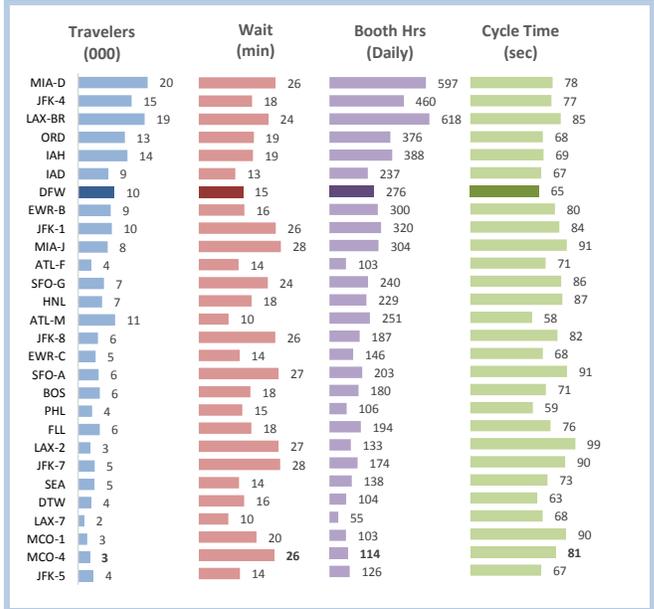


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	10,280	9,618	662	7%
Global Entry, APC, & MPC	58%	50%	8%	16%
Non-Automated	42%	50%	-8%	-16%
United States Citizens	55.5%	55.0%	+0.5%	1%
Non-immigrants	39.0%	39.7%	-0.6%	-2%
Legal Permanent Residents	5.5%	5.3%	+0.2%	3%
Average Daily Flights (#)	75	68	6	9%
Wait Time				
Average Primary Wait (m)	15.1	13.6	1.5	11%
% Travelers < 60 minutes	97%	97%	0%	0%
% Travelers > 120 mins	0.10%	0.08%	+0.02%	32%
Primary Booth Hours				
Average Daily Booth Hours	276	266	9	4%
Efficiency				
Average Cycle Time (s)	64.9	68.4	-3.6	-5%
Max Hourly Throughput / booth	55.5	52.6	2.9	5%
Average Utilization	67%	69%	-1%	-2%

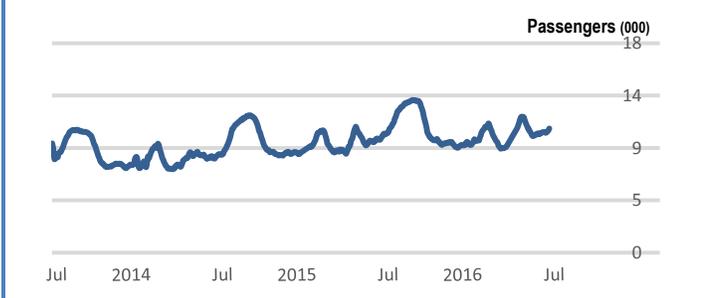
Compared to other major airports ...



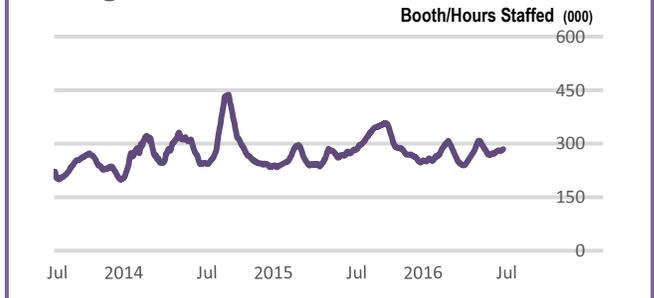
An increase in wait times due to increased traffic

- Travel is up at Dallas/Fort Worth.** Traveler volume increased 7% compared to last year. More than half (58%) of DFW passengers are confirmed with automated solutions like Global Entry, APC, and MPC compared to 50% last year.
- Increase in booth hours lags demand.** Booth hours increased 4% compared to a year ago, from 266 hours last year to 276 hours this year. This increase in staffing has not offset the 7% increase in travel volume (as evidenced by longer waits).
- Increase in wait times.** Year to date, average wait times increased by 11% (15.1 minutes). More booth hours and faster processing have not offset the increase in traveler volume.
- Cycle time is 3.6 seconds faster.** APC and Global Entry growth have increased by 8%. Average cycle time (64.9 seconds) this year is down from (68.4 seconds) a year ago, while max hourly throughput increased by 2.9 passengers per booth, per hour.

