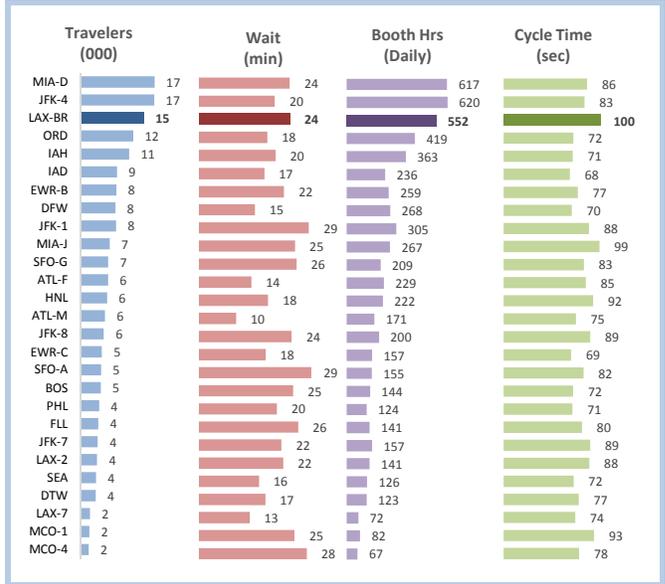


Key Metrics

	YTD 2014	YTD 2013	Change % Change	
Volume				
Average Daily Travelers	14,815	12,716	2,099	17%
Global Entry & APC	7%	1%	6%	395%
Non-Automated	93%	99%	-6%	-6%
United States Citizens	36.6%	37.0%	-0.4%	-1%
Non-immigrants	58.9%	58.2%	+0.7%	1%
Legal Permanent Residents	4.5%	4.8%	-0.3%	-7%
Average Daily Flights (#)	57	49	8	17%
Wait Time				
Average Primary Wait (m)	23.9	23.6	0.2	1%
% Travelers < 60 minutes	95%	95%	-1%	-1%
% Travelers > 120 mins	0.04%	0.05%	-0.01%	-12%
Primary Booth Hours				
Average Daily Booth Hours	552	483	69	14%
Efficiency				
Average Cycle Time (s)	99.9	103.6	-3.7	-4%
Max Hourly Throughput / booth	36.0	34.8	1.3	4%
Average Utilization	74%	76%	-1%	-2%

Compared to other major airports ...



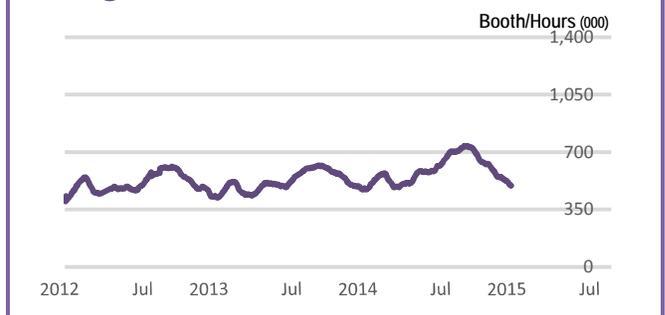
Volume increases without automation result in increased wait times

- Travel is up 17% at LAX (Bradley).** Traveler volume at Bradley Terminal (year to date) is increased 17% compared to last year. After 3 years of little growth, traffic rebounded significantly in 2014.
- More booths being staffed to meet demand.** Booth hours at LAX Bradley have increased 14% compared to a year ago. This increase in staffing keeps pace with the increase in traveler volume.
- Wait times increase since November 2013.** Year to date, LAX Bradley's average wait steady at just under 24 minutes.
- Faster processing.** LAX (Bradley) has the highest average cycle time of any major terminal, primarily due to a high saturation of non-immigrant travelers (58.9%). However, average cycle time (99.9 seconds) has decreased slightly from 103.6 seconds a year ago. LAX will achieve further efficiencies now that APC is implemented.

