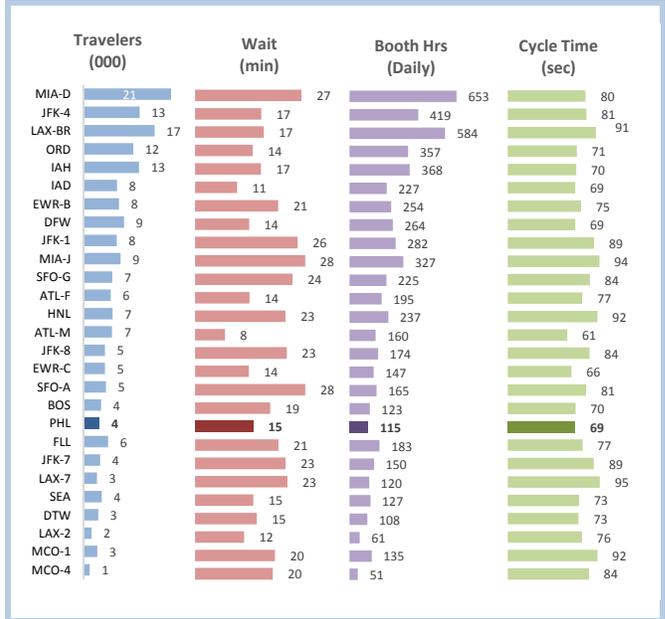


Key Metrics

	YTD 2015	YTD 2014	Change %	Change
Volume				
Average Daily Travelers	3,722	3,318	404	12%
Global Entry & APC	10%	3%	7%	240%
Non-Automated	90%	97%	-7%	-7%
United States Citizens	67%	62.2%	+4.3%	7%
Non-immigrants	30%	34.1%	-4.5%	-13%
Legal Permanent Residents	3.9%	3.7%	+0.2%	6%
Average Daily Flights (#)	22	23	-1	-5%
Wait Time				
Average Primary Wait (m)	14.5	15.2	-0.7	-5%
% Travelers < 60 minutes	97%	98%	-1%	-1%
% Travelers > 120 mins	0.19%	0.00%	+0.18%	3921%
Primary Booth Hours				
Average Daily Booth Hours	115	107	8	8%
Efficiency				
Average Cycle Time (s)	69.4	72.0	-2.6	-4%
Max Hourly Throughput / booth	51.9	50.0	1.9	4%
Average Utilization	62%	62%	0%	0%

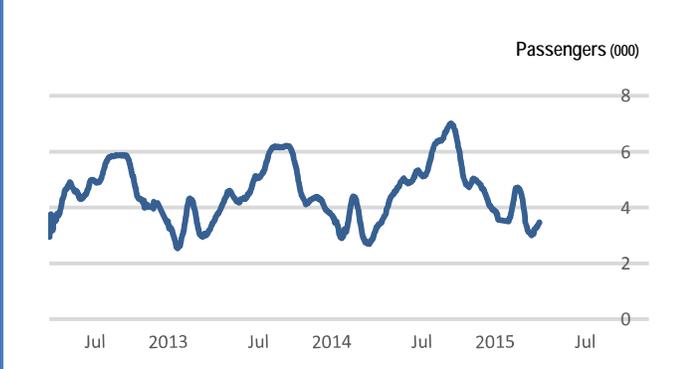
Compared to other major airports ...



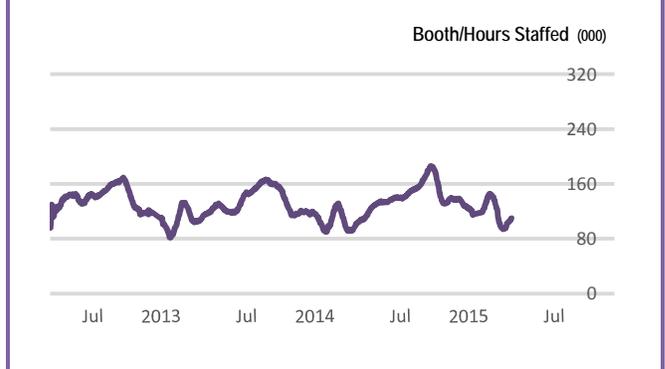
Increased automation keeps wait times low

- **Travel is up 12% at PHL.** Traveler volume (year to date) has increased 12% compared to last year. Today, 10% of passengers are pre-processed with Global Entry and APC, up from 3% last year. However, this should increase rapidly with the recent introduction of APC.
- **Booth hours increased slightly.** The average daily booth hours increased by 8%, from 107 hours to 115 hours.
- **Slight decrease in cycle time and increase in throughput.** Average cycle time decreased by 4% this year, while throughput increased by 4%, allowing for 1.9 more passengers to be processed per booth.
- **Wait times decreased by 5%.** Average wait time decreased 0.7 minutes, from 15.2 minutes a year ago to 14.5 minutes today. PHL will achieve further efficiencies with increased APC usage.

