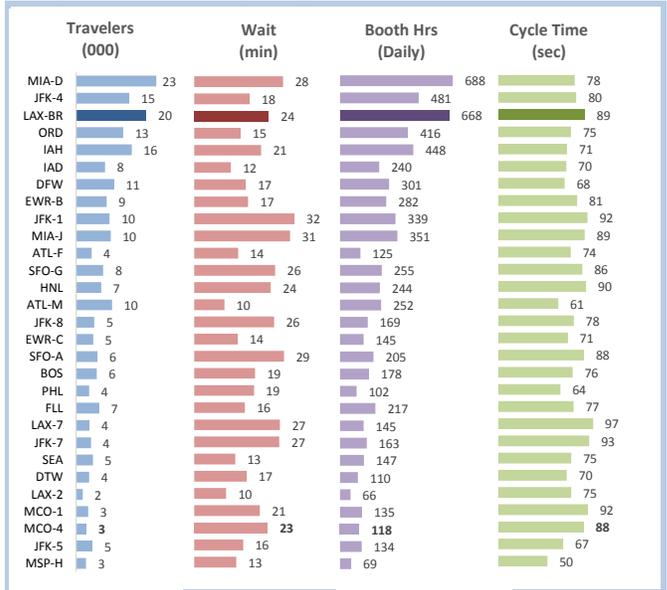


Key Metrics

| | YTD 2016 | YTD 2015 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers | 19,998 | 17,785 | 2,213 | 12% |
| Global Entry, APC, & MPC | 41% | 31% | 10% | 32% |
| Non-Automated | 59% | 69% | -10% | -14% |
| United States Citizens | 38.7% | 38.5% | +0.2% | 1% |
| Non-immigrants | 54.2% | 54.4% | -0.2% | 0% |
| Legal Permanent Residents | 7.1% | 7.1% | +0.0% | 0% |
| Average Daily Flights (#) | 78 | 72 | 6 | 9% |
| Wait Time | | | | |
| Average Primary Wait (m) | 23.9 | 17.5 | 6.4 | 37% |
| % Travelers < 60 minutes | 93% | 98% | -4% | -5% |
| % Travelers > 120 mins | 0.33% | 0.05% | +0.27% | 499% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 668 | 624 | 44 | 7% |
| Efficiency | | | | |
| Average Cycle Time (s) | 88.8 | 89.6 | -0.8 | -1% |
| Max Hourly Throughput / booth | 40.5 | 40.2 | 0.3 | 1% |
| Average Utilization | 74% | 71% | 3% | 4% |

Compared to other major airports ...



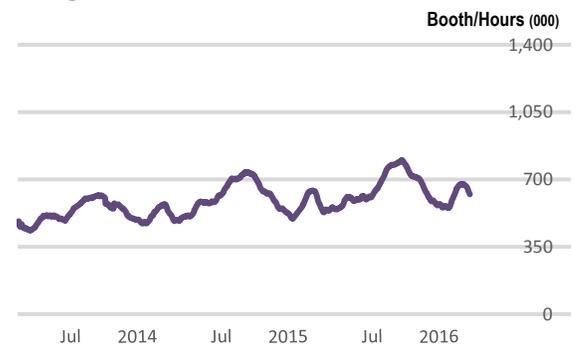
Traveler volume increased more than booth hours

- Travel is up significantly at LAX (Bradley).** Traveler volume at Bradley Terminal (year to date) has increased 12% compared to last year. Today, 41% of passengers are confirmed with automated solutions like Global Entry and APC, up from 31% last year.
- More booths being staffed to meet demand.** Booth hours at LAX Bradley have increased 7% compared to a year ago, from 624 hours to 668 hours per day, but have not kept pace with traveler volume (+12%).
- Increase in wait times.** Year to date, LAX Bradley's average wait increased by 6.4 minutes (37%) to 23.9 minutes. 93% of passengers are being processed in under 60 minutes.
- Faster processing.** LAX (Bradley) has one of the longest average cycle times of any major terminal. However, average cycle time 88.8 seconds) has decreased from 89.6 seconds a year ago. Cycle time will further improve if APC could be applied to non-immigrants (54.2%).

