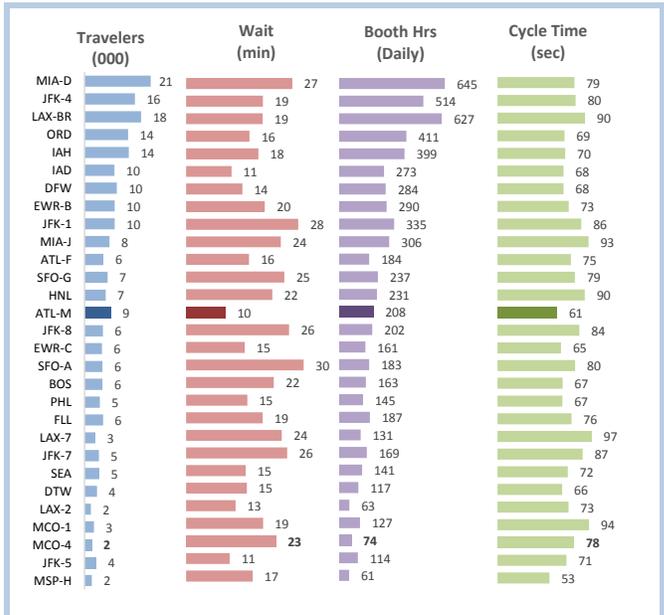


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	8,504	6,310	2,194	35%
Global Entry, APC, & MPC	67%	21%	46%	219%
Non-Automated	33%	79%	-46%	-58%
United States Citizens	70.7%	67.3%	+3.3%	5%
Non-immigrants	25.7%	28.6%	-2.9%	-10%
Legal Permanent Residents	3.7%	4.1%	-0.4%	-10%
Average Daily Flights (#)	48	40	8	20%
<b>Wait Time</b>				
Average Primary Wait (m)	9.9	10.1	-0.1	-1%
% Travelers < 60 minutes	98%	99%	-1%	-1%
% Travelers > 120 mins	0.10%	0.02%	+0.09%	467%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	208	197	11	6%
<b>Efficiency</b>				
Average Cycle Time (s)	61.1	76.2	-15.1	-20%
Max Hourly Throughput / booth	58.9	47.2	11.7	25%
Average Utilization	69%	68%	1%	2%

### Compared to other major airports ...



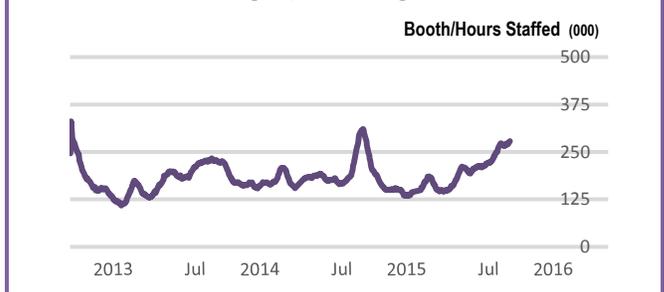
### Fast processing results in the shortest national wait time

- Growth at Atlanta (Hartsfield) Main.** Traveler volume (year to date) has increased 35% compared to last year. Today, 67% of ATL's passengers are confirmed with automated solutions like Global Entry, APC and MPC. This is compared to 21% last year.
- Slight increase in booth hours.** Booth hours at ATL are 208 compared to 197 booth hours a year ago, this is a 6% increase.
- 20% faster processing.** APC, Global Entry, MPC and USC growth have combined to reduce average cycle time. Average cycle time (61.1 seconds) is down from 76.2 seconds a year ago, while potential throughput jumped from 47.2 to 58.9 passengers per hour, per booth.
- Wait times decreased.** Wait times have decreased from 10.1 minutes to 9.9 minutes, a 1% decrease. Despite more traveler volume and slightly more booths, wait times were reduced because of the reduction in cycle time.

