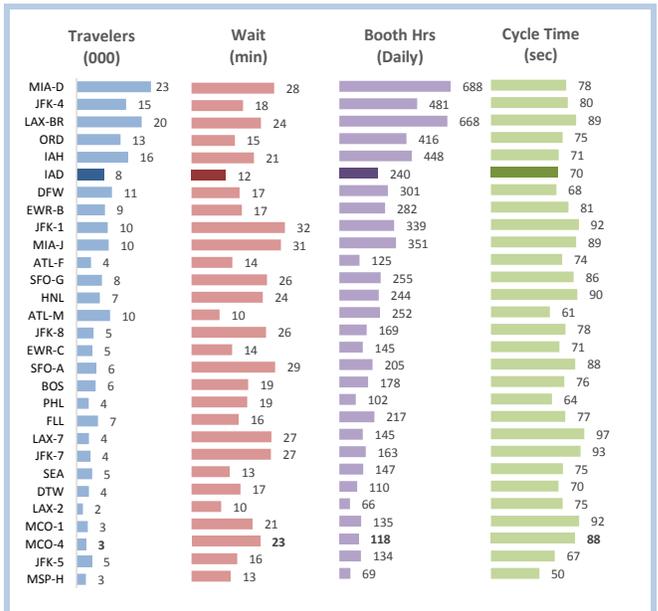


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	8,342	8,750	-408	-5%
Global Entry, APC, & MPC	48%	46%	2%	4%
Non-Automated	52%	54%	-2%	-4%
United States Citizens	51.7%	51.1%	+0.7%	1%
Non-immigrants	40.2%	40.9%	-0.7%	-2%
Legal Permanent Residents	8.0%	8.0%	+0.0%	0%
Average Daily Flights (#)	41	44	-3	-7%
Wait Time				
Average Primary Wait (m)	11.7	11.9	-0.2	-2%
% Travelers < 60 minutes	98%	98%	0%	0%
% Travelers > 120 mins	0.05%	0.05%	-0.00%	-8%
Primary Booth Hours				
Average Daily Booth Hours	241	254	-13	-5%
Efficiency				
Average Cycle Time (s)	69.8	69.4	0.4	1%
Max Hourly Throughput / booth	51.5	51.9	-0.3	-1%
Average Utilization	67%	66%	1%	1%

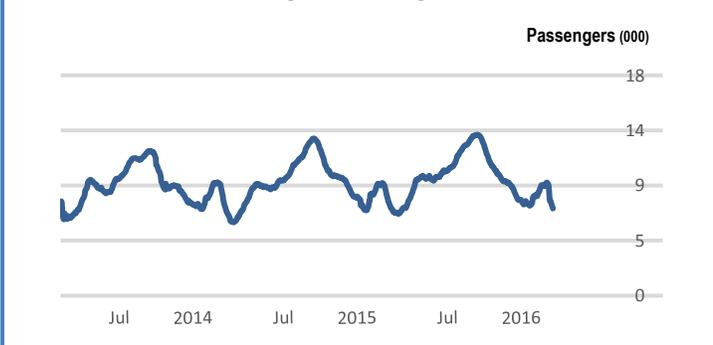
Compared to other major airports ...



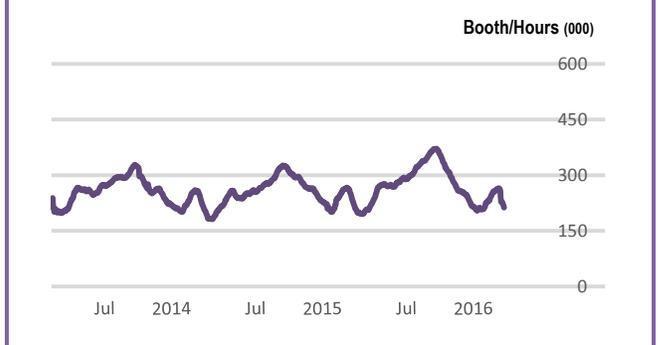
Wait times reduce via a reduction in traveler volume

- Travel is down at Dulles (Main Terminal).** Traveler volume at Dulles decreased 5% compared to last year. 48% of IAD passengers are processed by Global Entry and APC, up from 46% last year.
- Booth hours decreased to meet demand.** Booth hours at Dulles have decreased 5% compared to a year ago, from 254 hours a year ago to 241 hours this year. This decrease in booth staffing is appropriate given the decrease in traveler volume.
- Wait times have decreased 2% from a year ago.** Year to date, IAD Main Terminal's average wait is down slightly (from 11.9 minutes last year to 11.7 minutes this year). IAD has some of the shortest wait times in the country.
- Cycle time virtually unchanged.** Although Global Entry and APC growth have increased, average cycle time (69 seconds) is unchanged from a year ago due to the high non-immigrant traffic share.