Traveler Volume ... trending upwards



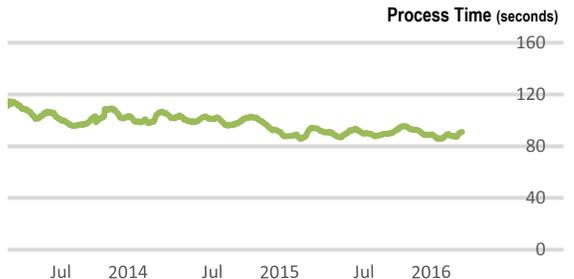
Staffing ... 7% more booths staffed than last year



Wait Time ... recent upturn in wait time

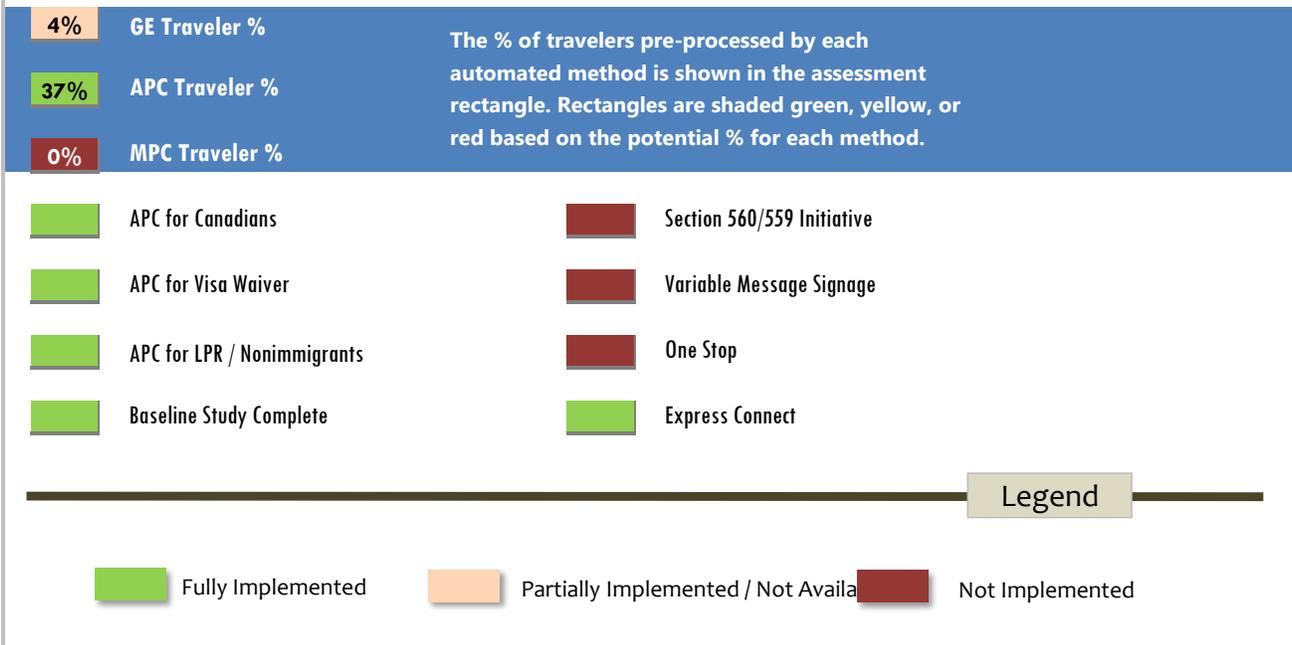


Cycle Time ... significant improvement in 2015



Best Practice Inventory

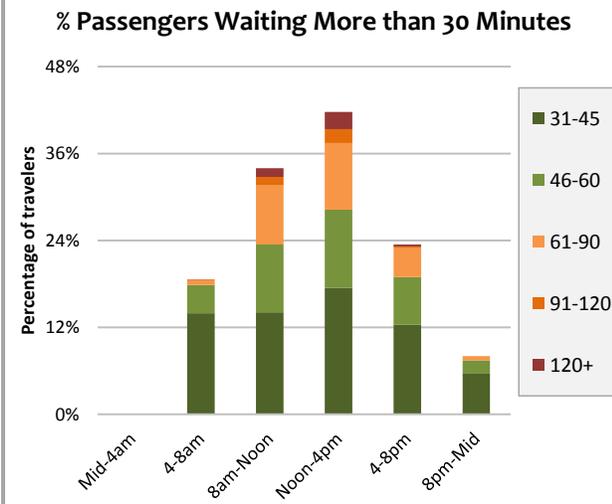
LAX Bradley Best Practice Assessment: LAX Bradley has implemented many of the available best practices. Most notably, 41% of LAX Bradley's passengers are now processed by Global Entry and APC. APC is available at LAX Bradley not only to US Citizens, but also Canadians, Visa Waiver country travelers, 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.