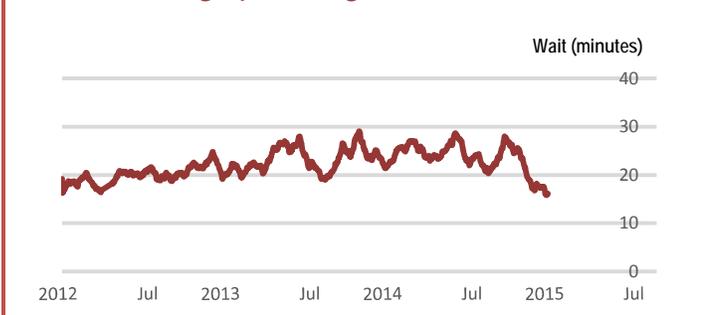
Traveler Volume ... trending upwards



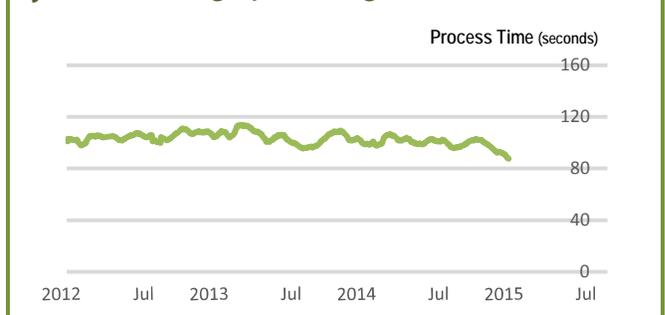
Staffing ... 14% more booths staffed than last year



