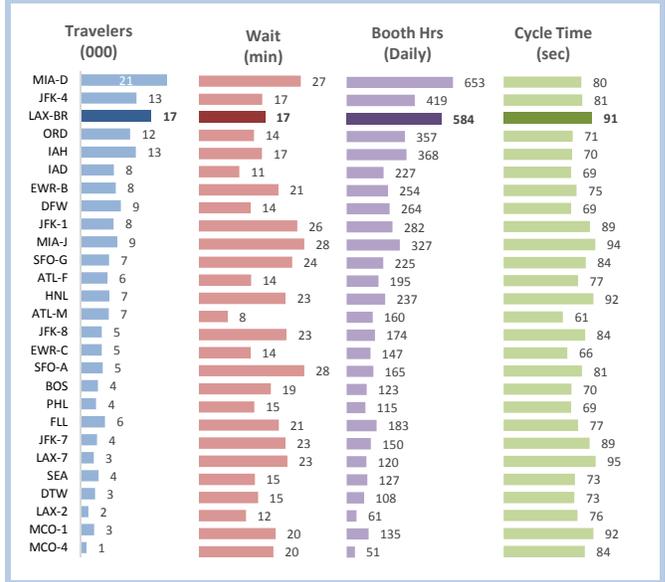


### Key Metrics

|                               | YTD 2015 | YTD 2014 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| <b>Volume</b>                 |          |          |        |          |
| Average Daily Travelers       | 16,633   | 13,948   | 2,685  | 19%      |
| Global Entry & APC            | 11%      | 2%       | 9%     | 407%     |
| Non-Automated                 | 89%      | 98%      | -9%    | -9%      |
| United States Citizens        | 37%      | 36.5%    | +0.1%  | 0%       |
| Non-immigrants                | 57%      | 55.9%    | +0.9%  | 2%       |
| Legal Permanent Residents     | 6.7%     | 7.7%     | -1.0%  | -13%     |
| Average Daily Flights (#)     | 69       | 56       | 13     | 24%      |
| <b>Wait Time</b>              |          |          |        |          |
| Average Primary Wait (m)      | 17.3     | 25.3     | -8.1   | -32%     |
| % Travelers < 60 minutes      | 98%      | 94%      | 4%     | 4%       |
| % Travelers > 120 mins        | 0.05%    | 0.09%    | -0.05% | -50%     |
| <b>Primary Booth Hours</b>    |          |          |        |          |
| Average Daily Booth Hours     | 584      | 529      | 54     | 10%      |
| <b>Efficiency</b>             |          |          |        |          |
| Average Cycle Time (s)        | 90.6     | 102.5    | -11.9  | -12%     |
| Max Hourly Throughput / booth | 39.7     | 35.1     | 4.6    | 13%      |
| Average Utilization           | 72%      | 75%      | -3%    | -4%      |

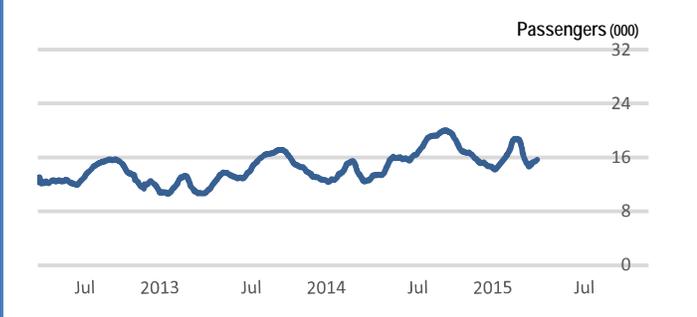
### Compared to other major airports ...