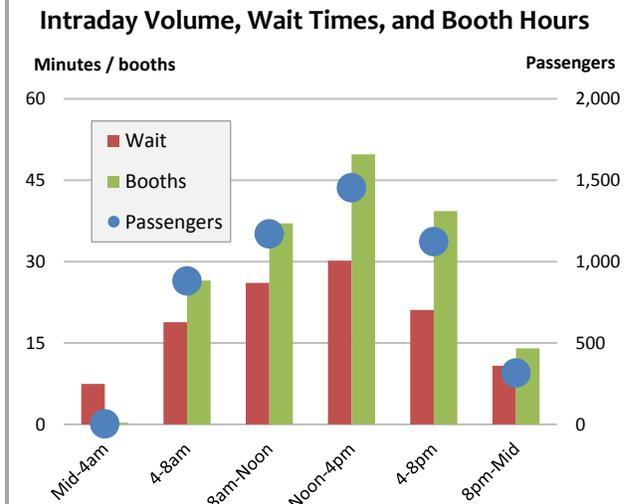
30% of passengers wait more than 30 minutes

Year to date, approximately 8% of Bradley passengers wait more than 1 hour. Between the hours of Noon to 4pm, 42% of passengers wait more than 30 minutes.



LAX Bradley staffs well to traffic demand

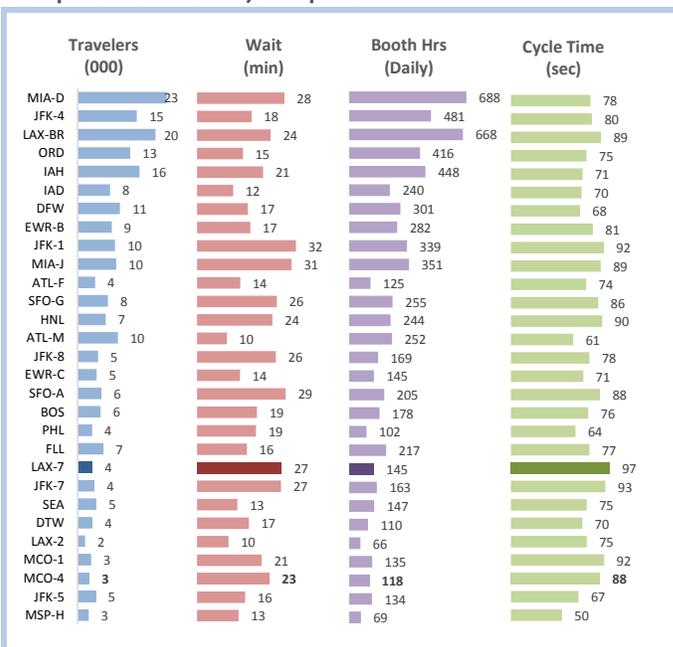
On average, nearly 1,460 passengers arrive every hour between Noon and 4pm. By staffing 50 booths, average waits (30 minutes) are higher than the average (23.9 minutes). Opening extra booths from 8am to Noon may reduce average waits leading into peak hours.



