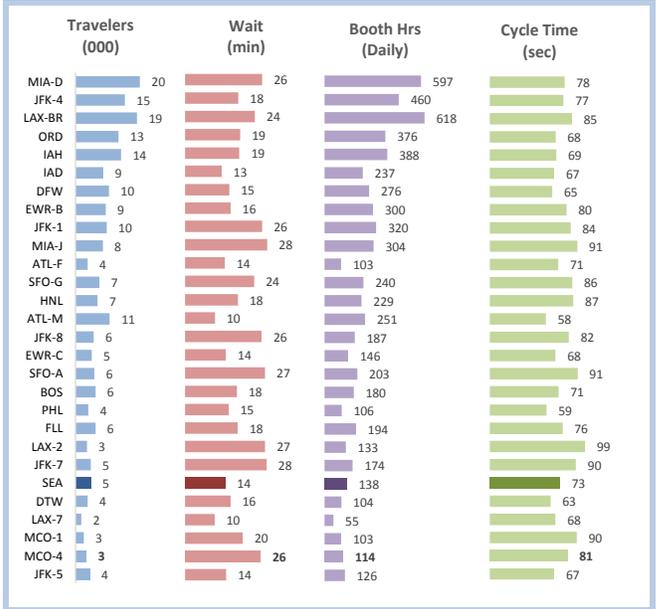


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	4,654	4,438	216	5%
Global Entry, APC, & MPC	54%	50%	4%	8%
Non-Automated	46%	50%	-4%	-8%
United States Citizens	47.9%	45.5%	+2.4%	5%
Non-immigrants	45.3%	48.2%	-2.9%	-6%
Legal Permanent Residents	6.8%	6.3%	+0.5%	8%
Average Daily Flights (#)	29	27	2	7%
Wait Time				
Average Primary Wait (m)	13.8	14.6	-0.7	-5%
% Travelers < 60 minutes	98%	98%	0%	0%
% Travelers > 120 mins	0.09%	0.10%	-0.0%	-9%
Primary Booth Hours				
Average Daily Booth Hours	138	130	8	6%
Efficiency				
Average Cycle Time (s)	72.9	71.4	1.5	2%
Max Hourly Throughput / booth	49.4	50.4	-1.0	-2%
Average Utilization	68%	68%	0%	1%

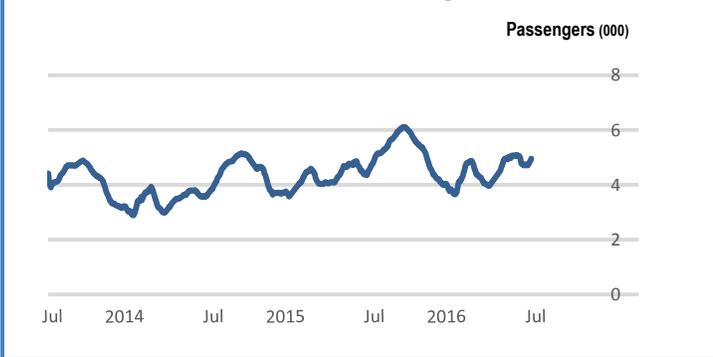
Compared to other major airports ...



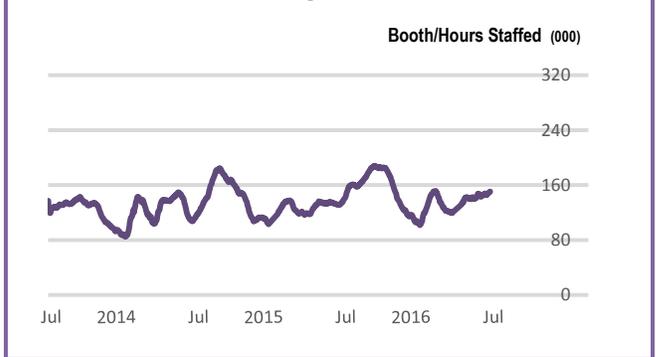
Traffic growth, shorter waits enabled by more booth hours

- Travel is up at Seattle Airport.** Traveler volume (year to date) has increased 5% compared to last year. Today, 54% of passengers are confirmed with Global Entry, APC, and MPC.
- Booth staffing increased.** Booth hours have increased by 6% compared to last year. The timing (throughout the day) of booth staffing has improved, but waits are still highest in off peak hours.
- Cycle time increased and throughput decreased.** Average cycle time has increased by 1.5 seconds, while max throughput has decreased by 1 traveler per booth, per hour since last year.
- Wait time is down by 5%.** Although traveler volume has increased, more booths have reduced wait times. Wait times have been reduced to 13.8 minutes from 14.6 minutes.