Wait Time ... slightly increasing

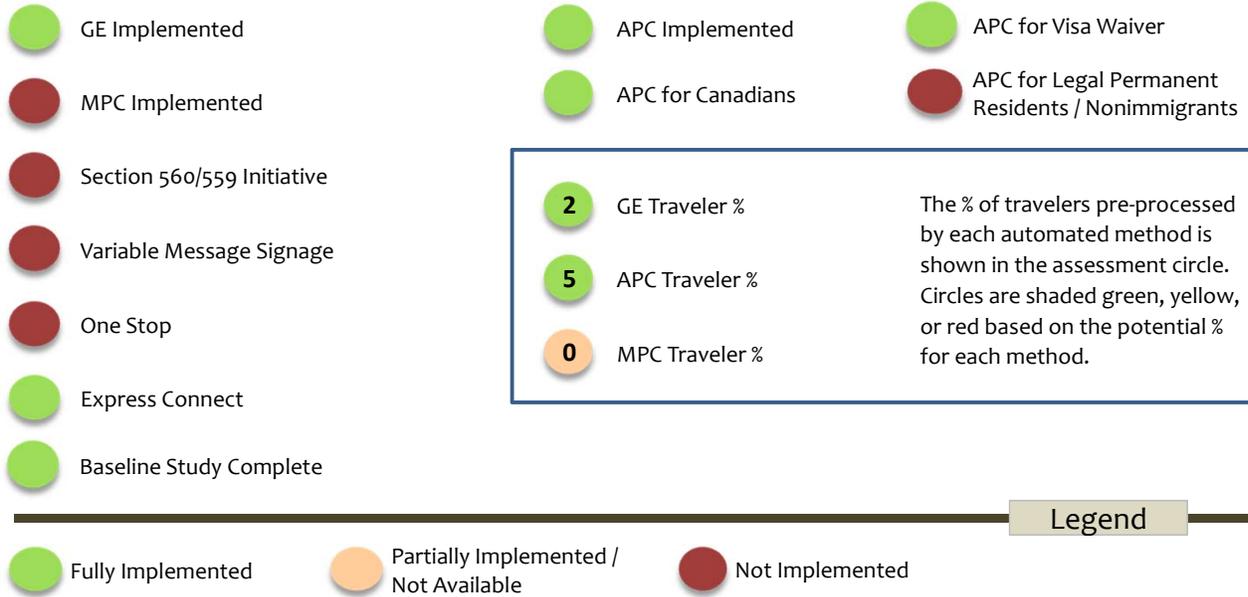


Cycle Time ... slightly decreasing



Best Practice Inventory

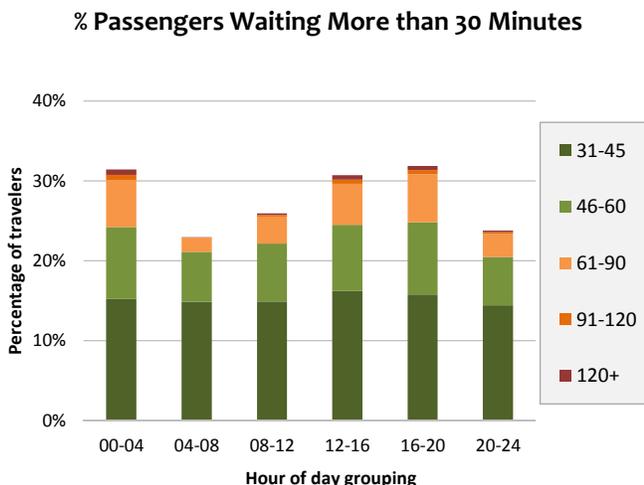
LAX Bradley Best Practice Assessment: LAX Bradley has implemented many of the available best practices. An increase in utilization of practices such as Global Entry and APC can further increase LAX Bradley's potential. APC is available at LAX Bradley not only to US Citizens, but also Canadians and Visa 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.

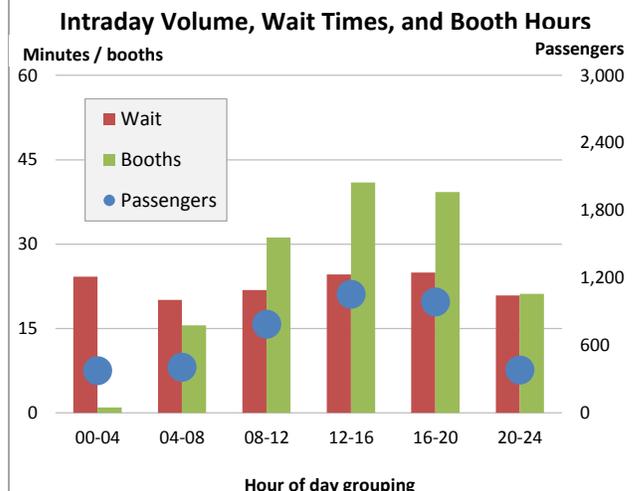
29% of passengers wait more than 30 minutes

While few LAX Bradley passengers wait more than 1 hour (5%), approximately 29% wait more than 30 minutes. Between the hours of 12 pm and 8 pm, about 32% of passengers wait more than 30 minutes.



LAX Bradley staffs well during peak hours

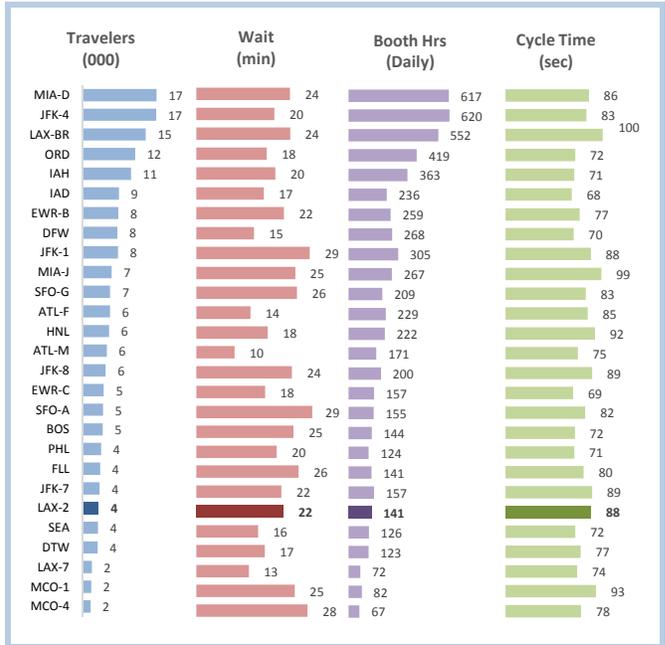
On average over 1,150 passengers arrive every hour between 12 pm and 4 pm. By staffing 45 booths during this time period, average waits during this period (25 minutes) are only slightly higher than the average (24.2 minutes).



Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers (000)	3,943	4,284	-8%	-341
Global Entry & APC	2%	1%	1%	51%
Non-Automated	98%	99%	-1%	-1%
United States Citizens	39.3%	37.9%	+1.4%	4%
Non-immigrants	53.1%	56.2%	-3.1%	-5%
Legal Permanent Residents	7.6%	6.0%	+1.7%	28%
Average Daily Flights (#)	22	24	-5%	-1
Wait Time				
Average Primary Wait (m)	22.1	23.1	-4%	-1.0
% Travelers < 60 minutes	98%	96%	1%	1%
% Travelers > 120 mins	0.01%	0.04%	-81%	-0.03%
Primary Booth Hours				
Average Daily Booth Hours	141	155	-8%	-13
Efficiency				
Average Cycle Time (s)	88.1	90.9	-3%	-2.9
Max Hourly Throughput / booth	40.9	39.6	3%	1.3
Average Utilization	68%	70%	-2%	-3%

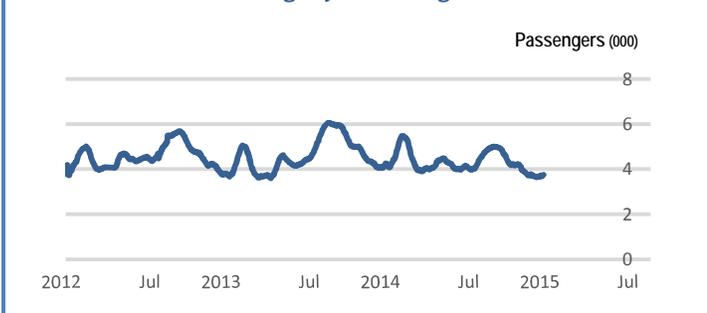
Compared to other major airports



Increased staff efficiency offsets decreased booth hours

- Travel is down at LAX Terminal 2.** Traveler volume (year to date) has decreased 8% compared to last year. Today, only 2% of LAX-2's passengers are pre-processed with Global Entry, up from 1% last year.
- Fewer booths hours to match demand.** Booth hours have decreased to match traveler volume demand. Average daily booth hours have decreased 8% from 155 hours last year to 141 hours this year.
- Staff efficiency increasing.** Average cycle time decreased almost 3 seconds this year, allowing max hourly throughput to increase 3%.
- Wait times decreased by 4%.** Increased staff efficiency has led to a slight decrease in wait time. The average wait time decreased by 4%, from 23.1 minutes last year to 22.1 minutes this year.

