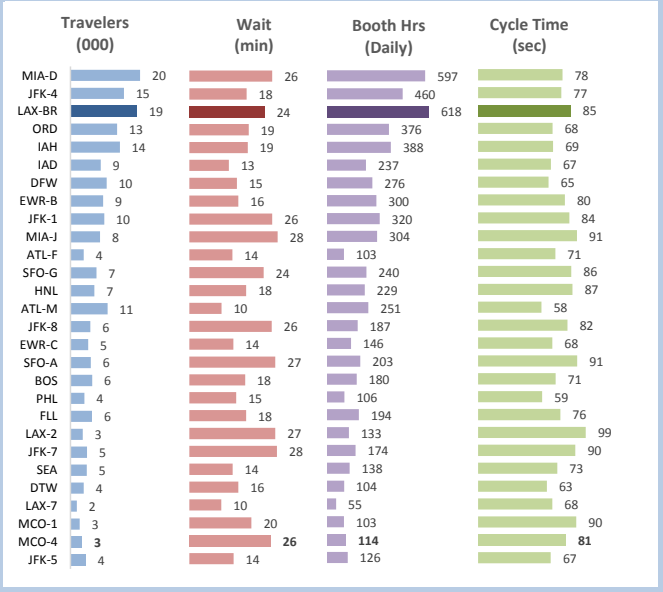
LAX - Los Angeles (LAX) Airport, Bradley • Airport Travel & Tourism Dashboard • May 2016

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	**18,888**	**16,815**	**2,073**	12%
Global Entry, APC, & MPC	*42%*	*31%*	**11%**	35%
Non-Automated	*58%*	*69%*	**-11%**	-16%
United States Citizens	*38.5%*	*36.3%*	**+2.1%**	6%
Non-immigrants	*55.1%*	*57.4%*	**-2.3%**	-4%
Legal Permanent Residents	*6.5%*	*6.2%*	**+0.2%**	3%
Average Daily Flights (#)	**77**	**67**	**11**	16%
Wait Time				
Average Primary Wait (m)	**23.9**	**18.1**	**5.8**	32%
% Travelers < 60 minutes	**93%**	**97%**	**-4%**	-5%
% Travelers > 120 mins	**0.28%**	**0.05%**	**+0.23%**	449%
Primary Booth Hours				
Average Daily Booth Hours	**618**	**585**	**34**	6%
Efficiency				
Average Cycle Time (s)	**85.3**	**90.3**	**-5.0**	-6%
Max Hourly Throughput / booth	**42.2**	**39.9**	**2.3**	6%
Average Utilization	**72%**	**72%**	**0%**	0%

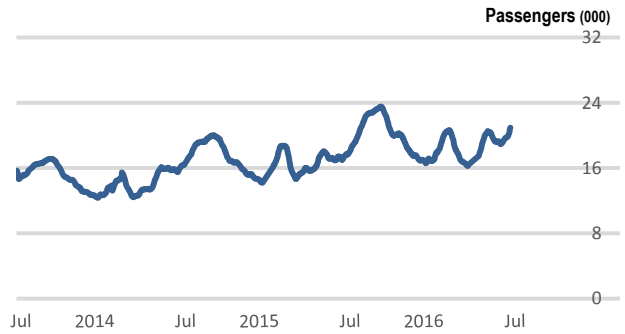
Compared to other major airports ....



