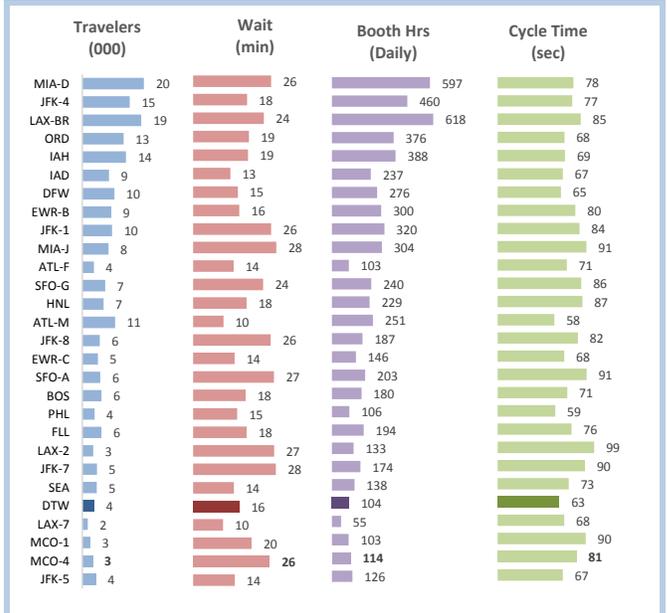


### Key Metrics

	YTD 2016	YTD 2015	Change %	Change
<b>Volume</b>				
Average Daily Travelers	3,766	3,716	50	1%
Global Entry, APC, & MPC	56%	53%	3%	6%
Non-Automated	44%	47%	-3%	-6%
United States Citizens	59.2%	55.7%	+3.5%	6%
Non-immigrants	36.2%	39.9%	-3.7%	-9%
Legal Permanent Residents	4.6%	4.4%	+0.2%	4%
Average Daily Flights (#)	18	18	1	3%
<b>Wait Time</b>				
Average Primary Wait (m)	15.6	15.0	0.6	4%
% Travelers < 60 minutes	97%	99%	-2%	-2%
% Travelers > 120 mins	0.13%	0.05%	+0.1%	141%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	104	110	-6	-5%
<b>Efficiency</b>				
Average Cycle Time (s)	63.3	67.4	-4.1	-6%
Max Hourly Throughput / booth	56.9	53.4	3.5	7%
Average Utilization	64%	63%	0%	1%

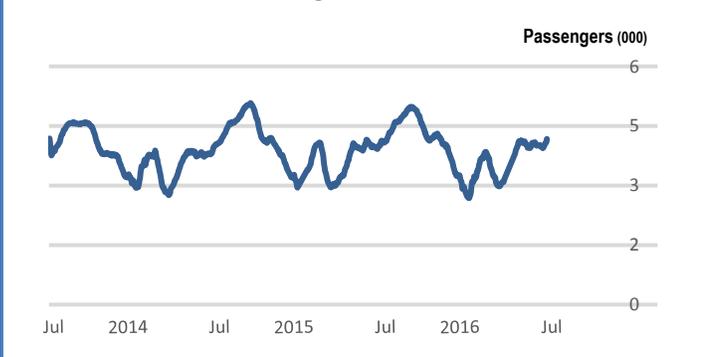
### Compared to other major airports ...



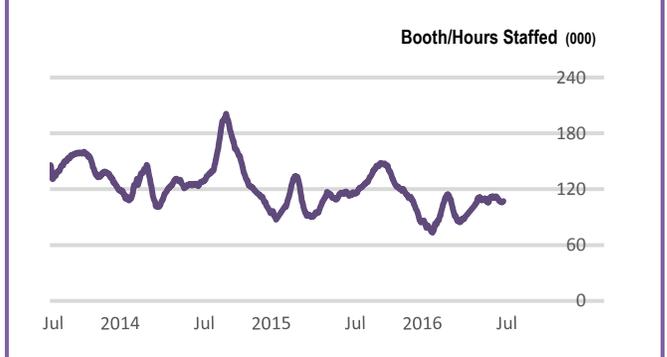
### Fewer booths and slightly more travelers increase waits