Key Metrics

| | YTD 2016 | YTD 2015 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers (000) | 3,831 | 3,449 | 381 | 11% |
| Global Entry, APC, & MPC | 2% | 1% | 1% | 100% |
| Non-Automated | 98% | 99% | -1% | -1% |
| United States Citizens | 49.8% | 47.4% | +2.4% | 5% |
| Non-immigrants | 36.1% | 38.7% | -2.6% | -7% |
| Legal Permanent Residents | 14.1% | 13.9% | +0.3% | 2% |
| Average Daily Flights (#) | 24 | 21 | 3 | 12% |
| Wait Time | | | | |
| Average Primary Wait (m) | 27.4 | 22.8 | 4.6 | 20% |
| % Travelers < 60 minutes | 94% | 98% | -4% | -4% |
| % Travelers > 120 mins | 0.30% | 0.01% | +0.3% | 2519% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 145 | 129 | 16 | 12% |
| Efficiency | | | | |
| Average Cycle Time (s) | 97.3 | 91.8 | 5.5 | 6% |
| Max Hourly Throughput / booth | 37.0 | 39.2 | -2.2 | -6% |
| Average Utilization | 71% | 68% | 3% | 5% |

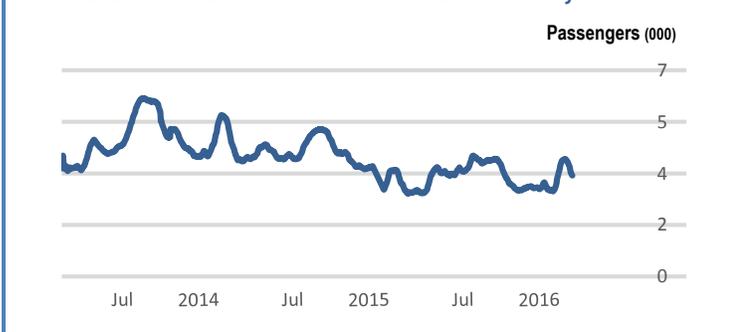
Compared to other major airports ...



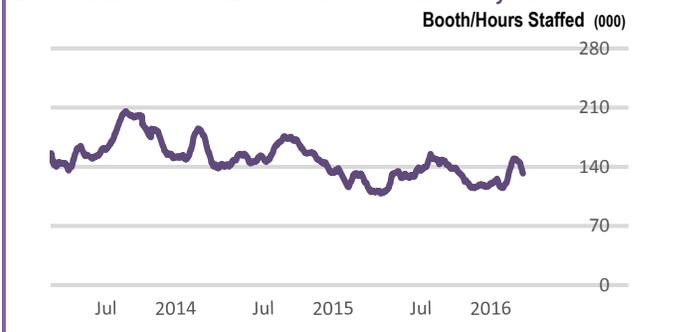
Automation needed to speed processing

- Travel is up at LAX Terminal 7.** Traveler volume (year to date) has increased 11% compared to last year. Only 2% of passengers are confirmed with Global Entry today, up from 1% last year. APC is not implemented.
- More booths compared to last year.** Booth hours have increased (12%), up from 129 hours a year ago to 145 hours this year. However, the booth increase is not enough to reduce wait time, as shown by increased in waits (+20%).
- Slower processing.** Average cycle time increased by 5.5 seconds, while max hourly throughput decreased by 2.2 passengers per booth, per hour. Lax-7 is one of the few terminals in the nation with decreasing efficiency, and has the slowest average processing in the nation.
- Wait times increased by 20%.** Decreased booth hours and longer process times have led to an increase in wait time. The average wait time increased by 20%, from 22.8 minutes last year to 27.4 minutes this year.

