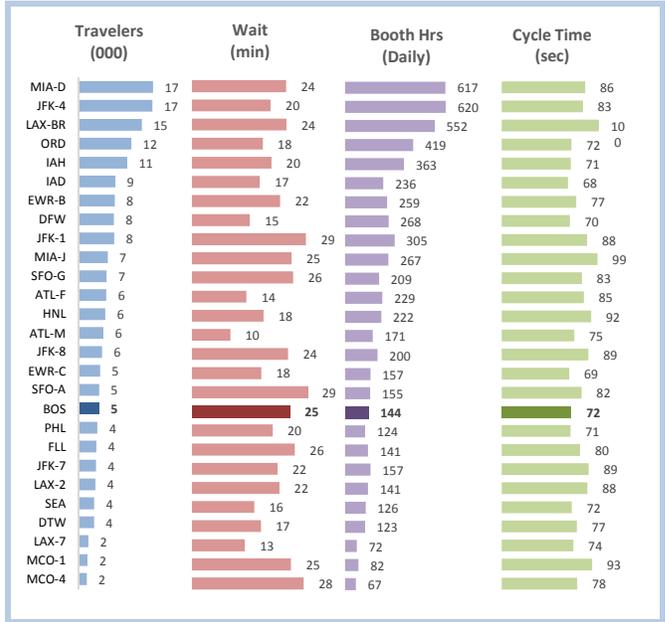


**Key Metrics**

	YTD 2014	YTD 2013	Change %	Change
<b>Volume</b>				
Average Daily Travelers	4,819	4,484	335	7%
Global Entry & APC	22%	2%	20%	818%
Non-Automated	78%	98%	-20%	-20%
United States Citizens	52.4%	53.7%	-1.3%	-2%
Non-immigrants	44.9%	43.7%	+1.2%	3%
Legal Permanent Residents	2.7%	2.6%	+0.1%	4%
Average Daily Flights (#)	28	26	2	7%
<b>Wait Time</b>				
Average Primary Wait (m)	24.7	23.9	0.8	3%
% Travelers < 60 minutes	93%	95%	-2%	-2%
% Travelers > 120 mins	0.26%	0.06%	+0.19%	295%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	144	131	13	10%
<b>Efficiency</b>				
Average Cycle Time (s)	71.6	75.3	-3.7	-5%
Max Hourly Throughput / booth	50.3	47.8	2.5	5%
Average Utilization	67%	71%	-5%	-7%

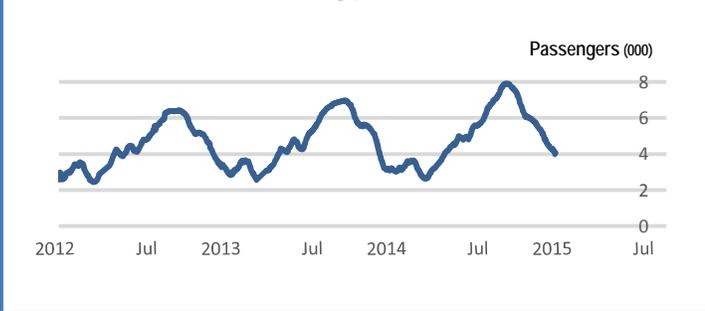
Compared to other major airports ...



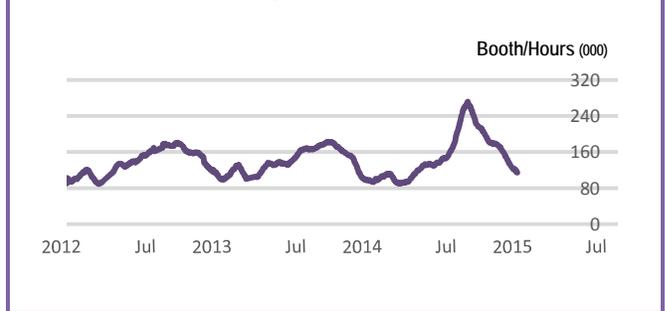
**More booths and faster processing can't keep pace with traffic growth**

- Travel is up at Boston, Main Terminal.** Traveler volume (year to date) has increased 7% compared to last year. Today, 22% of passengers are pre-processed with Global Entry and APC, up from 2% last year.
- Booth hours increase to meet passenger demand.** More booths are being opened compared to last year. Average daily booth hours have increased from 131 hours last year to 144 hours this year.
- Cycle time decreases; max throughput over 50 per hour.** Average cycle time is 3.7 seconds faster this year, allowing for an extra 2.5 passengers to be processed per booth per hour. With more booths open and faster cycles, average utilization per booth is at 67%.
- Wait times increased by 3%.** Wait time has increased by 0.8 minutes, from 23.9 minutes last year to 24.7 minutes today. This suggests that more booths need to be opened to meet passenger demand, or booths need to be allocated better to meet changing demand throughout the day.