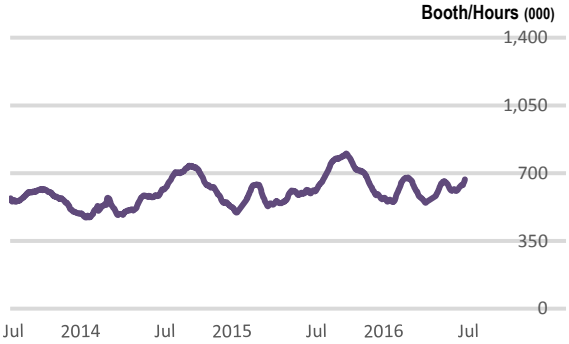
More travelers, but much longer waits

- **Travel is up significantly at LAX (Bradley)**. Traveler volume at Bradley Terminal (year to date) has increased 12% compared to last year. Today, 42% 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 6% compared to a year ago, from 585 hours to 618 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 5.8 minutes (32%) to 23.9 minutes. 93% of passengers are being processed in under 60 minutes, down from 97% last year.
- **Faster processing**. LAX (Bradley) has one of the longest average cycle times of any major terminal. However, average cycle time (85.3 seconds) has decreased from 90.3 seconds a year ago. Cycle time will further improve if APC could be applied to non-immigrants (55.1%).

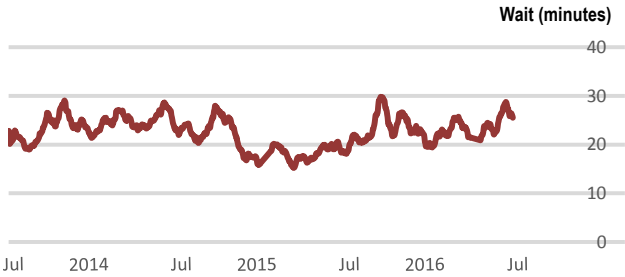
Traveler Volume ... trending upwards



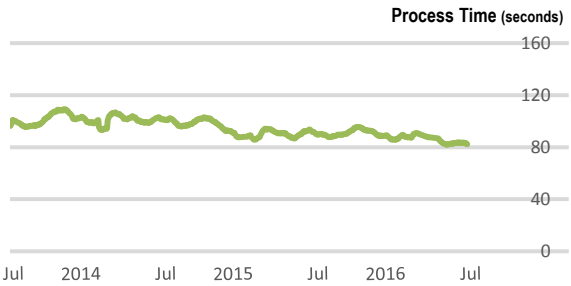
Staffing ... 6% more booths staffed than last year



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, 42% 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.

4% GE Traveler %

38% APC Traveler %

0% MPC 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.

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

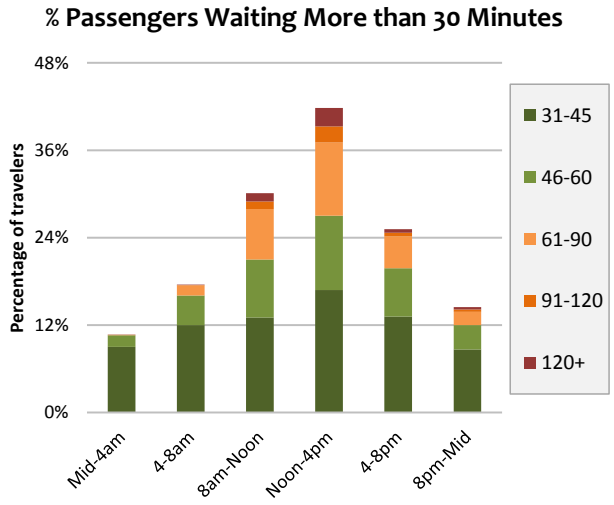
Legend

- 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.

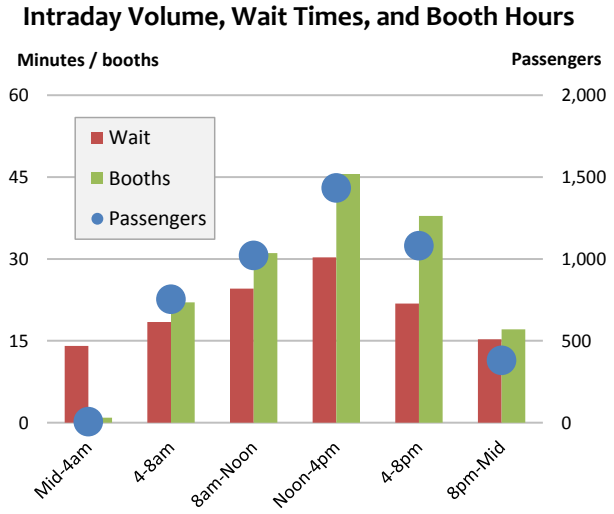
29% of passengers wait more than 30 minutes