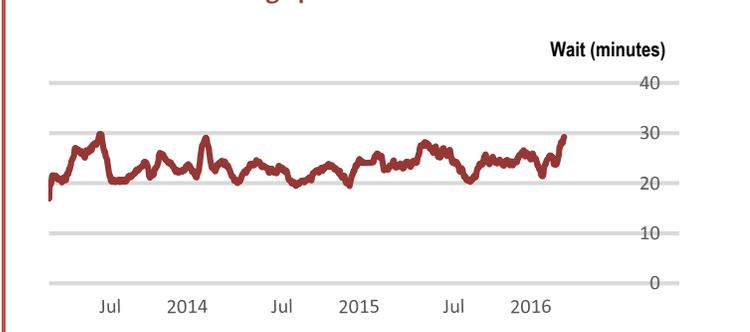
Traveler Volume ... 11% more travelers than last year



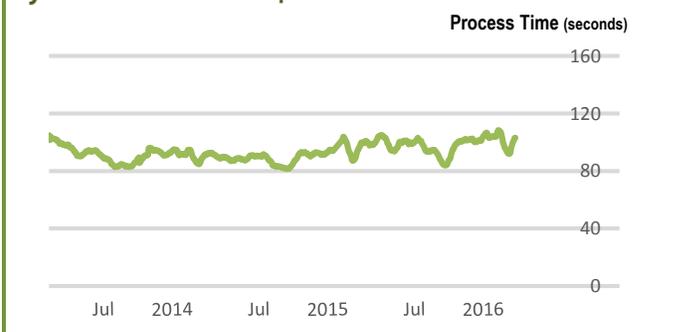
Booth hours ... 12% more booths than last year



Wait Time ... trending upward



Cycle Time ... recent upward trend



Best Practice Inventory

LAX Best Practice Assessment: LAX-7 has not implemented many of the available best practices. Automated processing such as Global Entry is implemented, however only 2% of travelers are utilizing it. To fulfill its potential, LAX Terminal 7 needs to utilize more best practices, especially APC.

| | | |
|-----------|-----------------------|---|
| 2% | 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. |
| 0% | 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

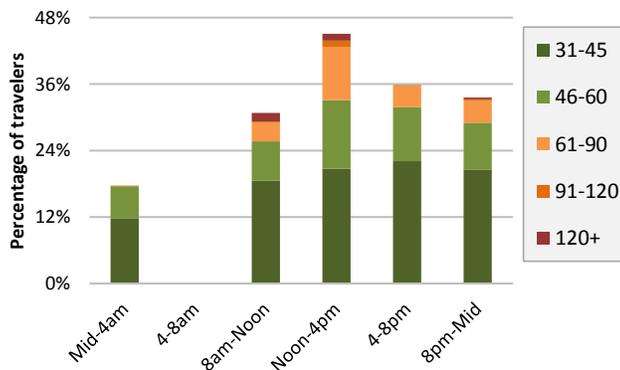
- | | | |
|---|---|---|
|  Fully Implemented |  Partially Implemented / Not Available |  Not Implemented |
|---|---|---|

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.

37% of passengers wait more than 30 minutes

Year to date, approximately 7% of LAX Terminal 7 passengers wait more than 1 hour. Between the hours of Noon to 4pm, 45% of passengers wait more than 30 minutes.

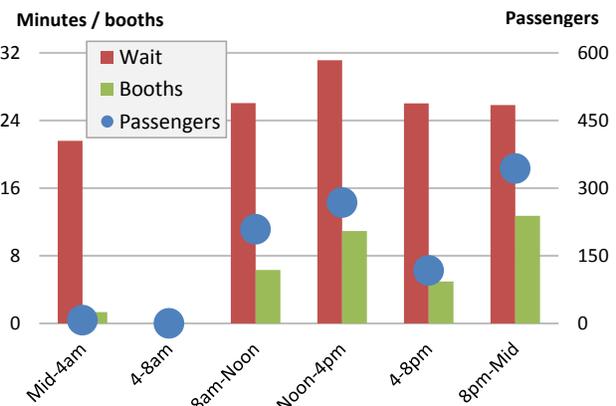
% Passengers Waiting More than 30 Minutes



LAX-7 has high waits throughout the day

The busiest hours are between 8pm and Midnight, when 340 passengers arrive per hour. Wait times during peak hours are 26 minutes, which is lower than the average. By opening more booths from 8am-8pm, LAX-7 may reduce average wait.

