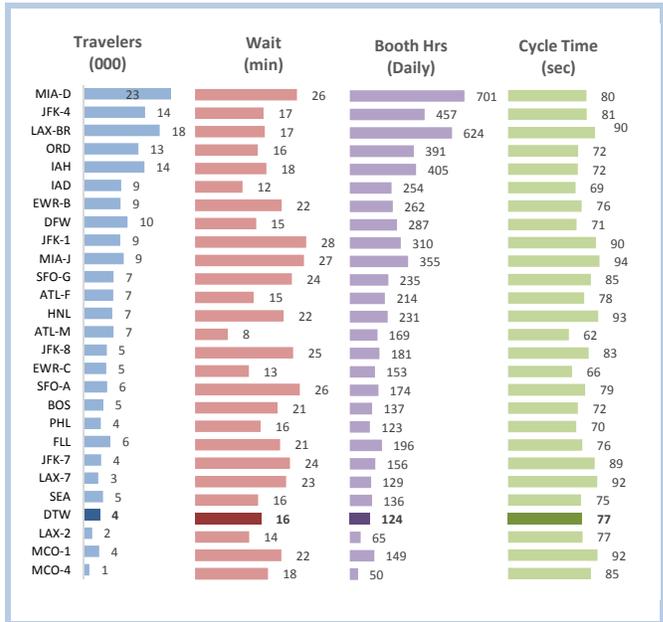


Key Metrics

	YTD 2015	YTD 2014	Change %	Change
Volume				
Average Daily Travelers	3,812	3,676	136	4%
Global Entry & APC	48%	4%	44%	1207%
Non-Automated	52%	96%	-44%	-46%
United States Citizens	49%	44.9%	+3.7%	8%
Non-immigrants	46%	48.7%	-2.4%	-5%
Legal Permanent Residents	5.1%	6.4%	-1.3%	-20%
Average Daily Flights (#)	18	17	1	7%
Wait Time				
Average Primary Wait (m)	16.5	19.2	-2.7	-14%
% Travelers < 60 minutes	98%	98%	1%	1%
% Travelers > 120 mins	0.12%	0.01%	+0.1%	1611%
Primary Booth Hours				
Average Daily Booth Hours	124	138	-14	-10%
Efficiency				
Average Cycle Time (s)	76.6	90.1	-13.5	-15%
Max Hourly Throughput / booth	47.0	40.0	7.1	18%
Average Utilization	66%	67%	-1%	-2%

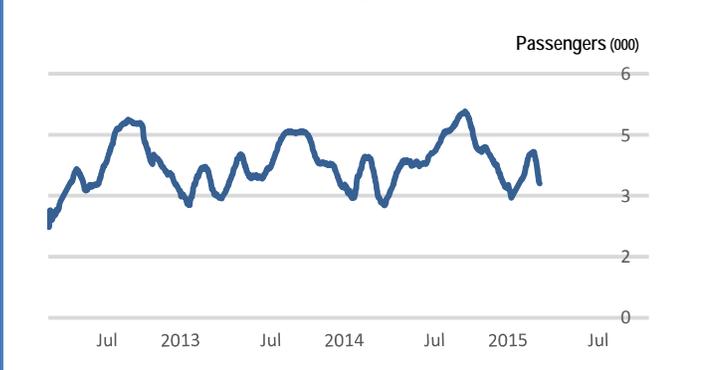
Compared to other major airports ...



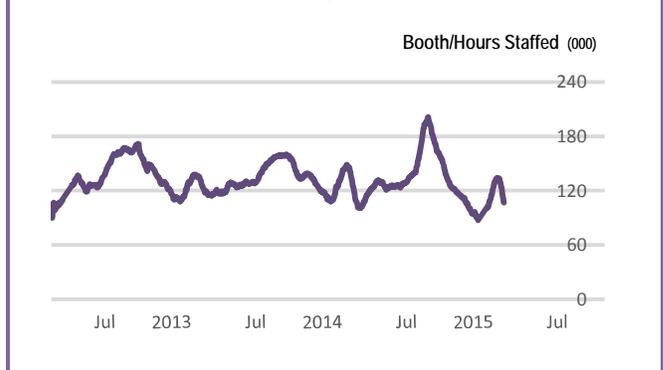
Increased automation keeps wait times low

- Travel is up slightly at Detroit Airport.** Traveler volume at DTW (year to date) has increased 4% compared to last year. Today, 48% of DTW's passengers are pre-processed with Global Entry or APC, up from 4% last year.
- Booth staffing slightly down.** Booth hours have decreased by 10%, going from 138 hours last year to 124 hours today.
- Staff efficiency increases.** Average cycle time decreased by 15%, resulting in an increase in max hourly throughput of 18%.
- Wait times significantly reduced.** A dramatic increase in automated solutions has helped reduce average wait times, despite an increase in traffic. The average wait time decreased by 14%, from 19.2 minutes last year to 16.5 minutes this year.

