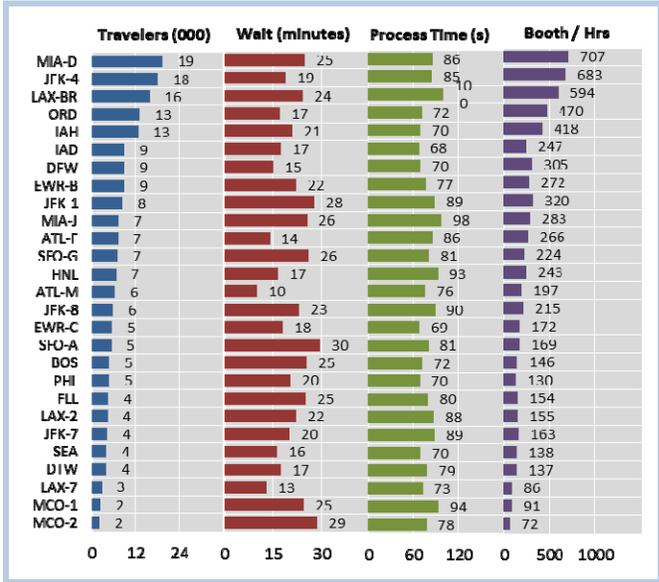


Key Metrics

Volume	YTD 2014	YTD 2013	Change	% Change
Average Daily Travelers (000)	9,179	8,414	765	9%
Global Entry & APC	46%	3%	42%	1230%
Non-Automated	54%	97%	-42%	-44%
United States Citizens	57.0%	56.3%	+0.7%	1%
Non-immigrants	41.1%	41.9%	-0.8%	-2%
Legal Permanent Residents	1.9%	1.8%	+0.1%	5%
Average Daily Flights (#)	70	68	2	3%
Wait Time				
Average Primary Wait (m)	15.2	29.0	-13.8	-47%
% Travelers < 60 minutes	97%	89%	8%	9%
% Travelers > 120 mins	0.06%	0.76%	-0.70%	-92%
Staffing				
Average Daily Booth Hours	305	219	86	39%
Efficiency				
Average Cycle Time (s)	69.7	71.7	-2.0	-3%
Throughput <i>per booth hour</i> (#)	30.1	38.4	-8	-22%

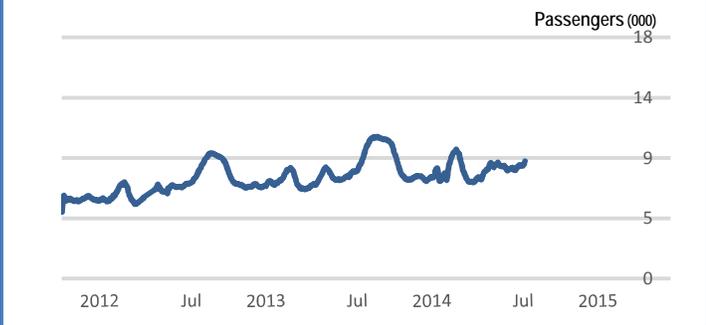
Compared to other major airports ...



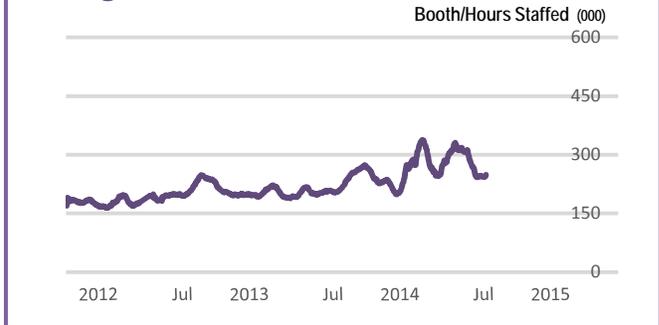
Increased booth staffing and automated processing significantly reduces waits

- **Travel is up slightly at Dallas/Fort Worth.** Traveler volume increased 9% compared to last year. 46% of passengers that are pre-processed with automated solutions like Global Entry and APC, compared to just 3% last year.
- **More booths being staffed to meet demand.** Booth staffing increased 39% compared to a year ago. This increase in staffing offset the increase in traveler volume.
- **Wait times significantly reduced.** Heavy usage of automated solutions and increased booth staffing lead to a 47% drop in wait time, from 29 minutes last year to 15.2 minutes this year. 97% of passengers wait under 60 minutes and excessive wait times (over 120 minutes) have been virtually eliminated.
- **Cycle time is 2 seconds faster.** While 3% faster than last year, the reduction in cycle time is not proportional to the increase in automated solutions. This year, 8 fewer people are processed per booth per hour compared to last year.

