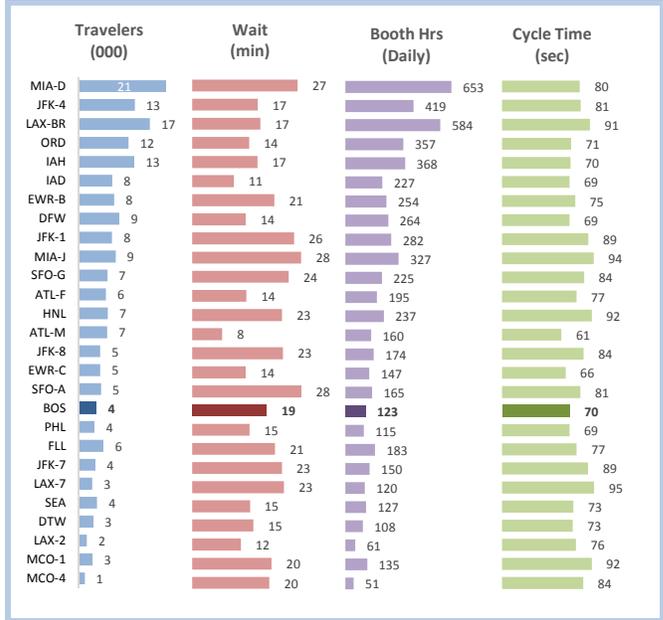


### Key Metrics

|                               | YTD 2015 | YTD 2014 | Change % | Change |
|-------------------------------|----------|----------|----------|--------|
| <b>Volume</b>                 |          |          |          |        |
| Average Daily Travelers       | 4,151    | 3,173    | 978      | 31%    |
| Global Entry & APC            | 25%      | 4%       | 21%      | 482%   |
| Non-Automated                 | 75%      | 96%      | -21%     | -22%   |
| United States Citizens        | 52%      | 53.8%    | -2.2%    | -4%    |
| Non-immigrants                | 41%      | 37.9%    | +2.9%    | 8%     |
| Legal Permanent Residents     | 7.6%     | 8.3%     | -0.8%    | -9%    |
| Average Daily Flights (#)     | 24       | 23       | 1        | 7%     |
| <b>Wait Time</b>              |          |          |          |        |
| Average Primary Wait (m)      | 18.9     | 21.9     | -3.0     | -14%   |
| % Travelers < 60 minutes      | 96%      | 96%      | 0%       | 0%     |
| % Travelers > 120 mins        | 0.07%    | 0.02%    | +0.06%   | 327%   |
| <b>Primary Booth Hours</b>    |          |          |          |        |
| Average Daily Booth Hours     | 123      | 100      | 23       | 24%    |
| <b>Efficiency</b>             |          |          |          |        |
| Average Cycle Time (s)        | 69.7     | 75.6     | -5.9     | -8%    |
| Max Hourly Throughput / booth | 51.6     | 47.6     | 4.0      | 8%     |
| Average Utilization           | 65%      | 67%      | -2%      | -2%    |

### Compared to other major airports ...



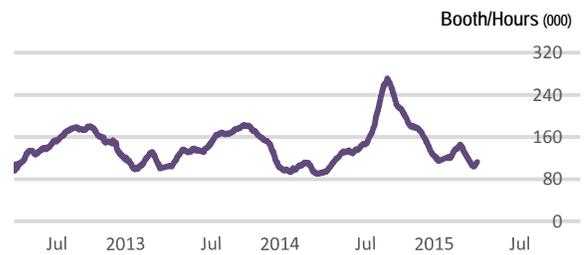
### More booths and faster processing reduce wait times despite 30% more volume

- Travel is up at Boston, Main Terminal.** Traveler volume (year to date) has increased 31% compared to last year. Today, 25% of passengers are pre-processed with Global Entry and APC, up from 4% 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 100 hours last year to 123 hours this year.
- BOS increases efficiency.** Average cycle time is 5.9 seconds faster this year, allowing for an extra 4 passengers to be processed per booth per hour. With more booths open and faster cycles, average utilization per booth is at 65%.
- Wait times decreased by 14%.** Wait time has decreased by 3 minutes, from 21.9 minutes last year to 18.9 minutes today. A combination of more booth hours and increased staff efficiency have helped decrease wait times.

### Traveler Volume ... trending up since 2013



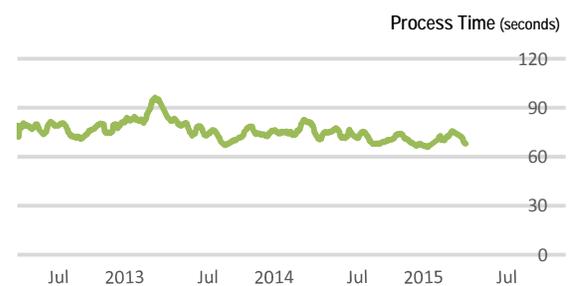
### Booth Hours ... 24% increase since last year



### Wait Time ... slight upward trend



### Cycle Time ... slightly decreasing



## Best Practice Inventory

**BOS Best Practice Assessment:** BOS has implemented many of the available best practices. Most notably, 1 in 4 (25%) 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

4 GE 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.

21 APC Traveler %

0 MPC Traveler %

### Legend

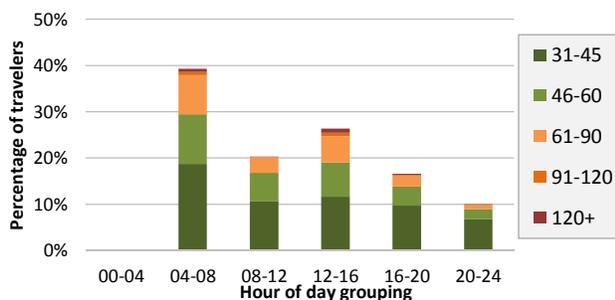
- Fully Implemented
- Partially Implemented / Not Available
- Not Implemented

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.

### 20% of passengers wait more than 30 minutes

While 20% of passengers wait more than 30 minutes, only 4% wait longer than 60 minutes. During peak hours, the average wait is 18 minutes, which is comparable to the daily average.

**% Passengers Waiting More than 30 Minutes**



### BOS staffs well to peak traffic

BOS is busiest between 4pm - 8pm, when nearly 450 passengers arrive per hour. On average, 12 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 4am - noon.

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

