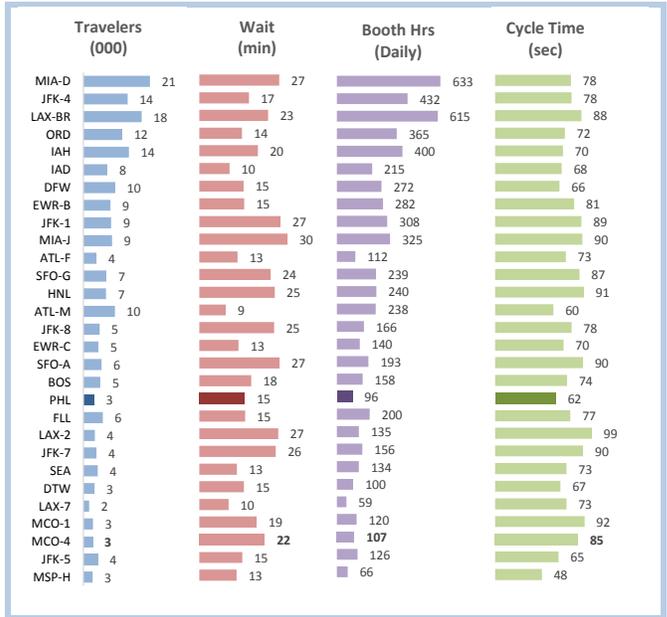


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	3,378	3,722	-343	-9%
Global Entry, APC, & MPC	27%	29%	-2%	-7%
Non-Automated	73%	71%	+2%	3%
United States Citizens	67.8%	66.5%	+1.3%	2%
Non-immigrants	28.2%	29.6%	-1.4%	-5%
Legal Permanent Residents	4.0%	3.9%	+0.1%	3%
Average Daily Flights (#)	22	22	0	2%
Wait Time				
Average Primary Wait (m)	15.4	14.5	0.9	6%
% Travelers < 60 minutes	97%	97%	-1%	-1%
% Travelers > 120 mins	0.32%	0.19%	+0.13%	70%
Primary Booth Hours				
Average Daily Booth Hours	96	115	-19	-16%
Efficiency				
Average Cycle Time (s)	62.2	69.4	-7.1	-10%
Max Hourly Throughput / booth	57.9	51.9	6.0	11%
Average Utilization	61%	62%	-2%	-3%

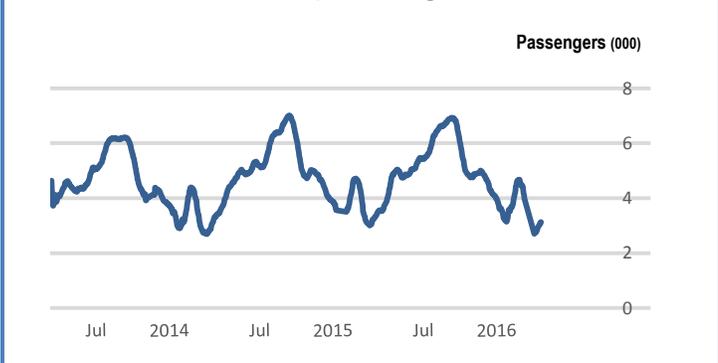
Compared to other major airports ...



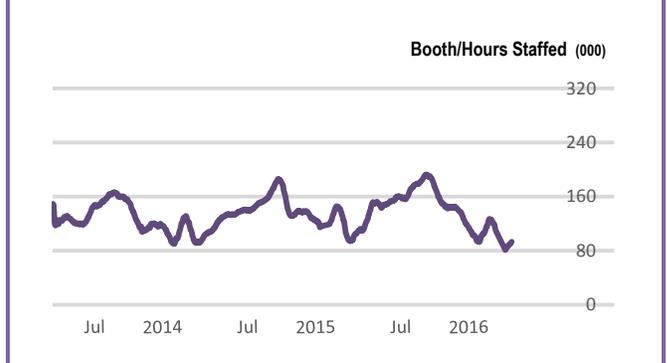
A large decrease in booth hours increases waits, despite less traffic

- **Travel is down 9% at PHL.** Traveler volume (year to date) has decreased 9% compared to last year. Today, 27% of passengers are confirmed with Global Entry and APC, down from 29% last year.
- **Wait times increased by 6%.** Average wait time increased 0.9 minutes (from 14.5 minutes a year ago to 15.4 minutes today). The cause appears to be fewer booth hours.
- **Booth hours decreased.** The average daily booth hours decreased by 16%, from 115 hours last year to 96 hours this year.
- **Decrease in cycle time and increase in throughput.** Average cycle time decreased by 10% this year, while throughput increased by 11%, allowing 6 additional passengers to be processed per booth, per hour. Increased usage of automated systems should help lower cycle time further.

