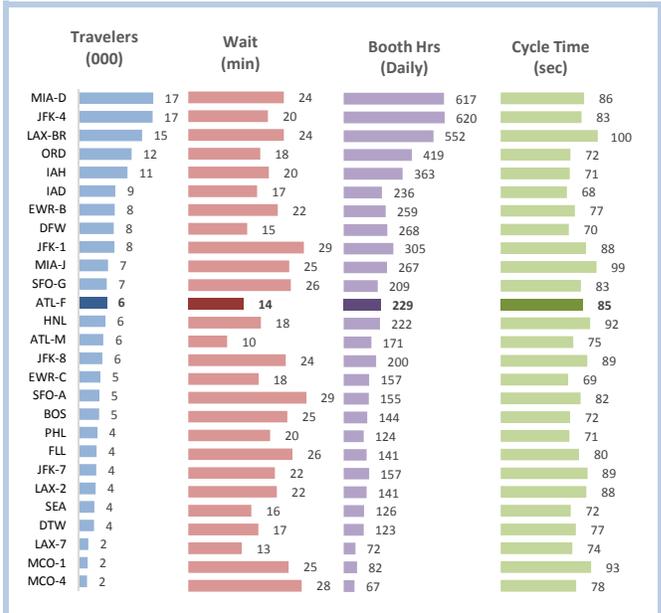


Key Metrics

	YTD 2014	YTD 2013	Change	% Change
Volume				
Average Daily Travelers	6,485	6,233	251	4%
Global Entry & APC	31%	3%	28%	961%
Non-Automated	69%	97%	-28%	-29%
United States Citizens	55.9%	56.1%	-0.1%	0%
Non-immigrants	41.2%	41.1%	+0.1%	0%
Legal Permanent Residents	2.9%	2.9%	+0.0%	0%
Average Daily Flights (#)	37	35	1	4%
Wait Time				
Average Primary Wait (m)	13.8	13.9	-0.2	-1%
% Travelers < 60 minutes	98%	98%	-1%	-1%
% Travelers > 120 mins	0.05%	0.03%	+0.01%	48%
Primary Booth Hours				
Average Daily Booth Hours	229	231	-2	-1%
Efficiency				
Average Cycle Time (s)	84.6	92.0	-7.4	-8%
Max Hourly Throughput / booth	42.6	39.1	3.4	9%
Average Utilization	67%	69%	-3%	-4%

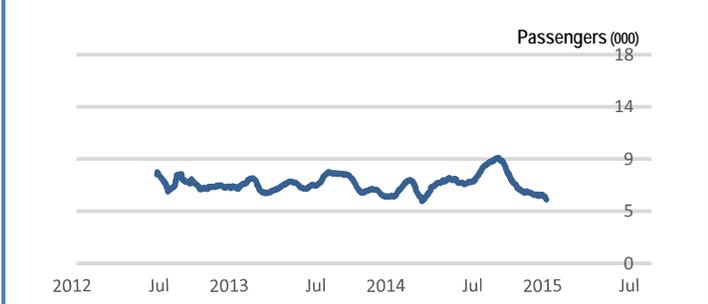
Compared to other major airports ...



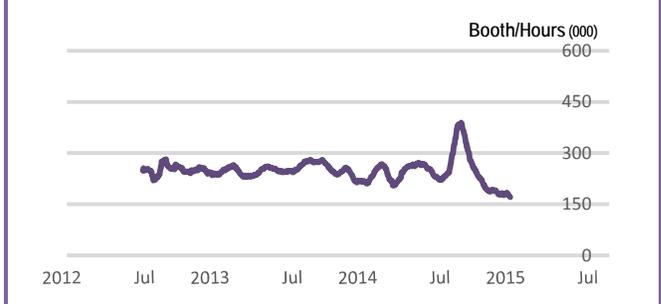
Faster processing time prevents longer waits

- **Travel is up slightly at Atlanta (Terminal F).** Traveler volume increased 4% compared to last year. 31% of passengers are pre-processed with automated solutions like Global Entry and APC, up from 3% last year.
- **Nearly same number of booths being staffed.** Booth hours decreased by about 1% compared to last year.
- **Wait times relatively unchanged as of November 2013.** Wait times are almost the same as last year, with only a 0.2 minute decrease compared to last year.
- **Cycle time is almost 7.4 seconds faster.** APC and Global Entry growth have likely combined to reduce average cycle time. Average cycle time (84.6 seconds) is down from 92 seconds a year ago. Maximum hourly throughput is above 42 passengers per booth.

