

Key Metrics

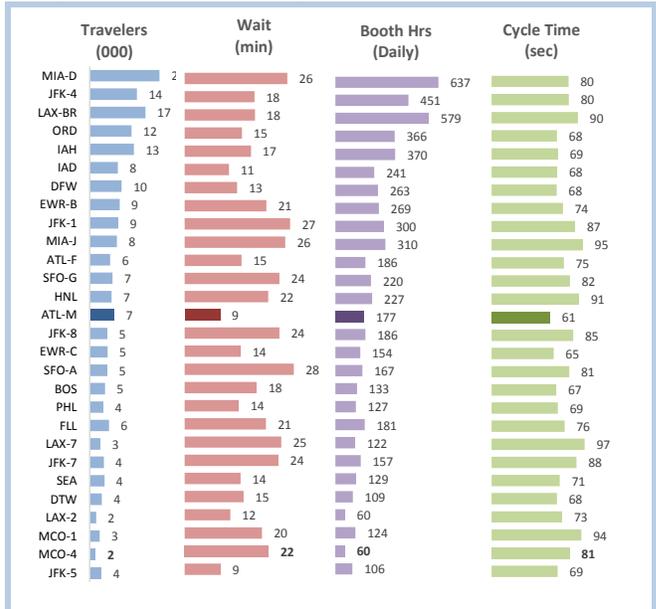
Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	7,331	5,798	1,534	26%
Global Entry, APC, & MPC	68%	3%	65%	2167%
Non-Automated	32%	97%	-65%	-67%
United States Citizens	69.8%	66.1%	+3.7%	6%
Non-immigrants	26.4%	29.5%	-3.1%	-11%
Legal Permanent Residents	3.8%	4.4%	-0.6%	-13%
Average Daily Flights (#)	46	38	8	22%

Wait Time	YTD 2015	YTD 2014	Change	% Change
Average Primary Wait (m)	9.1	11.1	-1.9	-17%
% Travelers < 60 minutes	98%	99%	0%	0%
% Travelers > 120 mins	0.10%	0.01%	+0.09%	1100%

Primary Booth Hours	YTD 2015	YTD 2014	Change	% Change
Average Daily Booth Hours	177	179	-2	-1%

Efficiency	YTD 2015	YTD 2014	Change	% Change
Average Cycle Time (s)	60.9	82.0	-21.1	-26%
Max Hourly Throughput / booth	59.1	43.9	15.2	35%
Average Utilization	70%	74%	-4%	-5%

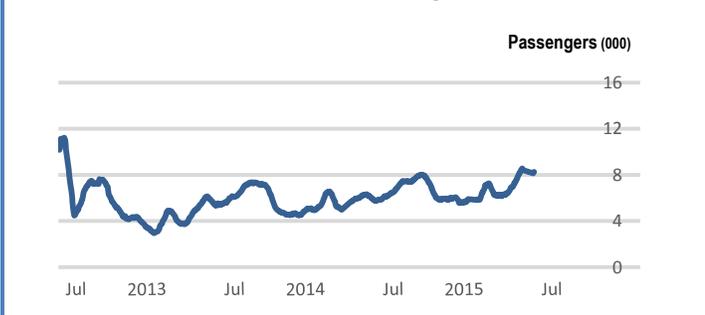
Compared to other major airports ...



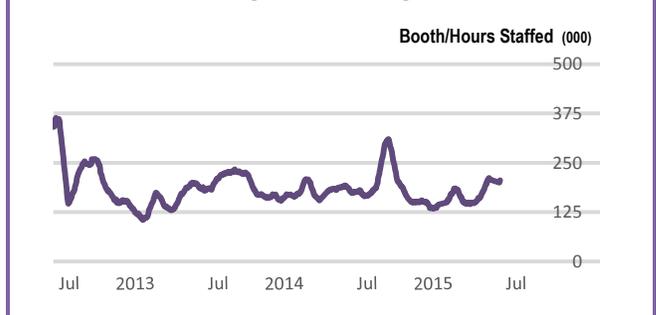
Atlanta Main: Fastest processing in the country

