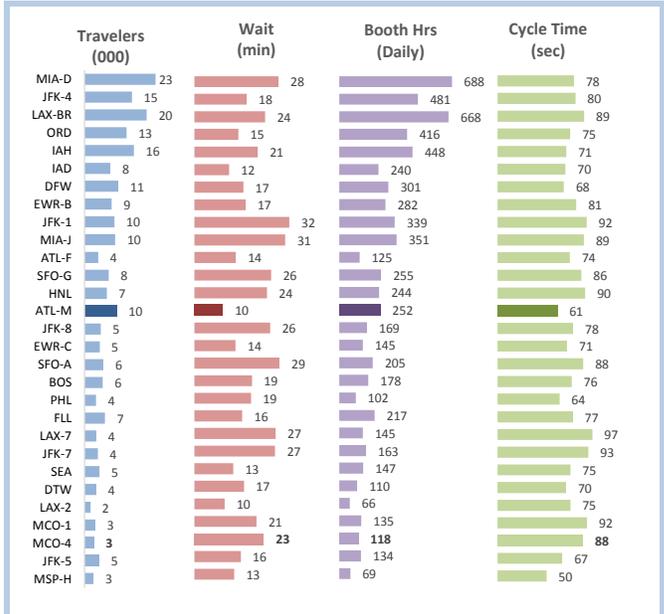


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	10,321	6,973	3,347	48%
Global Entry, APC, & MPC	69%	45%	24%	53%
Non-Automated	31%	55%	-24%	-44%
United States Citizens	67.8%	70.2%	-2.5%	-4%
Non-immigrants	27.3%	24.9%	+2.4%	9%
Legal Permanent Residents	4.9%	4.8%	+0.1%	2%
Average Daily Flights (#)	60	46	14	31%
Wait Time				
Average Primary Wait (m)	9.6	8.2	1.5	18%
% Travelers < 60 minutes	99%	99%	-1%	-1%
% Travelers > 120 mins	0.04%	0.25%	-0.21%	-85%
Primary Booth Hours				
Average Daily Booth Hours	252	169	83	49%
Efficiency				
Average Cycle Time (s)	61.5	62.4	-0.9	-2%
Max Hourly Throughput / booth	58.5	57.7	0.9	2%
Average Utilization	70%	72%	-2%	-2%

Compared to other major airports ...



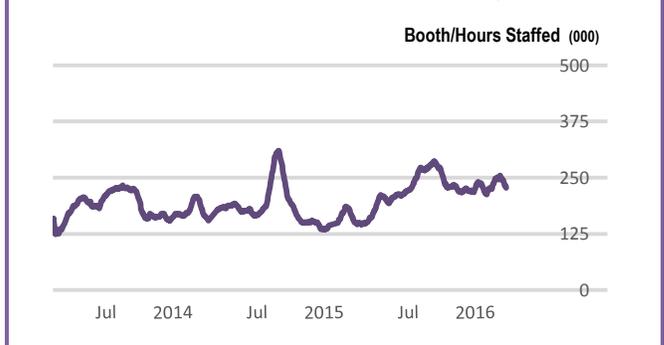
48% increase in traffic

- Tremendous growth at Atlanta (Hartsfield) Main.** Traveler volume (year to date) has increased 48% compared to last year. This growth (+3,347 passengers per day) offsets the decline (-2,424) at ATL-F.
- Increased booth hours.** Booth hours at ATL are 252 compared to 169 booth hours a year ago, this is a 49% increase.
- Faster processing.** APC, Global Entry, MPC and USC growth have combined to reduce average cycle time. Average cycle time (61.5 seconds and fastest in the nation) is down from 62.4 seconds a year ago, while potential throughput increased 0.9 passengers per hour, per booth.
- Wait times increased.** Wait times have increased from 8.2 minutes to 9.6 minutes, a 18% increase. Wait times increased due to the substantial growth in traveler volume, but are still the shortest in the nation.

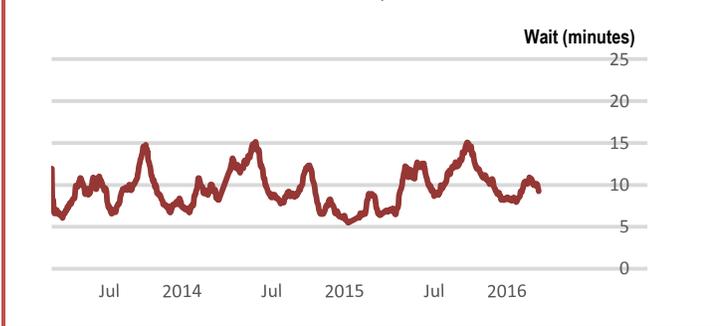
Traveler Volume ... accelerated growth in 2015