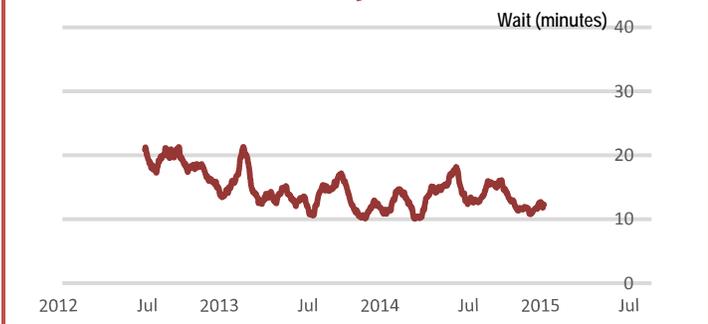
Traveler Volume ... slight growth in peak travel



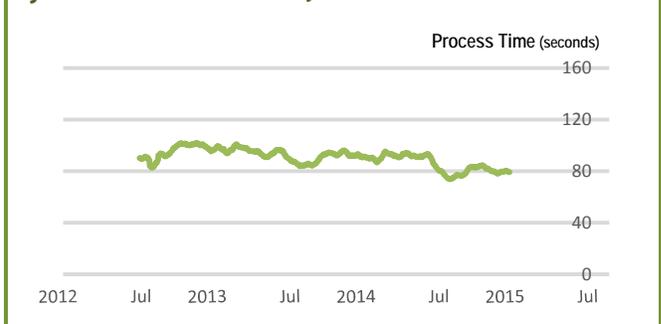
Booth Hours ... 2% more booth hours than last year