- **Growth at Atlanta (Hartsfield) Main.** Traveler volume (year to date) has increased 26% compared to last year. Today, 68% of ATL's passengers are pre-processed with automated solutions like Global Entry and APC. This is compared to just 3% last year.
- **Slight decrease in booth hours.** Booth hours at ATL are down to 177 compared to 179 booth hours a year ago, this is a 1% decrease.
- **Cycle time has decreased by 26%, year to date.** APC, Global Entry, MPC and USC growth have likely combined to reduce average cycle time. Average cycle time (60.9 seconds) is down from 82 seconds a year ago, while potential throughput jumped from 43.9 to 59.1 passengers per hour, per booth.
- **Wait times decreased by 17%.** Wait times have decreased from 11.1 minutes to 9.1 minutes, an 17% decrease. Despite more traveler volume and fewer booths, wait times were reduced because of the tremendous reduction in cycle time.

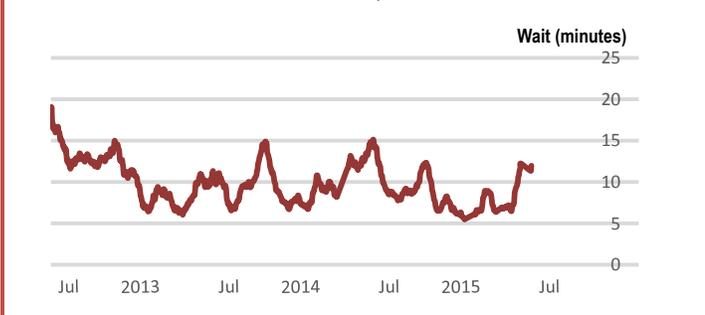
Traveler Volume ... steadily increasing since late 2013



Booth Hours ... slightly decreasing



Wait Time ... lowest out of all major terminals

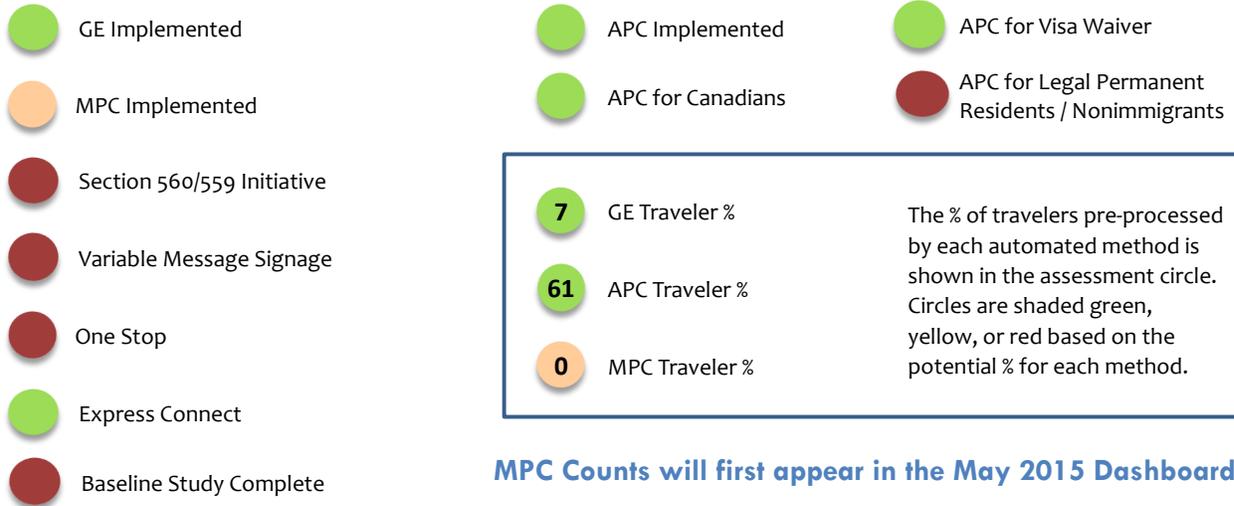


Cycle Time ... much reduced cycle times



Best Practice Inventory

ATL Best Practice Assessment: ATL-M has implemented many of the available best practices. Most notably, 68% 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 and Visa Waiver country travelers.



