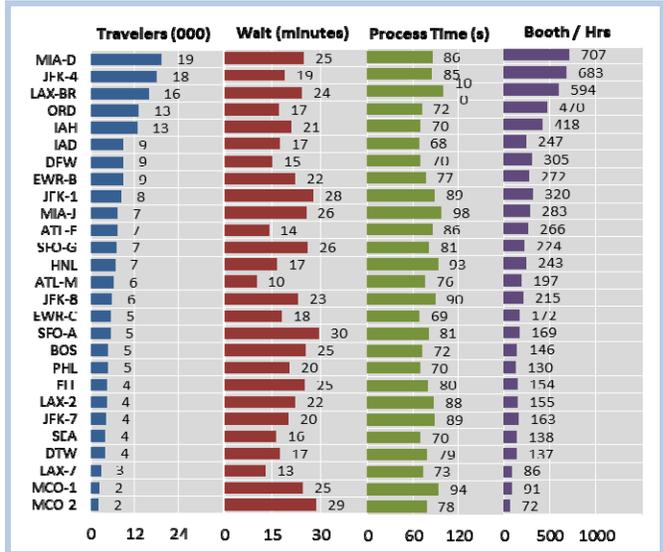


Key Metrics

	YTD 2014	YTD 2013	Change	% Change
Volume				
Average Daily Travelers (000)	16,344	13,991	2,352	17%
Global Entry & APC	3%	1%	1%	91%
Non-Automated	97%	99%	-1%	-1%
United States Citizens	36.6%	37.0%	-0.4%	-1%
Non-immigrants	58.9%	58.2%	+0.7%	1%
Legal Permanent Residents	4.5%	4.8%	-0.3%	-7%
Average Daily Flights (#)	63	53	10	18%
Wait Time				
Average Primary Wait (m)	24.5	23.1	1.4	6%
% Travelers < 60 minutes	94%	96%	-1%	-1%
% Travelers > 120 mins	0.04%	0.05%	-0.01%	-14%
Staffing				
Average Daily Booth Hours	610	528	81	15%
Efficiency				
Average Cycle Time (s)	100.5	102.9	-2.4	-2%
Throughput <i>per booth hour</i> (#)	26.8	26.5	0	1%

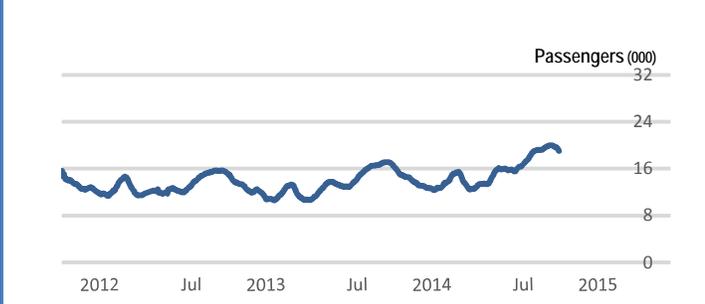
Compared to other major airports ...



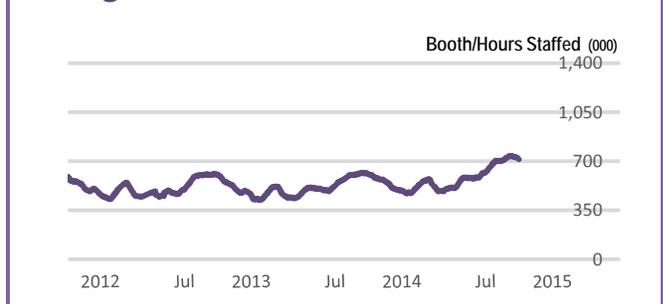
Volume increases without automation have increased wait times

- Travel is up 17% at LAX (Bradley).** Traveler volume at Bradley Terminal (year to date) is increased 17% compared to last year. After 3 years of little growth, traffic rebounded significantly in 2014.
- More booths being staffed to meet demand.** Booth staffing at LAX Bradley has increased 15% compared to a year ago. This increase in staffing has not kept pace with the increase in traveler volume.
- Wait times increase minimally since July 2013.** Year to date, LAX Bradley's average wait is up 1.4 minutes (from 23.1 minutes last year to 24.5 minutes this year). Further, fewer passengers are being processed in under 60 minutes: 94% this year compared to 96% last year.
- Cycle time is slightly faster.** LAX (Bradley) has the highest average cycle time of any major terminal, primarily due to a high saturation of non-immigrant travelers (88.6%). However, average cycle time (100.5 seconds) has decreased slightly from 102.9 seconds a year ago. LAX will achieve further efficiencies when APC is fully implemented.