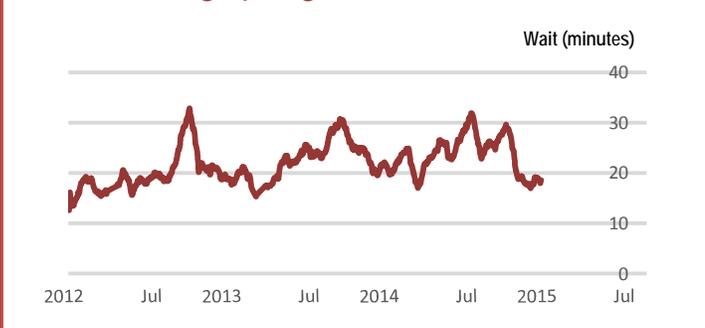
**Traveler Volume ... reaching peak before decline**



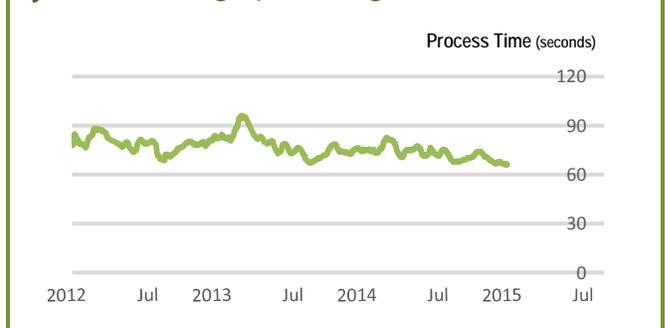
**Booth Hours ... sharp increase in 2014**



**Wait Time ... slightly rising**



**Cycle Time ... slightly decreasing**



## Best Practice Inventory

**BOS Best Practice Assessment:** BOS has implemented many of the available best practices. Most notably, 22% of BOS passengers are now processed by automated technologies like Global Entry and APC. APC is available at BOS not only to US Citizens, but also Canadians and Visa Waiver country travelers. Boston has much upside left in APC usage.

-  GE Implemented
-  APC Implemented
-  APC for Visa Waiver
-  MPC Implemented
-  APC for Canadians
-  APC for Legal Permanent Residents / Nonimmigrants
-  Section 560/559 Initiative
-  Variable Message Signage
-  One Stop
-  Express Connect
-  Baseline Study Complete

-  GE Traveler %
-  APC Traveler %
-  MPC Traveler %

The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method.

### Legend

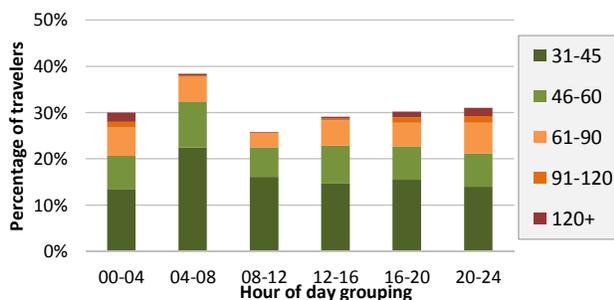
-  Fully Implemented
-  Partially Implemented / Not Available
-  Not Implemented

Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion 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.

### 31% of passengers wait more than 30 minutes

While 31% of passengers wait more than 30 minutes, only 8% wait longer than 60 minutes. During peak hours, the average wait is 26 minutes, slightly higher than the daily average.

**% Passengers Waiting More than 30 Minutes**



### BOS staffs well to peak traffic

BOS is busiest between 4pm-8pm, when 500 passengers arrive per hour. On average, 14 booths are open during this time, making wait times relatively similar to non-peak hours. BOS wait time can be reduced by opening more booths from 12-4pm and 8pm-12am.

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