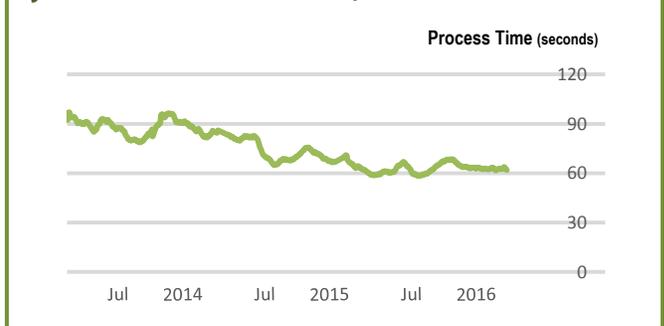
Booth Hours ... 49% more booths than last year



Wait Time ... lowest out of all major terminals

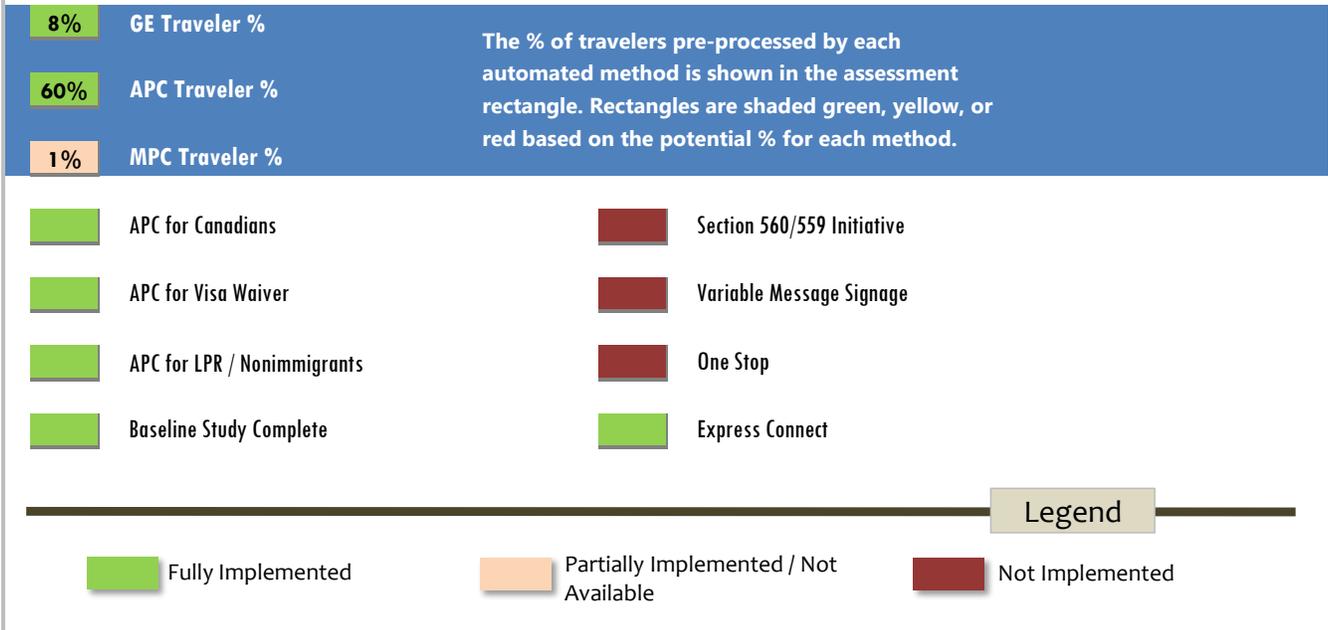


Cycle Time ... much reduced cycle times



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, 69% of ATL passengers are now processed by automated technologies like Global Entry and APC. APC is available at ATL not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

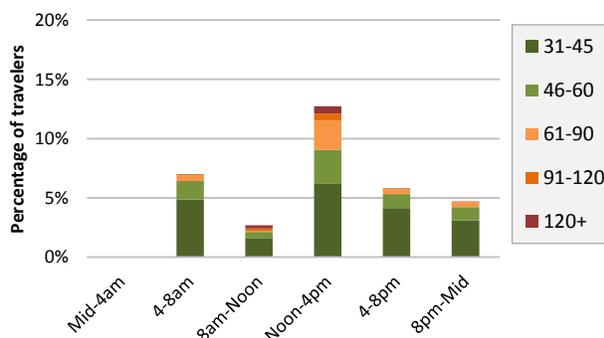


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

8% of passengers wait more than 30 minutes

While very few ATL Main Terminal passengers wait more than 1 hour (about 2%), approximately 8% wait more than 30 minutes. Between the hours of Noon to 4pm, 13% of passengers wait more than 30 minutes.