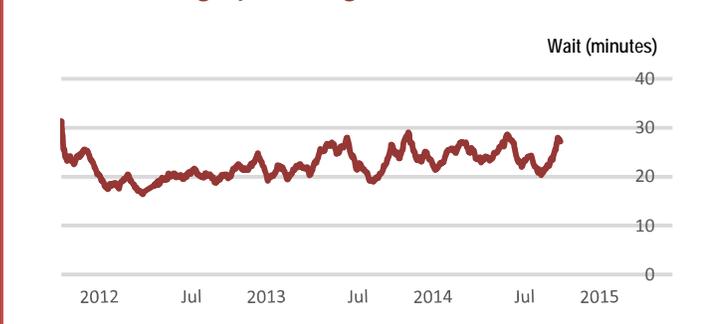
Traveler Volume ... has recently rebounded



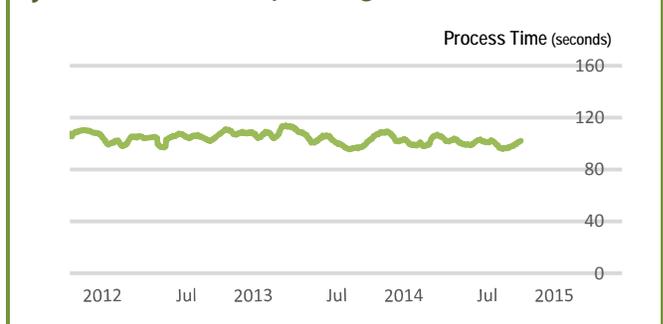
Staffing ... 15% more booths staffed than last year



Wait Time ... slightly increasing



Cycle Time ... relatively unchanged



Best Practice Inventory

LAX Bradley Best Practice Assessment: LAX Bradley has implemented many of the available best practices. An increase in utilization of practices such as Global Entry, and the introduction of APC can further increase LAX Bradley's potential. APC is available at LAX Bradley not only to US Citizens, but also Canadians and Visa Waiver country travelers.

 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		

 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.
 APC Traveler %	
 MPC Traveler %	

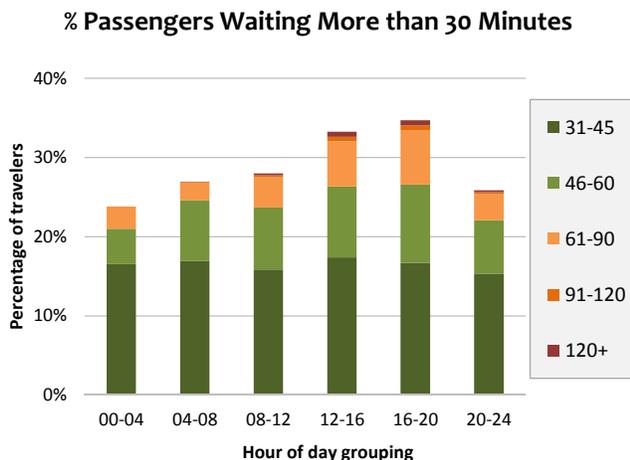
Legend

 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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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.