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

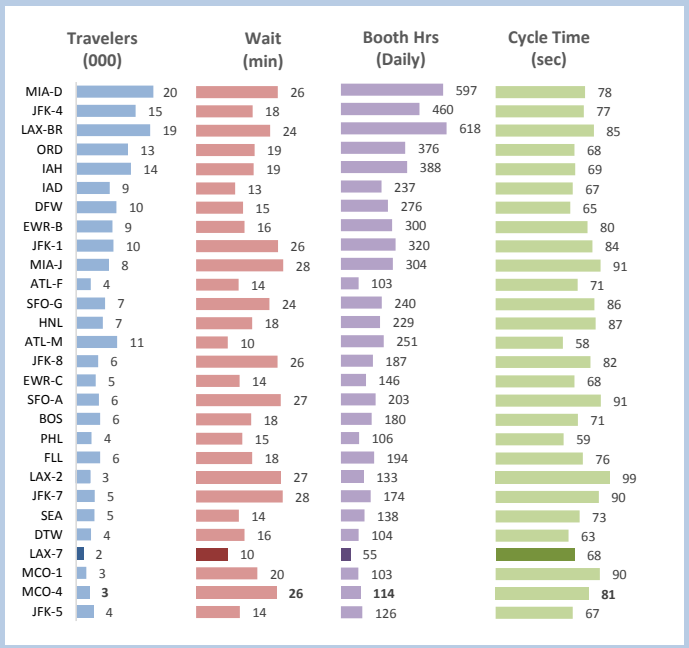
On average, over 1,430 passengers arrive every hour between Noon and 4pm. By staffing 46 booths, average waits (30 minutes) are higher than the average (24 minutes). Opening extra booths from 8am to Noon may reduce average waits leading into peak hours.



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers (000)	**1,793**	**1,935**	**-142**	-7%
Global Entry, APC, & MPC	*52%*	*7%*	**45%**	643%
Non-Automated	*48%*	*93%*	**-45%**	-48%
United States Citizens	*65.5%*	*62.2%*	**+3.3%**	5%
Non-immigrants	*28.7%*	*31.2%*	**-2.5%**	-8%
Legal Permanent Residents	*5.8%*	*6.6%*	**-0.9%**	-13%
Average Daily Flights (#)	**13**	**14**	**-2**	-13%
Wait Time				
Average Primary Wait (m)	**10.2**	**11.9**	**-1.8**	-15%
% Travelers < 60 minutes	**99%**	**99%**	**0%**	0%
% Travelers > 120 mins	**0.06%**	**0.01%**	**+0.0%**	488%
Primary Booth Hours				
Average Daily Booth Hours	**55**	**61**	**-5**	-9%
Efficiency				
Average Cycle Time (s)	**68.3**	**73.7**	**-5.4**	-7%
Max Hourly Throughput / booth	**52.7**	**48.8**	**3.9**	8%
Average Utilization	**61%**	**65%**	**-4%**	-6%

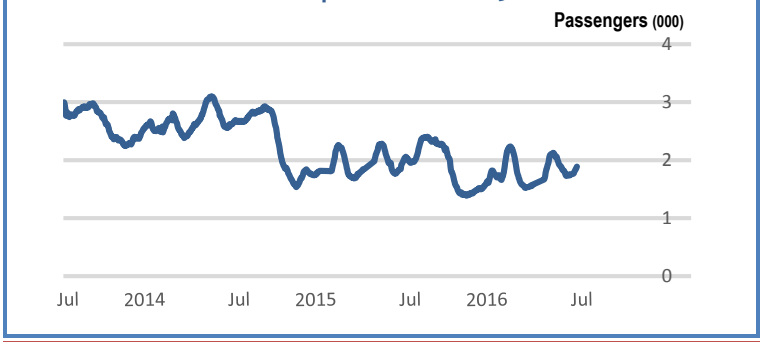
Compared to other major airports ....