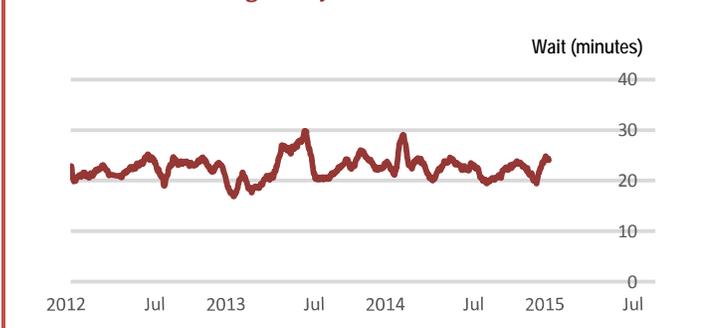
Traveler Volume ... slightly decreasing



Booth Hours ... slightly decreasing to match demand



Wait Time ... holding steady

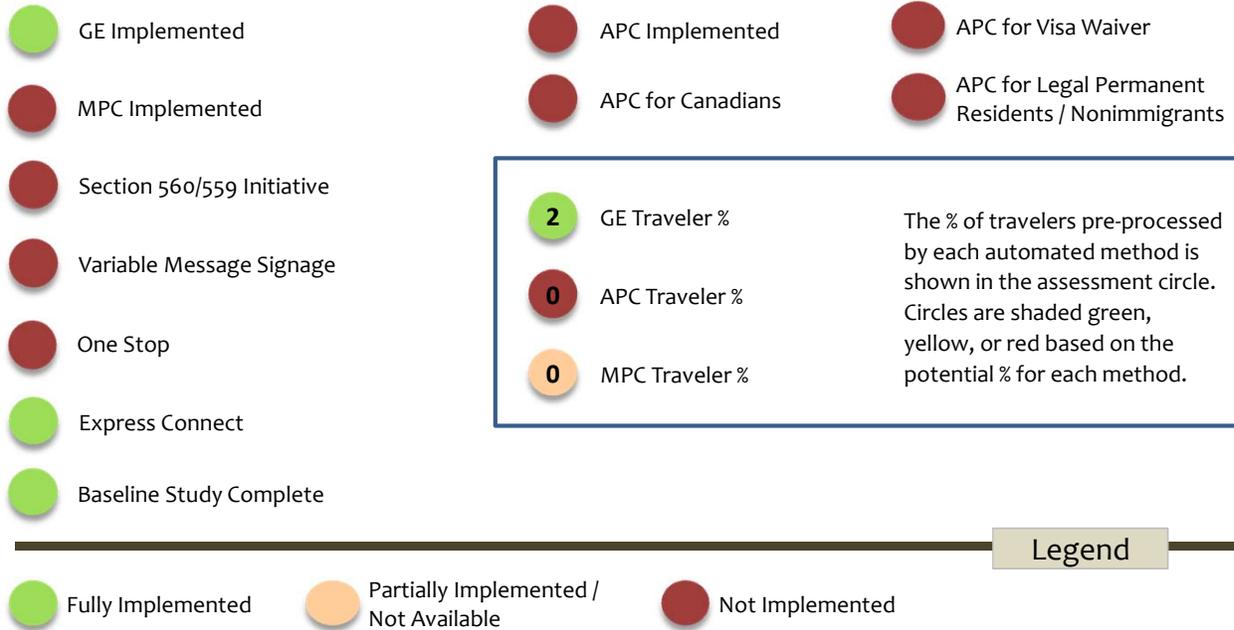


Cycle Time ... slightly decreasing



Best Practice Inventory

LAX Best Practice Assessment: LAX has not introduced many of the available best practices. Global Entry has been implemented and 2% of travelers are utilizing it. Other practices such as APC and MPC have not yet been implemented at LAX Terminal 2. To improve cycle times and air passenger processing efficiency LAX Terminal 2 must begin to utilize more of the best available practices.

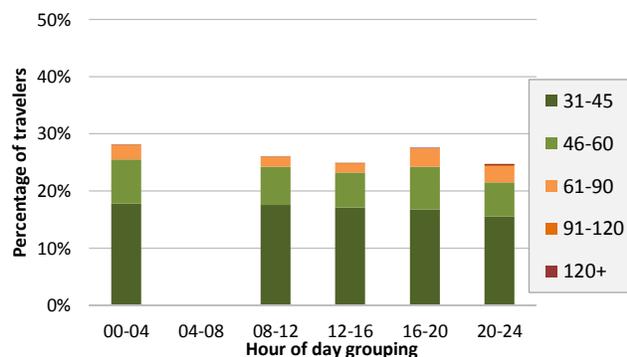


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not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

26% of passengers wait more than 30 minutes

While 26% of passengers at LAX-2 wait more than 30 minutes, the majority of them wait no longer than 45 minutes. On average, only 3% of passengers wait more than 60 minutes.

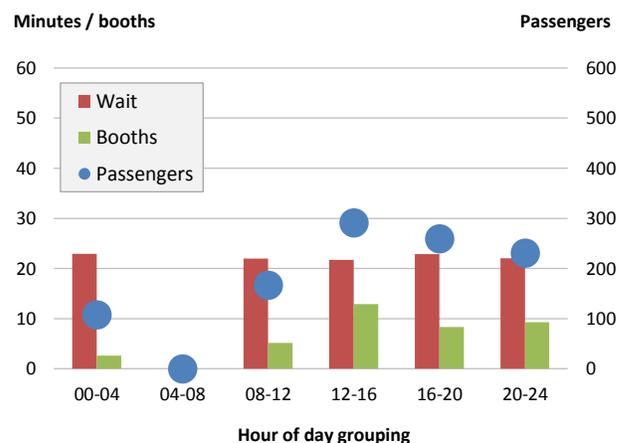
% Passengers Waiting More than 30 Minutes



LAX-2 staffs well during peak traffic

LAX-2 is busiest between 12pm-4pm, when over 300 passengers arrive per hour. An average of 14 booths per hour are staffed during this time. Wait time is very consistent across all time periods.