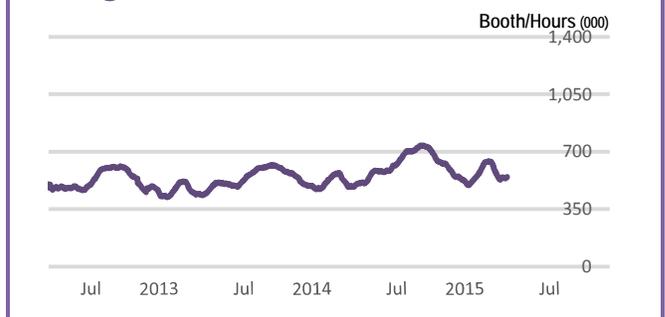
### APC helps reduce wait times

- Travel is up significantly at LAX (Bradley).** Traveler volume at Bradley Terminal (year to date) is increased 19% compared to last year. After 3 years of little growth, traffic is rebounding strong.
- More booths being staffed to meet demand.** Booth hours at LAX Bradley have increased 10% compared to a year ago. This increase in staffing keeps pace with the increase in traveler volume.
- Significant wait time decrease since February 2014.** Year to date, LAX Bradley's average wait decreased by 8.1 minutes (32%) to 17.3 minutes. This is the first significant improvement in the last 3 years - and the timing coincides with the introduction of APC.
- Faster processing.** LAX (Bradley) has the highest average cycle time of any major terminal, primarily due to a high saturation of non-immigrant travelers (57.0%). However, average cycle time (90.6 seconds) has decreased from 102.5 seconds a year ago. LAX will achieve further efficiencies now that APC is showing signs of growth.

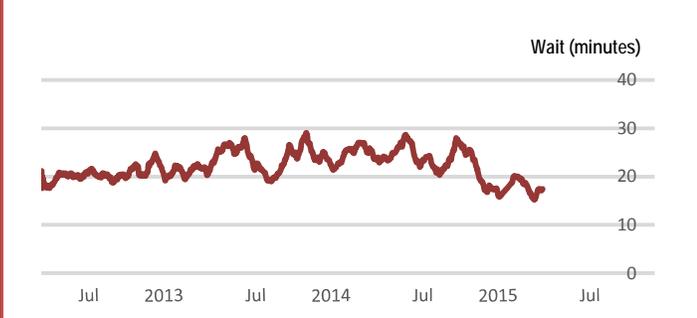
### Traveler Volume ... trending upwards



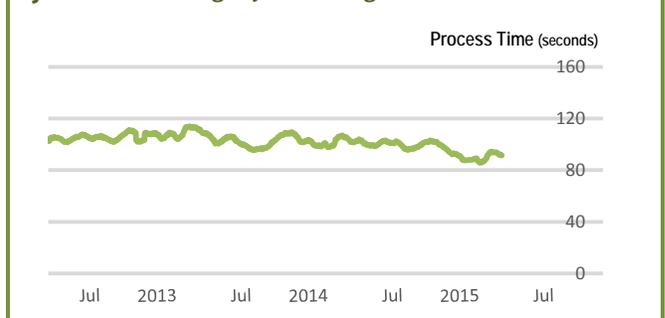
### Staffing ... 10% more booths staffed than last year