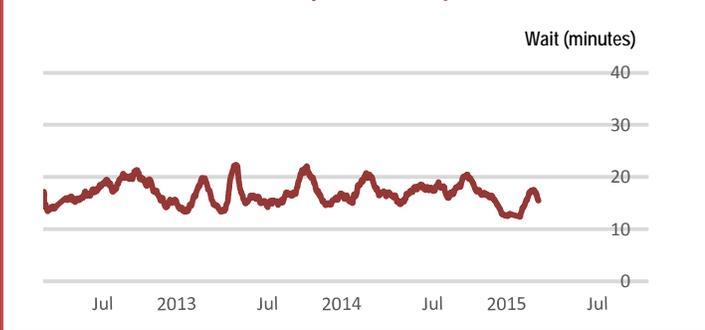
Traveler Volume ... slightly higher



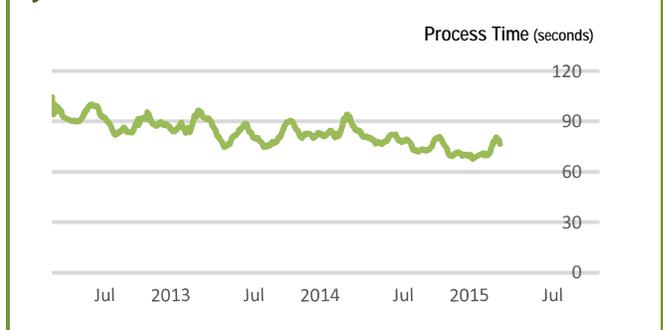
Booth Hours ... rebounding after sharp decrease



Wait Time ... reduced compared to last year

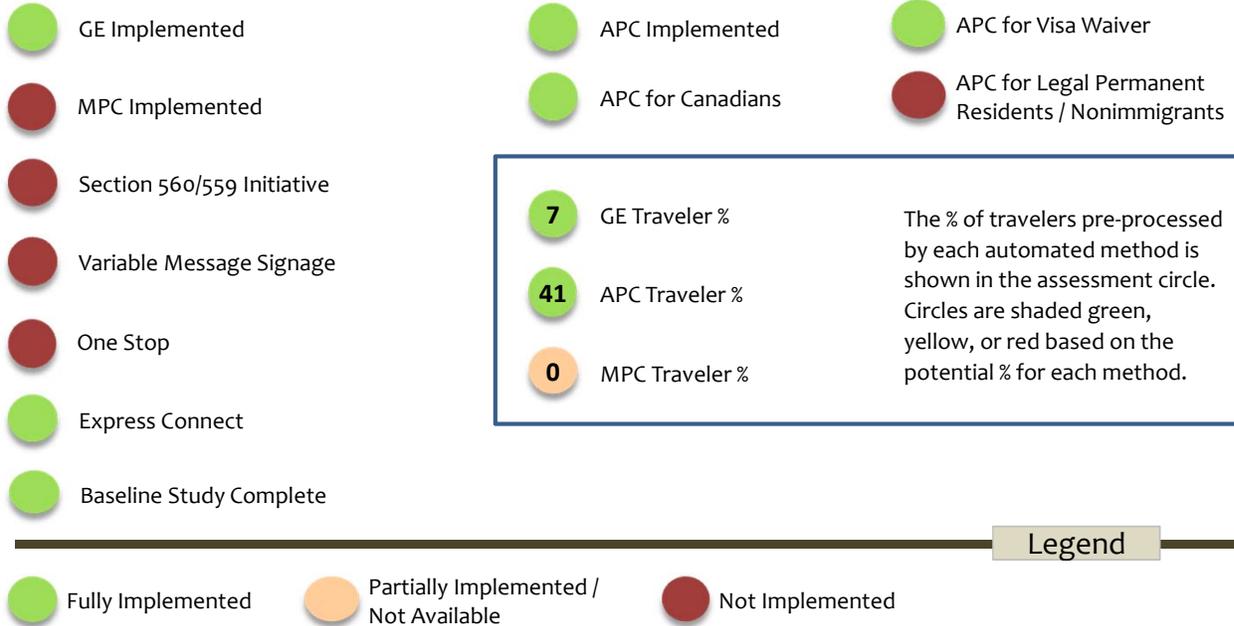


Cycle Time ... downward trend



Best Practice Inventory

DTW Best Practice Assessment: DTW has implemented many of the available best practices. Almost half (48%) of DTW passengers are now processed by APC and Global Entry indicating progress and improvement. APC is available at DTW not only to US Citizens, but also Canadians and Visa Waiver country travelers.

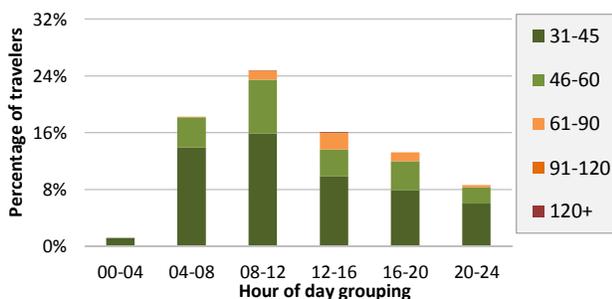


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not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

17% of passengers wait more than 30 minutes

While 17% of passengers at DTW wait more than 30 minutes, only 2% wait more than 60 minutes. 90% of those who wait more than 30 minutes wait no longer than 45 minutes.

% Passengers Waiting More than 30 Minutes



DTW staffs well during peak traffic

Detroit is busiest between 12pm-4pm, when nearly 370 passengers arrive per hour. An average of 12 booths per hour are staffed during this time. Average wait time during this period (17 minutes) is lower than the much less busy 8am - 12pm (19 minutes) period. Slightly more booths during this period could greatly reduce DTW average wait.

Intraday Volume, Wait Times, and Booth Hours