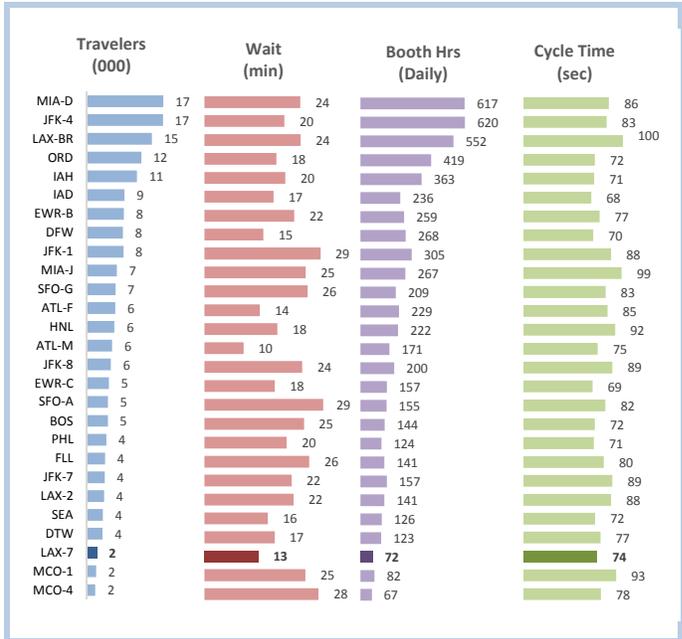
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2014	YTD 2013	Change	% Change
Volume				
Average Daily Travelers (000)	2,294	2,520	-226	-9%
Global Entry & APC	4%	3%	1%	50%
Non-Automated	96%	97%	-1%	-1%
United States Citizens	59.7%	55.8%	+3.9%	7%
Non-immigrants	35.6%	39.1%	-3.5%	-9%
Legal Permanent Residents	4.7%	5.1%	-0.4%	-8%
Average Daily Flights (#)	15	16	-1	-8%
Wait Time				
Average Primary Wait (m)	13.4	15.7	-2.3	-15%
% Travelers < 60 minutes	99%	97%	2%	2%
% Travelers > 120 mins	0.01%	0.07%	-0.1%	-88%
Primary Booth Hours				
Average Daily Booth Hours	72	82	-10	-12%
Efficiency				
Average Cycle Time (s)	73.7	81.8	-8.0	-10%
Max Hourly Throughput / booth	48.8	44.0	4.8	11%
Average Utilization	65%	69%	-4%	-6%

Compared to other major airports ...



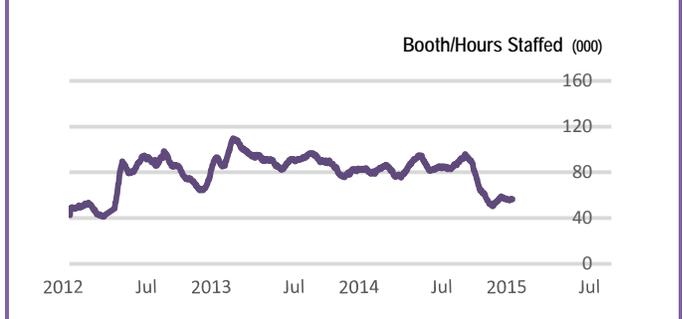
Decreased traveler volume leads to decreased wait time

- Travel is down at LAX Terminal 7.** Traveler volume (year to date) has decreased 9% compared to last year. Only 4% of passengers are pre-processed with Global Entry today, compared to 3% last year.
- Fewer booths being staffed to match demand.** Booth hours have decreased to match the traveler volume demand. Average daily booth hours have decreased 12% from 82 hours last year to 72 hours this year.
- Staff efficiency increases.** Average cycle time decreased by 8 seconds, while max hourly throughput increased by nearly 5 passengers per booth, an 11% increase.
- Wait times decreased by 15%.** Decreased traveler volume and increased staff efficiency have led to a drop in wait time. The average wait time decreased by 15%, from 15.7 minutes last year to 13.4 minutes this year.

