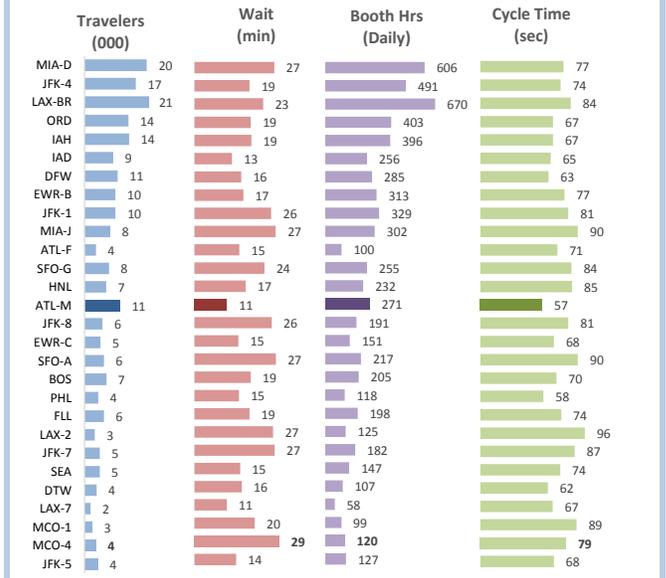


### Key Metrics

|                               | YTD 2016 | YTD 2015 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| <b>Volume</b>                 |          |          |        |          |
| Average Daily Travelers       | 11,347   | 8,464    | 2,884  | 34%      |
| Global Entry, APC, & MPC      | 71%      | 50%      | 21%    | 42%      |
| Non-Automated                 | 29%      | 50%      | -21%   | -42%     |
| United States Citizens        | 69.6%    | 70.7%    | -1.0%  | -1%      |
| Non-immigrants                | 26.6%    | 25.7%    | +0.9%  | 4%       |
| Legal Permanent Residents     | 3.8%     | 3.7%     | +0.1%  | 3%       |
| Average Daily Flights (#)     | 64       | 49       | 14     | 29%      |
| <b>Wait Time</b>              |          |          |        |          |
| Average Primary Wait (m)      | 11.1     | 9.9      | 1.1    | 11%      |
| % Travelers < 60 minutes      | 98%      | 98%      | 0%     | 0%       |
| % Travelers > 120 mins        | 0.23%    | 0.10%    | +0.13% | 125%     |
| <b>Primary Booth Hours</b>    |          |          |        |          |
| Average Daily Booth Hours     | 271      | 207      | 64     | 31%      |
| <b>Efficiency</b>             |          |          |        |          |
| Average Cycle Time (s)        | 57.1     | 61.1     | -4.0   | -7%      |
| Max Hourly Throughput / booth | 63.1     | 58.9     | 4.2    | 7%       |
| Average Utilization           | 66%      | 69%      | -3%    | -4%      |

### Compared to other major airports ...



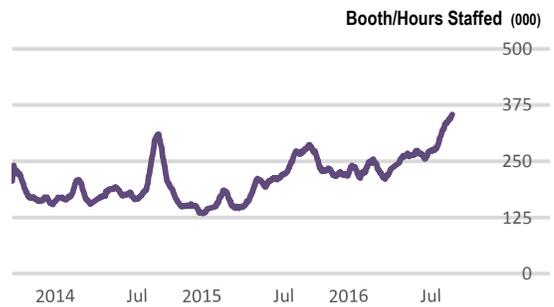
### 34% more volume; 31% more booth: 11% longer waits

- Tremendous growth at Atlanta (Hartsfield) Main.** Traveler volume (year to date) has increased 34% compared to last year. This growth (+2,884 passengers per day) offsets the decline (-2,403) at ATL-F.
- Increased booth hours.** Booth hours at ATL-M are 271 this year compared to 207 booth hours a year ago. This is a 31% increase.
- Faster processing.** APC, Global Entry, and MPC growth, and a 69.6% USC share have combined to reduce average cycle time. Average cycle time (57.1 seconds) is down from 61.1 seconds a year ago, while potential throughput increased 4.2 passengers per hour, per booth.
- Wait times increased, but still short.** Wait times have increased from 9.9 minutes to 11.1 minutes, a 11% increase. Wait times increased due to the substantial growth in traveler volume, but are still the shortest in the nation.

