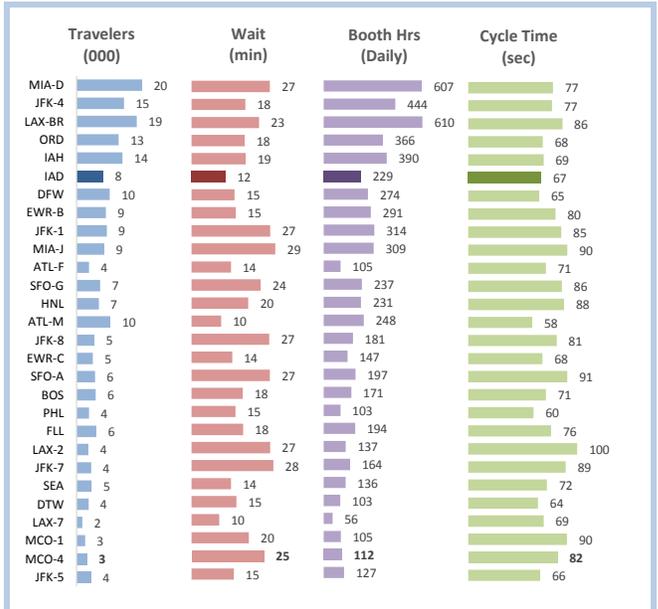


### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	8,263	8,403	-140	-2%
Global Entry, APC, & MPC	48%	48%	0%	0%
Non-Automated	52%	52%	+0%	0%
United States Citizens	51.6%	51.6%	+0.0%	0%
Non-immigrants	41.5%	41.6%	-0.1%	0%
Legal Permanent Residents	6.9%	6.9%	+0.0%	0%
Average Daily Flights (#)	43	45	-1	-3%
<b>Wait Time</b>				
Average Primary Wait (m)	11.6	11.4	0.3	2%
% Travelers < 60 minutes	98%	98%	0%	0%
% Travelers > 120 mins	0.06%	0.11%	-0.05%	-45%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	230	241	-11	-5%
<b>Efficiency</b>				
Average Cycle Time (s)	66.7	68.3	-1.6	-2%
Max Hourly Throughput / booth	54.0	52.7	1.3	2%
Average Utilization	67%	66%	0%	1%

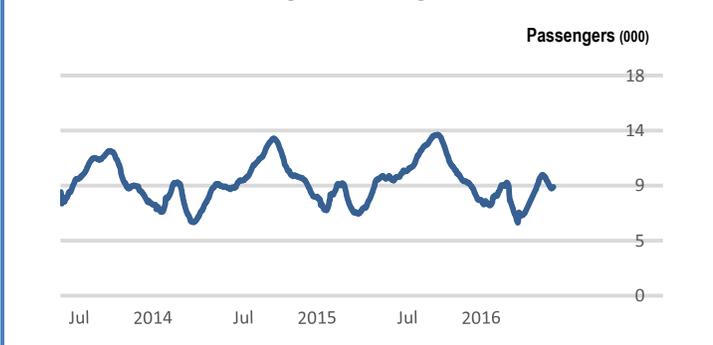
### Compared to other major airports ...



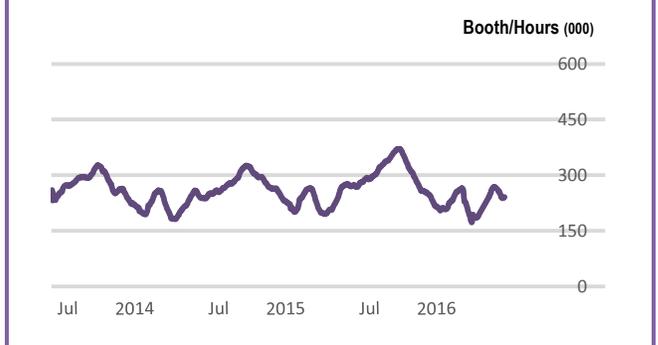
### Fewer booth hours increase wait, despite lower volume

- Travel is down at Dulles (Main Terminal).** Traveler volume at Dulles decreased 2% compared to last year. 48% of IAD passengers are processed by Global Entry and APC, unchanged from 48% last year.
- Booth hours decreased to meet demand.** Booth hours at Dulles have decreased 5% compared to a year ago, from 241 hours a year ago to 230 hours this year. This decrease in booth staffing may be too severe given the slight increase in waits.
- Wait times have increased 2% from a year ago.** Year to date, IAD Main Terminal's average wait is up slightly (from 11.4 minutes last year to 11.6 minutes this year). IAD has some of the shortest wait times in the country.
- Cycle time has decreased 2% compared to last year.** Global Entry and APC growth have increased. Average cycle time (66.7 seconds) this year is down from (68.3 seconds) a year ago, while max hourly throughput increased by 1.3 passengers per booth, per hour.

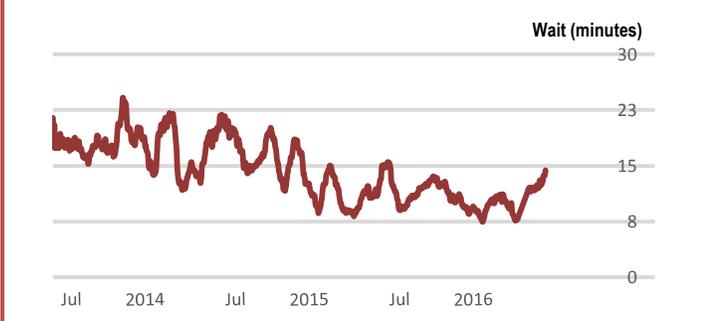
### Traveler Volume ... slight seasonal growth



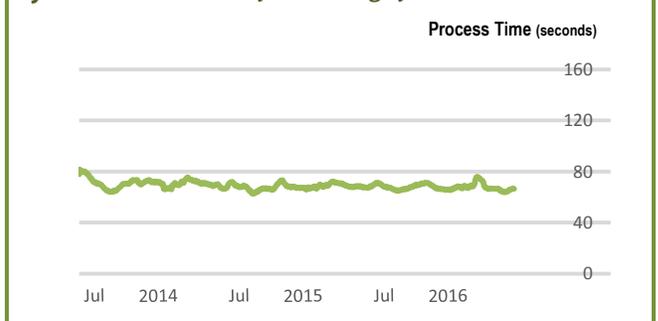
### Booth hours ... 5% fewer booth hours than last year



### 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.

<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>39%</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

Legend

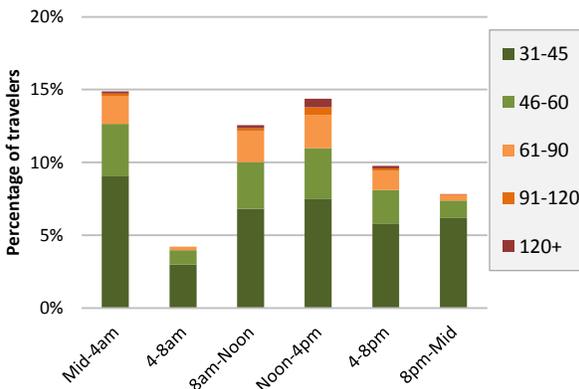
 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices 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.

### 12% of passengers wait more than 30 minutes

While very few Dulles passengers wait more than 1 hour (about 2%), approximately 12% wait more than 30 minutes. Between the hours of Midnight to 4am, 15% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### IAD staffs well to traveler volume

Nearly 920 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.

**Intraday Volume, Wait Times, and Booth Hours**