MPC Counts will first appear in the May 2015 Dashboard

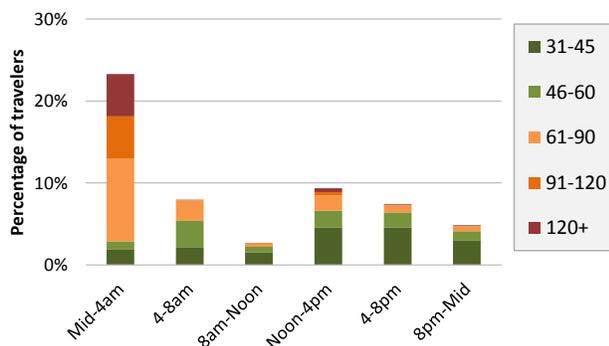


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

8% of passengers wait more than 30 minutes

While very few ATL Main Terminal passengers wait more than 1 hour (about 2%), approximately 8% wait more than 30 minutes. Between the hours of Midnight to 4am, 23% of passengers wait more than 30 minutes.

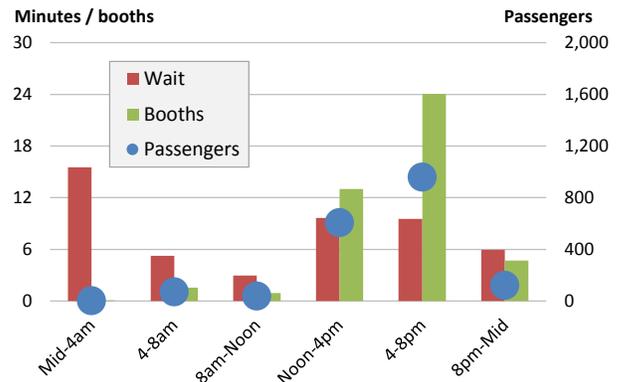
% Passengers Waiting More than 30 Minutes



ATL-M staffs well to peak traffic

ATL-M is busiest between 4pm and 8pm, when nearly 960 passengers arrive per hour. The average wait time (10 minutes) is only slightly higher than average waits since ATL-M staffs all 24 booths during this period.

Intraday Volume, Wait Times, and Booth Hours



Key Metrics

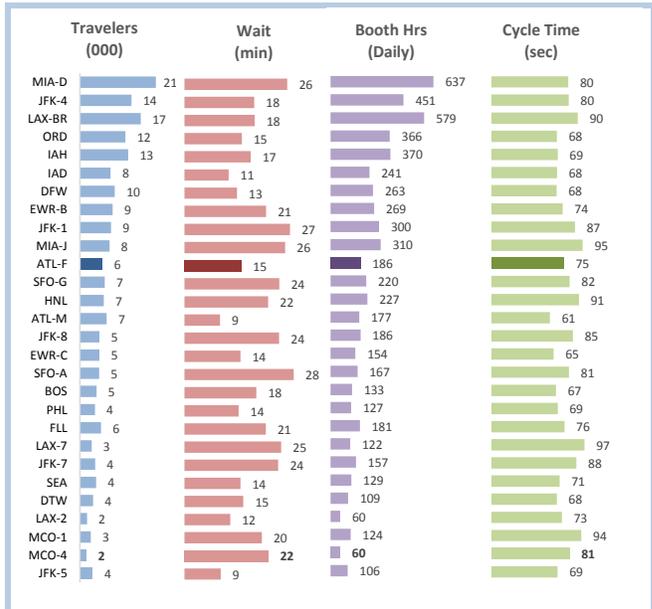
Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	6,144	6,767	-623	-9%
Global Entry, APC, & MPC	53%	4%	49%	1225%
Non-Automated	47%	96%	-49%	-51%
United States Citizens	52.0%	53.5%	-1.6%	-3%
Non-immigrants	43.2%	41.1%	+2.1%	5%
Legal Permanent Residents	4.8%	5.4%	-0.5%	-10%
Average Daily Flights (#)	34	41	-7	-18%