- Travel is up slightly at Detroit Airport.** Traveler volume at DTW (year to date) has increased 1% compared to last year. Today, 56% of DTW's passengers are confirmed with Global Entry and APC, up from 53% last year.
- Wait times slightly increased.** Fewer booths have slightly increased wait times, despite faster processing. The average wait time increased from 15 minutes last year to 15.6 minutes this year.
- Fewer booths opened.** Booth hours have decreased by 5%, from 110 hours last year to 104 hours this year. This has negatively impacted the wait time despite 56% passenger participation in automated systems.
- Much faster processing.** Average cycle time decreased by 4.1 seconds (6%), resulting in an increase in max hourly throughput of 3.5 passengers an hour. DTW is now among the most efficient airports in the nation.

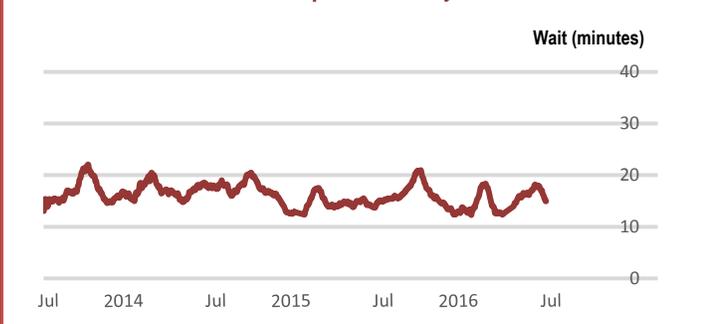
### Traveler Volume ... slow growth since 2014



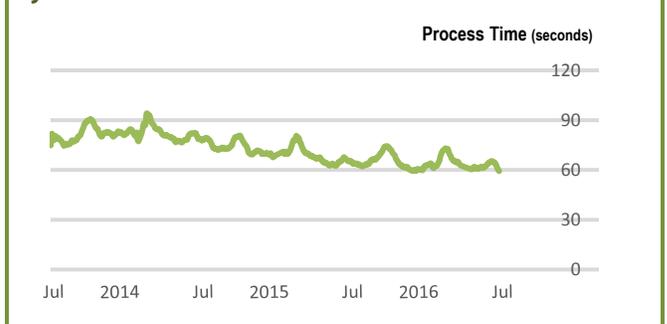
### Booth Hours ... downward trend since mid 2014



### 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. 56% 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.

<b>9%</b>	<b>GE Traveler %</b>	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.
<b>47%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler %</b>	

 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

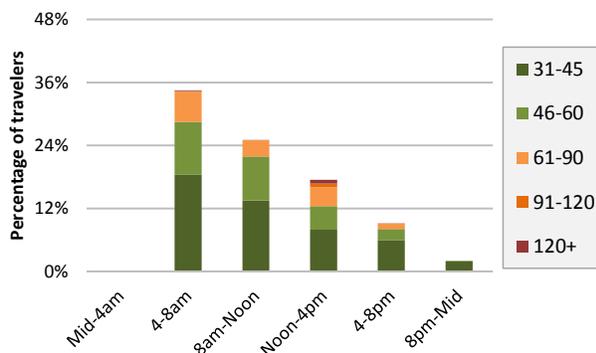
 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices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

### 15% of passengers wait more than 30 minutes

Year to date, approximately 3% of Detroit passengers wait more than 1 hour. Between the hours of 4am to 8am, 35% 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 390 passengers arrive per hour. An average of 10 booths per hour are staffed during this time, and average wait is 15 minutes. From 8am to Noon, only 99 passengers arrive per hour, but average wait is 20 minutes (only 3 booths are open). Being prepared to open more booths from 8am to Noon may reduce DTW average wait.

**Intraday Volume, Wait Times, and Booth Hours**