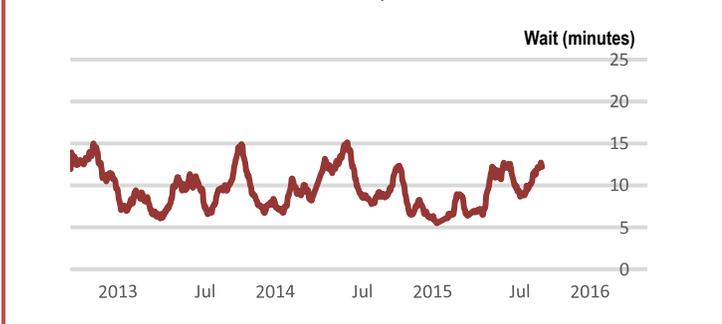
### Traveler Volume ... accelerated growth in 2015



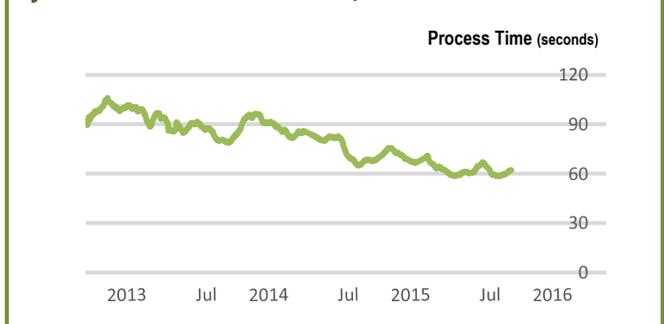
### Booth Hours ... slightly increasing



### Wait Time ... lowest out of all major terminals

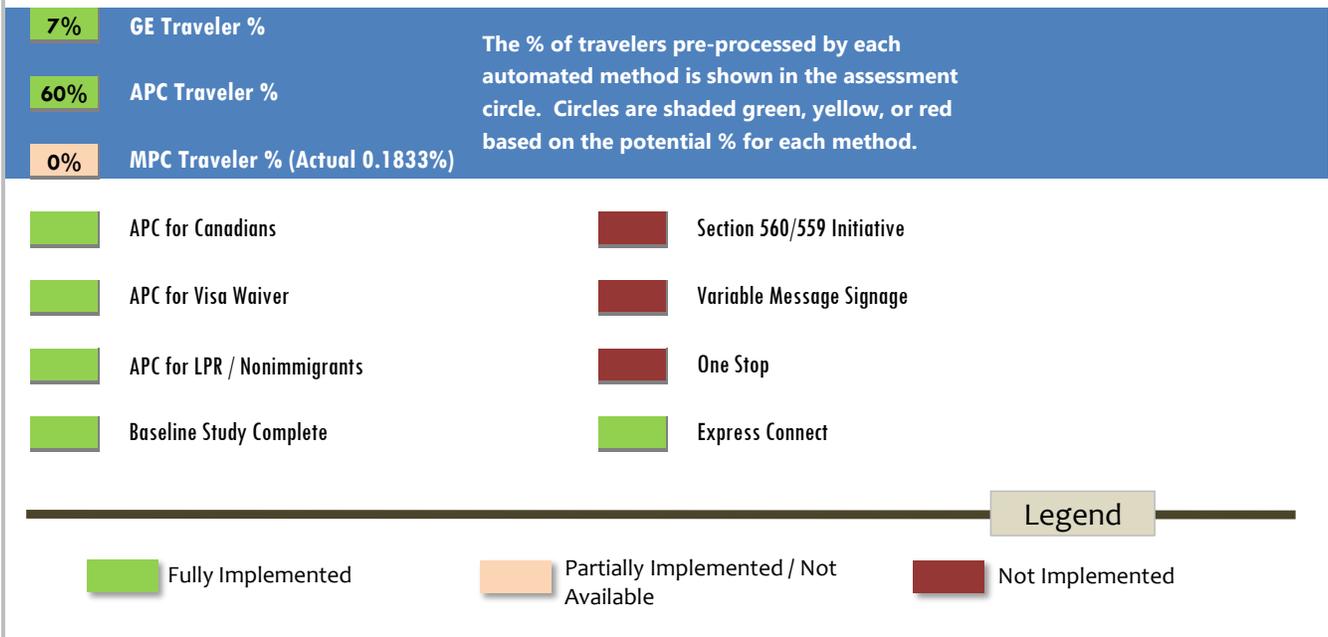


### Cycle Time ... much reduced cycle times



## Best Practice Inventory

**ATL Best Practice Assessment:** ATL-M has implemented many of the available best practices that include GE, APC and MPC. Most notably, 67% of ATL passengers are now processed by automated technologies like Global Entry and APC. APC is available at ATL not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

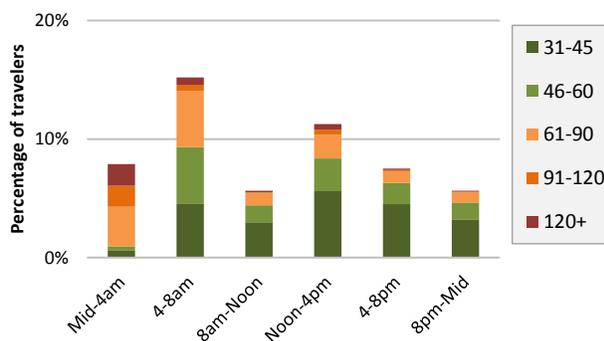