Wait Time	YTD 2015	YTD 2014	Change	% Change
Average Primary Wait (m)	14.6	13.9	0.7	5%
% Travelers < 60 minutes	96%	98%	-2%	-2%
% Travelers > 120 mins	0.18%	0.03%	+0.15%	506%

Primary Booth Hours	YTD 2015	YTD 2014	Change	% Change
Average Daily Booth Hours	186	252	-66	-26%

Efficiency	YTD 2015	YTD 2014	Change	% Change
Average Cycle Time (s)	75.4	91.7	-16.3	-18%
Max Hourly Throughput / booth	47.8	39.3	8.5	22%
Average Utilization	69%	68%	1%	1%

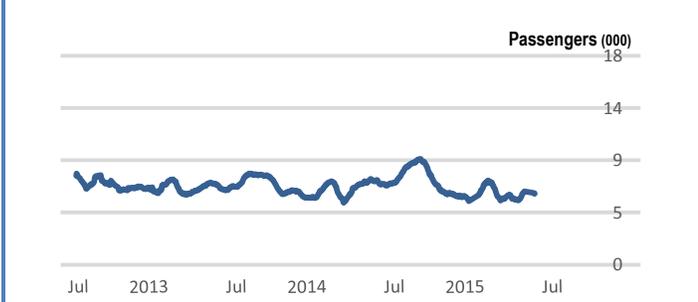
Compared to other major airports ...



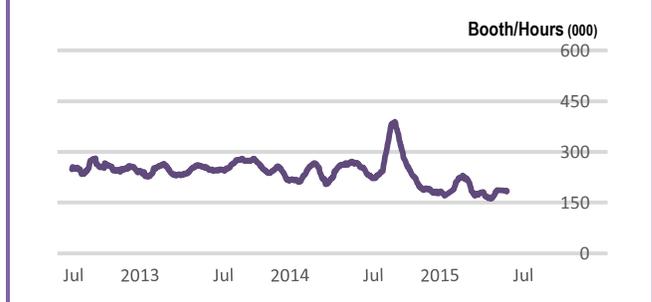
Faster processing is offset by fewer staffed booths

- **Travel is down slightly at Atlanta (Terminal F).** Traveler volume decreased 9% compared to last year. 53% of passengers are pre-processed with automated solutions like Global Entry and APC, up from 4% last year.
- **Decreased booth staffing.** Booth hours decreased by 26% compared to last year. Booth hours decreased from 252 hours last year to 186 hours this year.
- **Wait times increased 5% year to date.** Wait times have increased from 13.9 minutes last year to 14.6 minutes this year, a 5% increase. An increase in wait time is likely due to the 26% decrease in booth hours.
- **Cycle time is 16.3 seconds faster.** APC and Global Entry growth have likely combined to reduce average cycle time. Average cycle time (75.4 seconds) is down from 91.7 seconds a year ago. Maximum hourly throughput increased 8.5 passengers per hour per booth.

