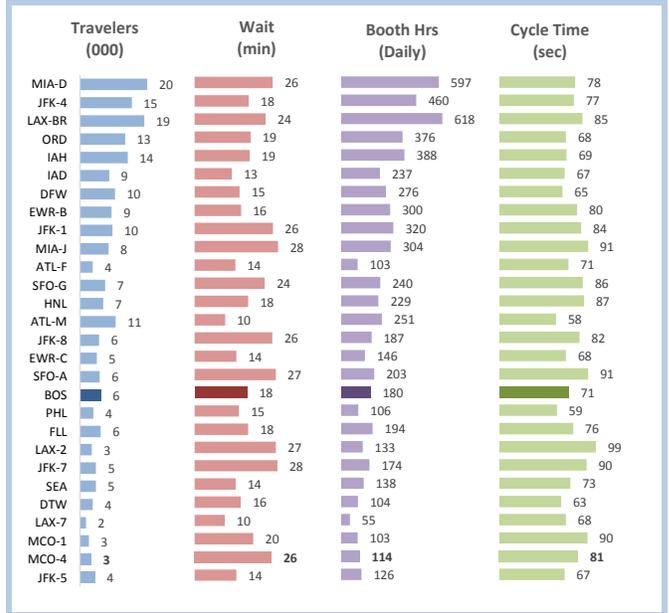


### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	6,151	4,947	1,204	24%
Global Entry, APC, & MPC	52%	38%	14%	37%
Non-Automated	48%	62%	-14%	-23%
United States Citizens	51.8%	51.1%	+0.7%	1%
Non-immigrants	42.1%	42.7%	-0.6%	-1%
Legal Permanent Residents	6.1%	6.2%	-0.1%	-2%
Average Daily Flights (#)	36	28	8	27%
<b>Wait Time</b>				
Average Primary Wait (m)	17.8	19.5	-1.8	-9%
% Travelers < 60 minutes	97%	96%	1%	2%
% Travelers > 120 mins	0.07%	0.11%	-0.04%	-38%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	180	142	38	27%
<b>Efficiency</b>				
Average Cycle Time (s)	71.4	67.4	4.0	6%
Max Hourly Throughput / booth	50.4	53.4	-3.0	-6%
Average Utilization	68%	65%	3%	4%

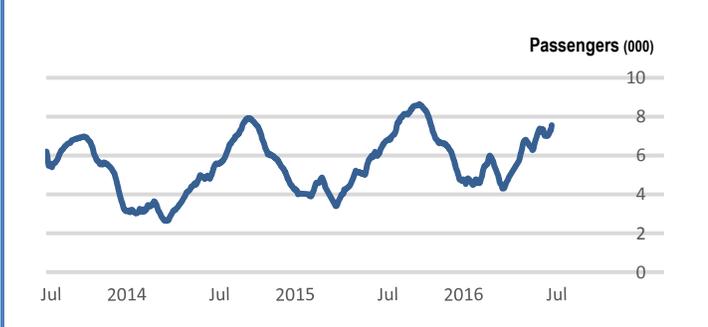
### Compared to other major airports ...



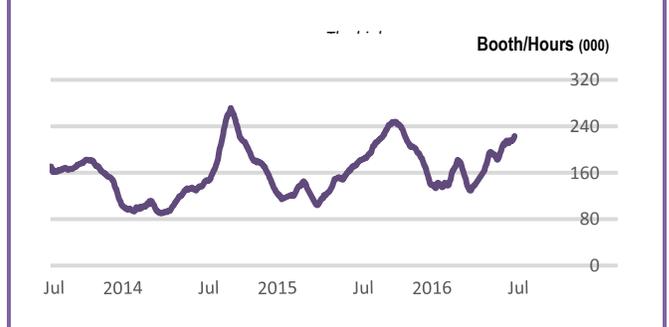
### More booths reduce wait times despite 24% more volume

- Travel is up at Boston, Main Terminal.** Traveler volume (year to date) has increased 24% compared to last year. Today, 52% of passengers are confirmed with Global Entry and APC, up from 38% 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 142 hours last year to 180 hours this year (27% increase).
- BOS decreases efficiency.** Average cycle time is nearly 4 seconds slower this year, while max hourly throughput decreased by 3 passengers per booth, per hour.
- Wait times decreased by 9%.** Wait times have decreased by 1.8 minutes, from 19.5 minutes last year to 17.8 minutes today. A sufficient increase in booth hours has helped reduce wait times.