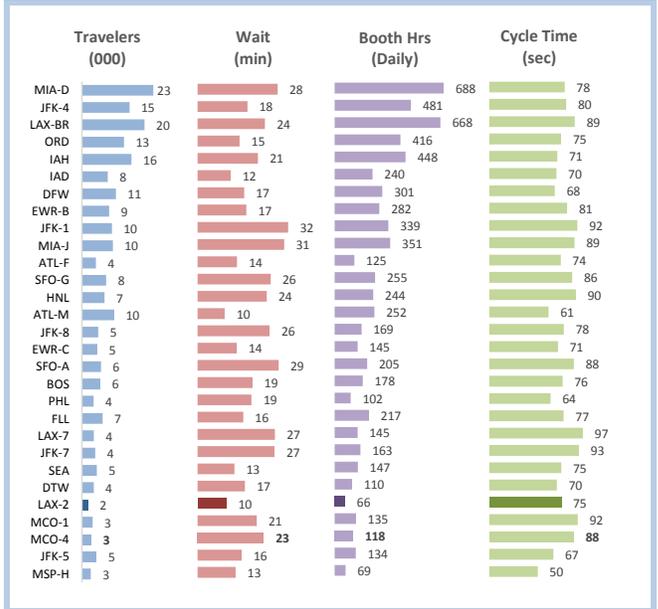
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

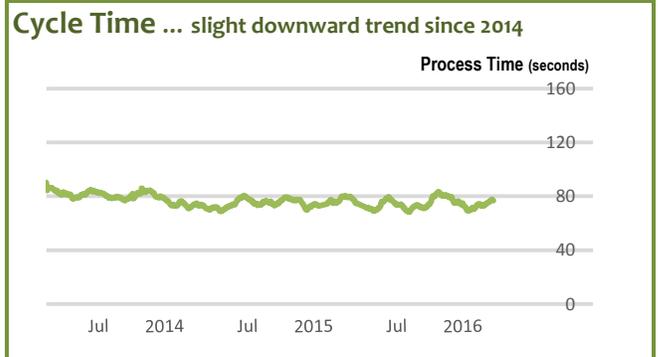
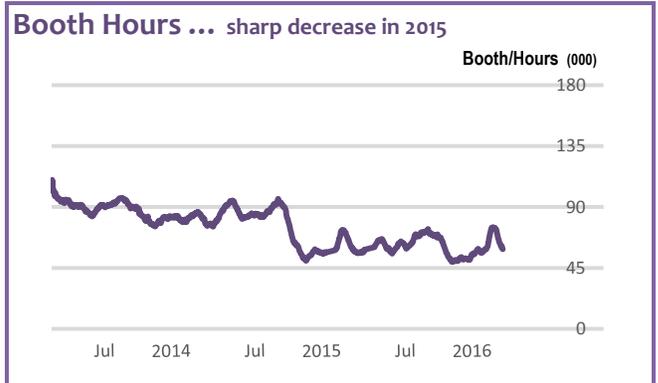
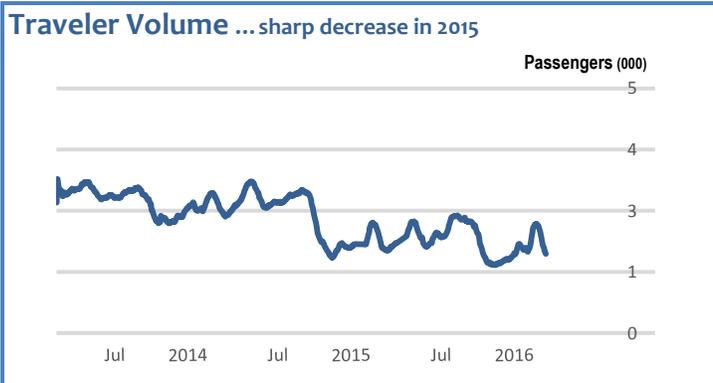
| | YTD 2016 | YTD 2015 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers (000) | 1,910 | 2,005 | -95 | -5% |
| Global Entry, APC, & MPC | 37% | 6% | 31% | 517% |
| Non-Automated | 63% | 94% | -31% | -33% |
| United States Citizens | 63.9% | 59.2% | +4.7% | 8% |
| Non-immigrants | 29.2% | 33.2% | -4.0% | -12% |
| Legal Permanent Residents | 6.9% | 7.6% | -0.7% | -9% |
| Average Daily Flights (#) | 13 | 14 | -1 | -9% |
| Wait Time | | | | |
| Average Primary Wait (m) | 10.2 | 13.5 | -3.3 | -25% |
| % Travelers < 60 minutes | 99% | 99% | -1% | -1% |
| % Travelers > 120 mins | 0.03% | 0.03% | -0.0% | -2% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 66 | 65 | 1 | 1% |
| Efficiency | | | | |
| Average Cycle Time (s) | 74.7 | 76.6 | -1.9 | -2% |
| Max Hourly Throughput / booth | 48.2 | 47.0 | 1.2 | 2% |
| Average Utilization | 60% | 65% | -5% | -8% |

