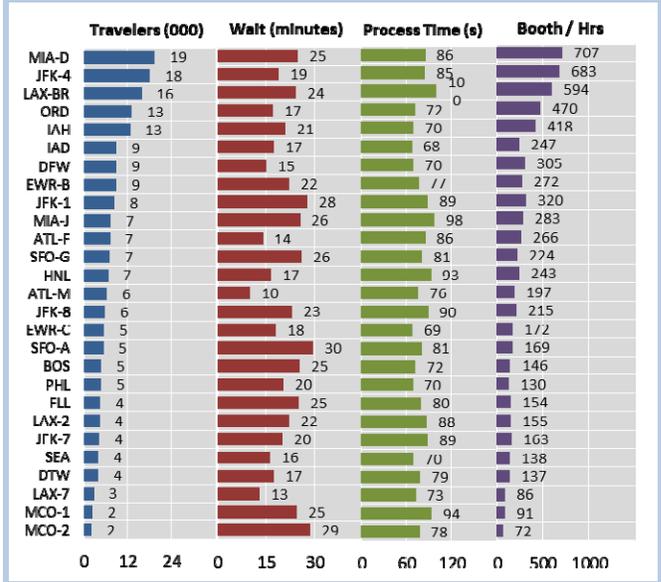


Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers (000)	4,919	4,730	188	4%
Global Entry & APC	3%	1%	2%	143%
Non-Automated	97%	99%	-2%	-2%
United States Citizens	65.7%	63.3%	+2.5%	4%
Non-immigrants	33.5%	35.9%	-2.4%	-7%
Legal Permanent Residents	0.8%	0.9%	-0.0%	-5%
Average Daily Flights (#)	31	28	3	10%
Wait Time				
Average Primary Wait (m)	20.5	18.7	1.8	10%
% Travelers < 60 minutes	95%	96%	-1%	-1%
% Travelers > 120 mins	0.13%	0.06%	+0.07%	124%
Staffing				
Average Daily Booth Hours	136	135	1	1%
Efficiency				
Average Cycle Time (s)	70.5	#N/A	0.0	#N/A
Throughput <i>per booth hour</i> (#)	36.1	#N/A	0	#N/A

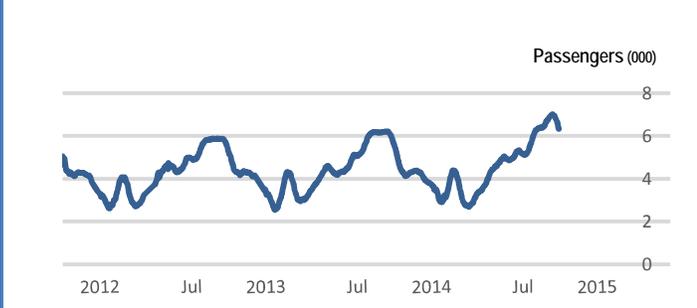
Compared to other major airports



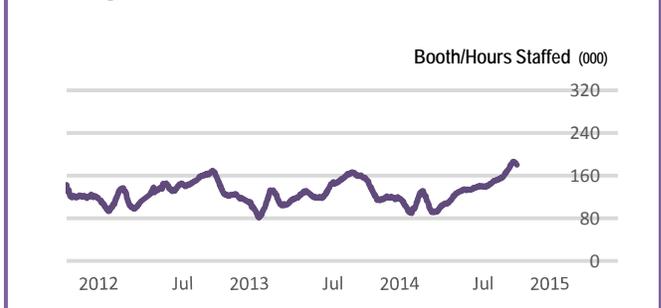
Increased wait time with slightly higher traffic

- Travel is up slightly at Philadelphia Airport.** Traveler volume (year to date) has increased 4% compared to last year. Today, only 3% of passengers are pre-processed with Global Entry and APC, up from 1% last year.
- Booth hours steady.** One more booth is being staffed this year compared to last. The average daily booth hours increased by 1%, from 135 hours to 136 hours.
- Relatively unchanged cycle time and throughput.** Average cycle time increased marginally (0.4 seconds) this year, while throughput increased by 1 passenger per booth hour.
- Wait times increased by 10%.** Despite increased staff efficiency, the average wait time increased by 10%, from 18.7 minutes a year ago to 20.5 minutes today. This is a result of increased traveler volume and relatively unchanged staffing and cycle time.

