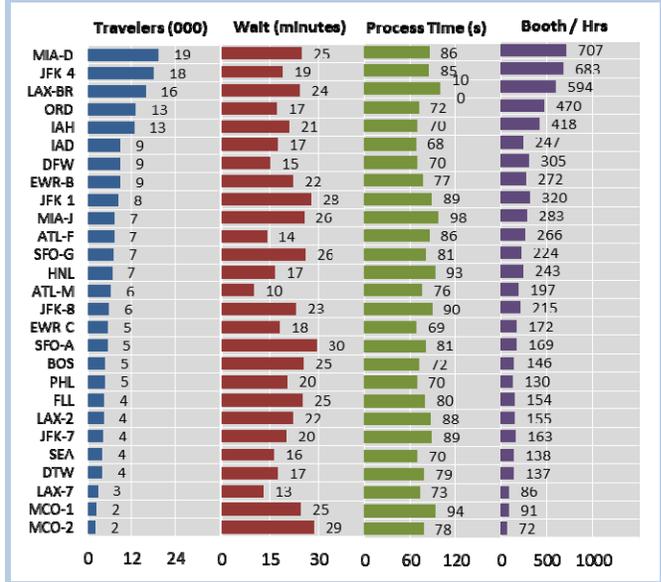


### Key Metrics

	YTD 2014	YTD 2013	Change	% Change
<b>Volume</b>				
Average Daily Travelers (000)	5,185	4,837	348	7%
Global Entry & APC	18%	2%	16%	692%
Non-Automated	82%	98%	-16%	-16%
United States Citizens	52.4%	53.7%	-1.3%	-2%
Non-immigrants	44.9%	43.7%	+1.2%	3%
Legal Permanent Residents	2.7%	2.6%	+0.1%	4%
Average Daily Flights (#)	30	28	2	8%
<b>Wait Time</b>				
Average Primary Wait (m)	25.6	23.9	1.7	7%
% Travelers < 60 minutes	93%	95%	-2%	-2%
% Travelers > 120 mins	0.18%	0.07%	+0.11%	144%
<b>Staffing</b>				
Average Daily Booth Hours	155	142	13	9%
<b>Efficiency</b>				
Average Cycle Time (s)	71.9	75.4	-3.5	-5%
Throughput <i>per booth hour</i> (#)	33.4	34.1	-1	-2%

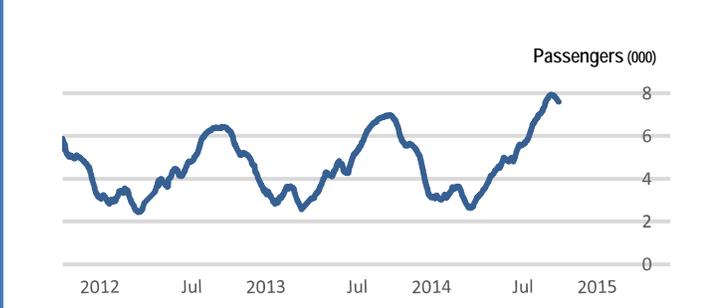
Compared to other major airports ....



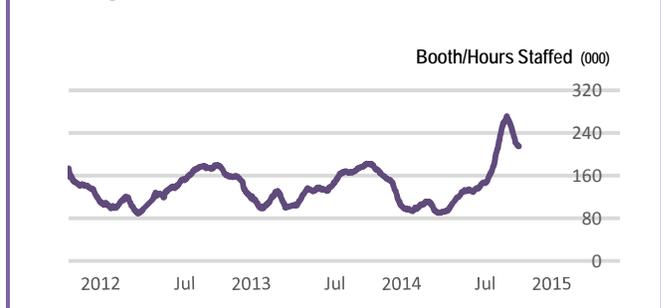
### More booths and faster processing can't keep pace with traffic growth

- Travel is up at Boston, Main Terminal.** Traveler volume (year to date) has increased 7% compared to last year. Today, 18% of passengers are pre-processed with Global Entry and APC, up from 2% last year.
- Booth hours increase to meet passenger demand.** More booths are being staffed compared to last year. Average daily booth hours have increased from 142 hours last year to 155 hours this year.
- Cycle time decreases while throughput slightly increases.** Average cycle time decreased by 5% this past year, while throughput has increased by 2%. This suggests booth staffing has not kept pace with traffic.
- Wait times increased by 7%.** Wait time has increased by 1.7 minutes, from 23.9 minutes last year to 25.6 minutes today. This suggests that more booths need to be staffed to meet passenger demand, or booths need to be allocated better to meet changing demand throughout the day.

