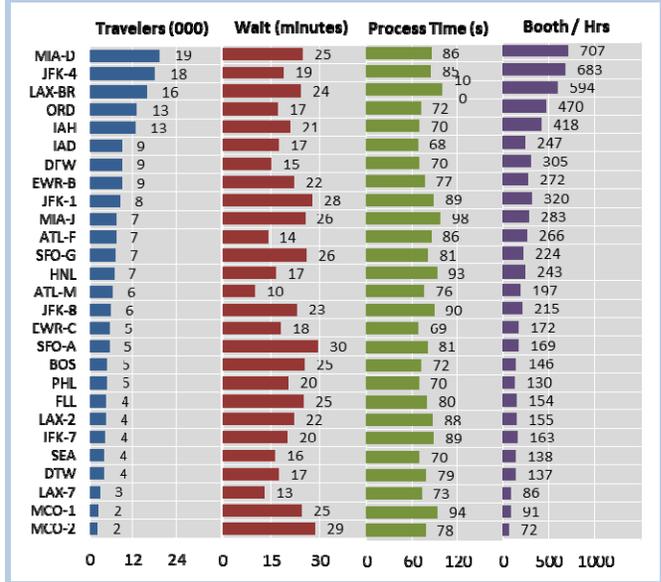


Key Metrics

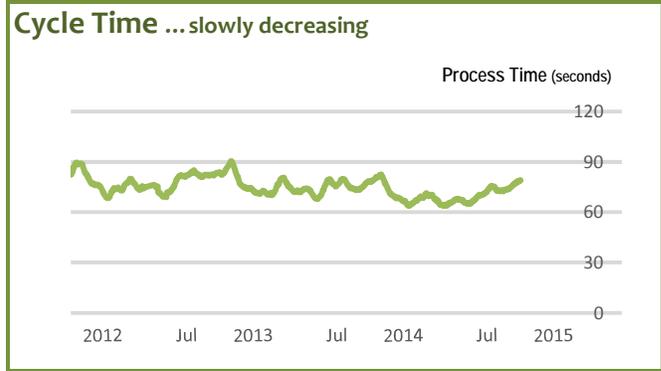
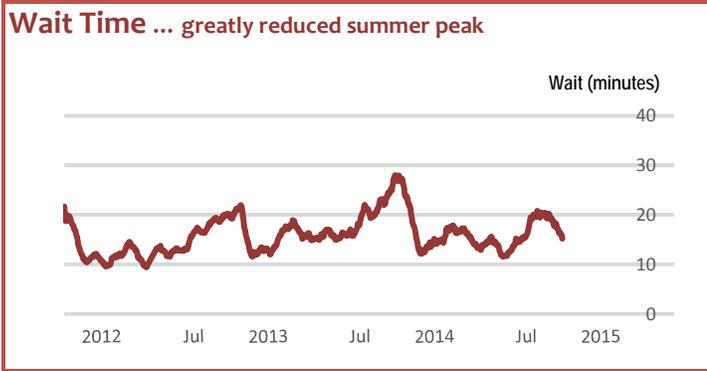
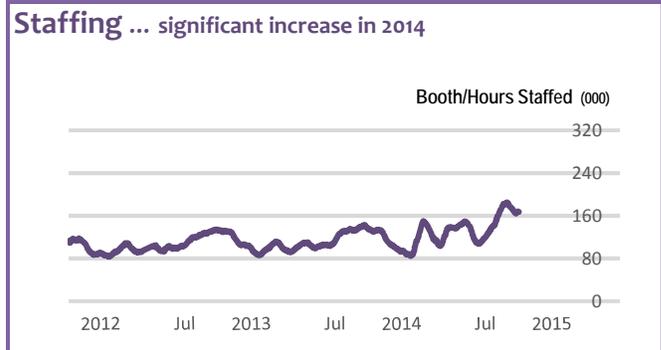
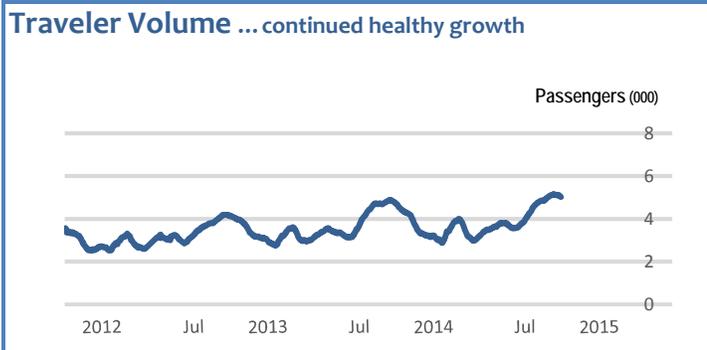
	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers (000)	4,043	3,790	253	7%
Global Entry & APC	40%	2%	38%	2004%
Non-Automated	60%	98%	-38%	-39%
United States Citizens	44.7%	45.2%	-0.5%	-1%
Non-immigrants	52.4%	51.3%	+1.1%	2%
Legal Permanent Residents	2.9%	3.5%	-0.6%	-16%
Average Daily Flights (#)	24	22	2	7%
Wait Time				
Average Primary Wait (m)	16.2	19.4	-3.2	-16%
% Travelers < 60 minutes	96%	95%	1%	1%
% Travelers > 120 mins	0.04%	0.10%	-0.1%	-57%
Staffing				
Average Daily Booth Hours	142	115	26	23%
Efficiency				
Average Cycle Time (s)	71.2	75.3	-4.1	-5%
Throughput <i>per booth hour</i> (#)	28.6	32.9	-4	-13%