### Traveler Volume ... accelerated growth in 2015



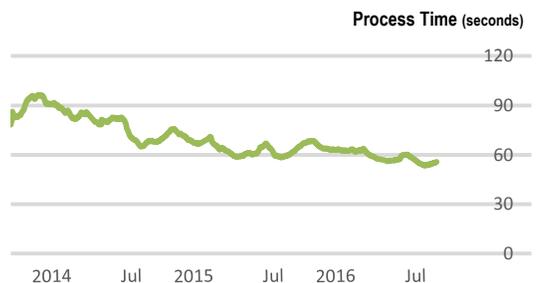
### Booth Hours ... 31% more booths than last year



### Wait Time ... lowest out of all major terminals

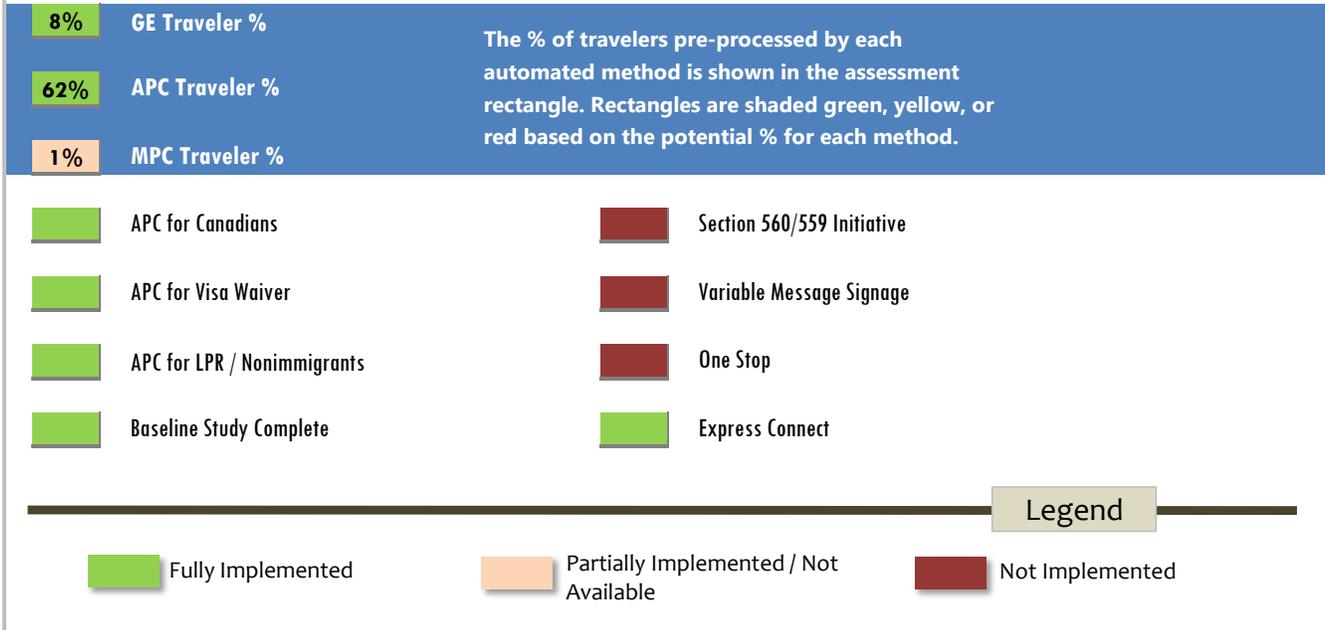


### Cycle Time ... much reduced cycle times



## Best Practice Inventory

**ATL Best Practice Assessment:** ATL-M has implemented many of the available best practices that include GE, APC and MPC. Most notably, 71% of ATL passengers are now processed by automated technologies like GE, APC, and MPC. APC is available at ATL not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

