Feb
Excellent Feedback	A2-2M	A2-2M	B1-4M	B1-4M	C2S-6M	C2-1M	E1-3M	E1-3M
Poor Feedback	A2-2M	A1-2M	B2S-11M	B1-4M	C2S-6L	C1-3M	E1-3M	E1-1M

Dirty Toilet issue needed the most attention this month.

Total **522** Satisfaction Issues were reported this month.



Satisfaction Issue Overview

Issue	Terminal A (43)	Terminal B (60)	Terminal C (259)	Terminal E (160)
Broken Fixture (19)	0	1	10	8
Dirty Floor (99)	17	8	53	21
Dirty Toilet (142)	8	19	62	53
Foul Smell (19)	1	2	7	9

Issue	Terminal A (43)	Terminal B (60)	Terminal C (259)	Terminal E (160)
Hand Soap (31)	3	4	12	12
Maintenance Issues (74)	3	8	35	28
Paper Towels (88)	10	11	48	19
Toilet Not Flushing (6)	0	1	4	1
Toilet Paper (30)	1	4	19	6
Trash Full (11)	0	1	8	2
Water Leakage (3)	0	1	1	1

Restrooms with reoccurring satisfaction issues

Terminal	Satisfaction Issue	Restroom	Count
Terminal A	Dirty Floor	A2-2M	10
Terminal A	Dirty Floor	A1-2M	5
Terminal A	Paper Towels	A2-1L	5
Terminal B	Dirty Toilet	B1-4M	6
Terminal B	Maintenance Issues	B2S-11M	5
Terminal B	Dirty Toilet	B2S-11M	5
Terminal C	Dirty Floor	C2S-5L	10
Terminal C	Dirty Toilet	C2S-6L	10
Terminal C	Maintenance Issues	C2S-6L	8
Terminal C	Paper Towels	C2S-3M	8
Terminal C	Paper Towels	C2S-5M	7
Terminal C	Paper Towels	C2S-4M	7
Terminal C	Dirty Toilet	C2S-3M	6
Terminal C	Dirty Floor	C2S-6L	6
Terminal C	Dirty Floor	C2S-6M	5
Terminal C	Dirty Toilet	C1-3M	5
Terminal C	Dirty Toilet	C2S-8M	5
Terminal C	Dirty Toilet	C2S-7L	5
Terminal C	Maintenance Issues	C2S-3M	5
Terminal C	Paper Towels	C2S-6M	5
Terminal C	Paper Towels	C2S-5L	5
Terminal C	Dirty Toilet	C2S-6M	5
Terminal C	Hand Soap	C2S-6L	5
Terminal C	Toilet Paper	C2S-6M	5

Terminal	Satisfaction Issue	Restroom	Count
Terminal E	Hand Soap	E1-3M	11
Terminal E	Dirty Toilet	E3S-1M	9
Terminal E	Maintenance Issues	E1-1M	6
Terminal E	Dirty Toilet	E3-1M	6
Terminal E	Dirty Toilet	E3-1L	6
Terminal E	Paper Towels	E3-1M	6
Terminal E	Maintenance Issues	E3S-1M	5
Terminal E	Dirty Toilet	E1-3M	5
Terminal E	Dirty Toilet	E3S-3L	5
Terminal E	Dirty Toilet	E3S-3M	5
Terminal E	Dirty Floor	E3-1M	5

Top 5 Rooms with Negative Feedback

Sr.No	Terminal A	Terminal B	Terminal C	Terminal E
1	A2-2M	B2S-11M	C2S-6L	E1-3M
2	A1-2M	B2-4M	C2S-3M	E3-1M
3	A2-1L	B1-4M	C2S-6M	E3S-1M
4	A1-1L	B1-4L	C2S-5L	E3-1L
5	A1-1M	B1-1L	C2S-5M	E3S-2L