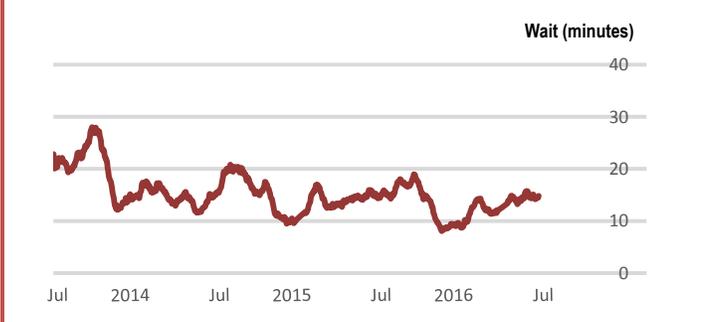
Traveler Volume ... continued healthy growth



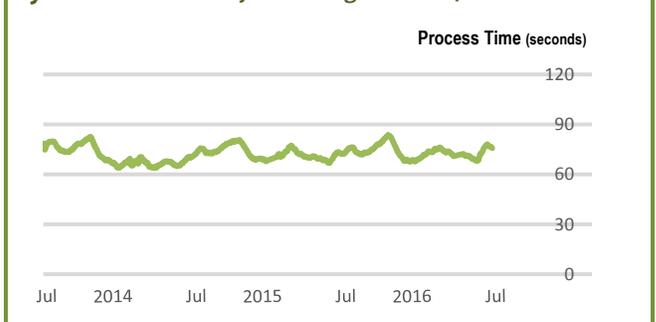
Booth Hours ... increasing since last year



Wait Time ... downward trend

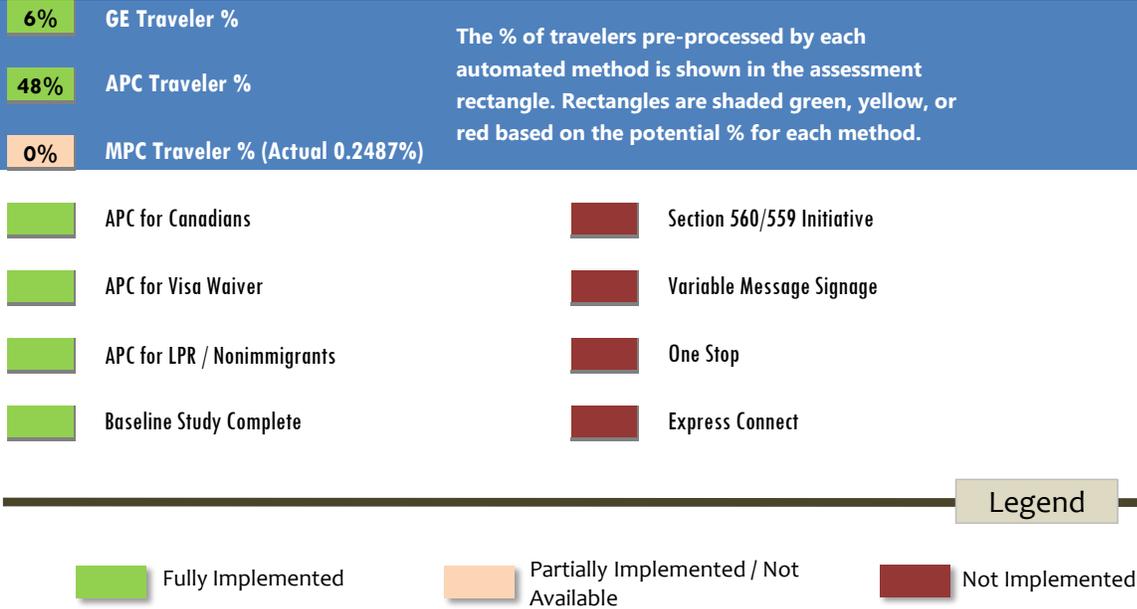


Cycle Time ... slowly increasing since 2014



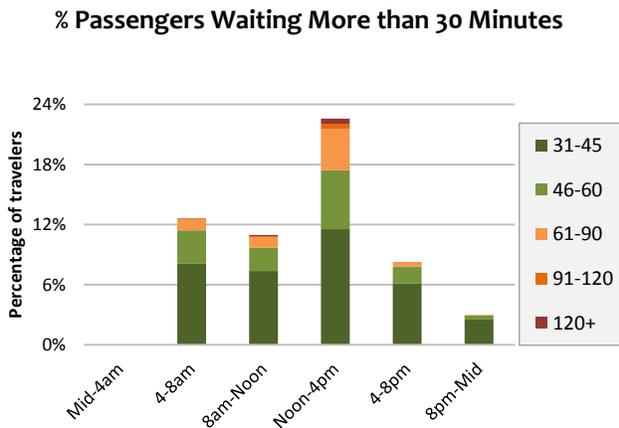
Best Practice Inventory

SEA Best Practice Assessment: SEA has implemented many of the available best practices like GE, APC and MPC. Most notably, 54% of SEA passengers are now processed by automated technologies like Global Entry and APC. MPC has been introduced recently. APC is available 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.

14% of passengers wait more than 30 minutes
 While very few SEA-TAC passengers wait more than 1 hour (about 2%), approximately 14% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 23% of passengers wait more than 30 minutes.



SEA staffs well to traffic
 SEA is busiest between 8am to Noon, when nearly 380 passengers arrive per hour. An average of 10 booths per hour are staffed during this time and waits are slightly lower than the average. Waits are highest from Noon-4pm when fewer than 220 passengers arrive per hour.