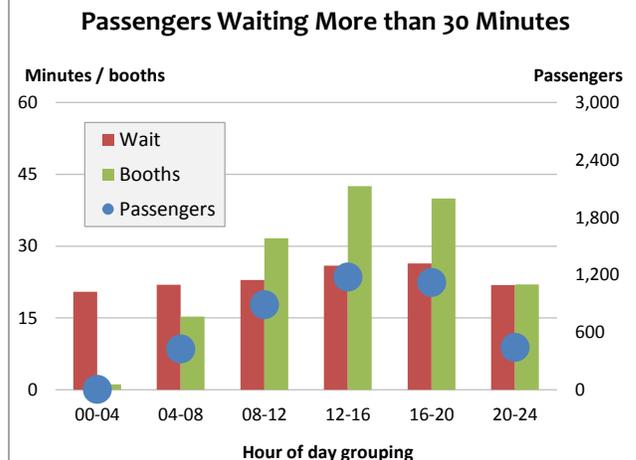
31% of passengers wait more than 30 minutes

While few LAX Bradley passengers wait more than 1 hour (6%), approximately 31% wait more than 30 minutes. Between the hours of 12 pm and 8 pm, about 34% of passengers wait more than 30 minutes.



LAX Bradley staffs well to peak traffic

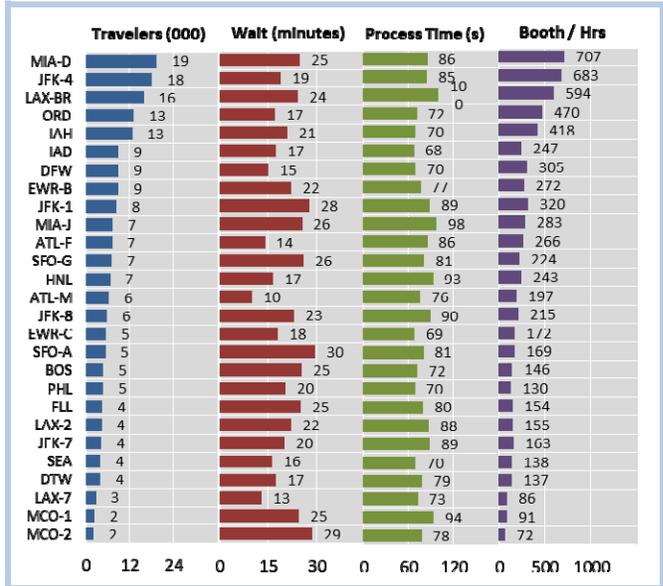
About 1,175 passengers (on average) arrive every hour between 12 pm and 4 pm. By staffing nearly 43 booths during this time period, average waits during this period (26 minutes) are about the same as other periods.



Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers (000)	4,427	4,717	-291	-6%
Global Entry & APC	2%	1%	1%	62%
Non-Automated	98%	99%	-1%	-1%
United States Citizens	39.3%	37.9%	+1.4%	4%
Non-immigrants	53.1%	56.2%	-3.1%	-5%
Legal Permanent Residents	7.6%	6.0%	+1.7%	28%
Average Daily Flights (#)	25	26	-1	-4%
Wait Time				
Average Primary Wait (m)	22.1	22.8	-0.7	-3%
% Travelers < 60 minutes	97%	96%	1%	1%
% Travelers > 120 mins	0.01%	0.05%	-0.00%	-84%
Staffing				
Average Daily Booth Hours	157	170	-13	-7%
Efficiency				
Average Cycle Time (s)	87.3	90.3	-3.0	-3%
Throughput <i>per booth hour</i> (#)	28.2	27.8	0	1%