Compared to other major airports



Strong APC share reduces waits despite more traffic

- Travel is up at Seattle Airport.** Traveler volume (year to date) has increased 7% compared to last year. Today, 40% of passengers are pre-processed with Global Entry and APC, up from 2% 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 23% from 115 hours last year to 142 hours this year.
- Cycle time and throughput decrease.** Average cycle time decreased by 5%, while throughput decreased by 4 passengers per booth hour. This is likely because booth staff has increased more than volume.
- Wait times decreased by 16%.** Increased booth staffing and automated processing has led to a decrease in wait time. The average wait time decreased by 16%, from 19.4 minutes last year to 16.2 minutes this year.



Best Practice Inventory

SEA Best Practice Assessment: SEA has not implemented many of the available best practices. However, 40% (the highest in the nation) of SEA passengers are now processed by automated technologies like Global Entry and APC. APC is available at SEA 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

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.

36 APC Traveler %

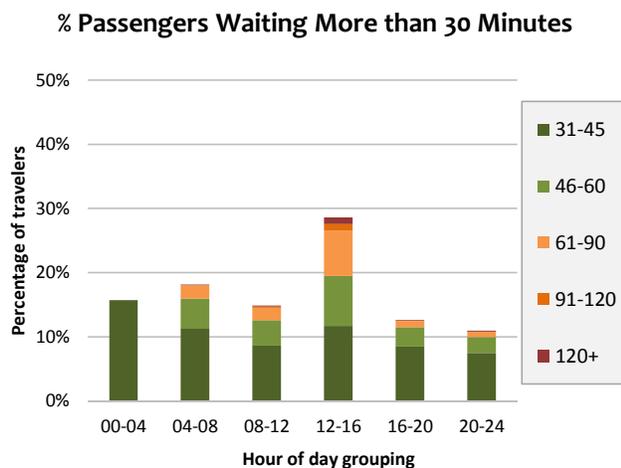
0 MPC Traveler %

- 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.

19% of passengers wait more than 30 minutes

While 19% of passengers at SEA wait more than 30 minutes, the majority of them wait no longer than 45 minutes. Wait times are longest between 12pm and 4pm, where 29% of passengers wait over 30 minutes.



SEA staffs booths well during peak traffic

SEA is busiest between 8am-12pm, when over 320 passengers arrive per hour. An average of 9 booths per hour are staffed during this time. Wait times between 12pm-4pm are high, suggesting that additional booths should be staffed.