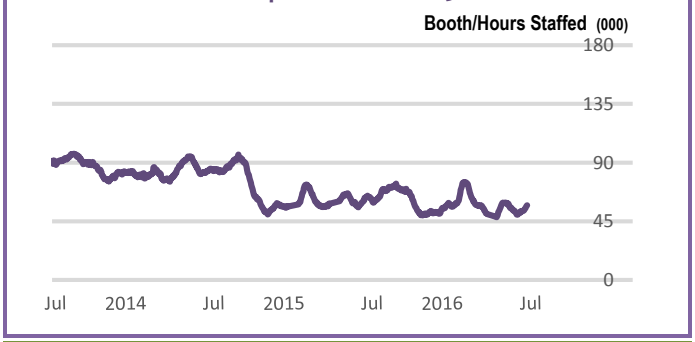
Wait times drop due to decreased traveler volume

- **Travel is down at LAX Terminal 7**. Traveler volume (year to date) has decreased 7% compared to last year. The volume decrease at Terminal 7, the increase at Terminal 2, and the Bradley Terminal may be a result of airport authority decisions. Today, 52% of LAX-7's passengers are confirmed with Global Entry and APC.
- **Decreased booths hours.** Average daily booth hours have decreased 9% from 61 hours last year to 55 hours this year.
- **Faster processing.** Average cycle time has decreased by 5.4 seconds compared to last year, while max hourly throughput increased by 3.9 passengers per booth, per hour.
- **Wait times decreased by 15%.** A decrease in traveler volume and more efficient processing have led to a decrease in wait time. The average wait time decreased by 15%, from 11.9 minutes last year to 10.2 minutes this year.

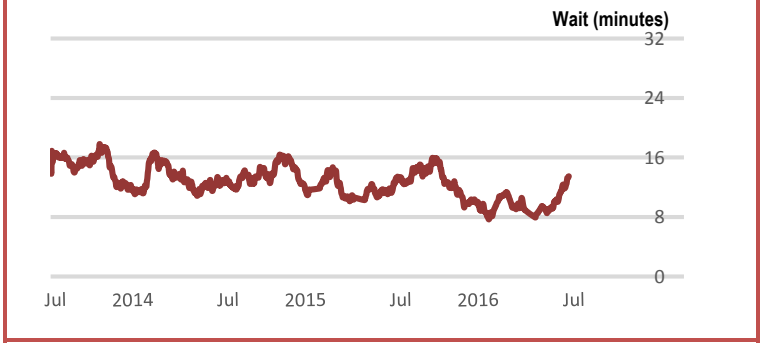
Traveler Volume ... sharp decrease in 2015



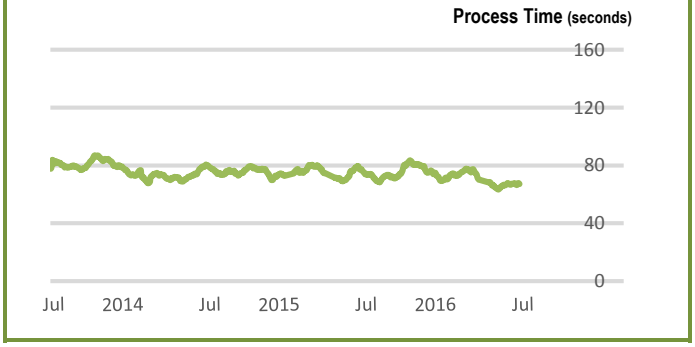
Booth hours ... sharp decrease in 2015



Wait Time ... steadily decreasing



Cycle Time ... slight downward trend since 2014



Best Practice Inventory

LAX-7 Best Practice Assessment: LAX-7 has implemented many of the available best practices. Most notably, 52% of LAX-7'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.

