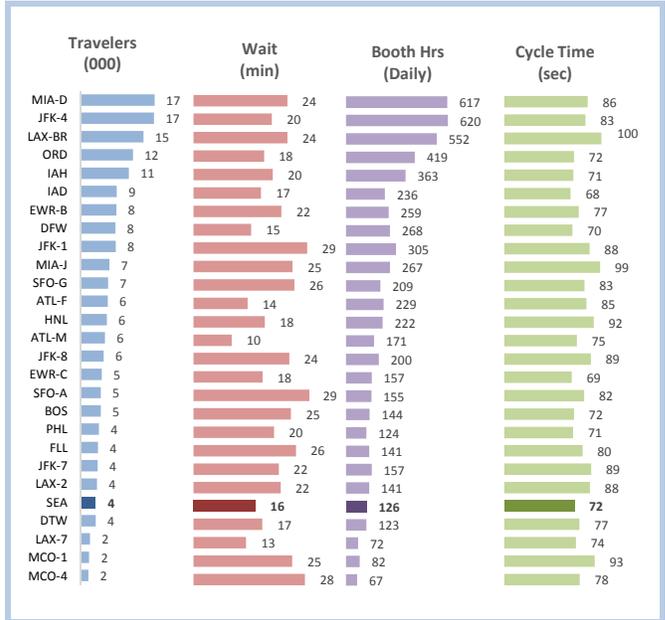


### Key Metrics

	YTD 2014	YTD 2013	Change %	Change
<b>Volume</b>				
Average Daily Travelers	3,694	3,443	251	7%
Global Entry & APC	41%	2%	39%	1837%
Non-Automated	59%	98%	-39%	-40%
United States Citizens	44.7%	45.2%	-0.5%	-1%
Non-immigrants	52.4%	51.3%	+1.1%	2%
Legal Permanent Residents	2.9%	3.5%	-0.6%	-16%
Average Daily Flights (#)	22	21	1	7%
<b>Wait Time</b>				
Average Primary Wait (m)	15.7	19.2	-3.4	-18%
% Travelers < 60 minutes	97%	95%	1%	1%
% Travelers > 120 mins	0.07%	0.10%	-0.0%	-35%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	126	105	21	20%
<b>Efficiency</b>				
Average Cycle Time (s)	72.0	75.4	-3.4	-5%
Max Hourly Throughput / booth	50.0	47.8	2.3	5%
Average Utilization	59%	69%	-10%	-15%

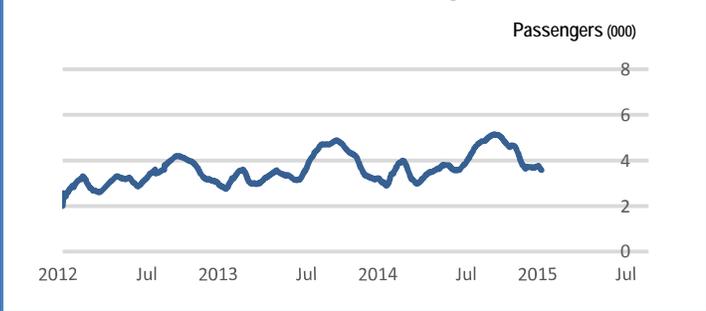
### Compared to other major airports ...



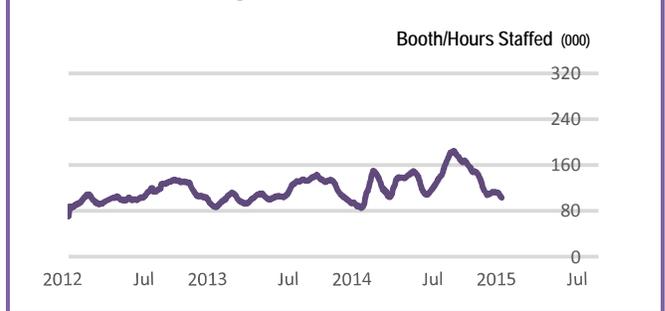
### Strong APC share reduces waits despite more traffic

- Travel is up at Seattle Airport.** Traveler volume (year to date) has increased 7% compared to last year. Today, 41% of passengers are pre-processed with Global Entry and APC, up from 2% last year.
- More booths being staffed to meet demand.** Booth hours have increased to meet traveler volume demand. The average daily booth hours increased 20% from 105 hours last year to 126 hours this year.
- Cycle time and throughput decrease.** Average cycle time is 3.4 seconds faster, allowing for 2.3 extra passengers to be processed per booth.
- Wait times decreased by 18%.** Increased booth staffing and automated processing has led to a decrease in wait time. The average wait time decreased by 18%, from 19.2 minutes last year to 15.7 minutes this year.