Compared to other major airports ...



Wait times drop due to decreased traveler volume

- Travel is down at LAX Terminal 2.** Traveler volume (year to date) has decreased 5% compared to last year. The volume decrease at Terminal 2 and the increase at the Bradley Terminal may be a result of airport authority decisions. Today, 37% of LAX-2's passengers are confirmed with Global Entry and APC.
- Slightly increased booths hours.** Average daily booth hours have increased 1% from 65 hours last year to 66 hours this year.
- Faster processing.** Average cycle time decreased by 1.9 seconds, while max hourly throughput increased by 1.2 passengers per booth, per hour.
- Wait times decreased by 25%.** A decrease in traveler volume and more efficient processing have led to a decrease in wait time. The average wait time decreased by 25%, from 13.5 minutes last year to 10.2 minutes this year.



Best Practice Inventory

LAX Best Practice Assessment: LAX has not introduced many of the available best practices. Most notably, 37% of LAX-2'S passengers are now processed by Global Entry and APC. To improve cycle times and air passenger processing efficiency LAX Terminal 2 must begin to utilize more of the best available practices.

| | | |
|------------|-----------------------|---|
| 7% | 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. |
| 30% | 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 |

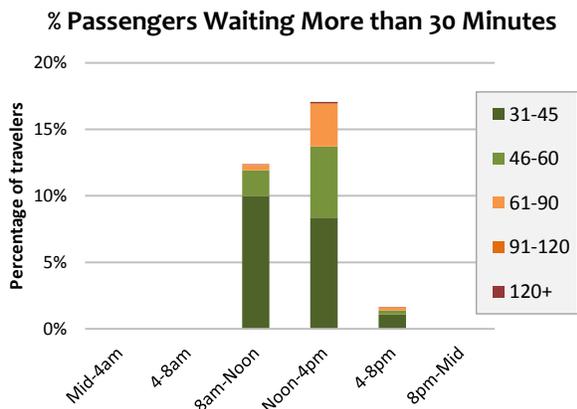
Legend

| | | |
|--|--|--|
|  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.

10% of passengers wait more than 30 minutes

While very few LAX Terminal 2 passengers wait more than 1 hour (about 1%), approximately 10% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 17% of passengers wait more than 30 minutes.



The highest waits are from 8am to 4pm

LAX-2 is busiest between Noon-8pm, when 167 passengers arrive per hour. But fewer booths are open during this period compared to 4pm to 8pm when fewer passengers arrive. Opening one extra booth from 8am to Noon could greatly reduce waits.