### Wait Time ... recent downturn in wait time

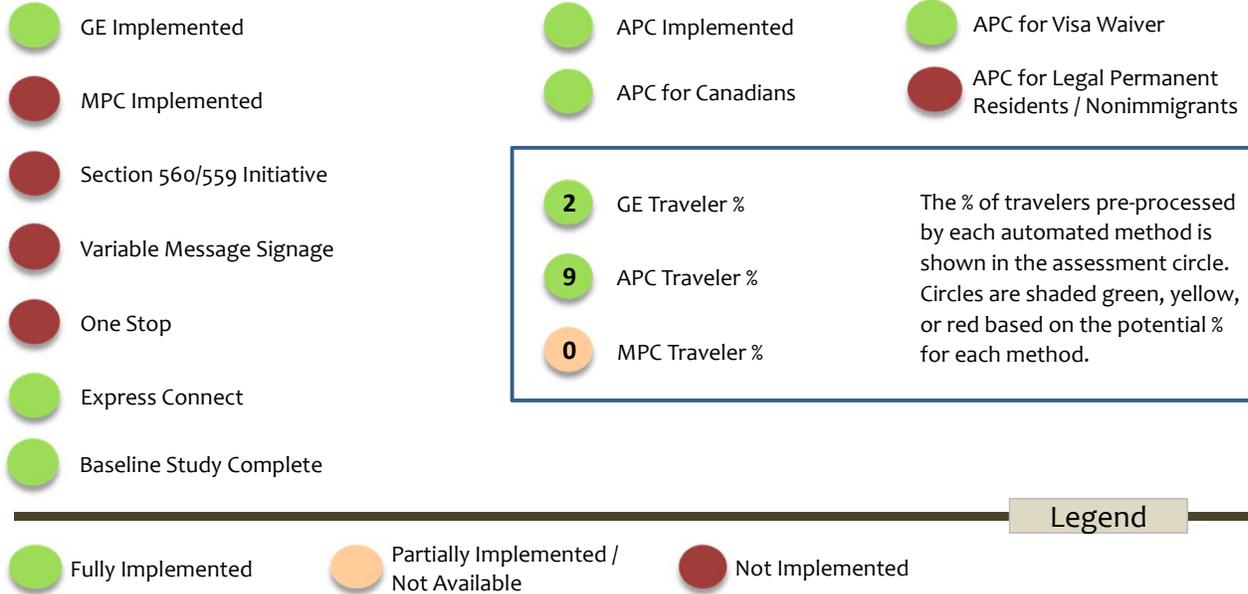


### Cycle Time ... slightly decreasing



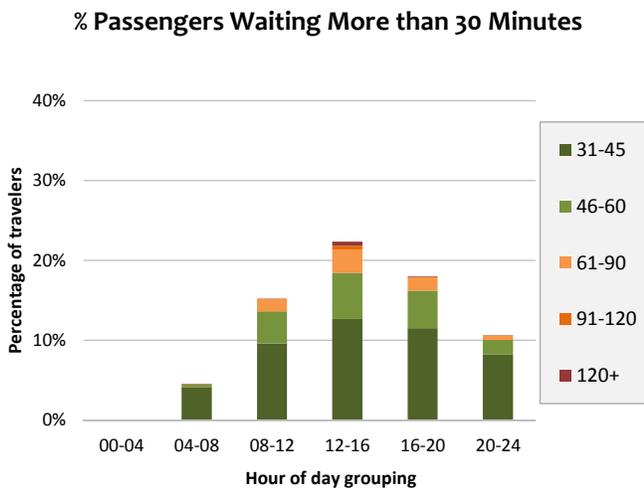
## Best Practice Inventory

**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.

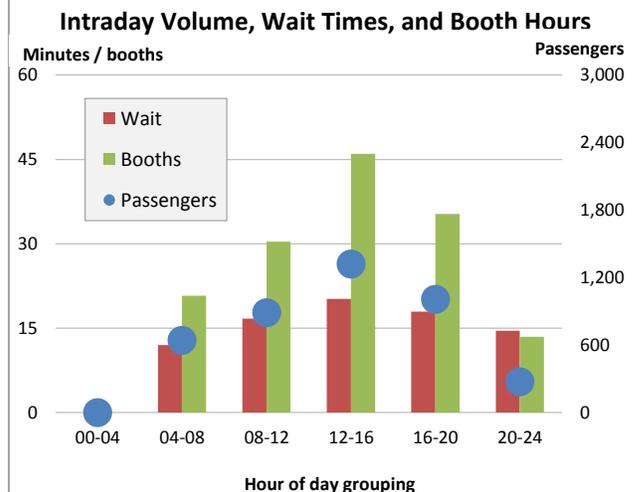


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not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

**16% of passengers wait more than 30 minutes**  
 While few LAX Bradley passengers wait more than 1 hour (2%), approximately 16% wait more than 30 minutes. Between the hours of 12 pm and 4 pm, about 22% of passengers wait more than 30 minutes.