Traveler Volume ... downward trend



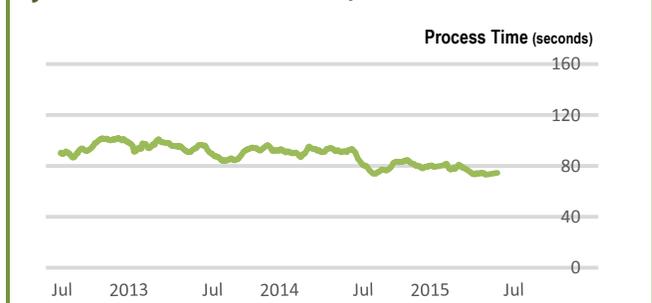
Booth Hours ... fewer booths over time



Wait Time ... recent increase in wait time

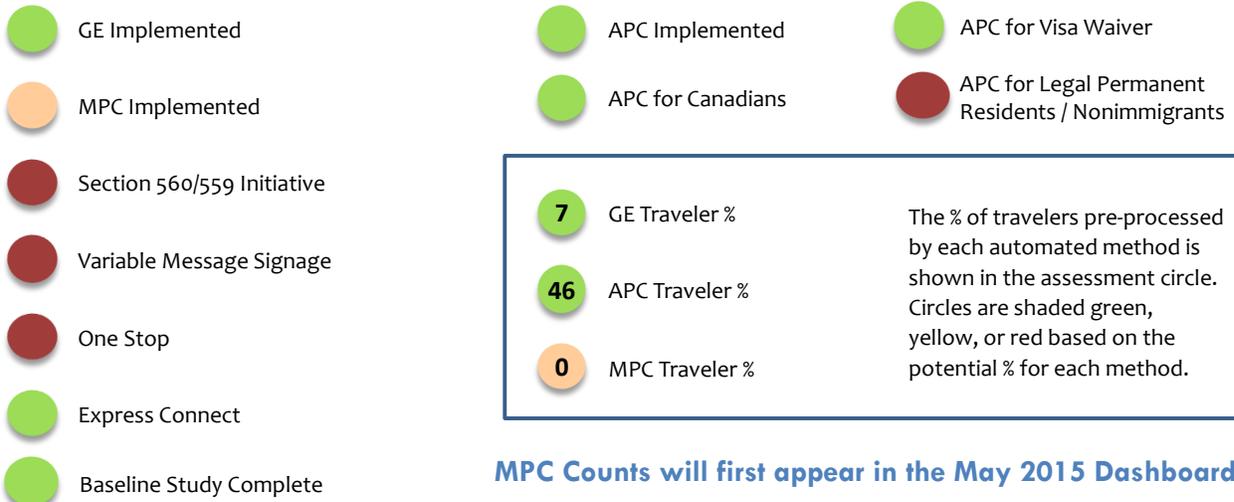


Cycle Time ... much reduced cycle times



Best Practice Inventory

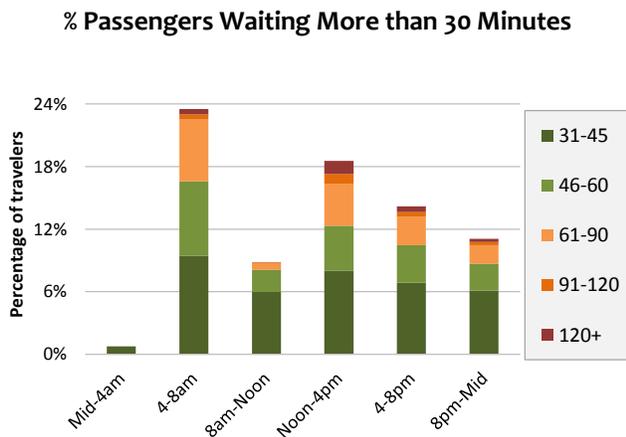
ATL Terminal F Best Practice Assessment: ATL Terminal F has implemented many of the available best practices. Most notably, 53% of passengers are now processed by Global Entry and APC. APC is available at ATL Terminal F not only to US Citizens, but also Canadians and Visa Waiver country travelers.



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.

17% of passengers wait more than 30 minutes

Year to date, approximately 5% of ATL Terminal F passengers wait more than 1 hour. Between the hours of 4am to 8am, 24% of passengers wait more than 30 minutes.



More booths needed for peak traffic

Nearly 480 passengers (on average) arrive every hour between Noon and 4pm. By opening only 13 booths during this time period, average waits are higher than the overall average wait. More booths may be required during 4am-8am to reduce high wait times.