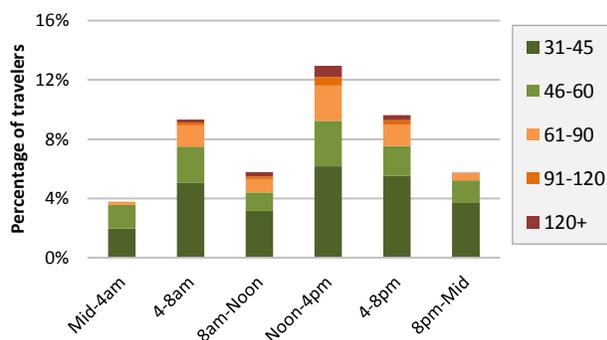


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A Green "assessment rectangle" indicates the practice is properly and fully implemented; Red means the practice is not in place; and Orange indicates implementation is limited and achieves less than intended results.

### 10% of passengers wait more than 30 minutes

While very few ATL Main Terminal passengers wait more than 1 hour (about 3%), approximately 10% wait more than 30 minutes. Between the hours of Noon to 4pm, 13% of passengers wait more than 30 minutes.

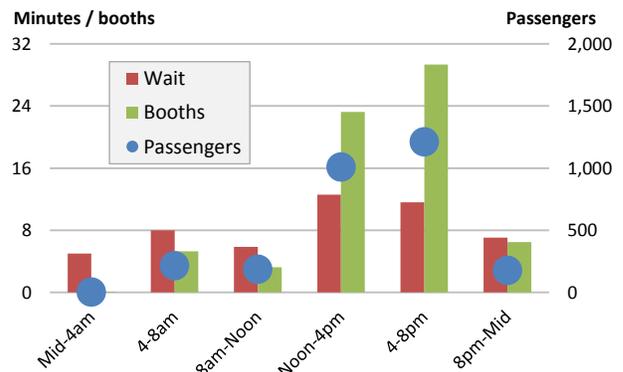
**% Passengers Waiting More than 30 Minutes**



### ATL-M staffs well to peak traffic

ATL-M is busiest between 4pm and 8pm, when over 1,210 passengers arrive per hour. Average wait is just 12 minutes since ATL-M staffs all 29 booths during this period. Waits are low during other periods of the day as well.

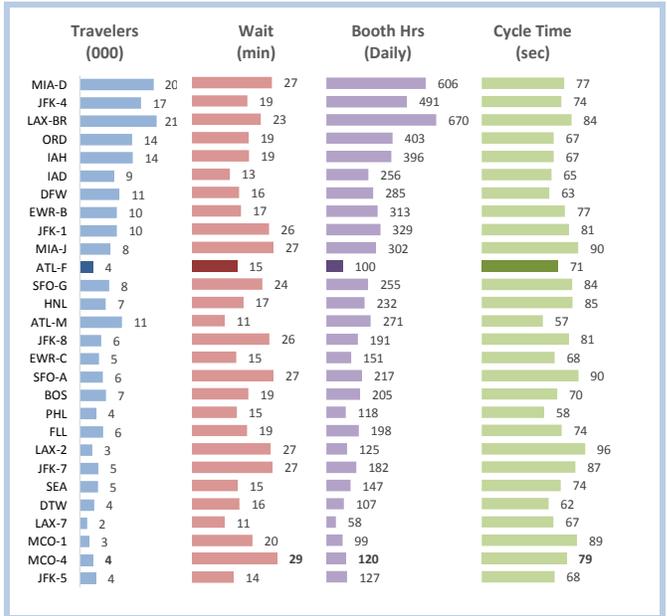
**Intraday Volume, Wait Times, and Booth Hours**