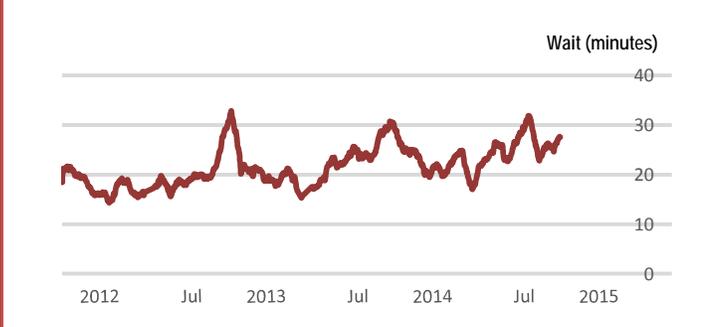
#### Traveler Volume ... reaching peak before decline



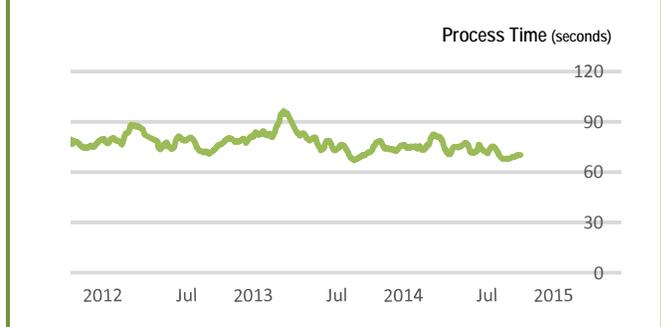
#### Staffing ... sharp increase in 2014



#### Wait Time ... slightly rising



#### Cycle Time ... slightly decreasing



## Best Practice Inventory

**BOS Best Practice Assessment:** BOS has implemented many of the available best practices. Most notably, 18% of BOS passengers are now processed by automated technologies like Global Entry and APC. APC is available at BOS not only to US Citizens, but also Canadians and Visa Waiver country travelers. Boston has much upside left in APC usage.

- GE Implemented
- APC Implemented
- APC for Visa Waiver?
- MPC Implemented
- APC for Canadians?
- APC for Legal Permanent Residents / Nonimmigrants?
- Section 560/559 Initiative
- Variable Message Signage
- One Stop
- Express Connect
- Baseline Study Complete

**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.

**14** APC Traveler %

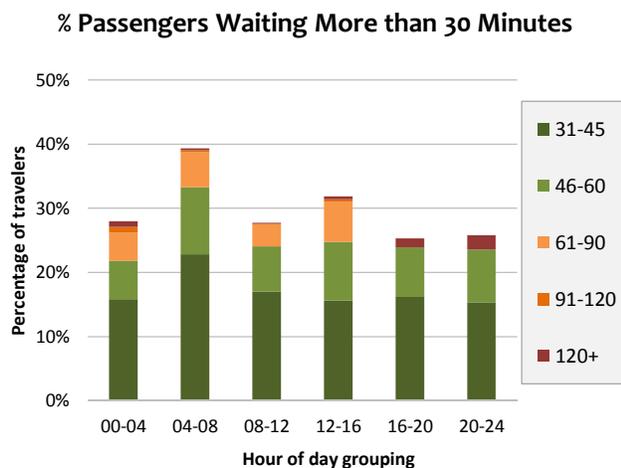
**0** MPC Traveler %

**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 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.

**33% of passengers wait more than 30 minutes**  
 While 33% of passengers wait more than 30 minutes, the majority of them wait no longer than 45 minutes. On average, 16% of passengers wait more than 45 minutes.



**BOS staffs well to peak traffic**  
 BOS is busiest between 4pm-8pm, when 565 passengers arrive per hour. On average, 14 booths are staffed during this time, making wait times relatively similar to non-peak hours.

