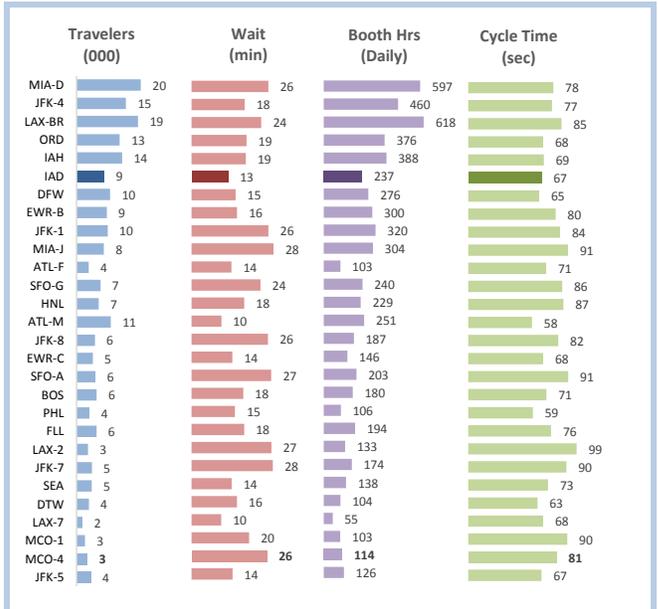


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	8,577	8,724	-148	-2%
Global Entry, APC, & MPC	48%	47%	1%	2%
Non-Automated	52%	53%	-1%	-2%
United States Citizens	50.9%	51.0%	-0.1%	0%
Non-immigrants	42.5%	42.5%	+0.0%	0%
Legal Permanent Residents	6.6%	6.5%	+0.1%	1%
Average Daily Flights (#)	45	46	-1	-2%
Wait Time				
Average Primary Wait (m)	12.6	11.8	0.7	6%
% Travelers < 60 minutes	97%	98%	-1%	-1%
% Travelers > 120 mins	0.15%	0.18%	-0.03%	-17%
Primary Booth Hours				
Average Daily Booth Hours	238	250	-12	-5%
Efficiency				
Average Cycle Time (s)	67.0	68.6	-1.6	-2%
Max Hourly Throughput / booth	53.7	52.5	1.2	2%
Average Utilization	67%	66%	1%	1%

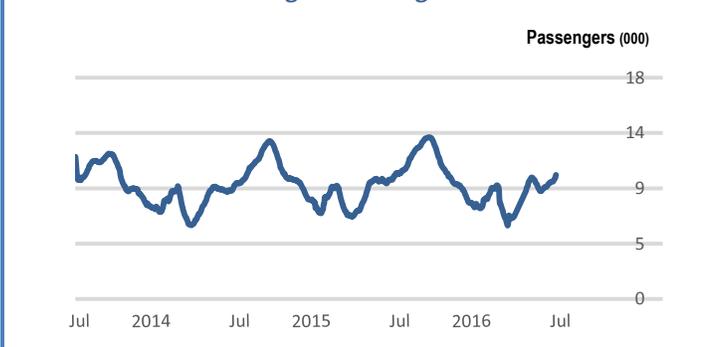
Compared to other major airports ...



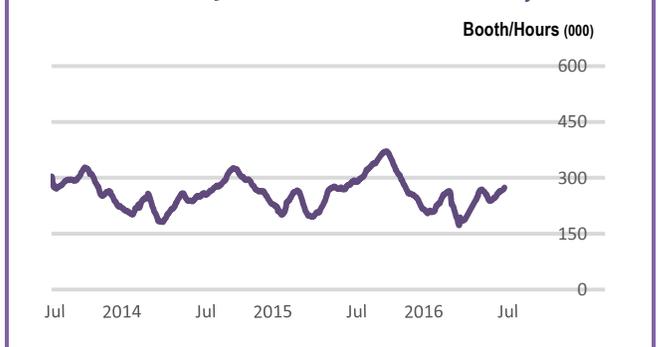
Fewer booth hours increase wait, despite lower volume