### Key Metrics

|                               | YTD 2016 | YTD 2015 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| <b>Volume</b>                 |          |          |        |          |
| Average Daily Travelers       | 3,651    | 6,054    | -2,403 | -40%     |
| Global Entry, APC, & MPC      | 60%      | 87%      | -27%   | -31%     |
| Non-Automated                 | 40%      | 13%      | +27%   | 208%     |
| United States Citizens        | 54.4%    | 53.7%    | +0.7%  | 1%       |
| Non-immigrants                | 40.5%    | 41.7%    | -1.1%  | -3%      |
| Legal Permanent Residents     | 5.1%     | 4.7%     | +0.4%  | 9%       |
| Average Daily Flights (#)     | 21       | 33       | -11    | -34%     |
| <b>Wait Time</b>              |          |          |        |          |
| Average Primary Wait (m)      | 15.2     | 15.9     | -0.7   | -4%      |
| % Travelers < 60 minutes      | 96%      | 94%      | 2%     | 2%       |
| % Travelers > 120 mins        | 0.36%    | 0.30%    | +0.06% | 19%      |
| <b>Primary Booth Hours</b>    |          |          |        |          |
| Average Daily Booth Hours     | 100      | 183      | -83    | -45%     |
| <b>Efficiency</b>             |          |          |        |          |
| Average Cycle Time (s)        | 71.1     | 75.2     | -4.2   | -6%      |
| Max Hourly Throughput / booth | 50.7     | 47.9     | 2.8    | 6%       |
| Average Utilization           | 72%      | 69%      | 3%     | 4%       |

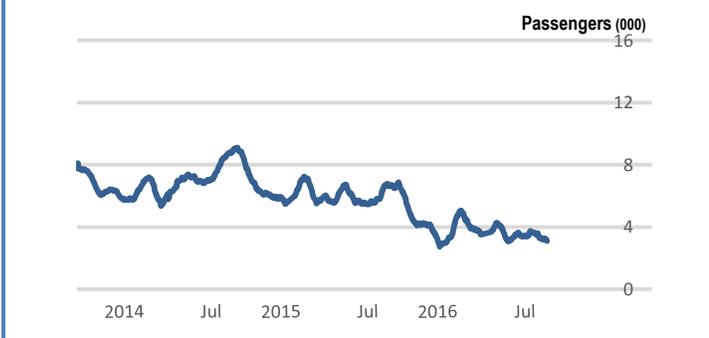
### Compared to other major airports ...



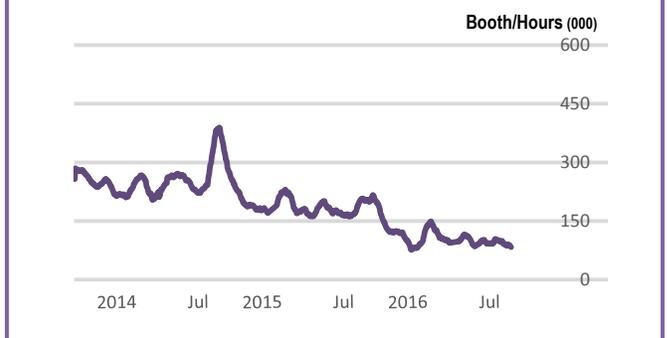
### Volume continues to transfer from ATL-F to ATL-M

- Travel is down at Atlanta (Terminal F).** ATL traffic continues to migrate from Terminal F (-2,403 passengers a day) to the main terminal (+2,884 passengers a day). Traveler volume at ATL-F decreased 40% compared to last year. 60% of passengers are confirmed with automated solutions like Global Entry and APC, down from 87% last year.
- Decreased booth staffing.** Booth hours decreased by 45% compared to last year, from 183 hours last year to 100 hours this year. This reduction hasn't led to increased waits, since volume has also decreased.
- Wait times decreased 4% year to date.** Wait times have decreased from 15.9 minutes last year to 15.2 minutes this year, a 4% decrease.
- Cycle time is 4.2 seconds faster.** Global Entry, APC and MPC have combined to reduce average cycle time. Average cycle time (71.1 seconds) is down from 75.2 seconds a year ago. Maximum hourly throughput increased 2.8 passengers per hour, per booth.

