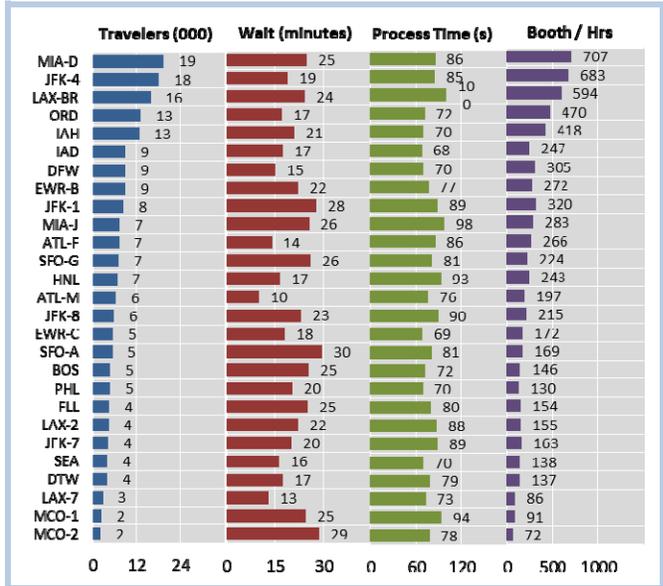


Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers (000)	4,008	3,850	159	4%
Global Entry & APC	19%	3%	16%	569%
Non-Automated	81%	97%	-16%	-16%
United States Citizens	53.7%	52.6%	+1.1%	2%
Non-immigrants	43.2%	44.0%	-0.8%	-2%
Legal Permanent Residents	3.1%	3.4%	-0.3%	-9%
Average Daily Flights (#)	18	18	1	3%
Wait Time				
Average Primary Wait (m)	17.7	17.1	0.6	4%
% Travelers < 60 minutes	98%	98%	0%	0%
% Travelers > 120 mins	0.04%	0.01%	+0.00%	309%
Staffing				
Average Daily Booth Hours	139	136	4	3%
Efficiency				
Average Cycle Time (s)	78.7	82.7	-3.9	-5%
Throughput <i>per booth hour</i> (#)	28.7	28.4	0	1%

Compared to other major airports



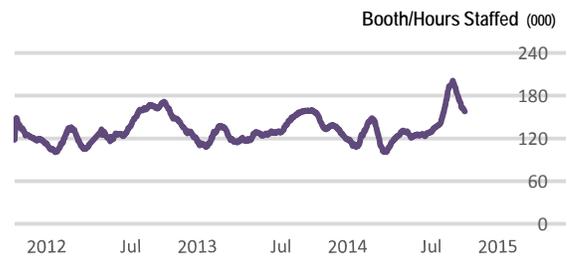
Increased traveler volume leads to increased wait time

- Travel is up slightly at Detroit Airport.** Traveler volume at DTW (year to date) has increased 4% compared to last year. Today, 19% of DTW's passengers are pre-processed with Global Entry and APC, up from 3% last year.
- More booths being staffed to meet demand.** Booth staffing has increased to meet traveler volume demand. The average daily booth hours has increased 3% from 136 hours last year to 139 hours this year.
- Staff efficiency increases.** Average cycle time decreased by 5%, while throughput slightly increased by 1%.
- Wait times increased by 4%.** Increased traveler volume and international visitors has led to an increase in wait time. The average wait time increased by 4%, from 17.1 minutes last year to 17.7 minutes this year.

