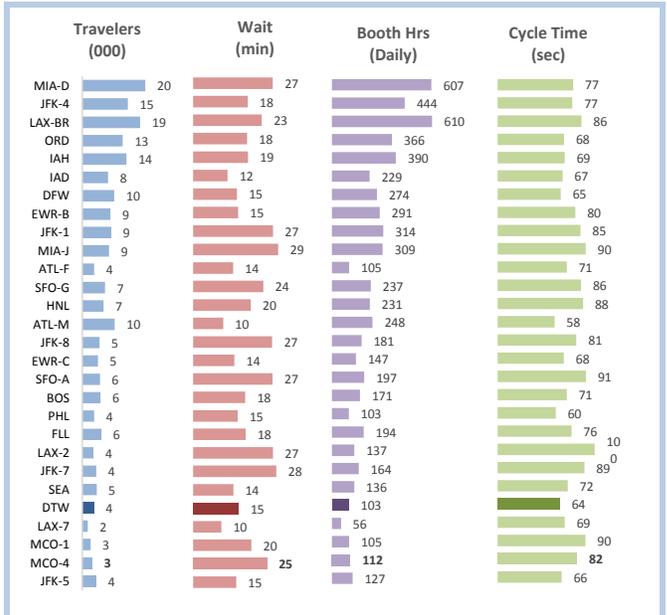


Key Metrics

| | YTD 2016 | YTD 2015 | Change % | Change |
|-------------------------------|----------|----------|----------|--------|
| Volume | | | | |
| Average Daily Travelers | 3,692 | 3,639 | 53 | 1% |
| Global Entry, APC, & MPC | 55% | 53% | 2% | 4% |
| Non-Automated | 45% | 47% | -2% | -4% |
| United States Citizens | 59.1% | 55.1% | +4.0% | 7% |
| Non-immigrants | 36.2% | 40.4% | -4.2% | -10% |
| Legal Permanent Residents | 4.7% | 4.5% | +0.2% | 4% |
| Average Daily Flights (#) | 18 | 18 | 1 | 3% |
| Wait Time | | | | |
| Average Primary Wait (m) | 15.4 | 15.2 | 0.2 | 2% |
| % Travelers < 60 minutes | 97% | 99% | -1% | -1% |
| % Travelers > 120 mins | 0.11% | 0.05% | +0.1% | 122% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 103 | 108 | -6 | -5% |
| Efficiency | | | | |
| Average Cycle Time (s) | 63.7 | 68.0 | -4.3 | -6% |
| Max Hourly Throughput / booth | 56.5 | 52.9 | 3.6 | 7% |
| Average Utilization | 64% | 63% | 0% | 0% |

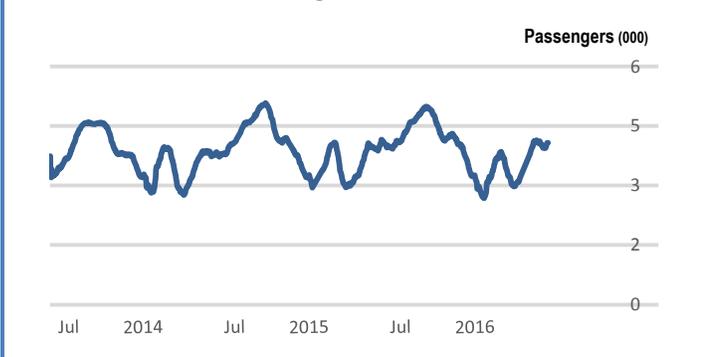
Compared to other major airports ...



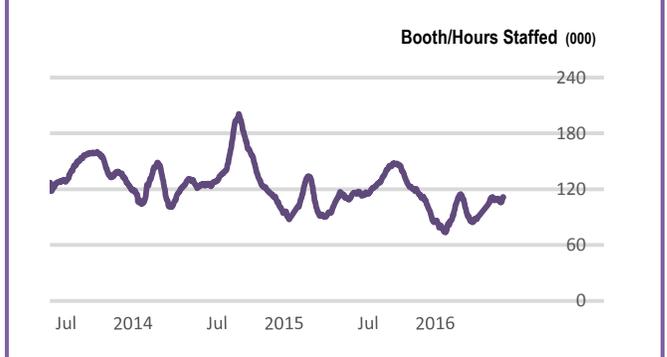
Fewer booths and slightly more travelers increase waits

- **Travel is slightly up 1% at Detroit Airport.** Traveler volume at DTW (year to date) has increased 1% compared to last year. Today, 55% of DTW's passengers are confirmed with Global Entry and APC, up from 53% last year.
- **Wait times slightly increased.** Fewer booths have slightly increased wait times, despite faster processing. The average wait time increased from 15.2 minutes last year to 15.4 minutes this year.
- **Fewer booths opened.** Booth hours have decreased by 5%, from 108 hours last year to 103 hours this year. This has negatively impacted the wait time despite 55% of passenger participation in automated systems.
- **Much faster processing.** Average cycle time decreased by 4.3 seconds (6%), resulting in an increase in max hourly throughput of 3.6 passengers an hour. DTW is now among the most efficient airports in the nation.

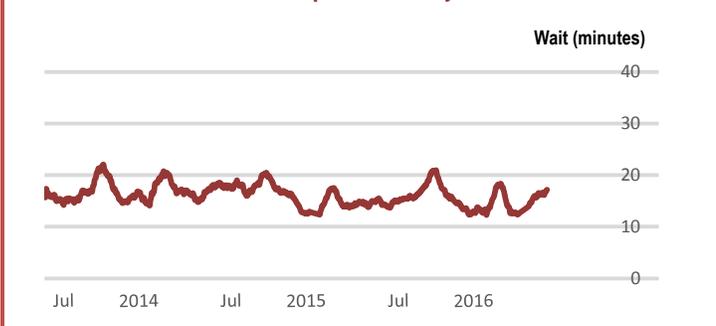
Traveler Volume ... slow growth since 2014



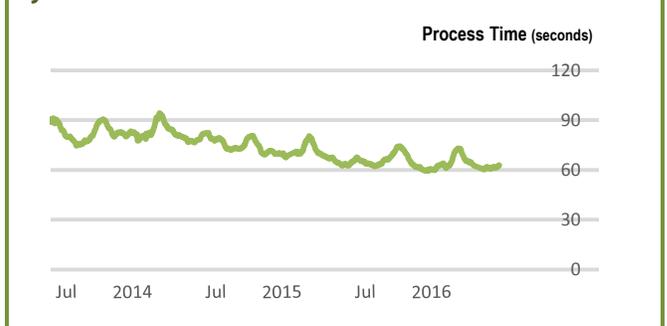
Booth Hours ... downward trend since mid 2014



Wait Time ... reduced compared to last year



Cycle Time ... downward trend



Best Practice Inventory

DTW Best Practice Assessment: DTW has implemented many of the available best practices. 55% of DTW passengers are now processed by APC and Global Entry indicating progress and improvement. APC is available at DTW 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. |
| 46% | 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.