- Travel is down at Dulles (Main Terminal).** Traveler volume at Dulles decreased 2% compared to last year. 48% of IAD passengers are processed by Global Entry and APC, up from 47% last year.
- Booth hours decreased more than volume.** Booth hours at Dulles have decreased 5% compared to a year ago, from 250 hours a year ago to 238 hours this year. This decrease in booth staffing may be too severe given the slight increase in waits.
- Wait times have increased 6% from a year ago.** Year to date, IAD Main Terminal's average wait is increased (from 11.8 minutes last year to 12.6 minutes this year). IAD has some of the shortest wait times in the country.
- Cycle time has decreased 2% compared to last year.** Global Entry and APC growth have increased. Average cycle time (67 seconds) this year is down from (68.6 seconds) a year ago, while max hourly throughput increased by 1.2 passengers per booth, per hour.

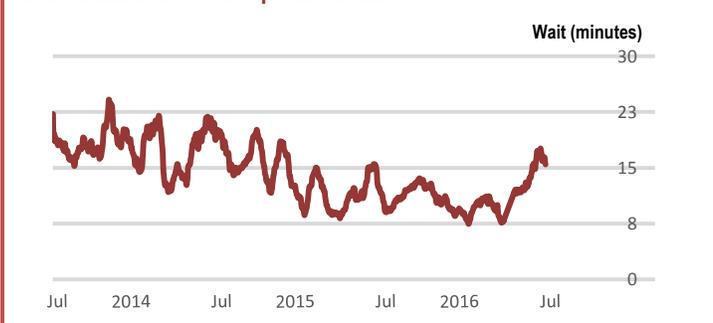
Traveler Volume ... slight seasonal growth



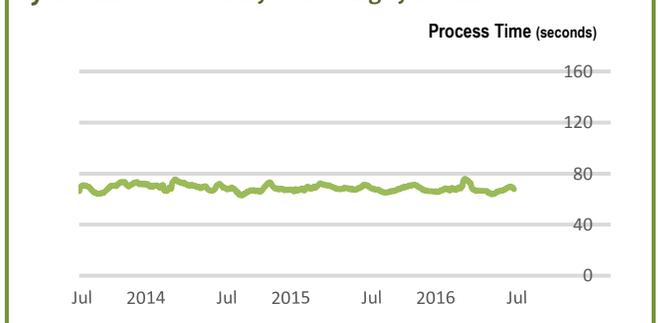
Booth hours ... 5% fewer booth hours than last year



Wait Time ... recent upward 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.

9%	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.
39%	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

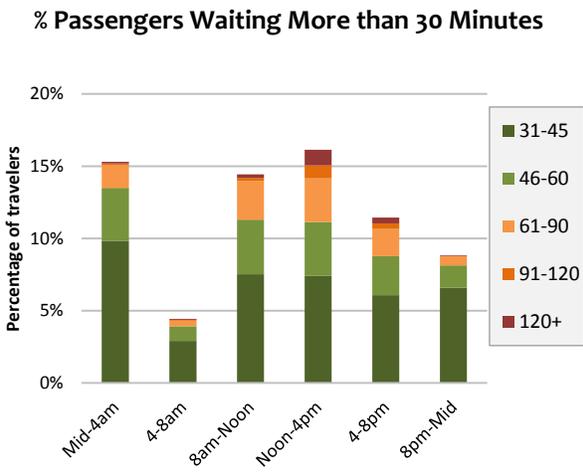
Legend

	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.

13% of passengers wait more than 30 minutes

Year to date, approximately 4% of Dulles passengers wait more than 1 hour, approximately 13% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 16% of passengers wait more than 30 minutes.



IAD staffs well to traveler volume

Nearly 1,000 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, but may keep a few more officers available for delay flights for Mid-4am period.

Intraday Volume, Wait Times, and Booth Hours