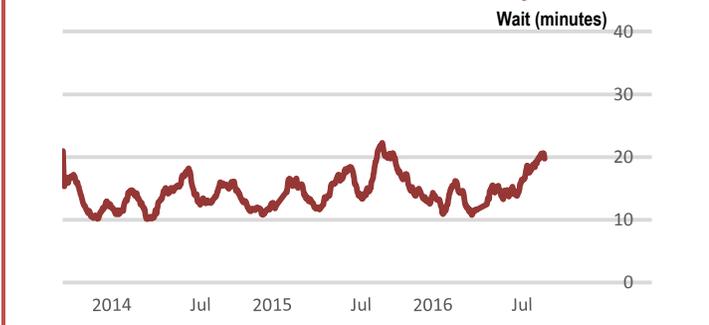
### Traveler Volume ... downward trend



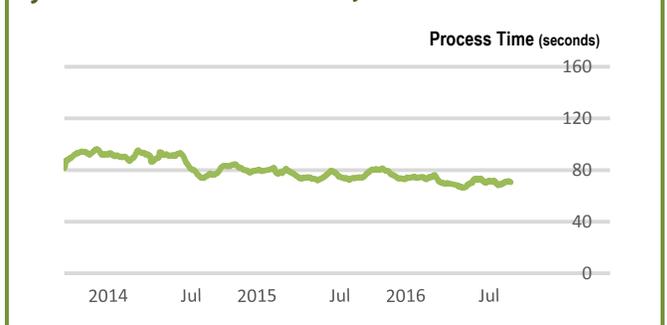
### Booth Hours ... fewer booths over time



### Wait Time ... downward trend since mid of 2015



### Cycle Time ... much reduced cycle times



## Best Practice Inventory

**ATL Terminal F Best Practice Assessment:** ATL Terminal F has implemented some of the available best practices like GE, APC and MPC. Most notably, 60% of passengers are now processed by Global Entry and APC. APC is available at ATL Terminal F not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

|            |  |   |
|------------|--|---|
| <b>6%</b>  | <b>GE Traveler %</b>                   | The % of travelers pre-processed by each automated method is shown in the assessment rectangle. Rectangles are shaded green, yellow, or red based on the potential % for each method. |
| <b>54%</b> | <b>APC Traveler %</b>                  |   |
| <b>0%</b>  | <b>MPC Traveler % (Actual 0.2349%)</b> |   |

|   |  |
|---|--|
|  APC for Canadians           |  Section 560/559 Initiative |
|  APC for Visa Waiver         |  Variable Message Signage   |
|  APC for LPR / Nonimmigrants |  One Stop                   |
|  Baseline Study Complete     |  Express Connect            |

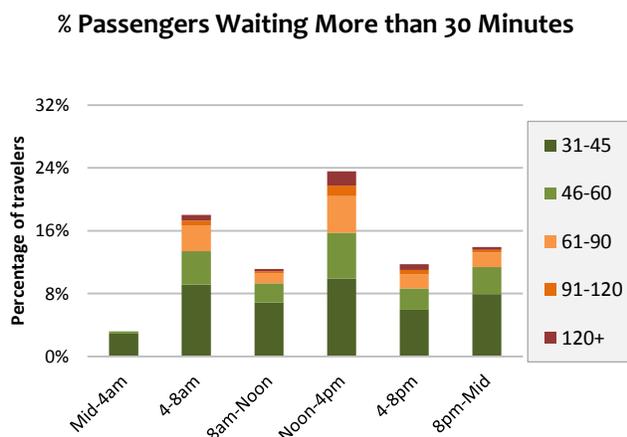
Legend

|  |  |  |
|--|--|--|
|  Fully Implemented |  Partially Implemented / Not Available |  Not Implemented |
|--|--|--|

Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A Green "assessment rectangle" indicates the practice is properly and fully implemented; Red means the practice is not in place; and Orange indicates implementation is limited and achieves less than intended results.

**17% of passengers wait more than 30 minutes**  
 Year to date, approximately 4% of ATL Terminal F passengers wait more than 1 hour, approximately 17% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 24% of passengers wait more than 30 minutes.



**ATL-F manages well to traffic**  
 Over 250 passengers (on average) arrive every hour between Noon and 4pm. By opening 8 booths during this time period, wait times are 19 minutes which are higher than the average. A few extra booths from 8am to Noon could reduce average waits leading into peak hours.

