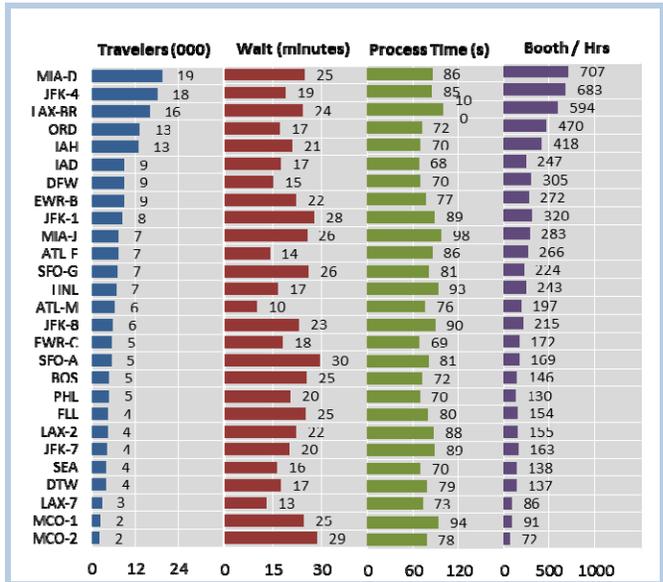


Key Metrics

| | YTD 2014 | YTD 2013 | Change % | Change |
|--------------------------------------|----------|----------|----------|--------|
| Volume | | | | |
| Average Daily Travelers (000) | 9,424 | 9,216 | 2% | 208 |
| Global Entry & APC | 6% | 3% | 76% | 2% |
| Non-Automated | 94% | 97% | -3% | -2% |
| United States Citizens | 52.6% | 52.6% | 0% | +0.0% |
| Non-immigrants | 46.7% | 46.7% | 0% | +0.0% |
| Legal Permanent Residents | 0.7% | 0.8% | -7% | -0.1% |
| Average Daily Flights (#) | 50 | 50 | 0% | 0 |
| Wait Time | | | | |
| Average Primary Wait (m) | 17.6 | 17.0 | 4% | 0.6 |
| % Travelers < 60 minutes | 95% | 96% | -1% | -1% |
| % Travelers > 120 mins | 0.14% | 0.18% | -23% | -0.04% |
| Staffing | | | | |
| Average Daily Booth Hours | 256 | 264 | -3% | -9 |
| Efficiency | | | | |
| Average Cycle Time (s) | 68.0 | 72.6 | -6% | -4.6 |
| Throughput <i>per booth hour</i> (#) | 36.8 | 34.9 | 6% | 2 |

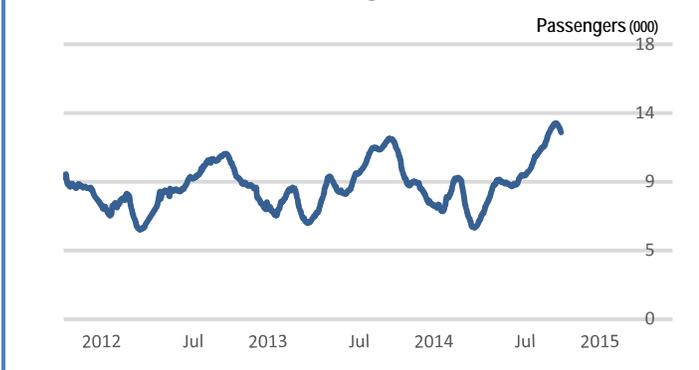
Compared to other major airports ...



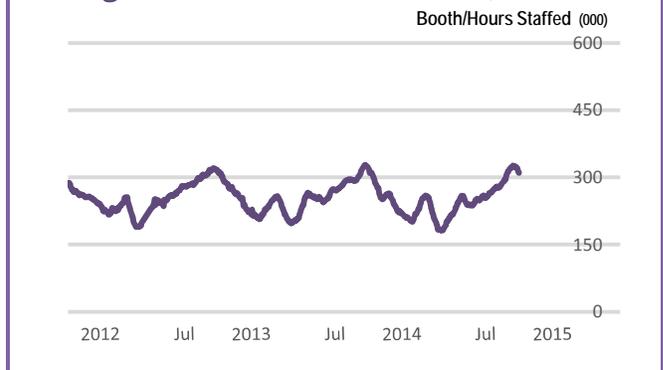
Increased volume and decreased booth staffing results in longer waits

- Travel is up slightly at Dulles(Main Terminal).** Traveler volume at Dulles increased 2% compared to last year. 6% of IAD passengers are processed by Global Entry, but none yet by APC.
- Improvements can be made to increase staffing.** Booth staffing at Dulles has decreased 3% compared to a year ago. This decrease in staffing has had a negative impact on wait times.
- Wait times have slightly increased since July 2012 .** Year to date, IAD Main Terminal's average wait is up slightly (from 16.9 minutes last year to 17.4 minutes this year).
- Cycle time is 5 seconds faster, year to date.** Expanded use of Global Entry contributed to average cycle time reductions. Average cycle time (68 seconds) is down from 72.6 seconds a year ago.

