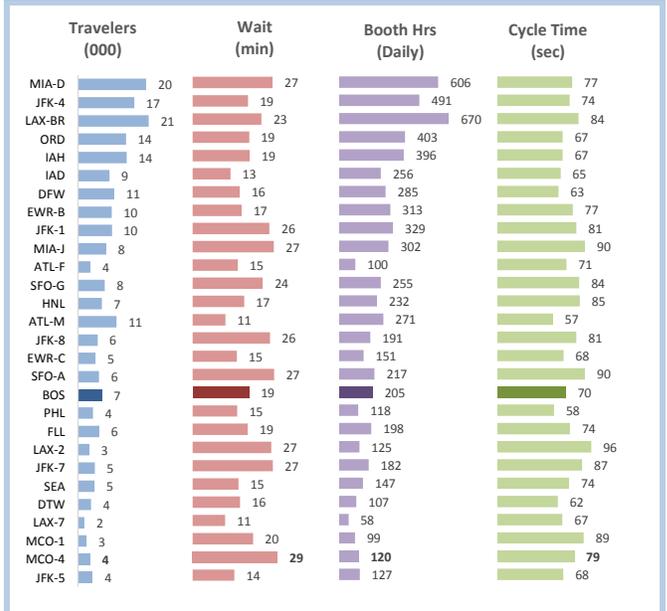


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	7,036	5,759	1,277	22%
Global Entry, APC, & MPC	53%	39%	14%	36%
Non-Automated	47%	61%	-14%	-23%
United States Citizens	50.9%	50.3%	+0.6%	1%
Non-immigrants	43.6%	44.1%	-0.5%	-1%
Legal Permanent Residents	5.6%	5.6%	-0.0%	-1%
Average Daily Flights (#)	39	31	8	25%
Wait Time				
Average Primary Wait (m)	19.0	22.2	-3.2	-14%
% Travelers < 60 minutes	97%	94%	3%	3%
% Travelers > 120 mins	0.08%	0.42%	-0.35%	-82%
Primary Booth Hours				
Average Daily Booth Hours	205	162	43	27%
Efficiency				
Average Cycle Time (s)	70.2	66.8	3.3	5%
Max Hourly Throughput / booth	51.3	53.9	-2.6	-5%
Average Utilization	67%	66%	1%	1%

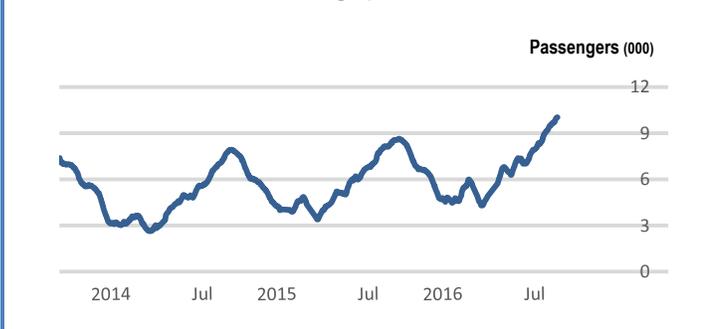
Compared to other major airports ...



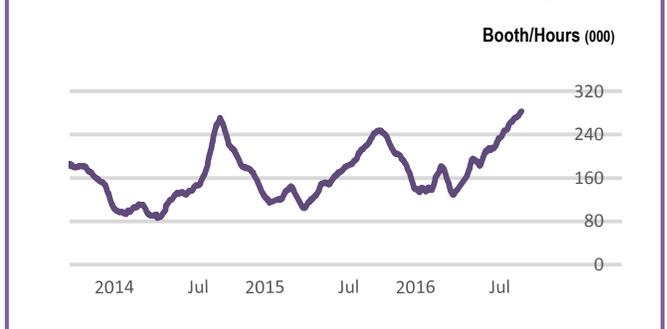
Increase in booth hours offsets 22% increase in volume

- **Travel is up at Boston, Main Terminal.** Traveler volume (year to date) has increased 22% compared to last year. Today, 53% of passengers are confirmed with Global Entry and APC, up from 39% last year.
- **Booth hours increased to meet passenger demand.** More booths are being opened compared to last year. Average daily booth hours have increased from 162 hours last year to 205 hours this year (27% increase).
- **Booth hour decreases throughput per booth.** Average cycle time is 70.2 seconds this year, while max hourly throughput decreased by 2.6 passengers per booth, per hour. With more booths open, cycle time increased 3.3 seconds compared to a year ago.
- **Wait times decreased by 14%.** Wait times have decreased by 3.2 minutes, from 22.2 minutes last year to 19 minutes today. An increase in booth hours and APC usage have helped reduce wait times.