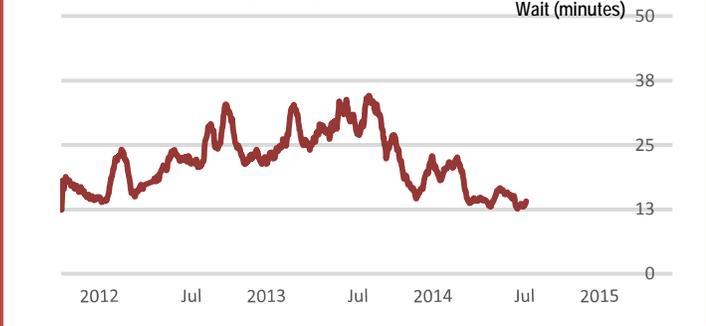
Traveler Volume ... continued growth



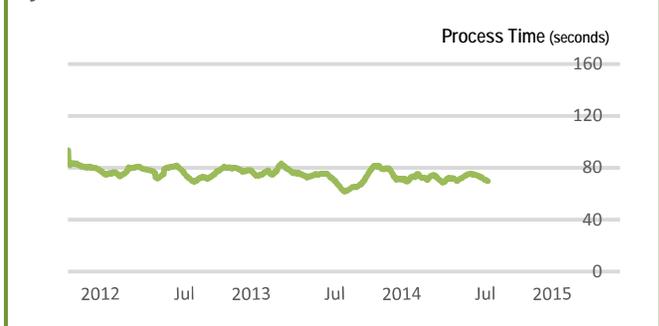
Staffing ... 39% more booths staffed than last year



Wait Time ... 50% drop compared to July 2013

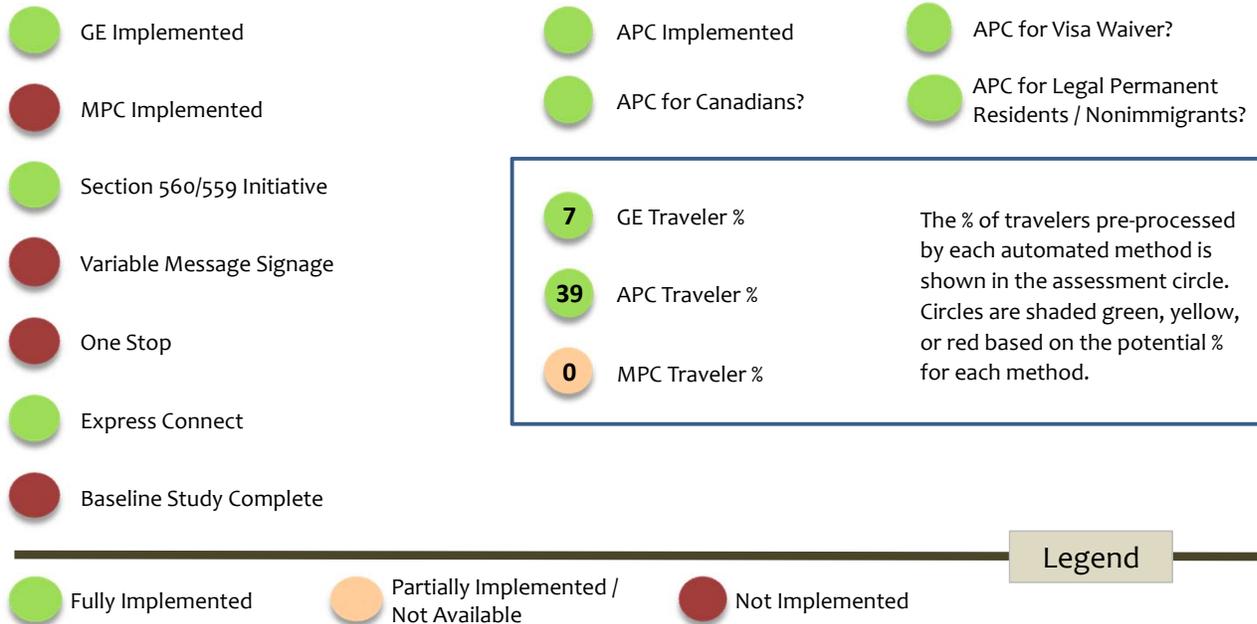


Cycle Time ... steady cycle times



Best Practice Inventory

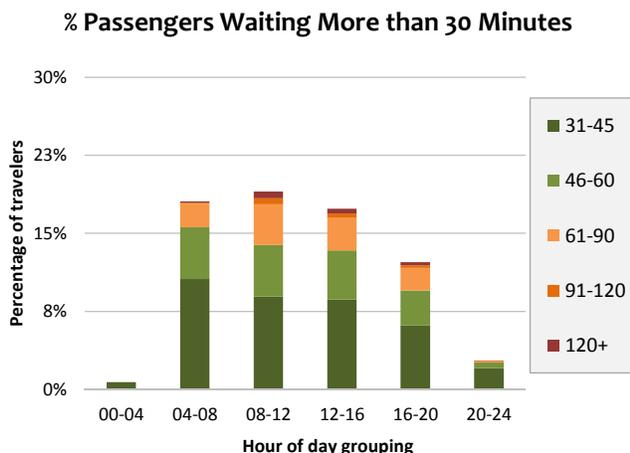
DFW New FIS Best Practice Assessment: DFW's new terminal has implemented many of the available best practices. Most notably, there has been a significant increase in passengers now processed by automated technologies like Global Entry and APC. APC is available at DFW New FIS not only to US Citizens, 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 and achieves less than optimal results.

16% of passengers wait more than 30 minutes

While very few passengers wait more than 1 hour (about 4%), approximately 16% wait more than 30 minutes. Between the hours of 12 pm and 4 pm, 17% of passengers wait more than 30 minutes.



Staff reallocation to peak traffic needed

Nearly 35% of all daily arrivals occur between 12 pm and 4 pm. However, more booths are staffed between 4pm - 8pm, when fewer passengers arrive. Wait times during peak hours could be further reduced by reallocating staff to the 12pm-4pm hour block.