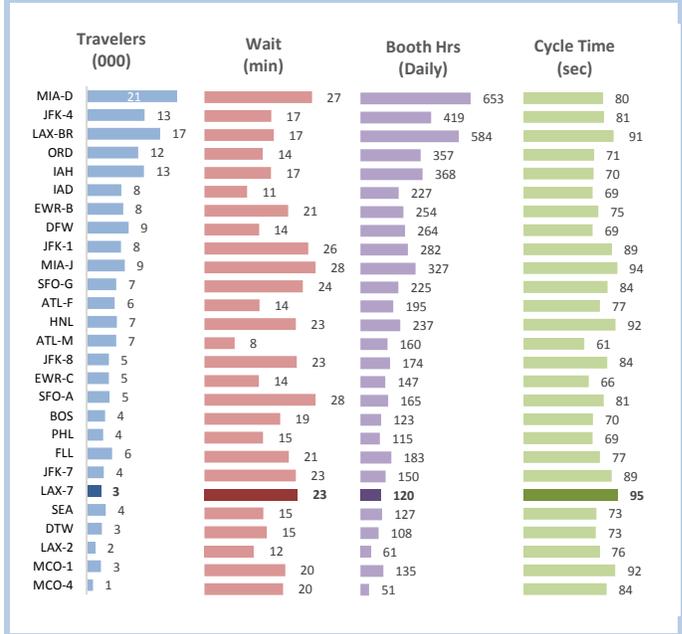
**LAX Bradley staffs well during peak hours**  
 On average over 1,300 passengers arrive every hour between 12 pm and 4 pm. By staffing 46 booths during this time period, waits during this period (20 minutes) are only slightly higher than the average (17.3 minutes).



### Key Metrics

|                               | YTD 2015 | YTD 2014 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| <b>Volume</b>                 |          |          |        |          |
| Average Daily Travelers (000) | 3,162    | 4,537    | -1,374 | -30%     |
| Global Entry & APC            | 2%       | 2%       | 0%     | 22%      |
| Non-Automated                 | 98%      | 98%      | -0%    | 0%       |
| United States Citizens        | 44%      | 40.6%    | +3.4%  | 8%       |
| Non-immigrants                | 42%      | 47.4%    | -4.9%  | -10%     |
| Legal Permanent Residents     | 13.5%    | 12.0%    | +1.5%  | 13%      |
| Average Daily Flights (#)     | 20       | 26       | -6     | -24%     |
| <b>Wait Time</b>              |          |          |        |          |
| Average Primary Wait (m)      | 23.2     | 22.4     | 0.8    | 4%       |
| % Travelers < 60 minutes      | 97%      | 97%      | 0%     | 0%       |
| % Travelers > 120 mins        | 0.01%    | 0.01%    | +0.0%  | 84%      |
| <b>Primary Booth Hours</b>    |          |          |        |          |
| Average Daily Booth Hours     | 120      | 157      | -37    | -23%     |
| <b>Efficiency</b>             |          |          |        |          |
| Average Cycle Time (s)        | 94.8     | 88.4     | 6.4    | 7%       |
| Max Hourly Throughput / booth | 38.0     | 40.7     | -2.8   | -7%      |
| Average Utilization           | 69%      | 71%      | -2%    | -2%      |

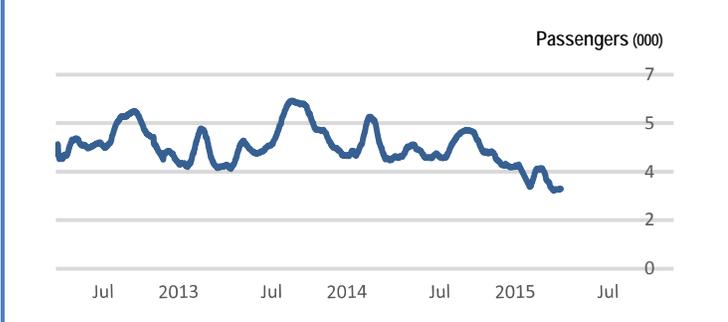
### Compared to other major airports ....



