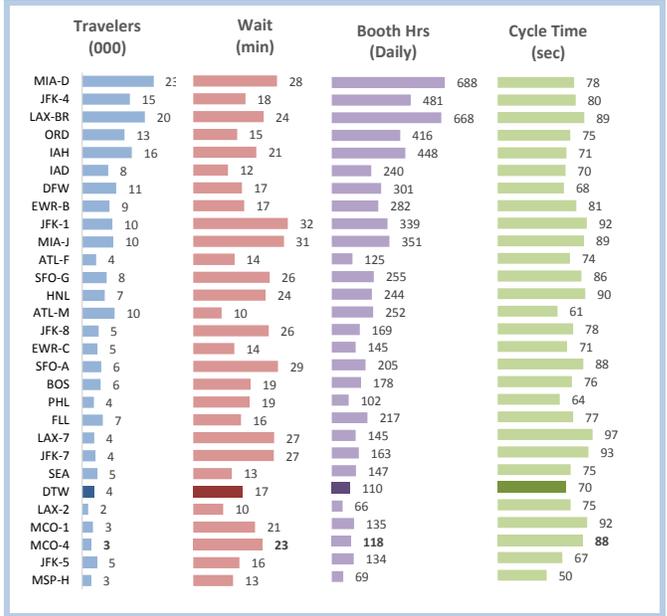


Key Metrics

	YTD 2016	YTD 2015	Change %	Change
Volume				
Average Daily Travelers	3,786	3,812	-26	-1%
Global Entry, APC, & MPC	51%	48%	3%	6%
Non-Automated	49%	52%	-3%	-6%
United States Citizens	53.3%	48.6%	+4.7%	10%
Non-immigrants	41.5%	46.3%	-4.8%	-10%
Legal Permanent Residents	5.2%	5.1%	+0.1%	2%
Average Daily Flights (#)	19	18	0	1%
Wait Time				
Average Primary Wait (m)	16.8	16.5	0.3	2%
% Travelers < 60 minutes	96%	98%	-2%	-2%
% Travelers > 120 mins	0.03%	0.12%	-0.1%	-72%
Primary Booth Hours				
Average Daily Booth Hours	110	124	-13	-11%
Efficiency				
Average Cycle Time (s)	70.3	76.6	-6.3	-8%
Max Hourly Throughput / booth	51.2	47.0	4.2	9%
Average Utilization	67%	66%	2%	2%

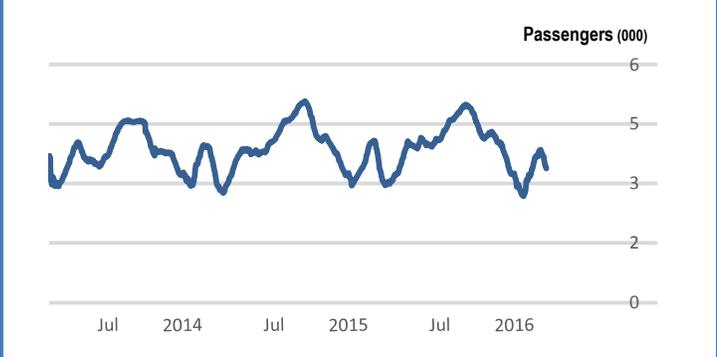
Compared to other major airports ...



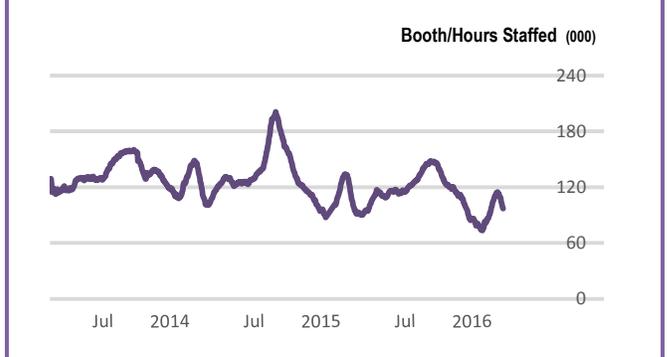
6-second faster processing keeps wait times in check despite fewer booths