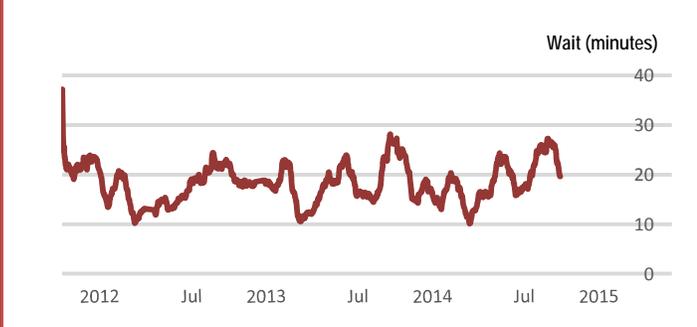
Traveler Volume ... reaching peak before decline



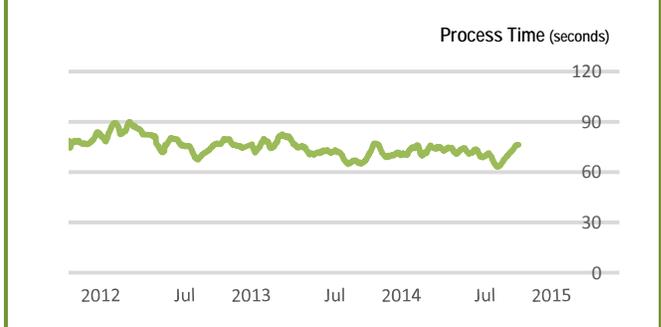
Staffing ... upward trend since January 2014



Wait Time ... slightly rising



Cycle Time ... slightly decreasing



Best Practice Inventory

PHL Best Practice Assessment: PHL has not implemented many of the available best practices. Only 3% of PHL passengers are processed by automated technologies like Global Entry and APC. APC is not available at PHL.

- 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

3 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.

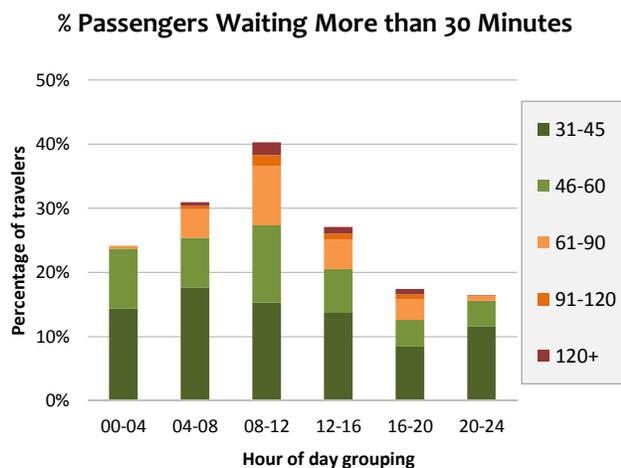
0 APC Traveler %

0 MPC Traveler %

- Legend**
- Fully Implemented
 - Partially Implemented / Not Available
 - Not Implemented

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.

24% of passengers wait more than 30 minutes
 While 24% of passengers at PHL wait more than 30 minutes, the majority of them wait no longer than 45 minutes. On average, 12% of passengers wait more than 45 minutes.



Decent booth staffing during peak traffic
 PHL is busiest between 12pm-4pm, when over 660 passengers arrive per hour. An average of 14 booths per hour are staffed during this time. Wait times could be improved with a reallocation of staffing hours from the 4pm-8pm block to the 12pm-4pm block.