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A green "assessment circle" indicates the practice is properly and fully implemented; Red means the practice is not in place; and Orange indicates implementation is limited and achieves less than intended results.

### 9% of passengers wait more than 30 minutes

While very few ATL Main Terminal passengers wait more than 1 hour (about 2%), approximately 9% wait more than 30 minutes. Between the hours of 4am to 8am, 15% of passengers wait more than 30 minutes.

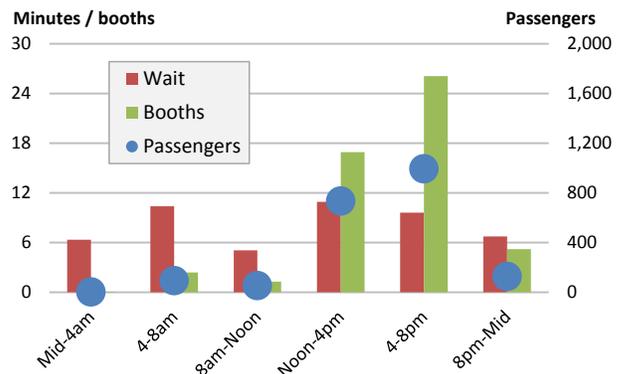
**% Passengers Waiting More than 30 Minutes**



### ATL-M staffs well to peak traffic

ATL-M is busiest between 4pm and 8pm, when nearly 1,000 passengers arrive per hour. The average wait time (10 minutes) is 0.1 minute higher than average waits since ATL-M staffs all 26 booths during this period.

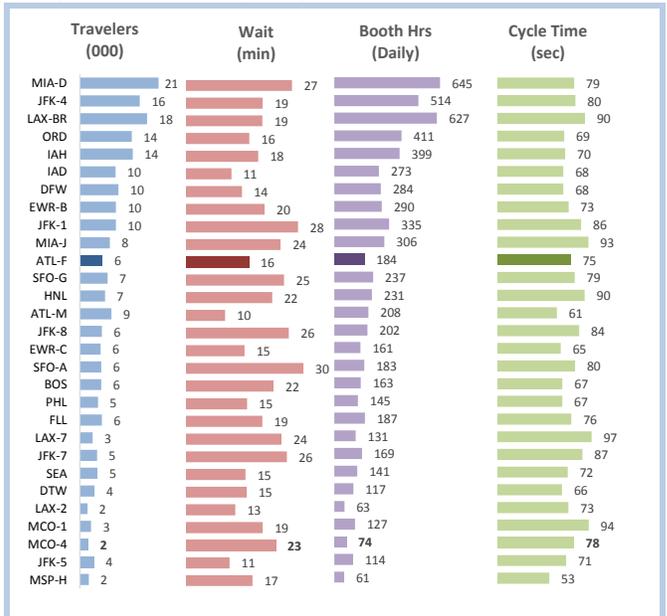
**Intraday Volume, Wait Times, and Booth Hours**



### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	6,083	7,231	-1,148	-16%
Global Entry, APC, & MPC	53%	28%	25%	89%
Non-Automated	47%	72%	-25%	-35%
United States Citizens	53.7%	55.7%	-2.0%	-4%
Non-immigrants	41.7%	39.5%	+2.2%	6%
Legal Permanent Residents	4.7%	4.8%	-0.1%	-3%
Average Daily Flights (#)	32	42	-10	-24%
<b>Wait Time</b>				
Average Primary Wait (m)	15.9	14.1	1.8	13%
% Travelers < 60 minutes	95%	98%	-3%	-3%
% Travelers > 120 mins	0.30%	0.05%	+0.25%	510%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	184	266	-82	-31%
<b>Efficiency</b>				
Average Cycle Time (s)	75.2	85.9	-10.6	-12%
Max Hourly Throughput / booth	47.9	41.9	5.9	14%
Average Utilization	69%	65%	4%	7%

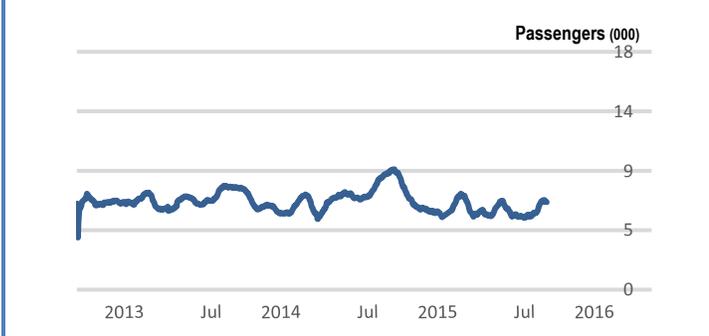
### Compared to other major airports ...



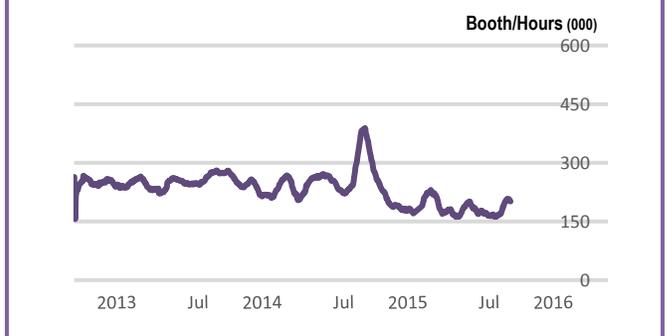
### Faster processing and fewer travelers are offset by reduced booths

- **Travel is down at Atlanta (Terminal F).** ATL traffic continues to migrate from Terminal F (-1,148 passengers a day) to the main terminal (+2,194 passengers a day). Traveler volume at ATL-F decreased 16% compared to last year. 53% of passengers are confirmed with automated solutions like Global Entry, APC and MPC, up from 28% last year.
- **Decreased booth staffing.** Booth hours decreased by 31% compared to last year, and this reduction has led to increase waits despite fewer travelers and faster processing.
- **Wait times increased 13% year to date.** Wait times have increased from 14.1 minutes last year to 15.9 minutes this year, a 13% increase.
- **Cycle time is 10.6 seconds faster.** Global Entry, APC and MPC growth have combined to reduce average cycle time. Average cycle time (75.2 seconds) is down from 85.9 seconds a year ago. Maximum hourly throughput increased 5.9 passengers per hour, per booth.