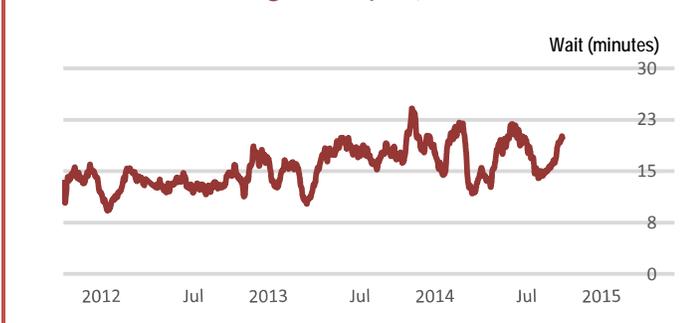
Traveler Volume ... continued growth



Staffing ... 3% fewer booths staffed than last year



Wait Time ... increasing since July 2013

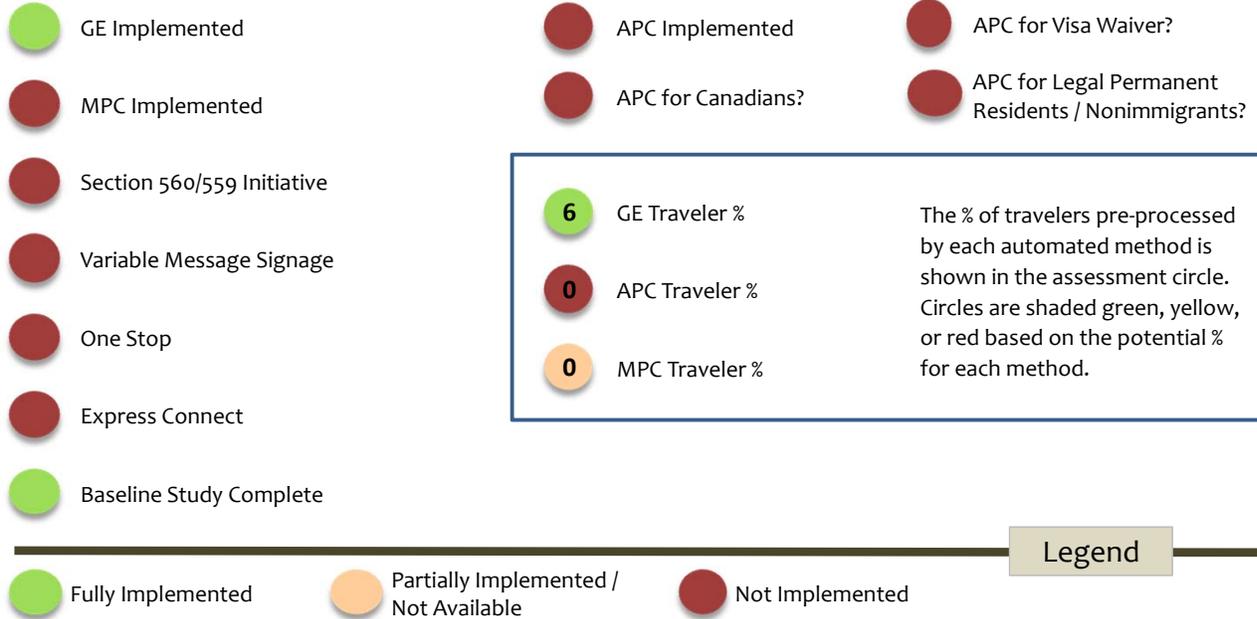


Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

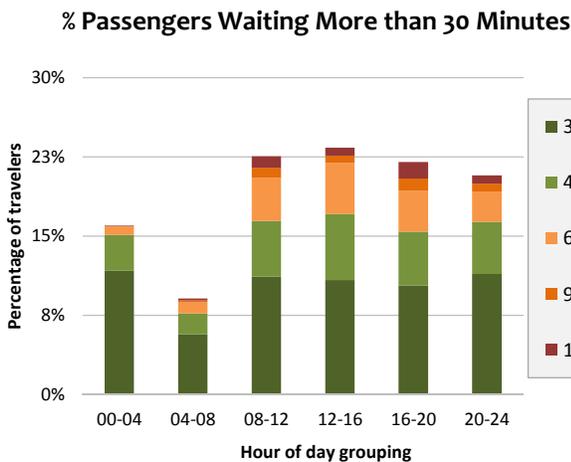
IAD Main Terminal Best Practice Assessment: IAD's Main Terminal has implemented only two of the available best practices. Most notably, there has been a 2% increase in passengers now processed by Global Entry. This number can be increased with the introduction of new practices. IAD should be able to reverse its increasing wait time by implementing available best practices.



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.

21% of passengers wait more than 30 minutes

While very few of IAD Main Terminal's passengers wait more than 1 hour (about 6%), approximately 21% wait more than 30 minutes. Between the hours of 12 pm and 4 pm, 23% of Dulles Main Terminal passengers wait more than 30 minutes.



IAD Main Terminal can make improvements to staffing.

More than 1,100 passengers (on average) arrive at IAD Main Terminal every hour between 12 pm and 4 pm. By staffing only 20 booths during this time period, average waits are comparable during this period (18 minutes) to the overall IAD Main Terminal average wait (17.6).