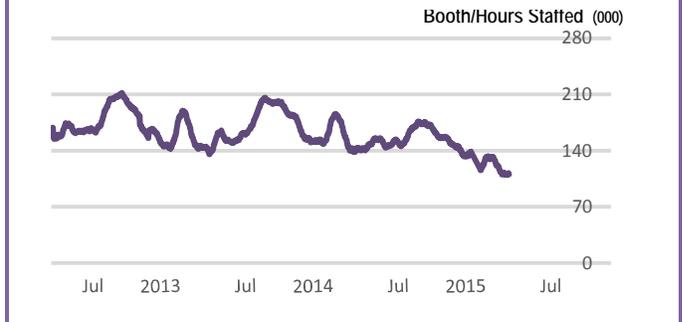
### Increased daily travelers, decreased booth hours leads to increased wait time

- Travel is down at LAX Terminal 7.** Traveler volume (year to date) has decreased 30% compared to last year. Only 2% of passengers are pre-processed with Global Entry today, the same compared to last year. The 19% increase at Bradley and the decrease at terminal 7 is likely the result of LAX flight management decisions.
- Fewer booths being staffed to match demand.** Booth hours have decreased to match the traveler volume demand. Average daily booth hours have decreased 23% from 157 hours last year to 120 hours this year.
- Staff efficiency decreases.** Average cycle time increased by 6.4 seconds, while max hourly throughput dropping by nearly 3 passengers per booth, a 7% decrease.
- Wait times increased by 4%.** Decreased staff efficiency and booth hours have led to an increase in wait time. The average wait time increased by 4%, from 22.4 minutes last year to 23.2 minutes this year.

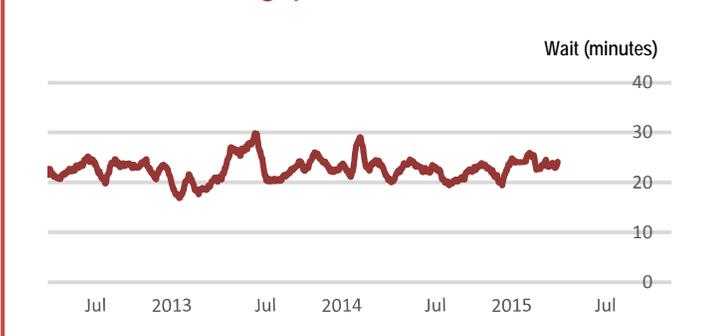
### Traveler Volume ... recent decline



### Booth hours ... recent decline



### Wait Time ... trending upward



### Cycle Time ... recent slight upward trend



## 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 2% of travelers are utilizing it. To fulfill its potential, LAX Terminal 7 needs to utilize more best practices, especially APC.

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

### Legend

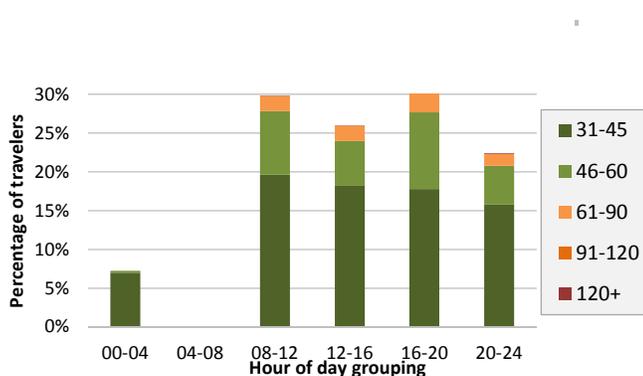
- Fully Implemented
- Partially Implemented / Not Available
- Not Implemented

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.

### 27% of passengers wait more than 30 minutes

The average wait time is 23.2 minutes, with 27% of passengers waiting over 30 minutes and only 3% of travelers wait longer than 60 minutes. However, during the 4pm - 8pm period, 34% of passengers wait longer than 30 minutes.