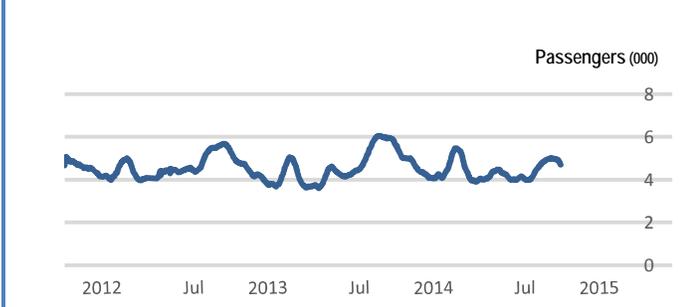
Compared to other major airports



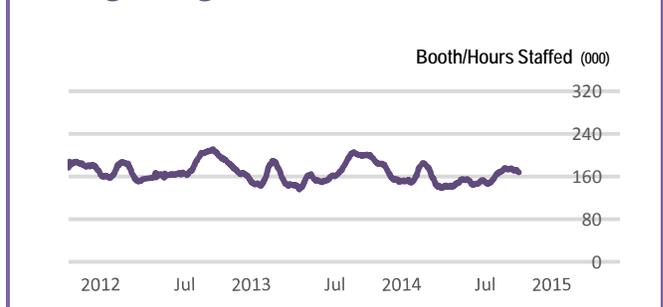
Little change in LAX operational dynamics

- Travel is down slightly at LAX Terminal 2.** Traveler volume (year to date) has decrease 6% compared to last year. Today, only 2% of LAX-2's passengers are pre-processed with Global Entry and APC, up from 1% last year.
- Fewer booths being staffed to meet demand.** Booth staffing has slightly decreased to meet traveler volume demand. The average daily booth hours has decreased 7% from 170 hours last year to 157 hours this year.
- Staff efficiency increasing.** Average cycle time decreased by 3 seconds this year, while throughput increased by about 1%.
- Wait times decreased by 3%.** Increased staff efficiency has led to a slight decrease in wait time. The average wait time decreased by 3%, from just under 23 minutes last year to 22.1 minutes this year.