Traveler Volume ... trending up since 2013



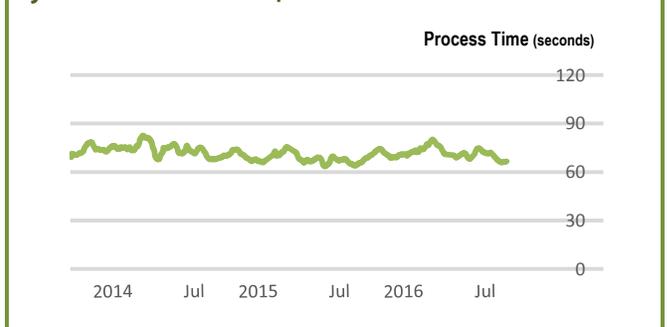
Booth Hours ... 27% more booth hours than last year



Wait Time ... reduced compared to last year

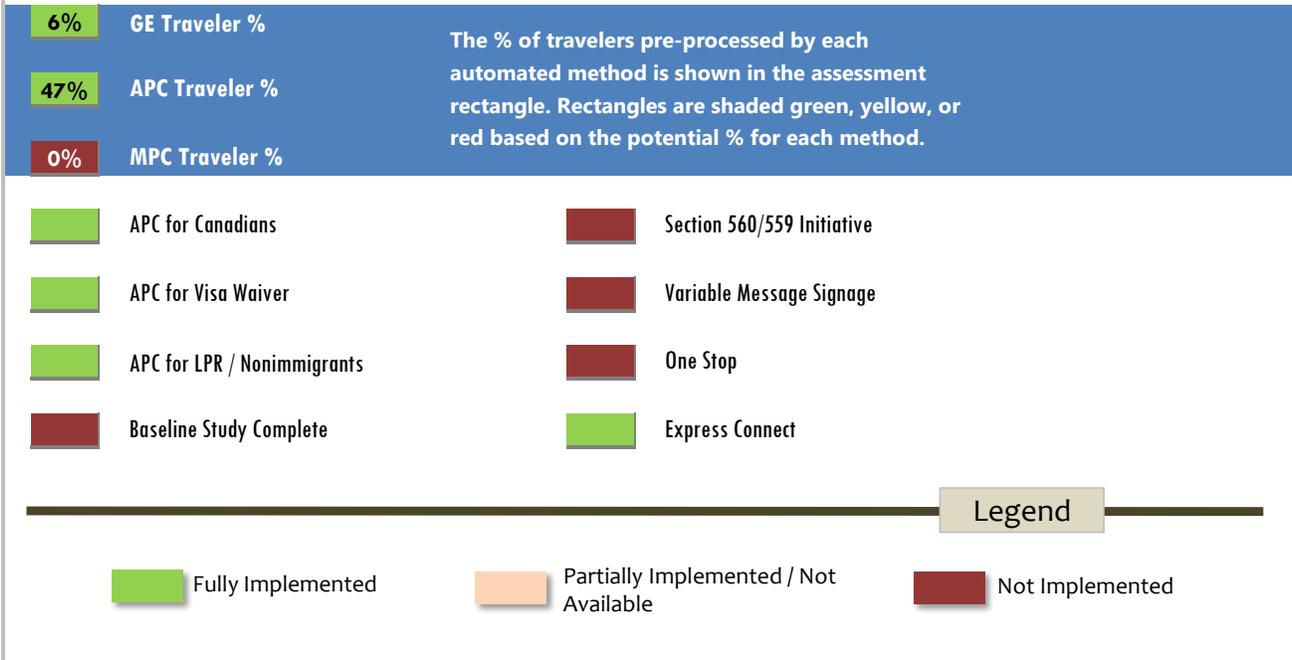


Cycle Time ... recent upward trend



Best Practice Inventory

BOS Best Practice Assessment: BOS has implemented some of the available best practices. Most notably, 53% of BOS passengers are now processed by automated technologies like Global Entry and APC. APC is available at BOS not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

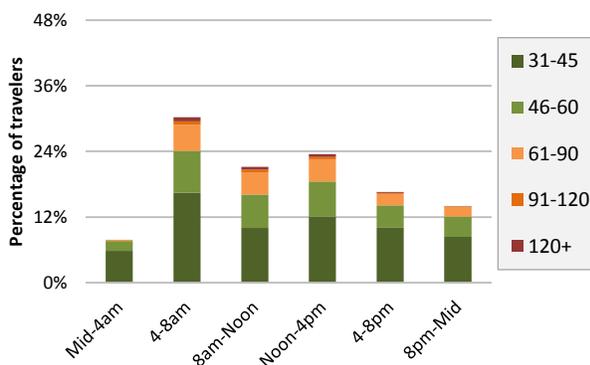


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. 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.

20% of passengers wait more than 30 minutes

Year to date, approximately 4% of Boston Logan passengers wait more than 1 hour, approximately 20% of passengers wait time more than 30 minutes. Between the hours of 4am to 8am, 30% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



More booths needed during off peak hours

BOS is busiest between 4pm and 8pm, when over 700 passengers arrive per hour. On average, 18 booths are open during this time. Wait times are higher from 4am to 8am when fewer passengers arrive per hour and only 2 booths are typically open. More booths in the morning should reduce average waits.

Intraday Volume, Wait Times, and Booth Hours