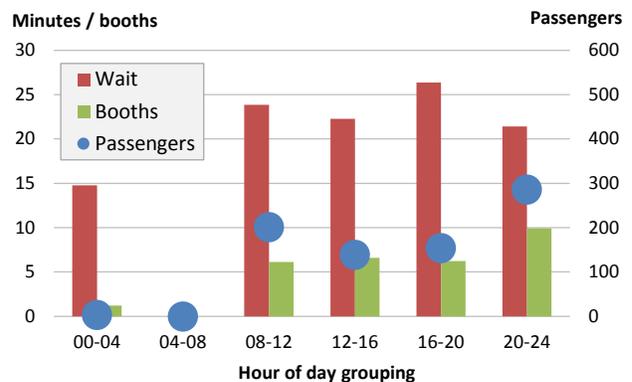
#### % Passengers Waiting More than 30 Minutes



### LAX-7 staffs well to peak

The busiest hours are between 8pm - 12am, when over 280 passengers arrive per hour. Wait times during peak hours are 21 minutes, which is lower than the overall average of LAX Terminal 7. LAX-7 could use more staffing from 8am - 8pm.

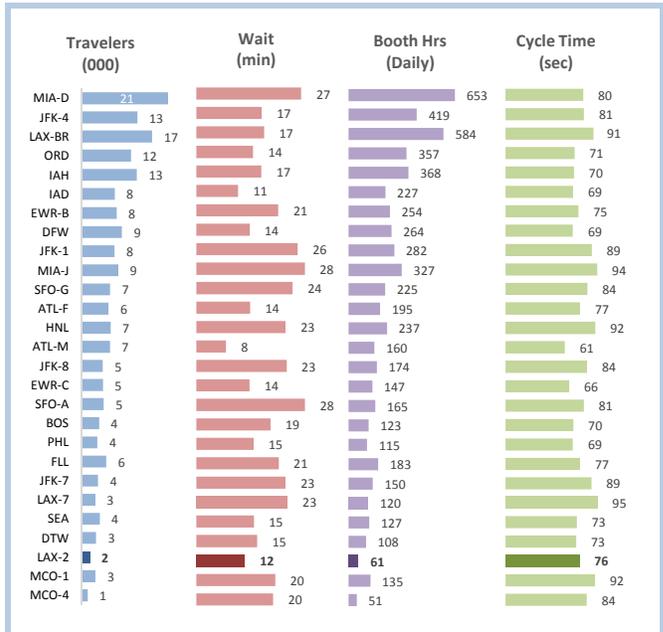
#### Intraday Volume, Wait Times, and Booth Hours



### Key Metrics

|                               | YTD 2015 | YTD 2014 | Change % | Change |
|-------------------------------|----------|----------|----------|--------|
| <b>Volume</b>                 |          |          |          |        |
| Average Daily Travelers (000) | 1,899    | 2,628    | -728     | -28%   |
| Global Entry & APC            | 4%       | 4%       | 0%       | -1%    |
| Non-Automated                 | 96%      | 96%      | +0%      | 0%     |
| United States Citizens        | 59%      | 56.9%    | +1.8%    | 3%     |
| Non-immigrants                | 34%      | 33.4%    | +0.6%    | 2%     |
| Legal Permanent Residents     | 7.3%     | 9.7%     | -2.4%    | -25%   |
| Average Daily Flights (#)     | 14       | 17       | -3       | -18%   |
| <b>Wait Time</b>              |          |          |          |        |
| Average Primary Wait (m)      | 12.3     | 14.4     | -2.1     | -14%   |
| % Travelers < 60 minutes      | 99%      | 99%      | 1%       | 1%     |
| % Travelers > 120 mins        | 0.02%    | 0.01%    | +0.0%    | 88%    |
| <b>Primary Booth Hours</b>    |          |          |          |        |
| Average Daily Booth Hours     | 61       | 81       | -20      | -25%   |
| <b>Efficiency</b>             |          |          |          |        |
| Average Cycle Time (s)        | 76.2     | 71.7     | 4.5      | 6%     |
| Max Hourly Throughput / booth | 47.3     | 50.2     | -3.0     | -6%    |
| Average Utilization           | 66%      | 64%      | 1%       | 2%     |

### Compared to other major airports ...



### Despite decreased staff efficiency and decreased booth hours, wait times drop due to decreased travel

- **Travel is down 28% at LAX Terminal 2.** Traveler volume (year to date) has decreased 28% compared to last year. Given the 19% increase at Bradley, the drop of Terminal 7 maybe the result of LAX flight management decisions.
- **25% Fewer booths hours to match demand.** Booth hours have decreased to match traveler volume demand. Average daily booth hours have decreased 25% from 81 hours last year to 61 hours this year.
- **Staff efficiency decreased.** Average cycle is up 4.5 seconds this year, decreasing max hourly throughput by 3 (6% decrease) passengers per hour.
- **Wait times decreased by 14%.** A decrease in passenger volume has led to a decrease in wait time. The average wait time decreased by 14%, from 14.4 minutes last year to 12.3 minutes this year.