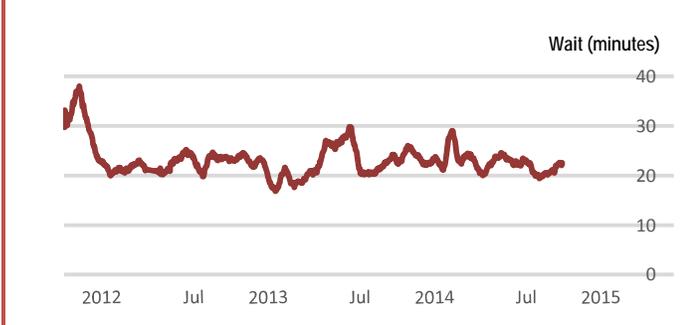
Traveler Volume ... slightly decreasing



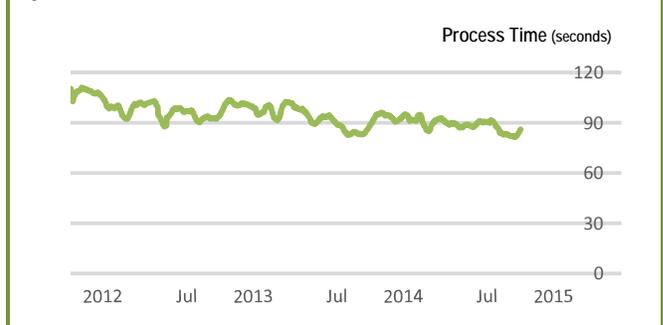
Staffing ... slightly decreasing



Wait Time ... slightly decreasing

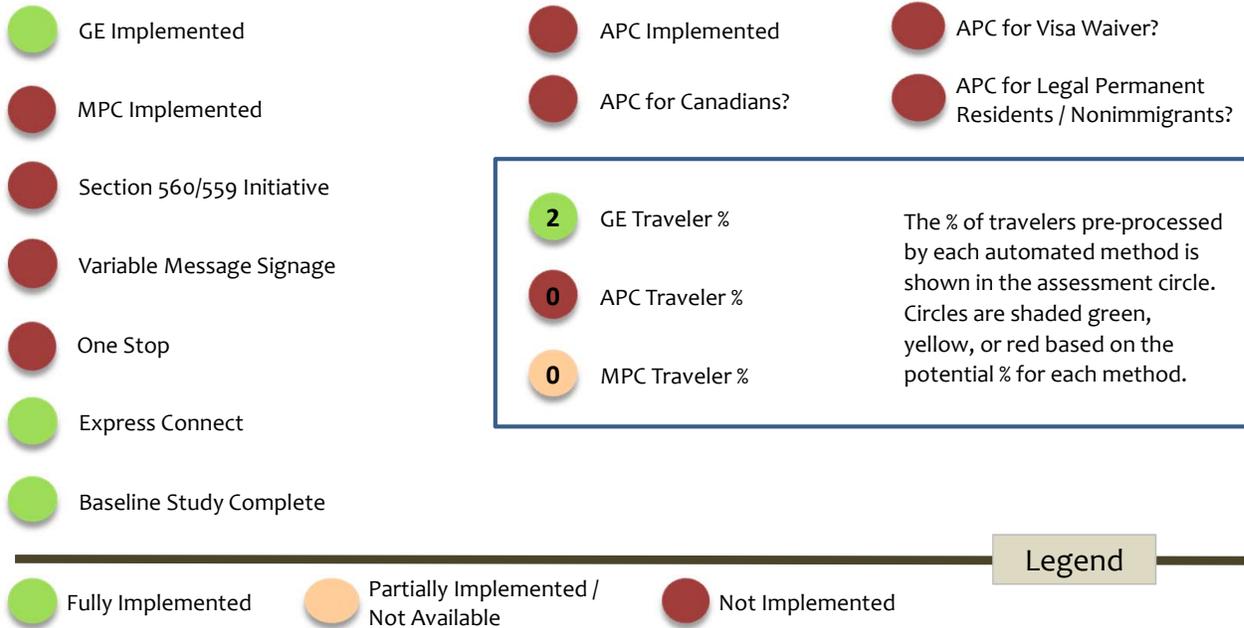


Cycle Time ... slightly decreasing



Best Practice Inventory

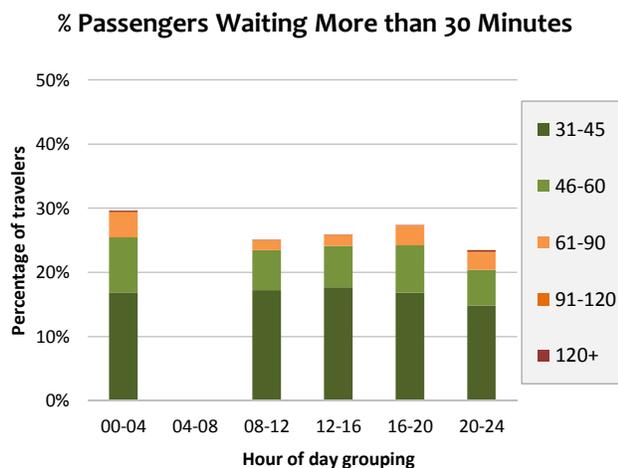
LAX Best Practice Assessment: LAX has implemented many of the available best practices, but they are not being fully utilized. Automated processing such as Global Entry and APC are implemented, however only 2% of travelers are utilizing them.



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.

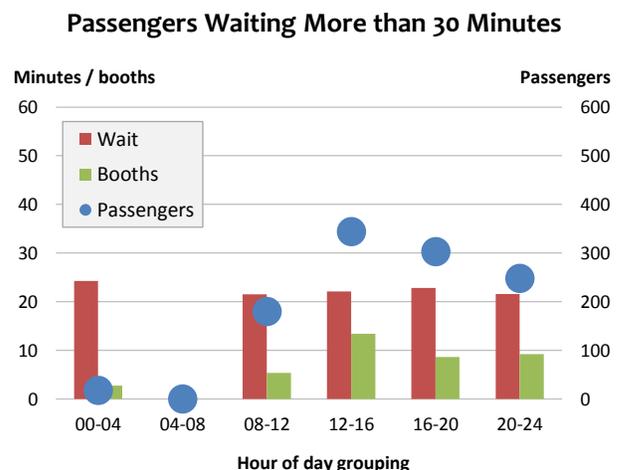
26% of passengers wait more than 30 minutes

While 26% of passengers at LAX-2 wait more than 30 minutes, the majority of them wait no longer than 45 minutes. On average, only 9% of passengers wait more than 45 minutes.