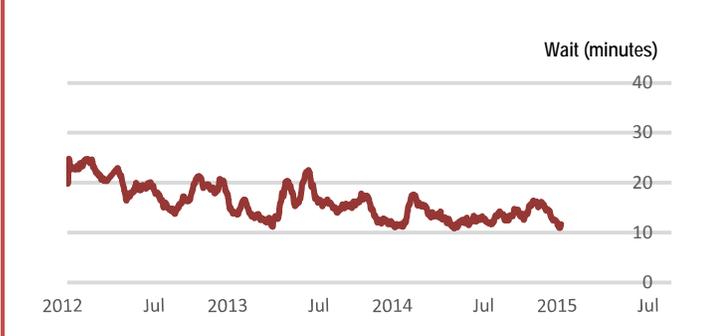
Traveler Volume ... recent decline



Booth hours ... recent decline



Wait Time ... downward trend

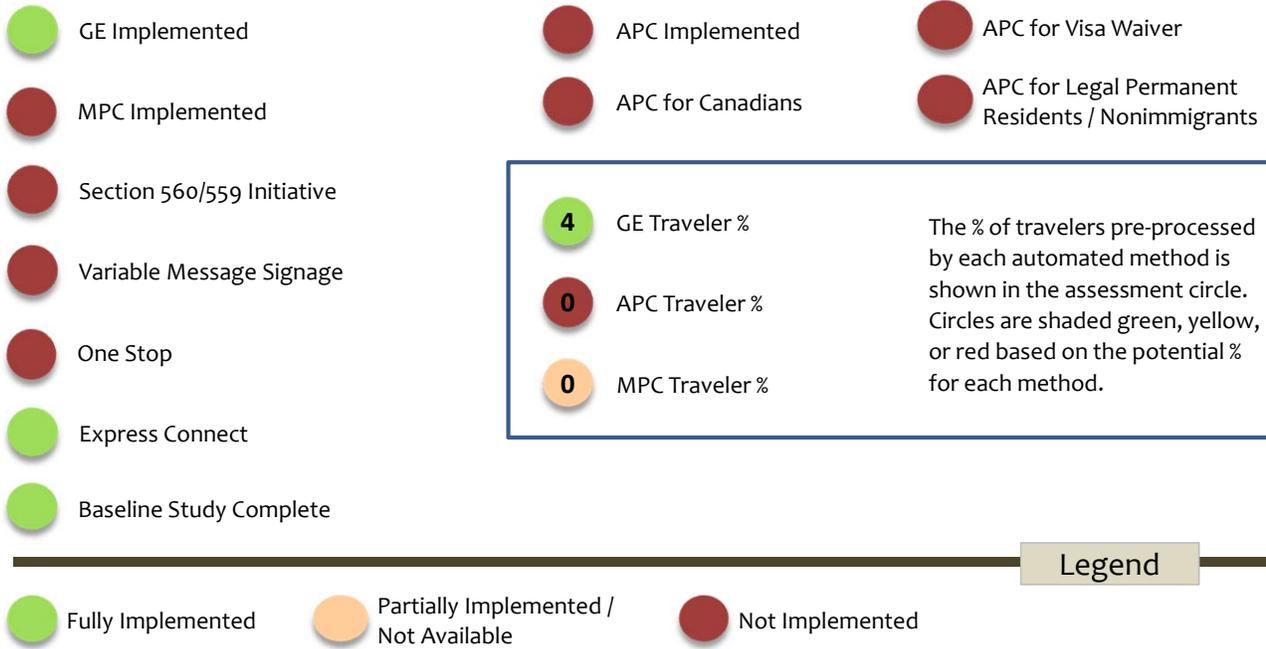


Cycle Time ... continued improvement



Best Practice Inventory

LAX Best Practice Assessment: LAX has not implemented many of the available best practices. Automated processing such as Global Entry is implemented, however only 4% of travelers are utilizing it. To fulfill its potential, LAX Terminal 7 needs to utilize more best practices.

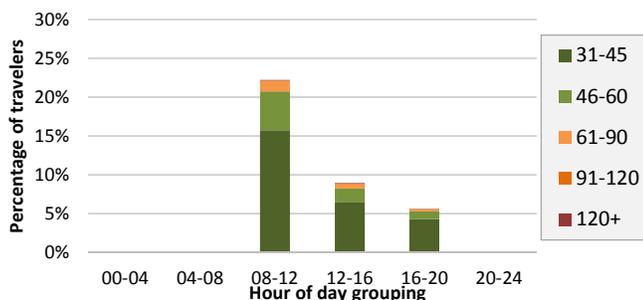


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13% of passengers wait more than 30 minutes

The average wait time is 13 minutes, with 13% of passengers waiting over 30 minutes and only 1% of travelers wait longer than 60 minutes. However, during the 8am - noon period, more than 22% of passengers wait longer than 30 minutes.

% Passengers Waiting More than 30 Minutes



More booths needed from 8am to noon

The busiest hours are between 8am-12pm and 4pm-8pm, when over 215 passengers arrive per hour. Wait times in the morning (20 mins) are much higher than in the evening (7 mins), despite having the same number of booths open.

Intraday Volume, Wait Times, and Booth Hours