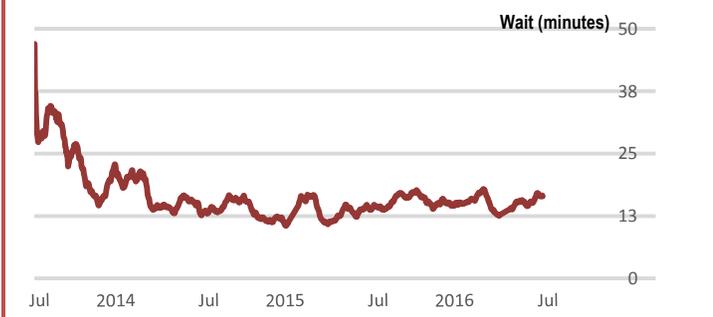
Traveler Volume ... strong growth



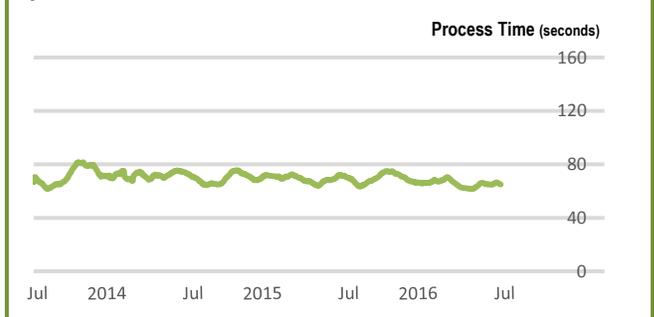
Staffing ... 4% more booths than last year



Wait Time ... significant drop compared to 2013



Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

DFW New FIS Best Practice Assessment: DFW's new terminal has implemented many of the available best practices. Most notably, 58% of passengers are processed by automated technologies like Global Entry and APC. MPC has recently been implemented. APC is available at DFW not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

- 9%** GE Traveler %
- 49%** APC Traveler %
- 0%** MPC Traveler % (Actual 0.4494%)

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.

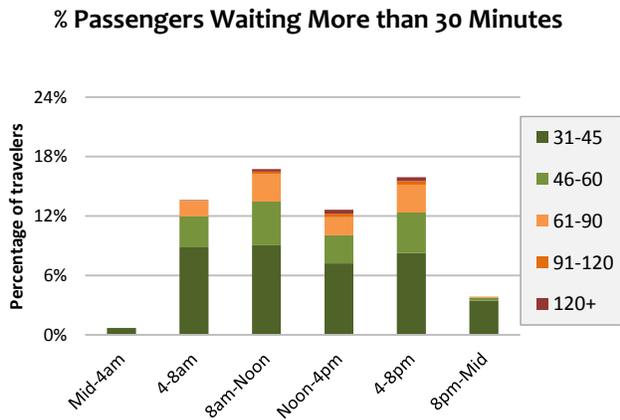
- APC for Canadians
- Section 560/559 Initiative
- APC for Visa Waiver
- Variable Message Signage
- APC for LPR / Nonimmigrants
- One Stop
- Baseline Study Complete
- Express Connect

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.

14% of passengers wait more than 30 minutes
 While very few DFW passengers wait more than 1 hour (about 3%), approximately 14% of passengers wait more than 30 minutes. Between the hours of 8am to Noon, 17% of passengers wait more than 30 minutes.



Off-peak travel periods have longer waits
 Over 2/3 of all daily arrivals occur between Noon and 8pm, yet average waits are higher from 8am to Noon. Opening a few more booths from 8am to Noon could help reduce average waits.