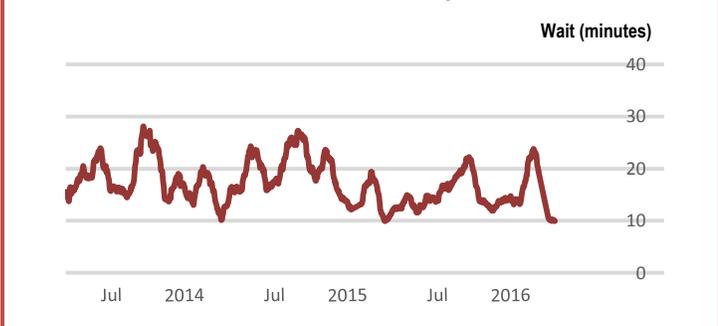
Traveler Volume ... steady seasonal growth



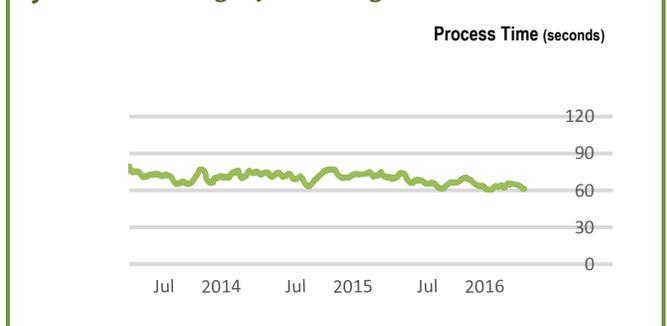
Booth Hours ... recent downward trend



Wait Time ... downward trend since 2014

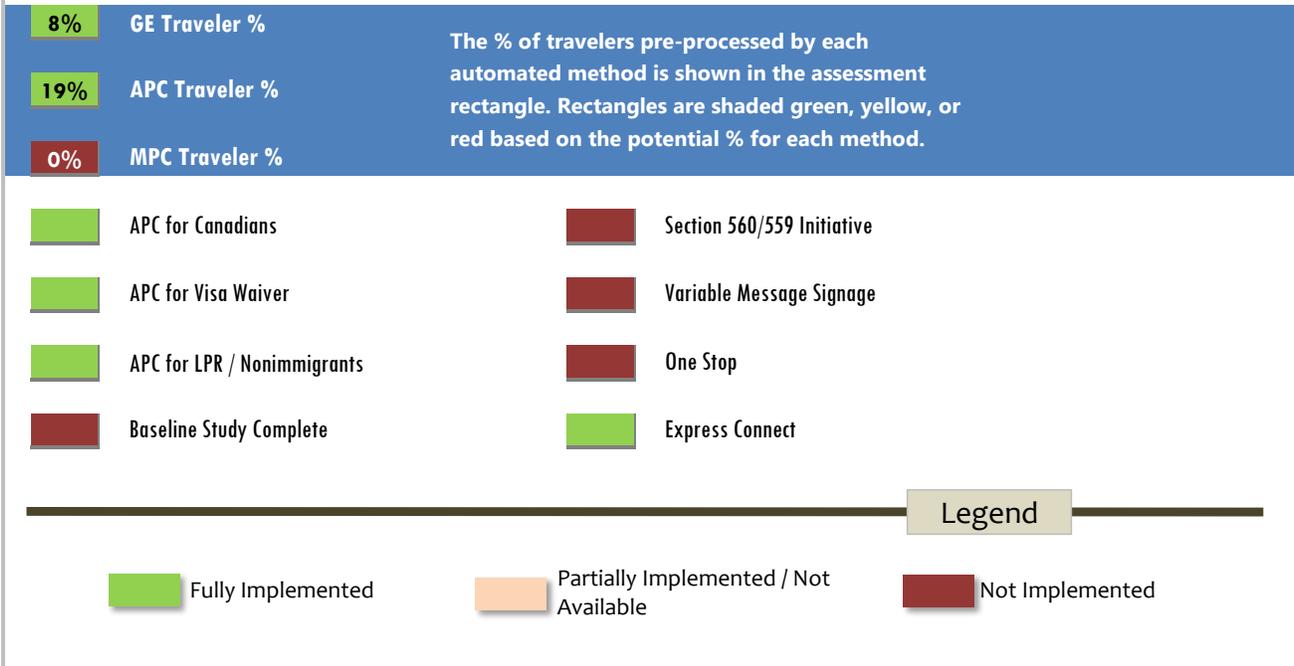


Cycle Time ... slightly decreasing



Best Practice Inventory

PHL Best Practice Assessment: PHL implemented some of the available best practices. Most notably, 27% of PHL passengers are processed by automated technologies like Global Entry and APC. This will increase as APC becomes more popular. APC is available at PHL not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

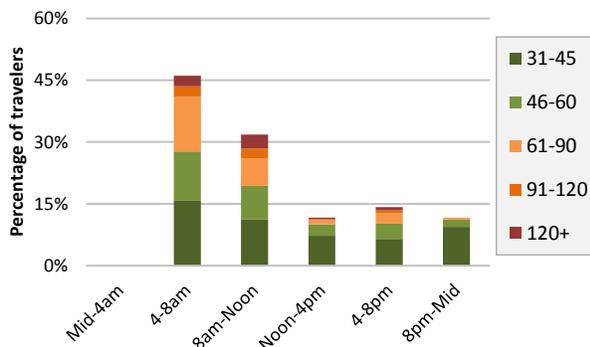


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. 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.

16% of passengers wait more than 30 minutes

Year to date, approximately 4% of Philadelphia passengers wait more than 1 hour, approximately 16% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 46% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



Long waits only during off peak hours

More than 80% of PHL's passengers arrive between Noon and 8pm, yet waits are longer from 4am to Noon. Being prepared to open a couple extra booths from 4am to Noon may significantly reduce waits in the morning.

Intraday Volume, Wait Times, and Booth Hours