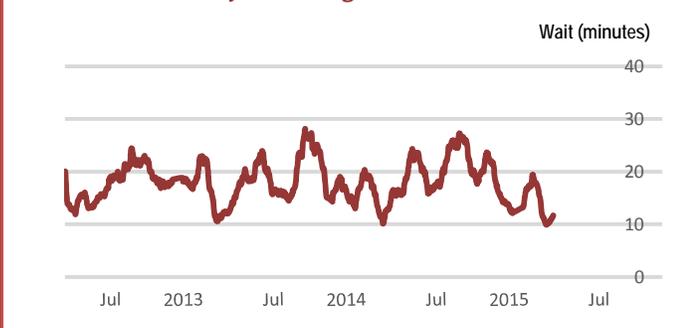
Traveler Volume ... steady growth



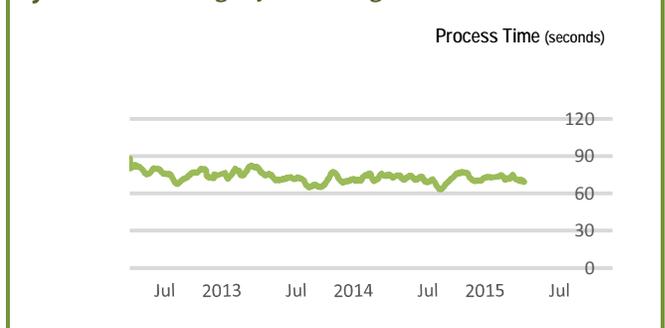
Booth Hours ... upward trend since February 2014



Wait Time ... slowly decreasing

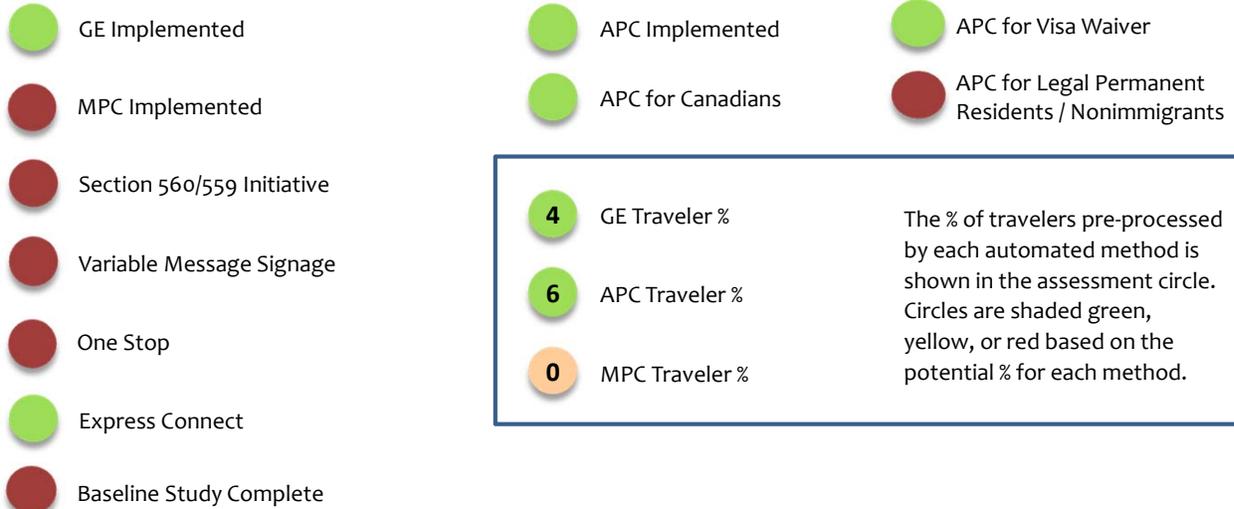


Cycle Time ... slightly decreasing



Best Practice Inventory

PHL Best Practice Assessment: PHL has implemented many of the available best practices. Although PHL has introduced new practices, only 10% of PHL passengers processed by automated technologies like Global Entry and APC. This will increase as APC becomes more popular.



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.

6 APC Traveler %

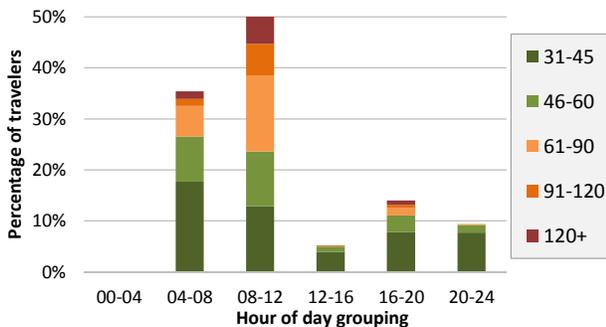
0 MPC Traveler %



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.

14% of passengers wait more than 30 minutes
 While 14% of passengers at PHL wait more than 30 minutes, only 3% wait longer than 60 minutes. During peak hours, 14% of passengers wait over 30 minutes, slightly below the daily average.

% Passengers Waiting More than 30 Minutes



PHL staffs well to peak
 PHL is busiest between 4pm - 8pm, when about 435 passengers arrive per hour. An average of 14 booths per hour are open during this time and wait times are 14 minutes, comparable to the daily average (14.5 minutes). Wait times could be improved with a reallocation of staffing hours to the 4am - 12pm block.

Intraday Volume, Wait Times, and Booth Hours