LAX-2 staffs well during peak traffic

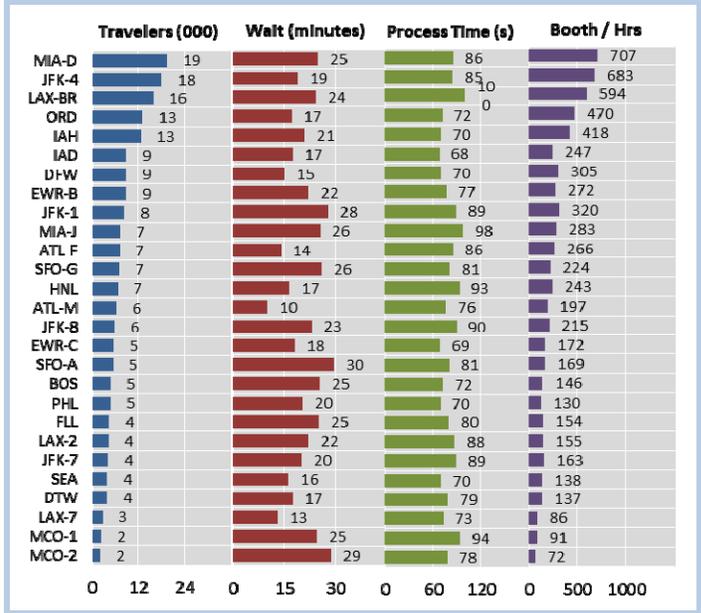
LAX-2 is busiest between 12pm-4pm, when over 340 passengers arrive per hour. An average of 13 booths per hour are staffed during this time. Wait time is very consistent across all time periods.



Key Metrics

	YTD 2014	YTD 2013	Change	% Change
Volume				
Average Daily Travelers (000)	2,722	2,878	-156	-5%
Global Entry & APC	4%	3%	1%	48%
Non-Automated	96%	97%	-1%	-1%
United States Citizens	59.7%	55.8%	+3.9%	7%
Non-immigrants	35.6%	39.1%	-3.5%	-9%
Legal Permanent Residents	4.7%	5.1%	-0.4%	-8%
Average Daily Flights (#)	18	18	-1	-4%
Wait Time				
Average Primary Wait (m)	13.1	15.9	-2.8	-18%
% Travelers < 60 minutes	99%	97%	2%	2%
% Travelers > 120 mins	0.01%	0.09%	-0.1%	-91%
Staffing				
Average Daily Booth Hours	85	93	-8	-8%
Efficiency				
Average Cycle Time (s)	73.6	81.5	-7.9	-10%
Throughput <i>per booth hour</i> (#)	31.9	30.9	1	3%

Compared to other major airports ...



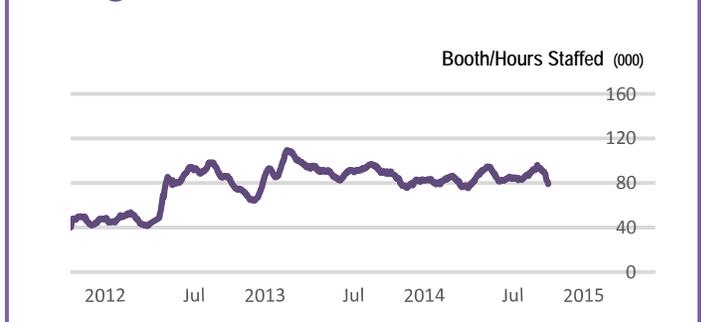
Decreased traveler volume leads to decreased wait time

- Travel is down at LAX Terminal 7.** Traveler volume (year to date) has decreased 5% compared to last year. Only, 4% of passengers are pre-processed with Global Entry and APC today, compared to 3% last year.
- Fewer booths being staffed to match demand.** Booth staffing has decreased to match the traveler volume demand. The average daily booth hours has decreased 8% from 93 hours last year to 85 hours this year.
- Staff efficiency increases.** Average cycle time decreased by 10%, while throughput increased by 1 passenger per booth hour, a 3% increase.
- Wait times decreased by 18%.** Decreased traveler volume and increased staff efficiency has led to a drop in wait time. The average wait time decreased by 18%, from 15.9 minutes last year to 13.1 minutes this year.

