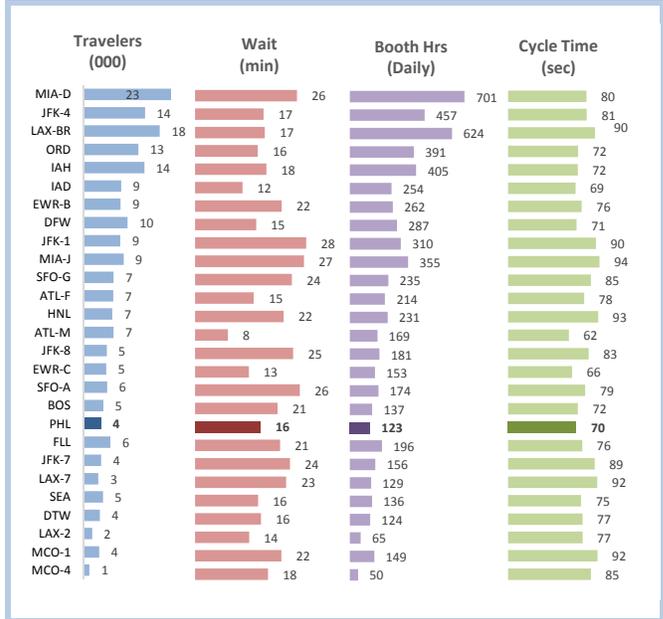


### Key Metrics

	YTD 2015	YTD 2014	Change % Change	
<b>Volume</b>				
Average Daily Travelers	4,044	3,549	495	14%
Global Entry & APC	26%	3%	23%	880%
Non-Automated	74%	97%	-23%	-24%
United States Citizens	65%	61.9%	+3.5%	6%
Non-immigrants	30%	33.9%	-3.9%	-11%
Legal Permanent Residents	4.6%	4.2%	+0.4%	9%
Average Daily Flights (#)	22	23	0	-2%
<b>Wait Time</b>				
Average Primary Wait (m)	16.4	15.9	0.5	3%
% Travelers < 60 minutes	96%	98%	-2%	-2%
% Travelers > 120 mins	0.33%	0.00%	+0.33%	17364%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	123	112	11	9%
<b>Efficiency</b>				
Average Cycle Time (s)	70.2	72.1	-2.0	-3%
Max Hourly Throughput / booth	51.3	49.9	1.4	3%
Average Utilization	64%	63%	1%	1%

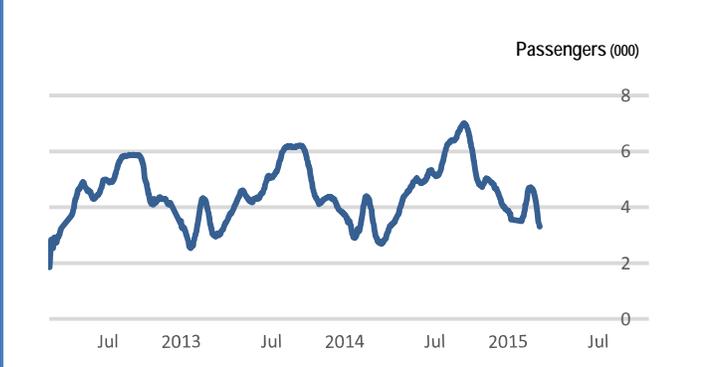
### Compared to other major airports ...



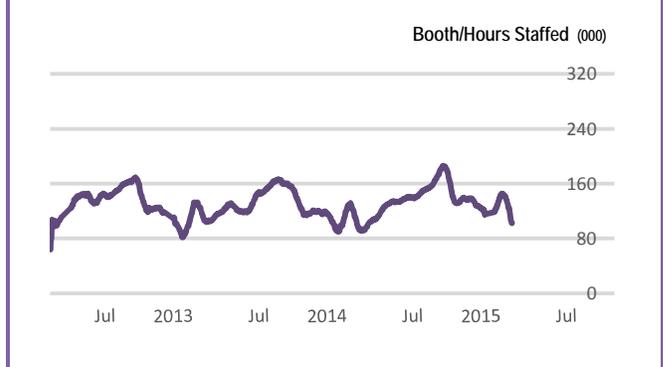
### Increased wait time with slightly higher traffic

- Travel is up at Philadelphia Airport.** Traveler volume (year to date) has increased 14% compared to last year. Today, 26% of passengers are pre-processed with Global Entry or APC, up from 3% last year.
- Booth hours increased.** The average daily booth hours increased by 9%, from 112 hours to 123 hours.
- Slight decrease in cycle time and increase in throughput.** Average cycle time decreased by 3% this year, while throughput increased by 3%, allowing for 1.4 more passengers to be processed per booth.
- Wait times increased by 3%.** Average wait time increased 0.5 minutes, from 15.9 minutes a year ago to 16.4 minutes today. PHL will achieve shorter wait times when staffing is reallocated to earlier times.

