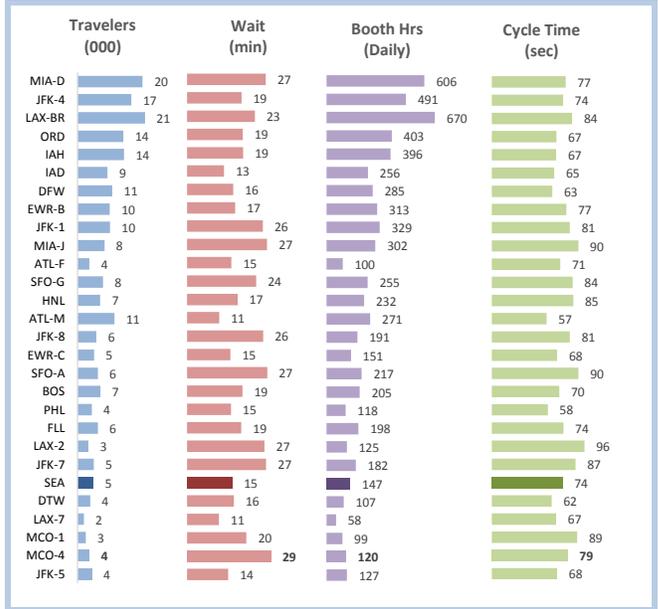


### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	4,900	4,741	160	3%
Global Entry, APC, & MPC	51%	49%	2%	4%
Non-Automated	49%	51%	-2%	-4%
United States Citizens	46.9%	44.5%	+2.3%	5%
Non-immigrants	46.7%	49.5%	-2.8%	-6%
Legal Permanent Residents	6.5%	6.0%	+0.5%	8%
Average Daily Flights (#)	29	27	2	8%
<b>Wait Time</b>				
Average Primary Wait (m)	15.4	15.1	0.3	2%
% Travelers < 60 minutes	97%	97%	0%	0%
% Travelers > 120 mins	0.11%	0.07%	+0.0%	62%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	147	140	7	5%
<b>Efficiency</b>				
Average Cycle Time (s)	73.7	72.2	1.5	2%
Max Hourly Throughput / booth	48.9	49.9	-1.0	-2%
Average Utilization	68%	68%	0%	1%

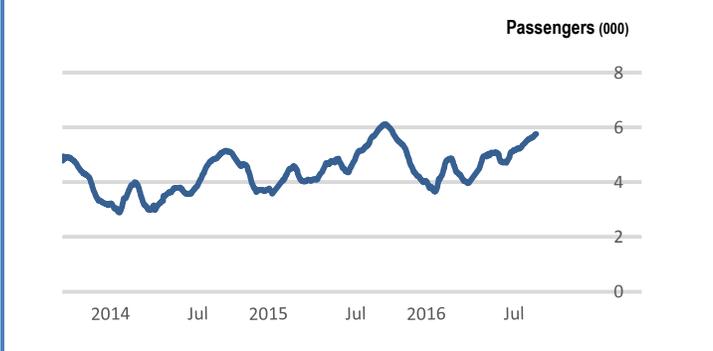
### Compared to other major airports ...



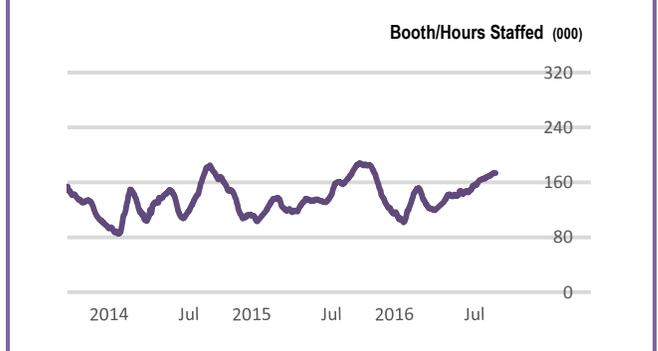
### More booth hours maintain short waits despite more traffic

- **Travel is up at Seattle Airport.** Traveler volume (year to date) has increased 3% compared to last year. Today, 51% of passengers are confirmed with Global Entry, APC, and MPC.
- **Booth staffing increased.** Booth hours have increased by 5% compared to last year. The timing (throughout the day) of booth staffing has improved, but waits are still highest in off peak hours.
- **Cycle time increased and throughput decreased.** Average cycle time has increased by 1.5 seconds, and max throughput has decreased by 1 traveler per booth, per hour.
- **Wait time up slightly.** Wait times are relatively unchanged at 15.4 minutes from 15.1 minutes a year ago.

### Traveler Volume ... continued healthy growth



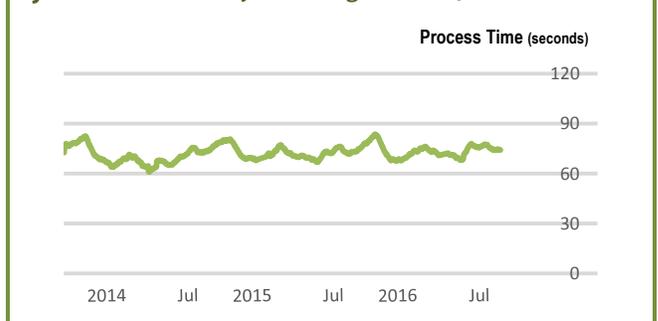
### Booth Hours ... 5% more booths than last year



### Wait Time ... downward trend



### Cycle Time ... slowly increasing since 2014



### Best Practice Inventory

**SEA Best Practice Assessment:** SEA has implemented many of the available best practices like GE, APC and MPC. Most notably, 51% of SEA passengers are now processed by automated technologies like Global Entry and APC. MPC has been introduced recently. APC is available not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

<b>5%</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>46%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler % (Actual 0.3349%)</b>	

<span style="color: green;">■</span>	APC for Canadians	<span style="color: red;">■</span>	Section 560/559 Initiative
<span style="color: green;">■</span>	APC for Visa Waiver	<span style="color: red;">■</span>	Variable Message Signage
<span style="color: green;">■</span>	APC for LPR / Nonimmigrants	<span style="color: red;">■</span>	One Stop
<span style="color: green;">■</span>	Baseline Study Complete	<span style="color: red;">■</span>	Express Connect

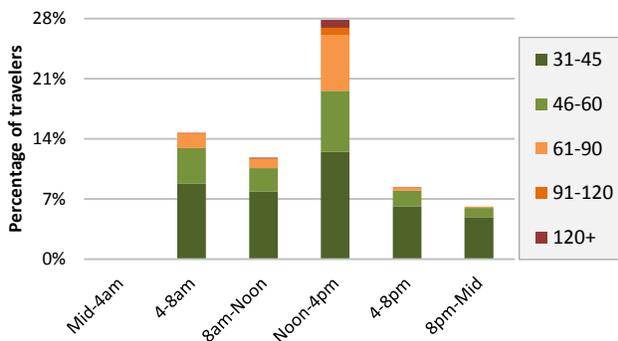


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

#### 16% of passengers wait more than 30 minutes

Year to date, approximately 3% of SEA-TAC passengers wait more than 1 hour. Between the hours of Noon to 4pm, 28% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



#### SEA staffs well to traffic

SEA is busiest between 8am to 4pm, when over 390 passengers arrive per hour. An average of 11 to 14 booths per hour are staffed during this time. Waits during the off-peak 4am to 8am are somewhat high with only 4 booths open. An extra booth or two from 4am to 8am could cut waits in half.

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