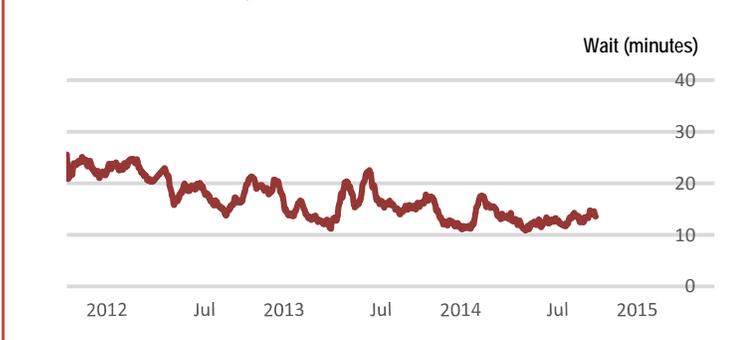
Traveler Volume ... increasing slightly since July 2012



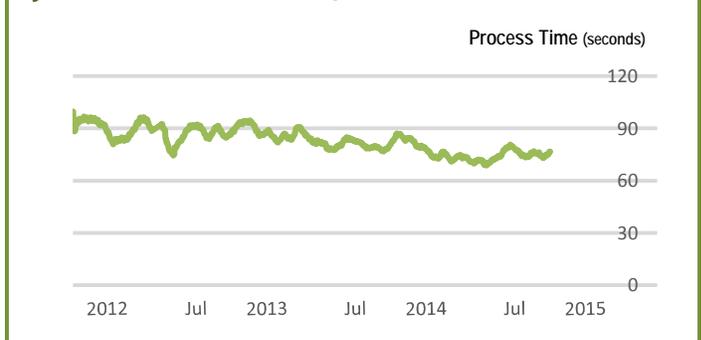
Staffing ... relatively steady since July 2012



Wait Time ... steady



Cycle Time ... continued improvement



Best Practice Inventory

LAX Best Practice Assessment: LAX has implemented many of the available best practices, but they are not being fully utilized. Automated processing such as Global Entry is implemented, however only 4% of travelers are utilizing them.

 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.
 0 APC Traveler %	
 0 MPC Traveler %	

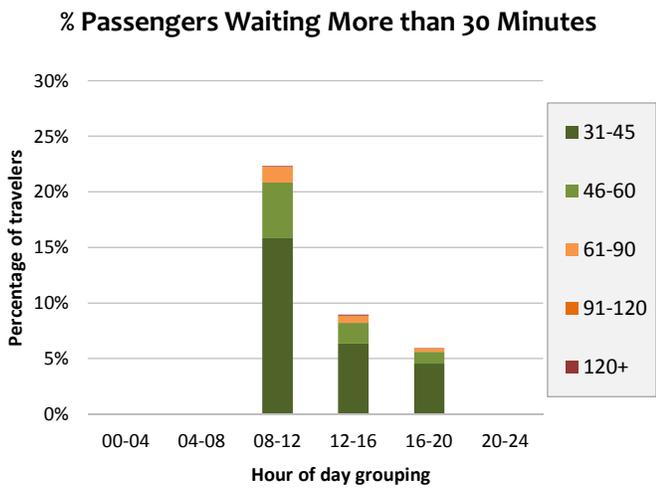
Legend

 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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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.

13% of passengers wait more than 30 minutes

The average wait time is 13 minutes, with 13% of passengers waiting over 30 minutes. Only 4% of travelers wait longer than 45 minutes. However, during the 8am - noon period, more than 70% of passengers wait longer than 30 minutes.



More booths needed from 8am to noon

The busiest hours are between 8am-12pm and 4pm-8pm, when up to 250 passengers arrive per hour. Wait times in the morning (20 mins) are much higher than in the evening (8 mins), despite only having 1 fewer booth open.