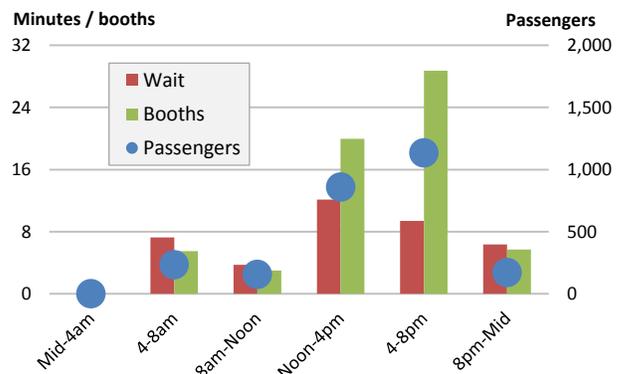
% Passengers Waiting More than 30 Minutes



ATL-M staffs well to peak traffic

ATL-M is busiest between 4pm and 8pm, when over 1,130 passengers arrive per hour. The average wait time (9 minutes) is lower than average waits since ATL-M staffs all 29 booths during this period. A few extra booths from Noon to 4pm could reduce average waits.

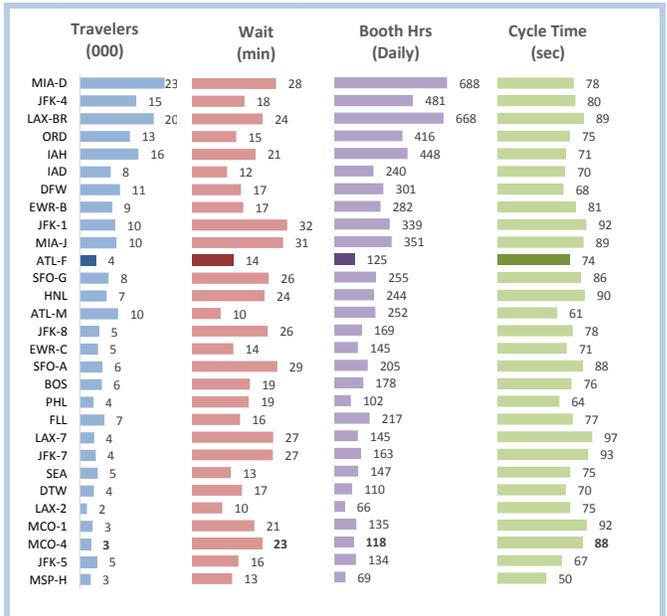
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	4,457	6,882	-2,424	-35%
Global Entry, APC, & MPC	58%	78%	-20%	-26%
Non-Automated	42%	22%	+20%	91%
United States Citizens	53.5%	50.9%	+2.7%	5%
Non-immigrants	40.2%	43.3%	-3.1%	-7%
Legal Permanent Residents	6.3%	5.8%	+0.5%	8%
Average Daily Flights (#)	26	37	-10	-28%
Wait Time				
Average Primary Wait (m)	14.0	14.7	-0.7	-5%
% Travelers < 60 minutes	97%	97%	0%	0%
% Travelers > 120 mins	0.08%	0.13%	-0.05%	-37%
Primary Booth Hours				
Average Daily Booth Hours	125	214	-89	-42%
Efficiency				
Average Cycle Time (s)	74.3	78.2	-4.0	-5%
Max Hourly Throughput / booth	48.5	46.0	2.5	5%
Average Utilization	74%	70%	4%	5%

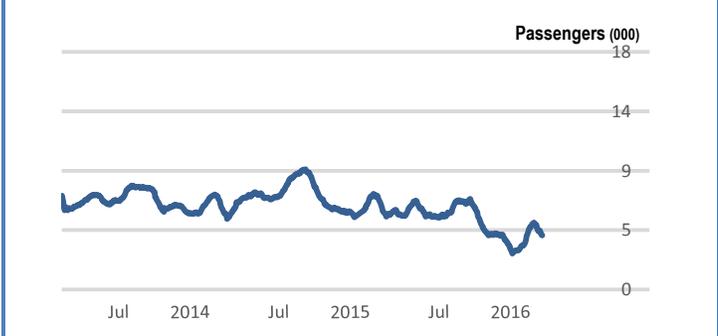
Compared to other major airports ...