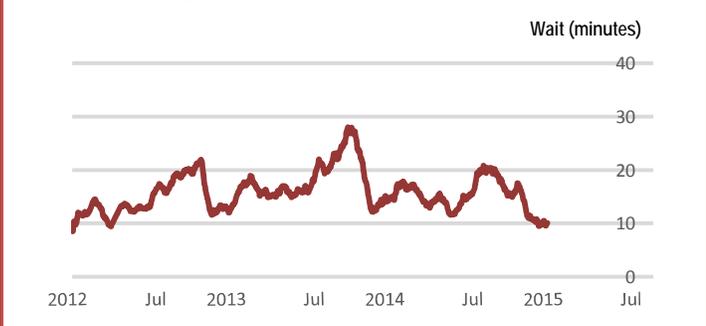
### Traveler Volume ... continued healthy growth



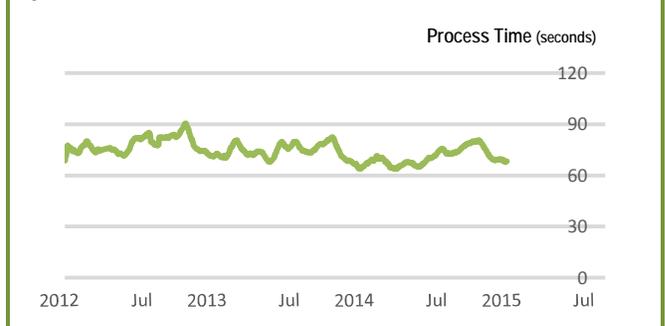
### Booth Hours ... significant increase in 2014



### Wait Time ... greatly reduced summer peak

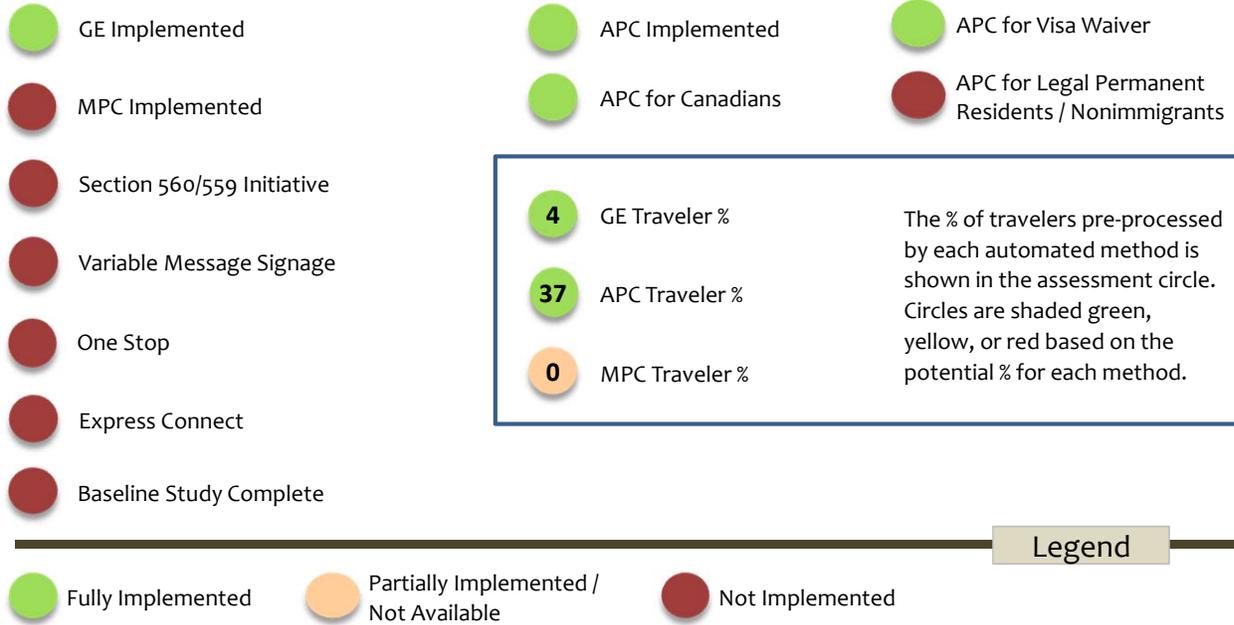


### Cycle Time ... slowly decreasing



## Best Practice Inventory

**SEA Best Practice Assessment:** SEA has not implemented some of the available best practices. However, 41% of SEA passengers are now processed by automated technologies like Global Entry and APC. APC is available not only to US Citizens, but also Canadians and Visa Waiver country travelers.

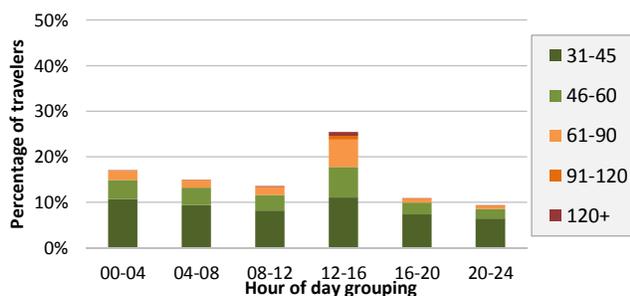


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not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

### 18% of passengers wait more than 30 minutes

While 18% of passengers at SEA wait more than 30 minutes, only 3% wait longer than 60 minutes. SEA is busiest from 8am - 12pm, however wait times are longest between 12pm - 4pm.

% Passengers Waiting More than 30 Minutes



### SEA staffs booths well during peak traffic

SEA is busiest between 8am-12pm, when about 300 passengers arrive per hour. An average of 9 booths per hour are staffed during this time. Wait times between 12pm-4pm are high, suggesting that additional booths should be staffed during this time.

Intraday Volume, Wait Times, and Booth Hours