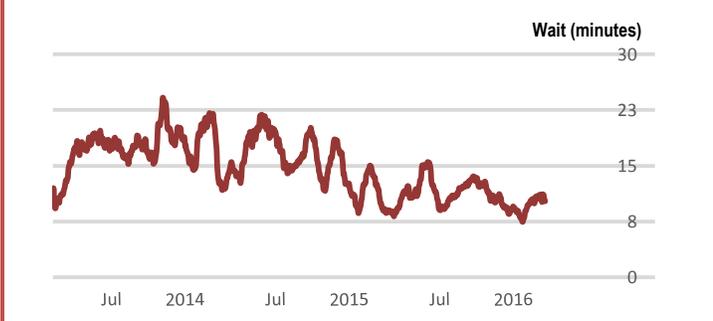
Traveler Volume ... slight seasonal growth



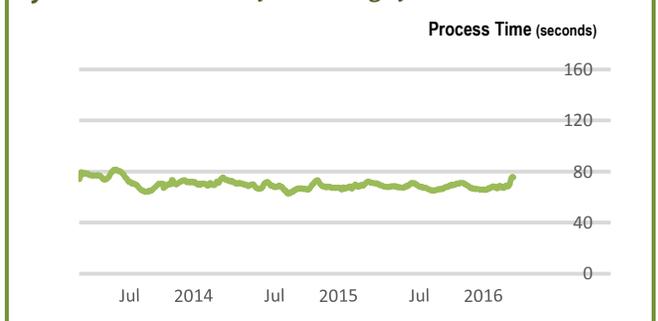
Booth hours ... 5% fewer booth hours than last year



Wait Time ... on downward trend

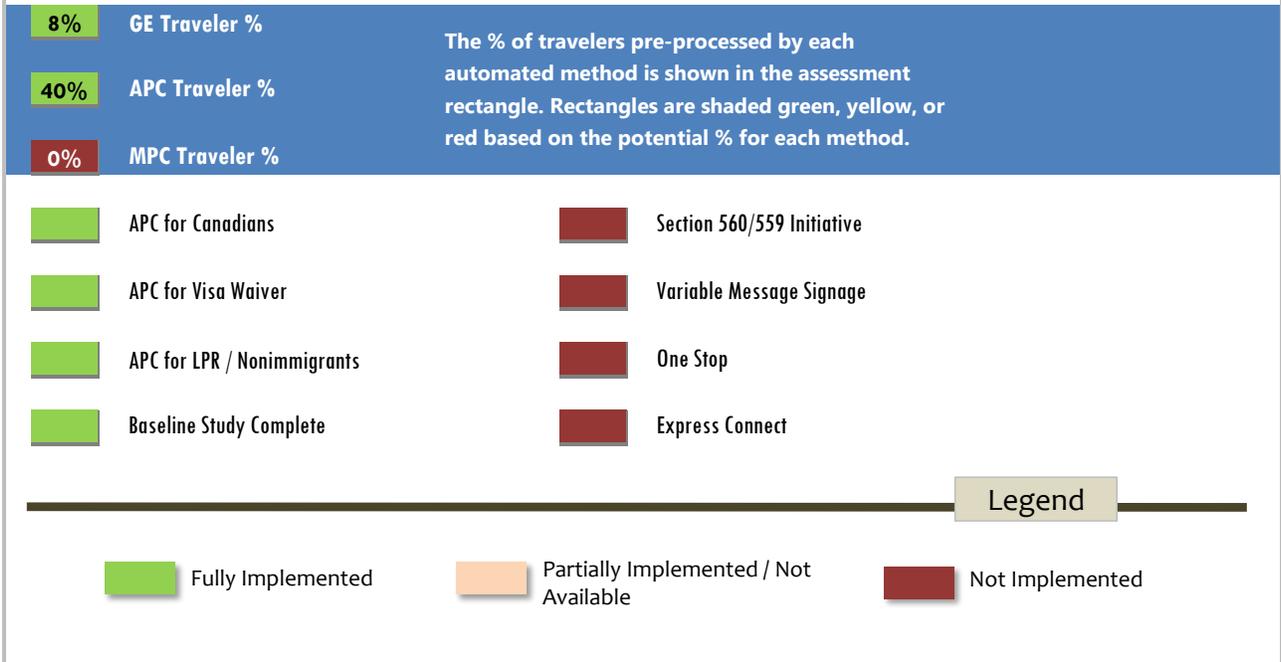


Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

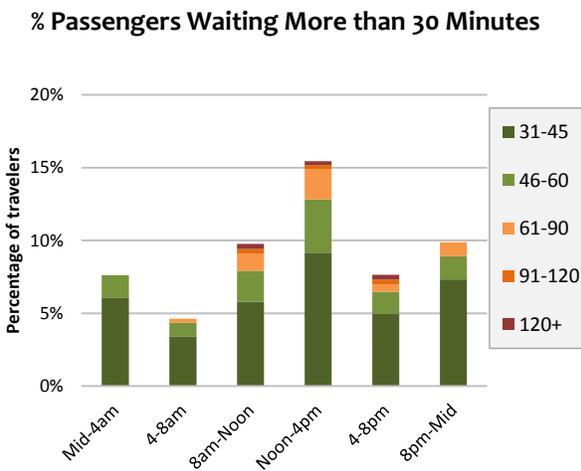
IAD Main Terminal Best Practice Assessment: IAD's Main Terminal has implemented some of the available best practices. Most notably, 48% of passengers are now processed by Global Entry or APC. APC is available at IAD not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful 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.

11% of passengers wait more than 30 minutes

While very few Dulles passengers wait more than 1 hour (about 2%), approximately 11% wait more than 30 minutes. Between the hours of Noon to 4pm, 15% of passengers wait more than 30 minutes.



IAD staffs well to traveler volume

Nearly 935 passengers (on average) arrive between Noon-4pm. Yet, wait times during this period are not much higher than less busy times. Overall, IAD is doing well matching booths to traffic demand.