7%	GE Traveler %
45%	APC Traveler %
0%	MPC 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.

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

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- Not Implemented

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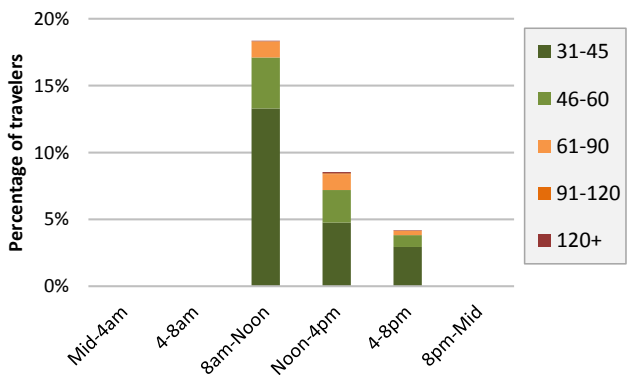
9% of passengers wait more than 30 minutes

While very few Terminal 7 passengers wait more than 1 hour (about 1%), approximately 9% wait more than 30 minutes. Between the hours of 8am to Noon, 18% of passengers wait more than 30 minutes.

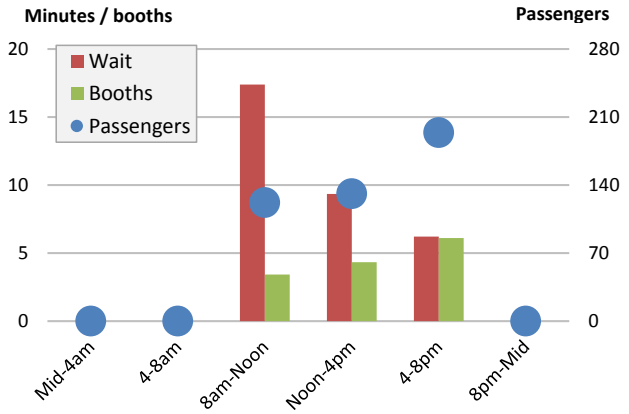
% Passengers Waiting More than 30 Minutes



The highest waits are from 8am to Noon

LAX-7 is busiest between 4pm and 8pm, when 194 passengers arrive per hour. Waits are lower than the average. The waits are highest from 8am to Noon. Opening one extra booth from 8am to Noon could greatly reduce waits.

Intraday Volume, Wait Times, and Booth Hours

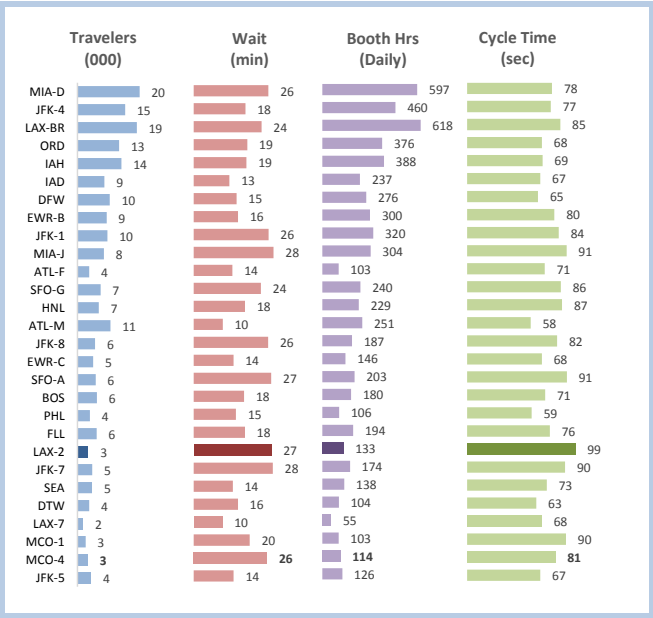


LAX - Los Angeles (LAX), Terminal 2 • Airport Travel & Tourism Dashboard • May 2016