Top 5 Rooms with Positive Feedback

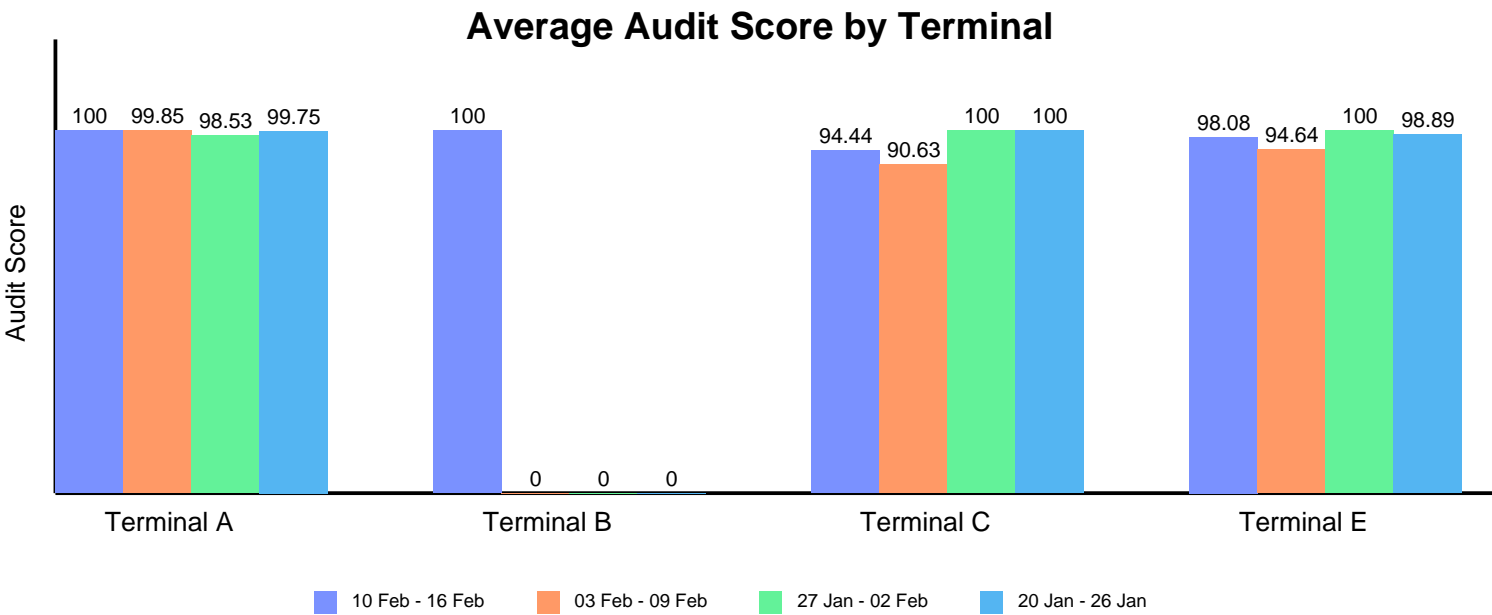
Sr.No	Terminal A	Terminal B	Terminal C	Terminal E
1	A2-2M	B1-4M	C2S-6M	E1-3M
2	A1-2M	B1-2L	C2S-3M	E1-1M
3	A2-1L	B1-1L	C2S-8M	E3-1M
4	A1-1M	B2-4M	C2S-7L	E1-1L
5	A1-1L	B2S-11M	C2S-7M	E3S-1M

Quality Assurance Summary for 10 Feb - 16 Feb 2025

Total Number of Audits by ABM Team: 185

Overall Performance: Audit Score for 10 Feb - 16 Feb 2025 is 98.41%

Average Audit Score by Terminal



Average Audit Score by Shift

AM shift has the highest average audit score (100%), followed closely by ON (98.32%) and PM (98.23%) shifts.

Average Audit Score by Location Type

Baggage Claim, Breakroom, Mother's Room, Pet Relief Area, Restroom Family, Seating Area, Security Checkpoint, Ticket Counter, Walkway Tunnel (100%) are top performers.

Rest Room F shows the lowest scores (97.16%), indicating a potential area for improvement.