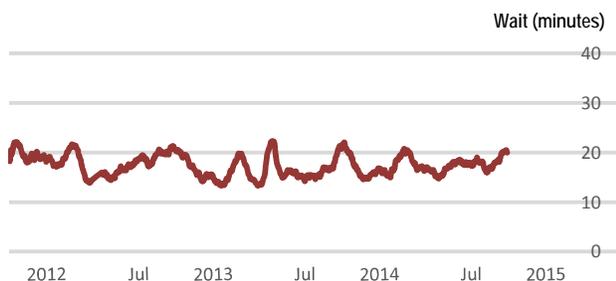
Traveler Volume ... slightly higher



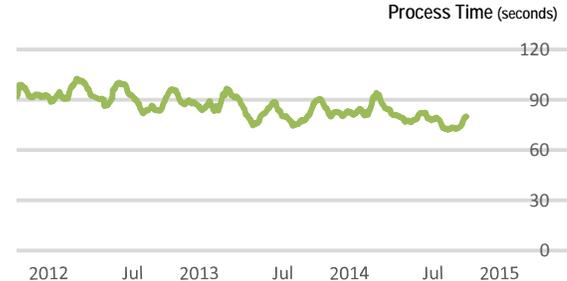
Staffing ... recent increase in 2014



Wait Time ... relatively unchanged

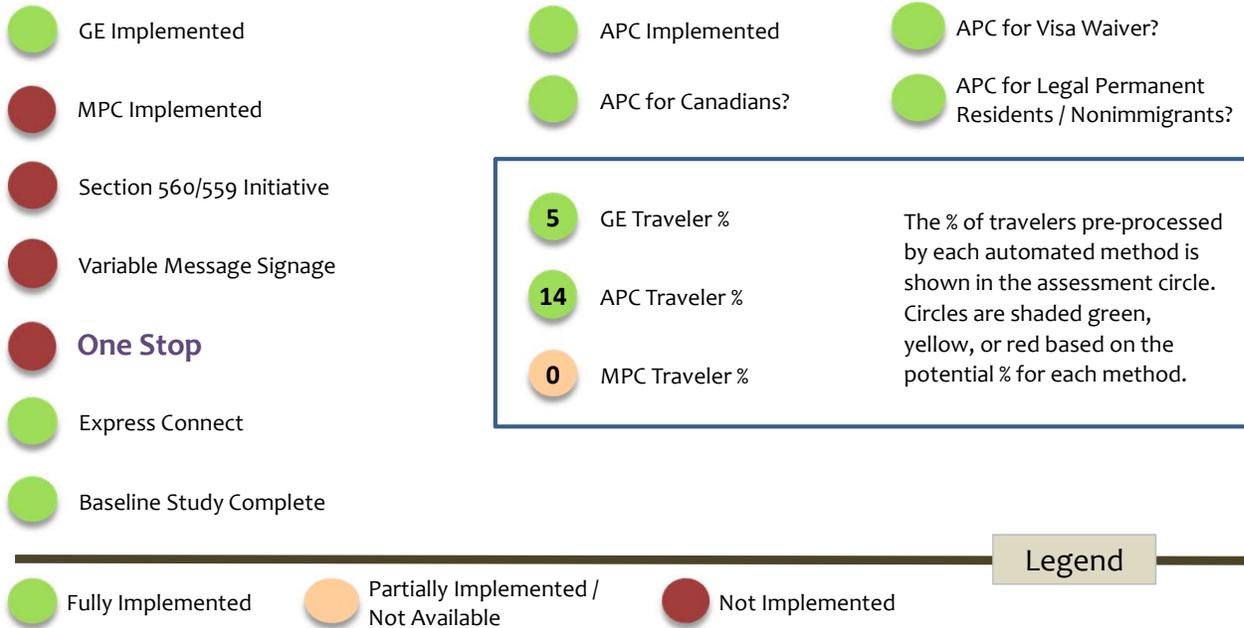


Cycle Time ... slowly decreasing



Best Practice Inventory

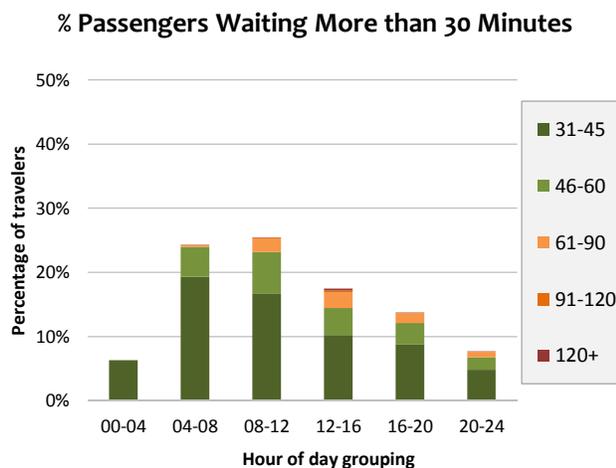
DTW Best Practice Assessment: DTW has implemented many of the available best practices. With only 14 % of DTW passengers now processed by APC there is still much room for improvement. APC is available at DTW not only to US Citizens, but also Canadians and Visa Waiver country travelers.



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.

18% of passengers wait more than 30 minutes

While 18% of passengers at DTW wait more than 30 minutes, only 2% wait more than 60 minutes. 89% of those who wait more than 30 minutes wait no longer than 45 minutes.



DTW staffs well during peak traffic

Detroit is busiest between 12pm-4pm, when nearly 415 passengers arrive per hour. An average of 15 booths per hour are staffed during this time. Average wait time during this period is lower than the much less busy 4am - noon period.