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers (000)	**3,489**	**3,300**	**190**	6%
Global Entry, APC, & MPC	*5%*	*2%*	**3%**	150%
Non-Automated	*95%*	*98%*	**-3%**	-3%
United States Citizens	*44.8%*	*42.2%*	**+2.7%**	6%
Non-immigrants	*43.3%*	*45.8%*	**-2.5%**	-6%
Legal Permanent Residents	*11.9%*	*12.0%*	**-0.1%**	-1%
Average Daily Flights (#)	**23**	**21**	**2**	9%
Wait Time				
Average Primary Wait (m)	**27.4**	**25.2**	**2.3**	9%
% Travelers < 60 minutes	**94%**	**96%**	**-2%**	-2%
% Travelers > 120 mins	**0.22%**	**0.03%**	**+0.2%**	631%
Primary Booth Hours				
Average Daily Booth Hours	**133**	**124**	**8**	7%
Efficiency				
Average Cycle Time (s)	**99.1**	**97.3**	**1.7**	2%
Max Hourly Throughput / booth	**36.3**	**37.0**	**-0.7**	-2%
Average Utilization	**72%**	**72%**	**1%**	1%

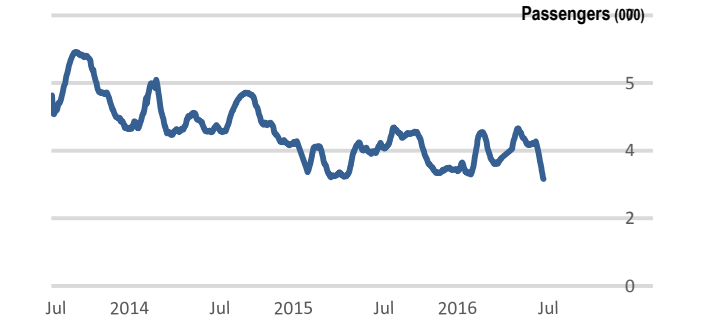
Compared to other major airports ....



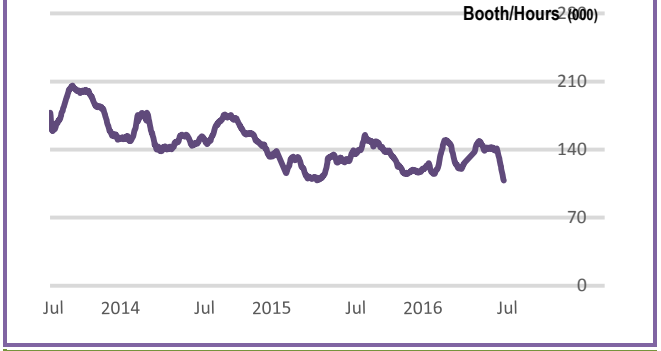
Automation needed to speed processing; slowest cycle time in the nation

- **Travel is up at LAX Terminal 2.** Traveler volume (year to date) has increased 6% compared to last year. Only 5% of passsengers are confirmed with Global Entry today and APC, up from last year. APC has been recently implemented.
- **More booths compared to last year.** Booth hours have increased (7%), up from 124 hours a year ago to 133 hours this year. However, the booth increase is not enough to reduce wait time, as shown by the increase in waits (+9%).
- **Slower processing.** Average cycle time increased by 1.7 seconds, while max hourly throughput decreased by 0.7 passengers per booth, per hour. LAX-2 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 9%.** Insufficient booth hours and longer process times have led to increased waits. The average wait time increased by 9%, from 25.2 minutes last yeart to 27.4 minutes this year.

