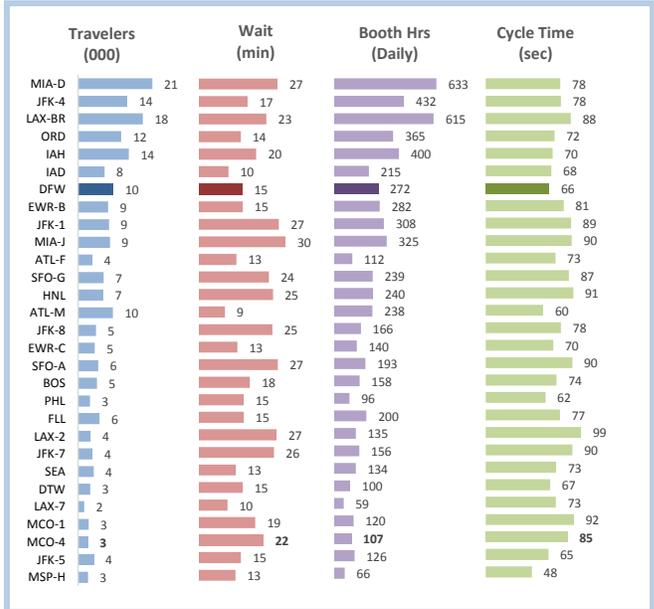


### Key Metrics

Volume	YTD 2016	YTD 2015	Change	% Change
Average Daily Travelers	10,023	9,484	539	6%
Global Entry, APC, & MPC	56%	49%	7%	14%
Non-Automated	44%	51%	-7%	-14%
United States Citizens	54.7%	54.2%	+0.5%	1%
Non-immigrants	39.4%	40.1%	-0.7%	-2%
Legal Permanent Residents	5.9%	5.7%	+0.2%	3%
Average Daily Flights (#)	73	69	4	6%
<b>Wait Time</b>				
Average Primary Wait (m)	15.0	13.6	1.4	10%
% Travelers < 60 minutes	97%	97%	0%	0%
% Travelers > 120 mins	0.04%	0.11%	-0.07%	-67%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	272	264	8	3%
<b>Efficiency</b>				
Average Cycle Time (s)	66.1	69.4	-3.3	-5%
Max Hourly Throughput / booth	54.5	51.9	2.6	5%
Average Utilization	68%	69%	-2%	-2%

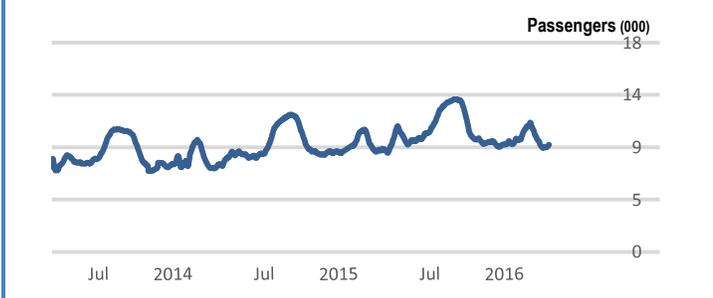
### Compared to other major airports ...



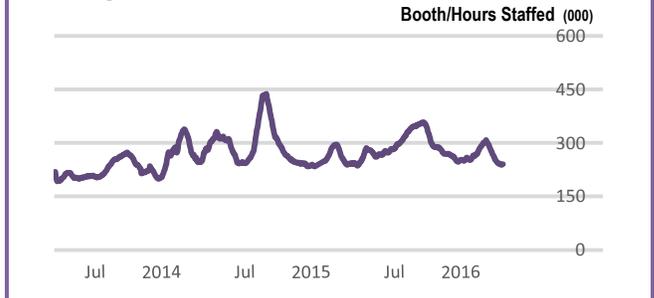
### An increase in wait times due to increased traffic, but still 50% shorter compared to 2 years ago

- Travel is up at Dallas/Fort Worth.** Traveler volume increased 6% compared to last year. More than half (56%) of DFW passengers are confirmed with automated solutions like Global Entry and APC, compared to 49% last year.
- Increase in booth hours to meet demand.** Booth hours increased 3% compared to a year ago, from 264 last year to 272 this year.
- Increase in wait times.** Year to date, average wait times increased by 10% (15 minutes). More booth hours and faster processing haven't been offset by the increase in traveler volume.
- Cycle time is 3.3 seconds faster.** APC and Global Entry growth has increased by 14%. Average cycle time (66.1 seconds) this year is down from (69.4 seconds) a year ago, while max hourly throughput increased by 2.6 passengers per booth, per hour.

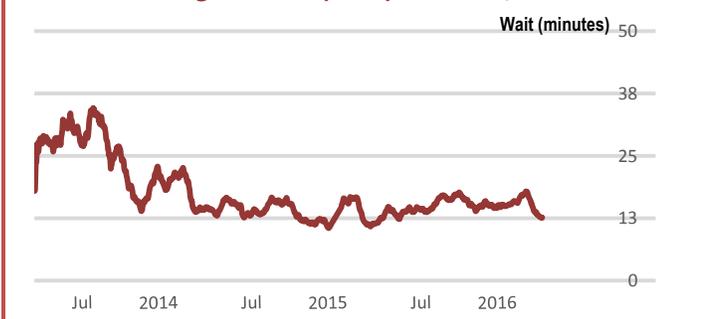
### Traveler Volume ... strong growth



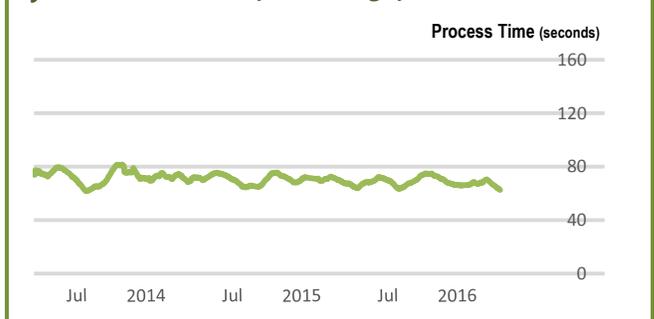
### Staffing ... 3% more booths than last year



### 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, 56% of passengers are processed by automated technologies like Global Entry and APC. APC is available at DFW 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

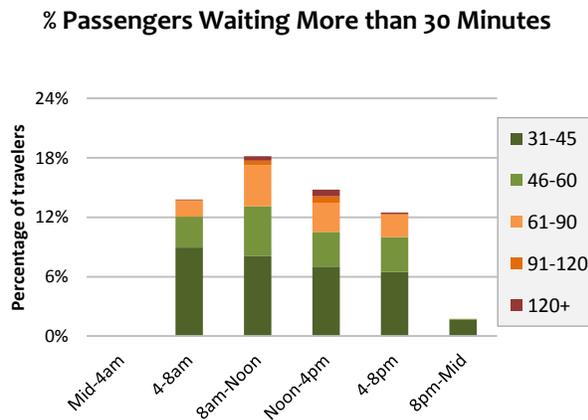
  

<b>Legend</b>					
	Fully Implemented		Partially Implemented / Not Available		Not Implemented

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

Year to date, approximately 3% of DFW passengers wait more than 1 hour. Between the hours of 8am to Noon, 18% 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.