- Travel is down slightly at Detroit Airport.** Traveler volume at DTW (year to date) has decreased 1% compared to last year. Today, 51% of DTW's passengers are confirmed with Global Entry and APC, up from 48% last year.
- Wait times virtually unchanged.** Faster processing has helped keep average wait times in check, despite a reduction in booth hours. The average wait time increased from 16.5 minutes last year to 16.8 minutes this year.
- Fewer booths opened.** Booth hours have decreased by 11%, from 124 hours last year to 110 hours this year. Due to 51% of passenger participation in automated systems, this has not negatively impacted the wait time.
- Much faster processing.** Average cycle time decreased by 6.3 seconds (8%), resulting in an increase in max hourly throughput of 4.2 passengers an hour. DTW is now among the most efficient airports in the nation.

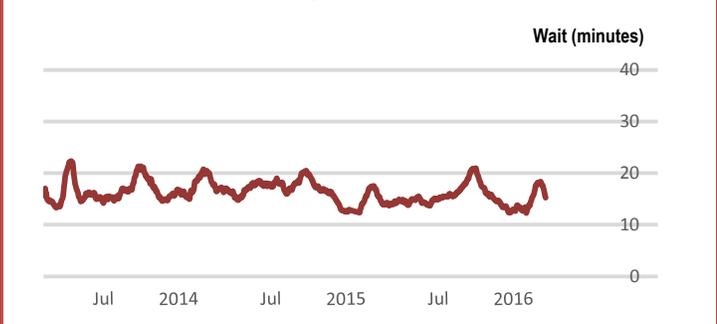
Traveler Volume ... slow growth since 2014



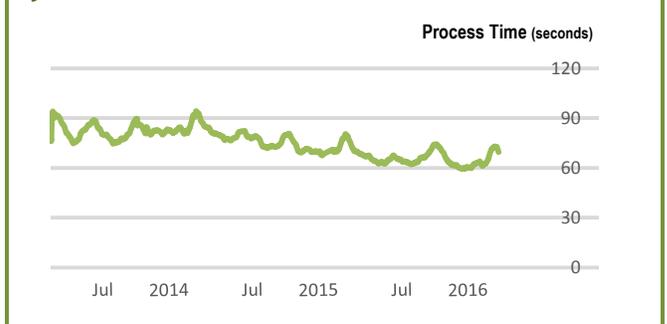
Booth Hours ... downward trend since mid 2014



Wait Time ... reduced compared to last year



Cycle Time ... downward trend



Best Practice Inventory

DTW Best Practice Assessment: DTW has implemented many of the available best practices. 51% of DTW passengers are now processed by APC and Global Entry indicating progress and improvement. APC is available at DTW not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

8%	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

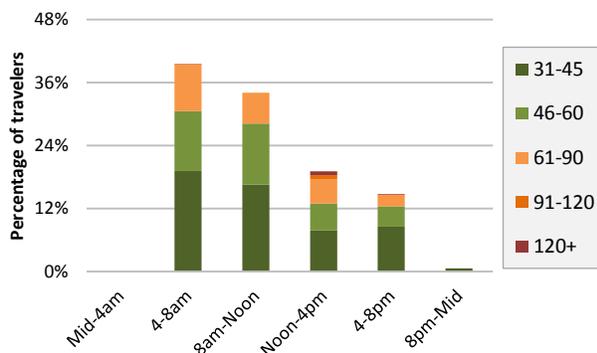
 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices 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.

18% of passengers wait more than 30 minutes

Year to date, approximately 4% of Detroit passengers wait more than 1 hour. Between the hours of 4am to 8am, 40% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



Waits are higher during low-volume periods

Detroit is busiest between Noon and 8pm, when over 400 passengers arrive per hour. An average of 11 booths per hour are staffed during this time, and average wait is 16 minutes. From 8am to Noon, only 80 passengers arrive per hour, but average wait is 23 minutes (only 3 booths are open). Opening more booths during 8am to Noon could greatly reduce DTW average wait.

Intraday Volume, Wait Times, and Booth Hours