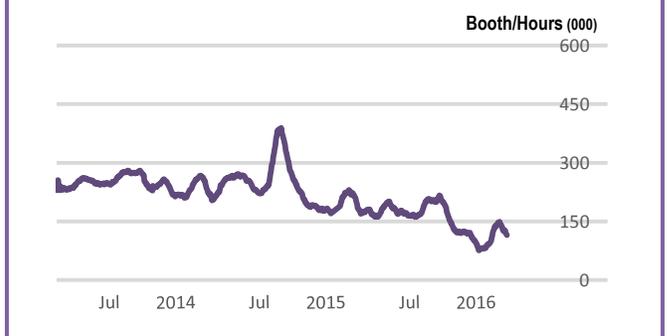
Faster processing and fewer travelers help reduce wait time despite fewer booth hours

- Travel is down at Atlanta (Terminal F).** ATL traffic continues to migrate from Terminal F (-2,424 passengers a day) to the main terminal (+3,347 passengers a day). Traveler volume at ATL-F decreased 35% compared to last year. 58% of passengers are confirmed with automated solutions like Global Entry, APC and MPC, down from 78% last year.
- Decreased booth staffing.** Booth hours decreased by 42% compared to last year, from 214 hours last year to 125 hours this year. This reduction hasn't led to increased waits.
- Wait times decreased 5% year to date.** Wait times have decreased from 14.7 minutes last year to 14.0 minutes this year, a 5% decrease.
- Cycle time is 4.0 seconds faster.** Global Entry, APC and MPC have combined to reduce average cycle time. Average cycle time (74.3 seconds) is down from 78.2 seconds a year ago. Maximum hourly throughput increased nearly 3 passengers per hour, per booth.

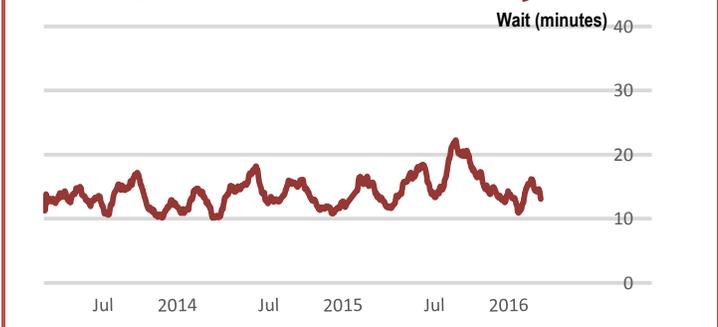
Traveler Volume ... downward trend



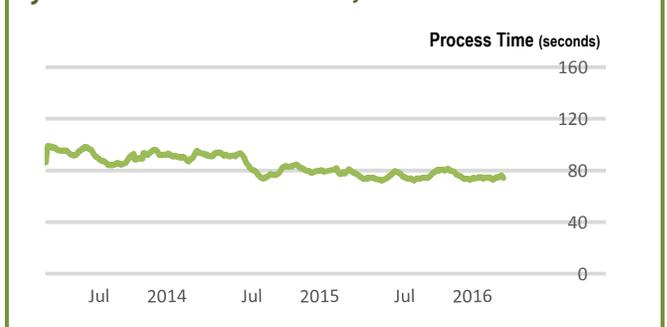
Booth Hours ... fewer booths over time



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, 58% 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.

- 6% **GE Traveler %**
- 52% **APC Traveler %**
- 0% **MPC Traveler % (Actual 0.2251%)**

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.

- | | |
|---|--|
| 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

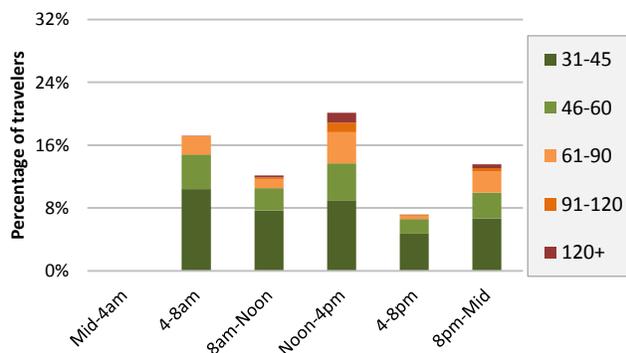
- Fully Implemented
- Partially Implemented / Not Available
- Not Implemented

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.

15% of passengers wait more than 30 minutes

Year to date, approximately 3% of ATL Terminal F passengers wait more than 1 hour, approximately 15% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 20% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



The highest waits are peak hours

Nearly 320 passengers (on average) arrive every hour between Noon and 4pm. By opening 11 booths during this time period, wait times are 17 minutes which are higher than the average. Opening more booths during 4am-Noon may reduce wait time leading into peak hours.

Intraday Volume, Wait Times, and Booth Hours