### Traveler Volume ... trending up since 2013



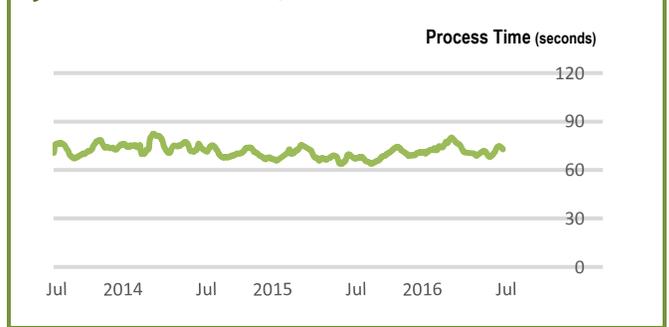
### Booth Hours ... 27% more booth hours than last year



### Wait Time ... reduced compared to last year

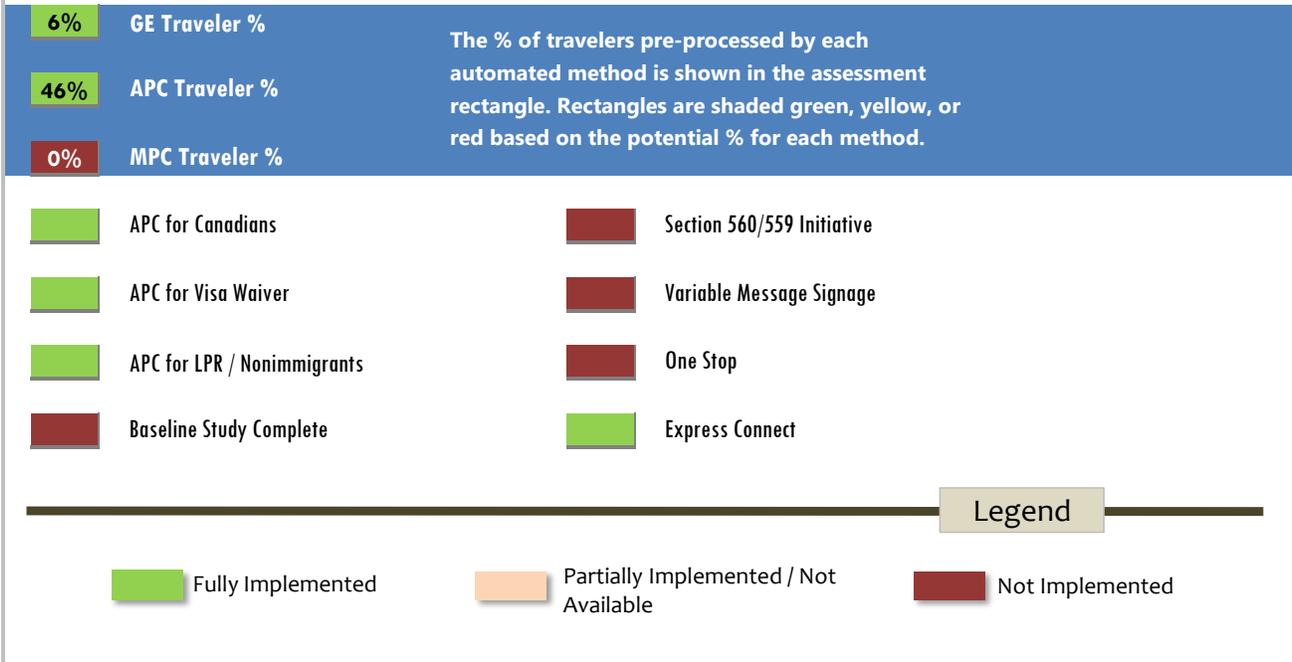


### Cycle Time ... recent upward trend



## Best Practice Inventory

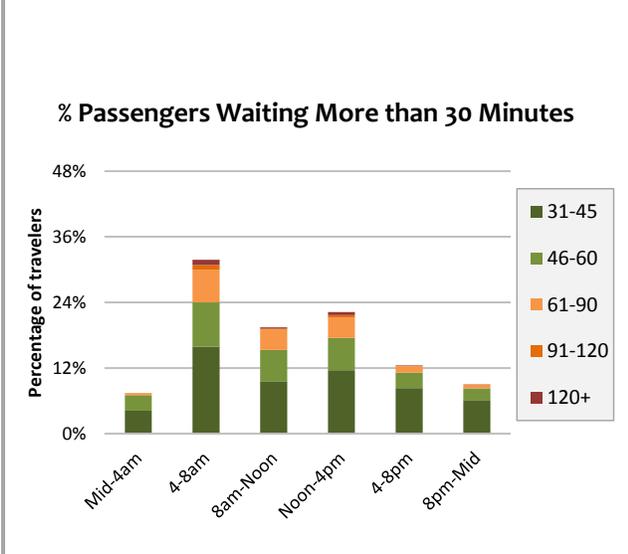
**BOS Best Practice Assessment:** BOS has implemented some of the available best practices. Most notably, 52% of BOS passengers are now processed by automated technologies like Global Entry and APC. APC is available at BOS not only to US Citizens, but also Canadians, Visa Waiver country travelers, and 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.

### 17% of passengers wait more than 30 minutes

While very few Boston Logan passengers wait more than 1 hour (about 3%), approximately 17% wait more than 30 minutes. Between the hours of 4am to 8am, 32% of passengers wait more than 30 minutes.



### More booths needed during off peak hours

BOS is busiest between 4pm and 8pm, when over 630 passengers arrive per hour. On average, 16 booths are open during this time. Wait times are higher from 4am to 8am when fewer passengers arrive per hour. Opening more booths in the morning could reduce average waits.