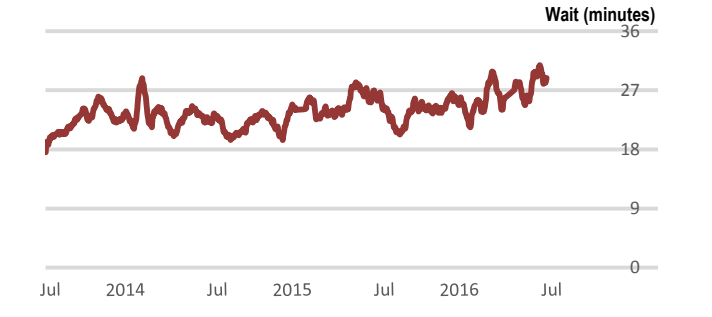
Traveler Volume ... 6% more travelers than last year



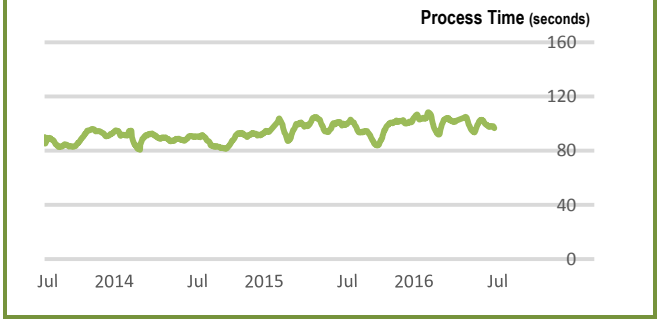
Booth Hours ... 7% more booths than last year



Wait Time ... trending upward



Cycle Time ... recent upward trend



Best Practice Inventory

LAX-2 Best Practice Assessment: LAX-2 has not introduced many of the available best practices. Automated processing such as Global Entry and APC are implemented, only 5% of travelers are utilizing it. To fulfill its potential, LAX Terminal 2 needs to utilize more best practices, especially APC.

2%	GE Traveler %
3%	APC Traveler %
0%	MPC Traveler %

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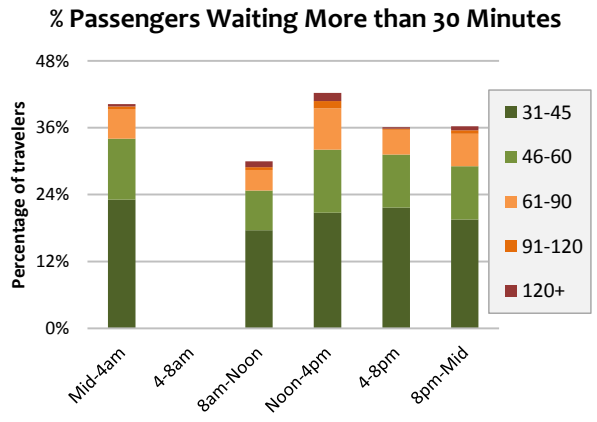
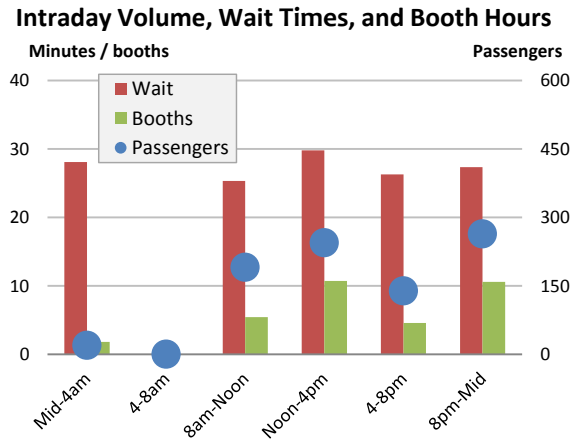
36% of passengers wait more than 30 minutes

Year to date, approximately 7% of Terminal 2 passengers wait more than 1 hour. Between the hours of Noon to 4pm, 42% of passengers wait more than 30 minutes.



LAX-2 has highest waits in off peak hours

The busiest hours are between 8pm and Midnight, when nearly 260 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-2 may reduce average waits.