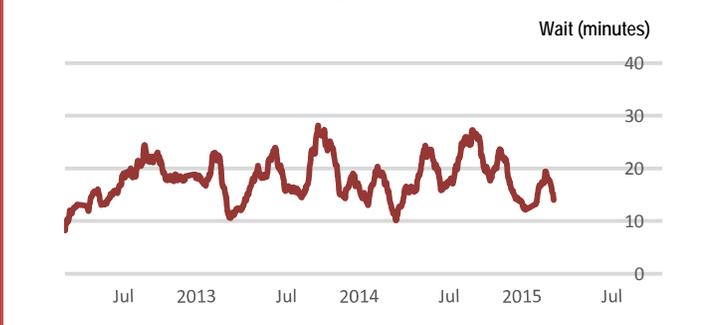
### Traveler Volume ... steady growth



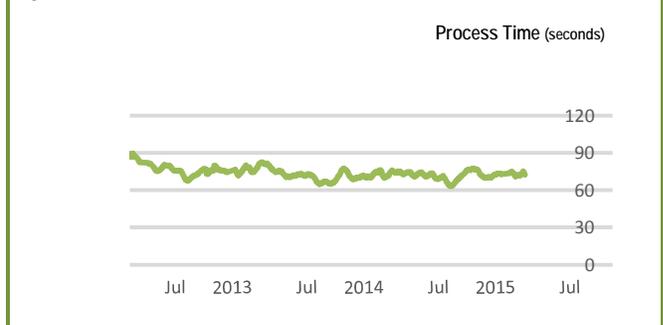
### Booth Hours ... upward trend since January 2014



### Wait Time ... slowly increasing

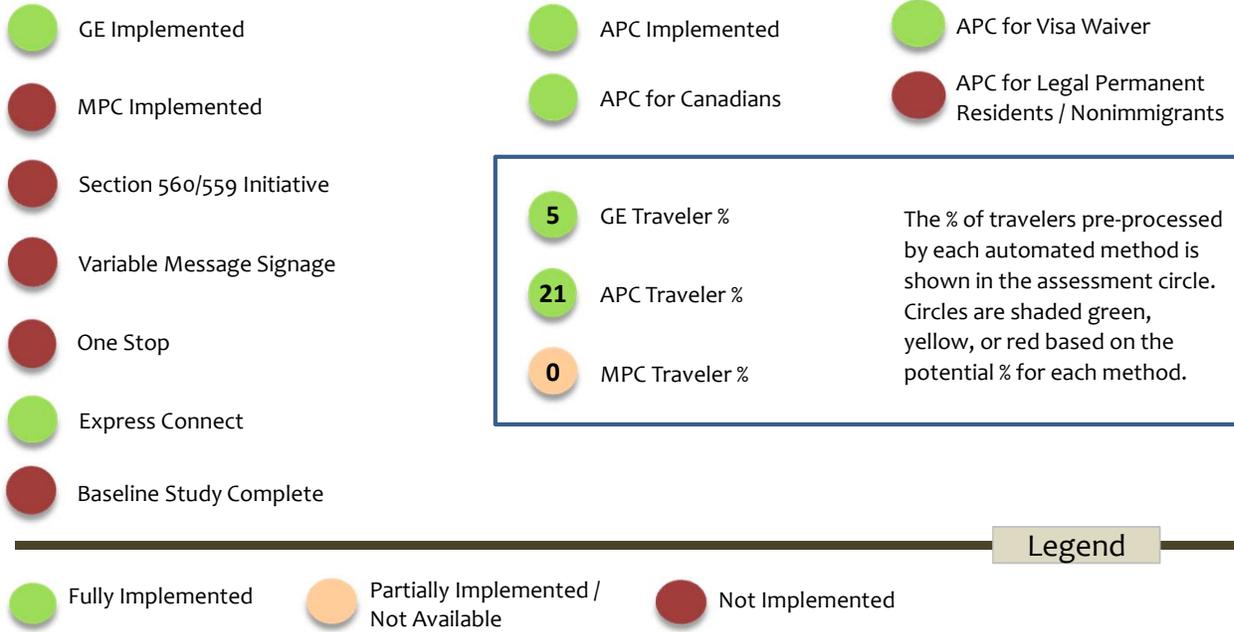


### Cycle Time ... slightly decreasing



## Best Practice Inventory

**PHL Best Practice Assessment:** PHL has implemented many of the available best practices. Since PHL has introduced new practices, more than 1 in 4 (26%) of PHL passengers are processed by automated technologies like Global Entry and APC. This will increase as APC and GE becomes more popular.

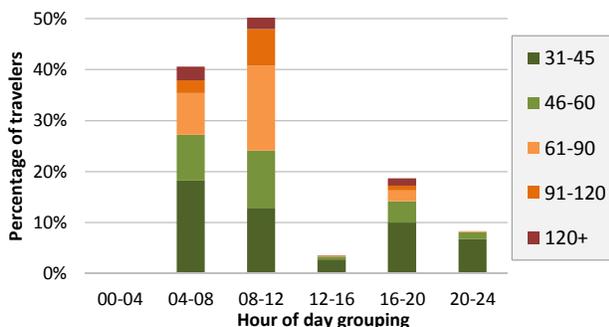


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not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

### 17% of passengers wait more than 30 minutes

While 17% of passengers at PHL wait more than 30 minutes, only 5% wait longer than 60 minutes. During peak hours, 19% of passengers wait over 30 minutes, slightly above the daily average.

% Passengers Waiting More than 30 Minutes



### PHL staffs well to peak

PHL is busiest between 4pm-8pm, when about 480 passengers arrive per hour. An average of 16 booths per hour are open during this time and wait times are 17 minutes, comparable to the daily average (16.4 minutes). Wait times could be improved by opening more booths from 4am-12pm.

Intraday Volume, Wait Times, and Booth Hours