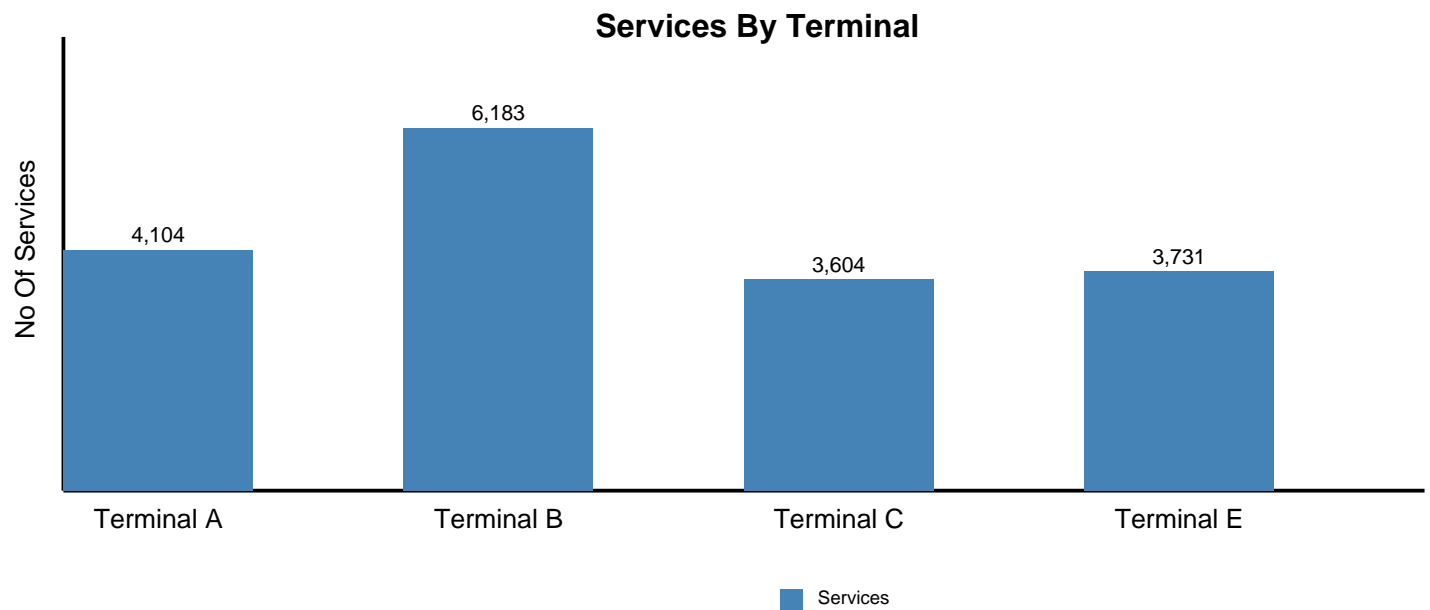
Servicing Data Summary for 10 Feb - 16 Feb 2025

Total number of Services for all rooms processed by ABMClean: **17,622**

Average Servicing Time: **13 min**

Service Completion by Area

Terminal B has the highest number of completed services (6,183) and **Terminal C** has the lowest number of completed services (3,604).



	Terminal A	Terminal B	Terminal C	Terminal E
Total Number of Services	4,104	6,183	3,604	3,731
Completion Compliance	89.94 %	92.74 %	78.72 %	71.54 %
Average Servicing Time	10 min	10 min	16 min	18 min

Average Service Time by Location Type

Location Type	Average Servicing Time
Jet bridges	20.99 min
FIS-Customs Area	19.93 min
Office	19.65 min
Security Checkpoint	19.19 min
Walkway Tunnel	18.36 min

Location Type	Average Servicing Time
Seating Area	17.36 min
Ticket Counter	16.97 min
Rest Room F	16.84 min
Restroom M	15.68 min
Briefing Room	15.43 min
Locker Room	13.29 min
Baggage Claim	12.64 min
Breakroom	12 min
Elevator/Escalator	10.5 min
Locker-Restroom	10.06 min
Gate	9.23 min
Kidport Lounges	8.13 min
Restroom Family	7.12 min
Pet Relief Area	7.09 min
Corridor-Public Concourse	7.05 min
Chapel	6.94 min
Nursing Room	6.54 min
Mother's Room	6 min
Walkway - Bridge	4.53 min