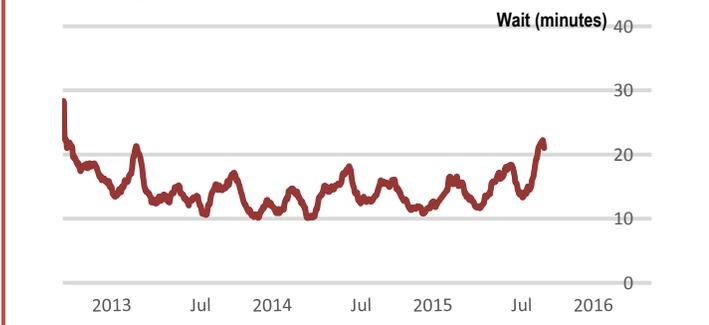
#### Traveler Volume ... downward trend



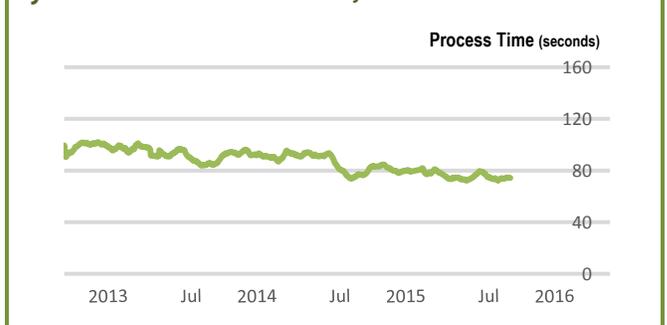
#### Booth Hours ... fewer booths over time



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



#### Cycle Time ... much reduced cycle times



## Best Practice Inventory

**ATL Terminal F Best Practice Assessment:** ATL Terminal F has implemented many of the available best practices like GE, APC and MPC. Most notably, 53% of passengers are now processed by Global Entry and APC. APC is available at ATL Terminal F not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

<b>6%</b>	<b>GE Traveler %</b>	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.
<b>47%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler % (Actual 0.0409%)</b>	

	APC for Canadians		Section 560/559 Initiative
	APC for Visa Waiver		Variable Message Signage
	APC for LPR / Nonimmigrants		One Stop
	Baseline Study Complete		Express Connect

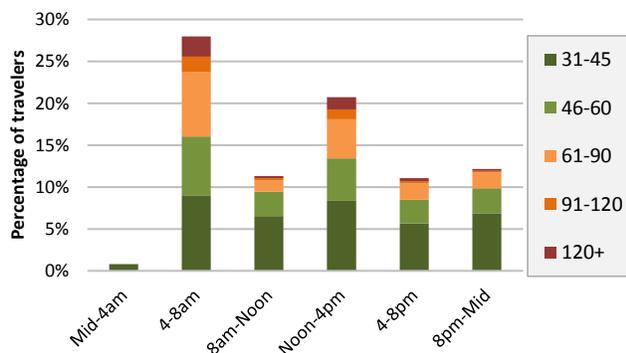
### Legend

	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 at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A green "assessment circle" indicates the practice is properly and fully implemented; Red means the practice is not in place; and Orange indicates implementation is limited and achieves less than intended results.

**19% of passengers wait more than 30 minutes**  
 Year to date, approximately 6% of ATL Terminal F passengers wait more than 1 hour, approximately 19% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 28% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



**More booths needed for off-peak traffic**  
 Over 420 passengers (on average) arrive every hour between Noon and 4pm. By opening only 13 booths during this time period, wait times averages 17 minutes. Waits are higher from 4am to 8am when fewer than 400 passengers arrive per hour. More booths during 4am-8am should reduce average wait.

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

