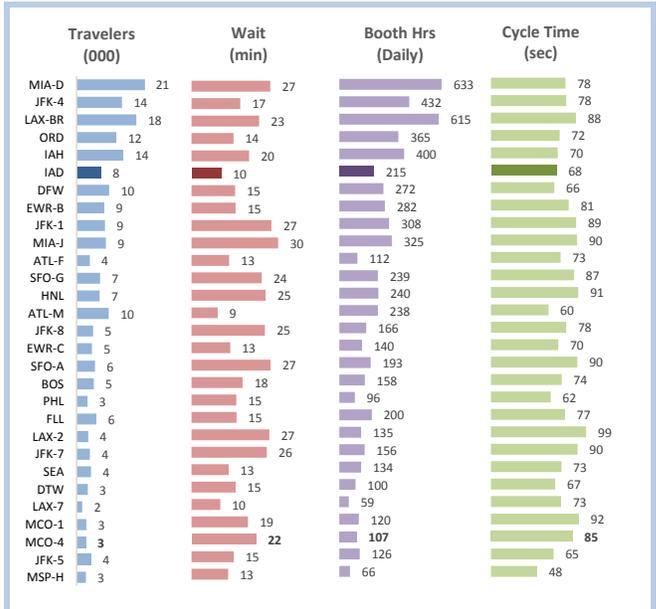


Key Metrics

| | YTD 2016 | YTD 2015 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers | 7,576 | 7,824 | -248 | -3% |
| Global Entry, APC, & MPC | 48% | 47% | 1% | 2% |
| Non-Automated | 52% | 53% | -1% | -2% |
| United States Citizens | 51.7% | 51.0% | +0.7% | 1% |
| Non-immigrants | 40.6% | 41.4% | -0.8% | -2% |
| Legal Permanent Residents | 7.8% | 7.6% | +0.1% | 2% |
| Average Daily Flights (#) | 42 | 43 | -1 | -3% |
| Wait Time | | | | |
| Average Primary Wait (m) | 10.1 | 10.6 | -0.5 | -4% |
| % Travelers < 60 minutes | 99% | 99% | 0% | 0% |
| % Travelers > 120 mins | 0.03% | 0.05% | -0.02% | -33% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 216 | 227 | -11 | -5% |
| Efficiency | | | | |
| Average Cycle Time (s) | 68.5 | 69.4 | -0.9 | -1% |
| Max Hourly Throughput / booth | 52.6 | 51.9 | 0.7 | 1% |
| Average Utilization | 67% | 66% | 0% | 0% |

Compared to other major airports ...



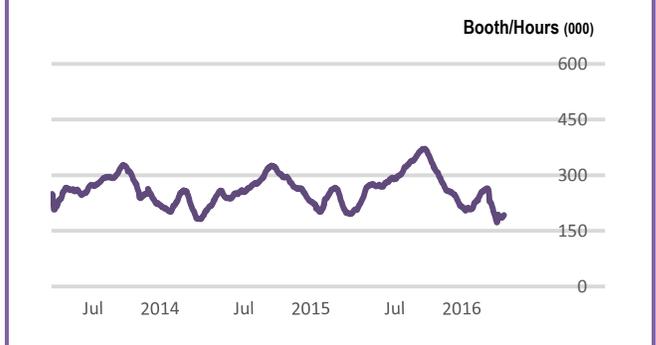
Wait times reduce with traveler volume

- Travel is down at Dulles (Main Terminal).** Traveler volume at Dulles decreased 3% compared to last year. 48% of IAD passengers are processed by Global Entry and APC, up from 47% last year.
- Booth hours decreased to meet demand.** Booth hours at Dulles have decreased 5% compared to a year ago, from 227 hours a year ago to 216 hours this year. This decrease in booth staffing is appropriate given the decrease in traveler volume.
- Wait times have decreased 4% from a year ago.** Year to date, IAD Main Terminal's average wait is down slightly (from 10.6 minutes last year to 10.1 minutes this year). IAD has some of the shortest wait times in the country.
- Cycle time has decreased 1% compared to last year.** Although Global Entry and APC growth have increased, average cycle time (68.5 seconds) decreased from a year ago.

Traveler Volume ... slight seasonal growth



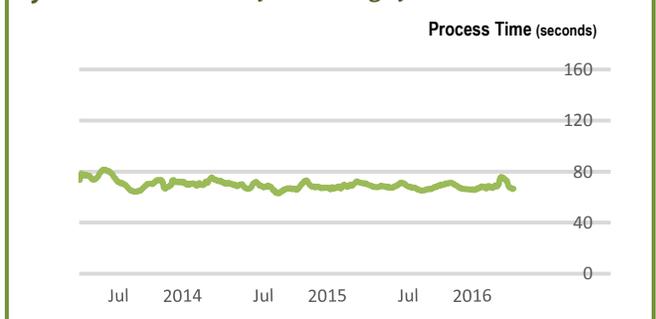
Booth hours ... 5% fewer booth hours than last year



Wait Time ... on downward 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 % | |

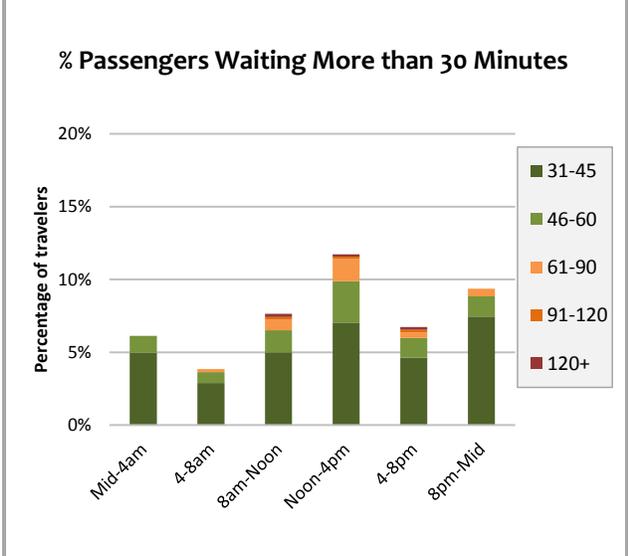
| | |
|---|--|
|  APC for Canadians |  Section 560/559 Initiative |
|  APC for Visa Waiver |  Variable Message Signage |
|  APC for LPR / Nonimmigrants |  One Stop |
|  Baseline Study Complete |  Express Connect |

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.

9% of passengers wait more than 30 minutes
 While very few Dulles passengers wait more than 1 hour (about 1%), approximately 9% wait more than 30 minutes. Between the hours of Noon to 4pm, 12% of passengers wait more than 30 minutes.



IAD staffs well to traveler volume
 Over 850 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.