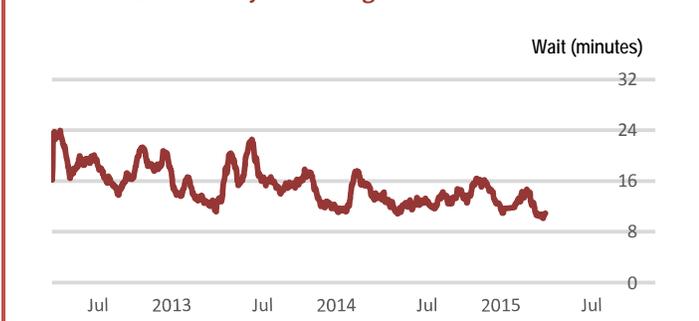
#### Traveler Volume ... sharp decrease recently



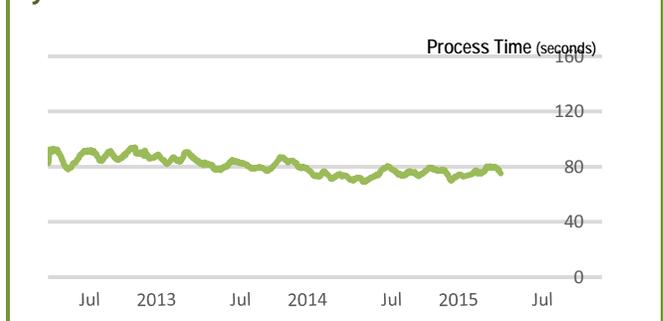
#### Booth Hours ... sharp decrease recently



#### Wait Time ... steadily decreasing



#### Cycle Time ... downward trend



## Best Practice Inventory

**LAX Best Practice Assessment:** LAX has not introduced many of the available best practices. Global Entry has been implemented and 4% 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 available best practices.

-  GE Implemented
-  APC Implemented
-  APC for Visa Waiver
-  MPC Implemented
-  APC for Canadians
-  APC for Legal Permanent Residents / Nonimmigrants
-  Section 560/559 Initiative

**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.

**0** APC Traveler %

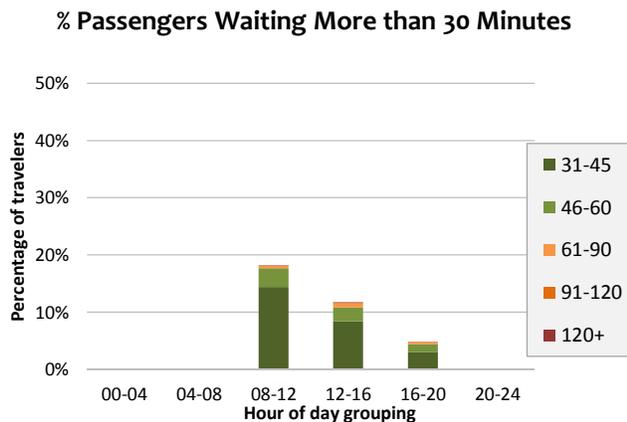
**0** MPC Traveler %

- 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.

### 12% of passengers wait more than 30 minutes

While 12% of passengers at LAX-2 wait more than 30 minutes, the majority of them wait no longer than 45 minutes. On average, only 1% of passengers wait more than 60 minutes.



### LAX-2 could use more booth hours in AM

LAX-2 is busiest between 8am-12pm and 4pm-8pm, when over 180 passengers arrive per hour. An average of 6 booths per hour are staffed during each time period, yet wait times are 17 minutes from 8am-12pm and only 6 minutes from 4pm-8pm.

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

