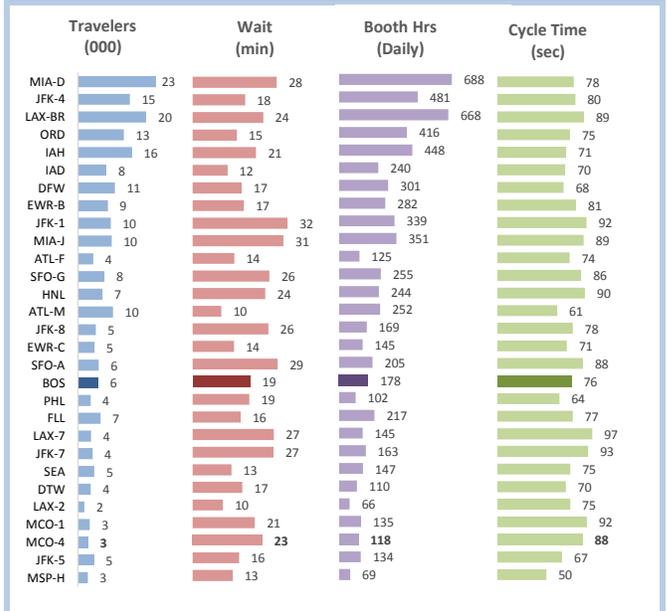


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	5,888	4,587	1,301	28%
Global Entry, APC, & MPC	49%	34%	15%	44%
Non-Automated	51%	66%	-15%	-23%
United States Citizens	51.2%	50.3%	+0.9%	2%
Non-immigrants	41.3%	41.5%	-0.2%	0%
Legal Permanent Residents	7.5%	8.3%	-0.8%	-9%
Average Daily Flights (#)	32	25	7	28%
Wait Time				
Average Primary Wait (m)	19.5	20.7	-1.2	-6%
% Travelers < 60 minutes	96%	95%	1%	1%
% Travelers > 120 mins	0.12%	0.08%	+0.03%	42%
Primary Booth Hours				
Average Daily Booth Hours	178	137	41	30%
Efficiency				
Average Cycle Time (s)	76.3	71.9	4.4	6%
Max Hourly Throughput / booth	47.2	50.1	-2.9	-6%
Average Utilization	70%	67%	3%	5%

Compared to other major airports ...



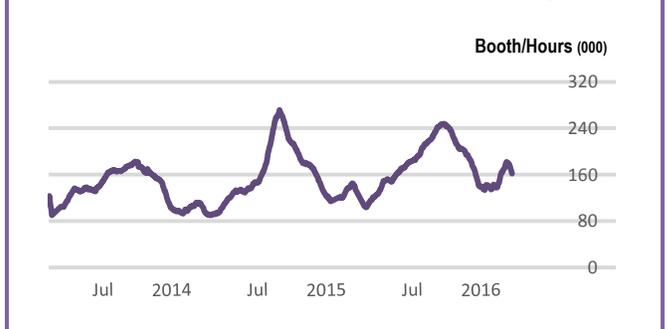
More booths reduce wait times despite 28% more volume

- Travel is up at Boston, Main Terminal.** Traveler volume (year to date) has increased 28% compared to last year. Today, 49% of passengers are confirmed with Global Entry and APC, up from 34% 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 137 hours last year to 178 hours this year.
- BOS decreases efficiency.** Average cycle time is 4.4 seconds slower this year, while max hourly throughput decreased by 2.9 passengers per booth, per hour.
- Wait times decreased by 6%.** Wait times have decreased by 1.2 minutes, from 20.7 minutes last year to 19.5 minutes today. A sufficient increase in booth hours has helped reduce wait times.

Traveler Volume ... trending up since 2013



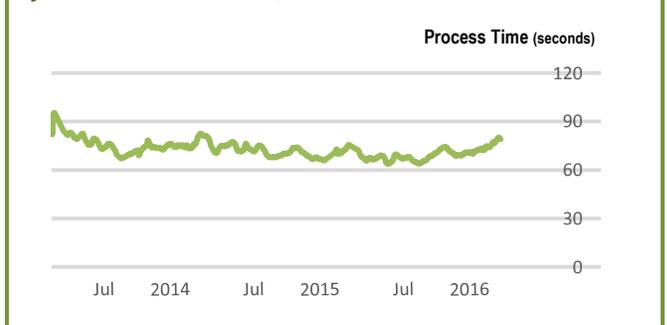
Booth Hours ... 30% more booth hours than last year



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, 49% 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 and Visa Waiver country travelers. Boston has much upside left in APC usage.

6%	GE Traveler %	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.
43%	APC Traveler %	
0%	MPC Traveler %	

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

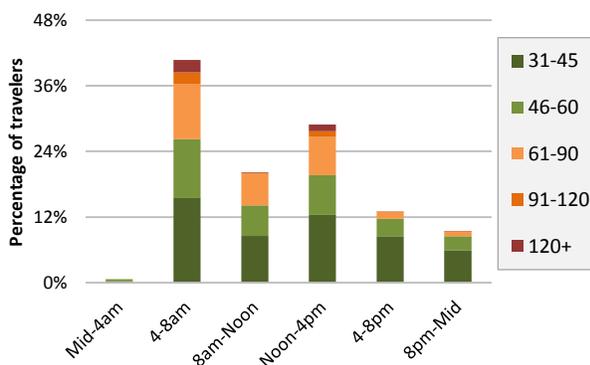
- | | | |
|---|---|---|
|  Fully Implemented |  Partially Implemented / Not Available |  Not Implemented |
|---|---|---|

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.

20% of passengers wait more than 30 minutes

Year to date, approximately 5% 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, 41% 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 600 passengers arrive per hour. On average, 17 booths are open during this time. Wait times are higher from midnight to 4pm when fewer passengers arrive per hour. Opening more booths in the morning could reduce average waits.

Intraday Volume, Wait Times, and Booth Hours