Wait Time ... reduced since 2013

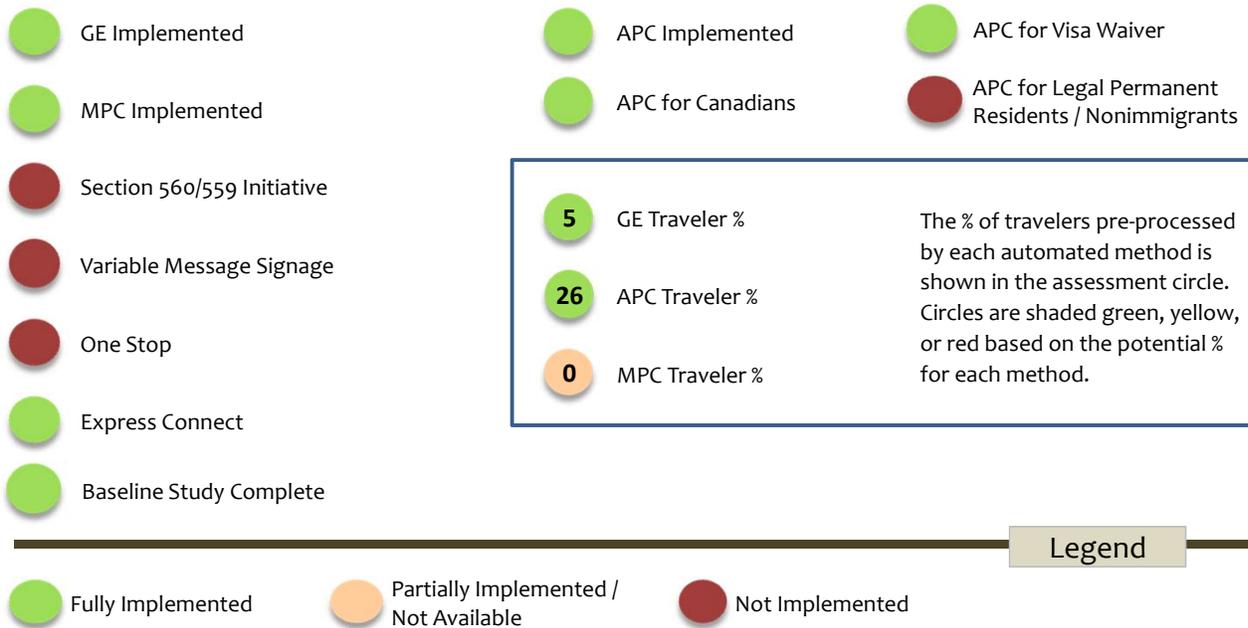


Cycle Time ... decreased cycle times



Best Practice Inventory

ATL Terminal F Best Practice Assessment: ATL Terminal F has implemented many of the available best practices. Most notably, 31% of passengers now processed by Global Entry and APC. APC is available at ATL Terminal F not only to US Citizens, but also Canadians and Visa Waiver country travelers.



Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not implementing any of the best practices. A green "assessment circle" indicates the best practice has been properly and fully implemented. Red means the best practice is not in place. Orange indicates implementation is not available, or has occurred but on a limited basis and achieves less than optimal results.

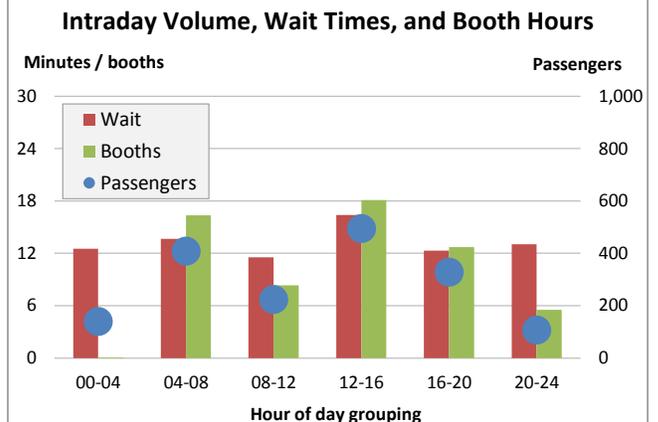
Only 14% of passengers wait more than 30 minutes

While 14% wait more than 30 minutes, only 2% of those passengers wait over 60 minutes. Between the hours of 12 pm and 4 pm, 5% of all passengers wait over 60 minutes.



More booths needed for peak traffic

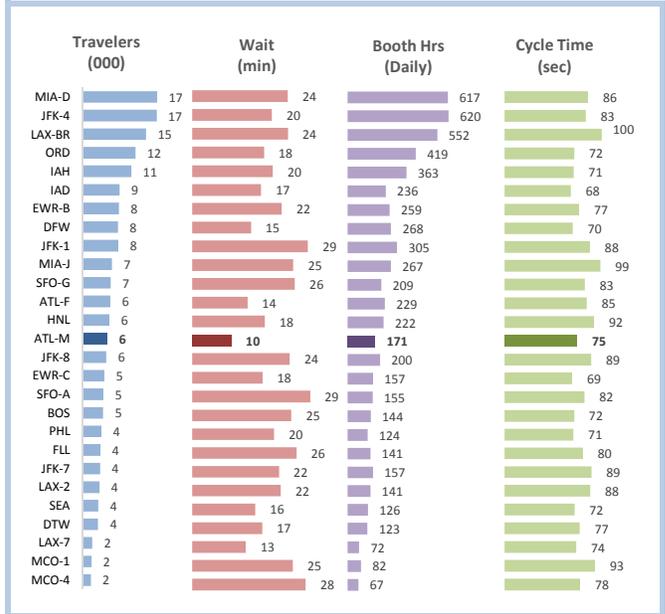
Over 540 passengers (on average) arrive every hour between 12 pm and 4 pm. By opening only 20 booths during this time period, average waits are higher than the overall average wait. More booths may be required during this time.



Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers	5,794	5,056	738	15%
Global Entry & APC	38%	2%	36%	1598%
Non-Automated	62%	98%	-36%	-36%
United States Citizens	67.6%	68.2%	-0.6%	-1%
Non-immigrants	30.0%	29.3%	+0.7%	2%
Legal Permanent Residents	2.4%	2.5%	-0.0%	-2%
Average Daily Flights (#)	36	32	4	14%
Wait Time				
Average Primary Wait (m)	9.7	9.2	0.5	5%
% Travelers < 60 minutes	99%	99%	0%	0%
% Travelers > 120 mins	0.02%	0.01%	+0.01%	51%
Primary Booth Hours				
Average Daily Booth Hours	171	169	2	1%
Efficiency				
Average Cycle Time (s)	74.6	87.5	-12.9	-15%
Max Hourly Throughput / booth	48.3	41.2	7.1	17%
Average Utilization	70%	73%	-3%	-4%

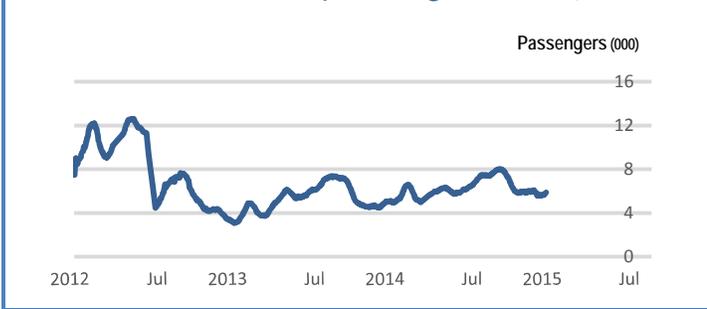
Compared to other major airports ...



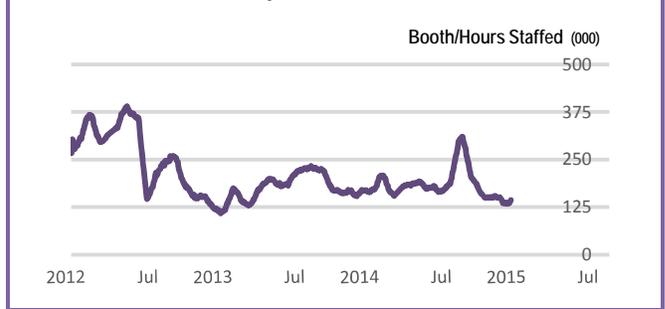
Faster processing not enough to prevent longer waits

- Growth at Atlanta (Hartsfield) Main.** Traveler volume (year to date) has increased 15% compared to last year. Today, 38% of ATL's passengers are pre-processed with automated solutions like Global Entry and APC. This is compared to just 2% last year.
- Nearly same number of booths being staffed.** Booth hours at ATL have increased 1% compared to a year ago, up to 169 booth hours compared to 171 booth hours a year ago.
- Cycle time has decreased by 15%, year to date.** APC and Global Entry growth have likely combined to reduce average cycle time. Average cycle time (74.6 seconds) is down from 87.5 seconds a year ago, while potential throughput jumped from 41.2 to 48.3 passengers per hour per booth.
- Wait times increased by 5%.** Despite decreased cycle time, wait time has increased to 9.7 minutes from 9.2 minutes, likely due to the 15% increase in traffic. This is still the lowest wait time of all major terminals in the country.

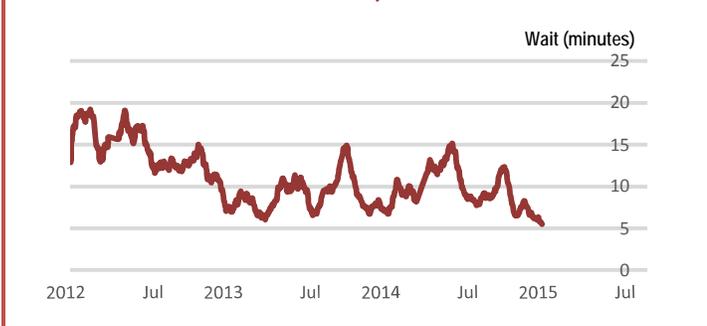
Traveler Volume ... steadily increasing since late 2013



Booth Hours ... sharp decrease in 2014



Wait Time ... lowest out of all major terminals

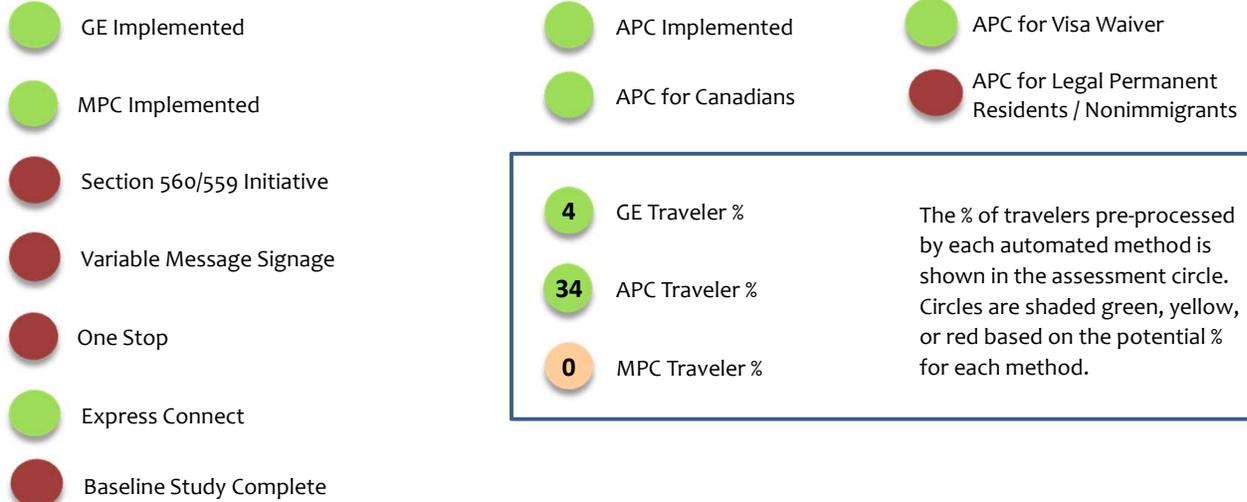


Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

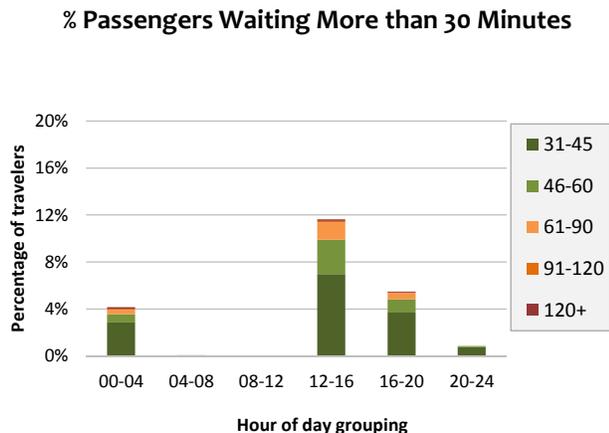
ATL Best Practice Assessment: ATL has implemented many of the available best practices. Most notably, 38% of ATL passengers are now processed by automated technologies like Global Entry and APC. APC is available at ATL not only to US Citizens, but also Canadians and Visa Waiver country travelers.



Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not implementing any of the best practices. A green "assessment circle" indicates the best practice has been properly and fully implemented. Red means the best practice is not in place. Orange indicates implementation is not available, or has occurred but on a limited basis and achieves less than optimal results.

8% of passengers wait more than 30 minutes

Very few ATL-M passengers wait more than 30 minutes. At most, 12% of passengers experience wait times of over 30 minutes (between 12pm and 4pm). Only 1% of passengers wait longer than 60 minutes.



ATL-M staffs well to peak traffic

ATL-M is busiest between 4pm-8pm, when nearly 815 passengers arrive per hour. Despite this, average wait time (8 minutes) is lower than other times since an average of 24 booths are open to support the high volume.

