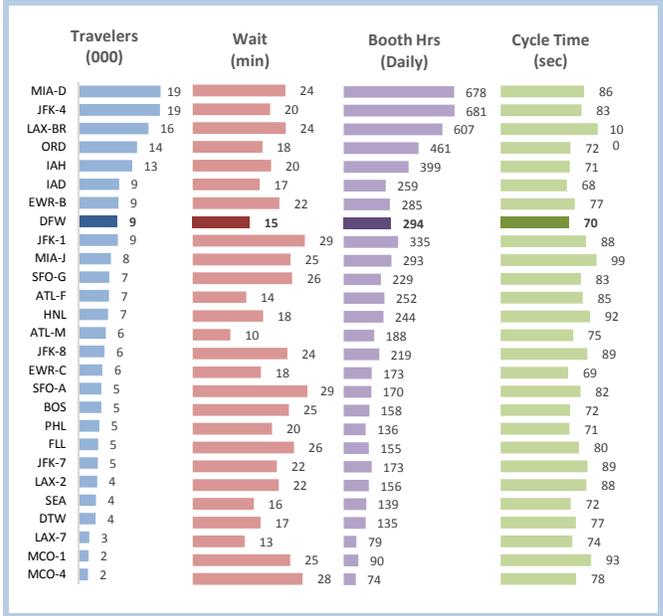


### Key Metrics

	YTD 2014	YTD 2013	Change %	Change
<b>Volume</b>				
Average Daily Travelers	9,059	8,242	817	10%
Global Entry & APC	46%	5%	41%	839%
Non-Automated	54%	95%	-41%	-43%
United States Citizens	57.0%	56.3%	+0.7%	1%
Non-immigrants	41.1%	41.9%	-0.8%	-2%
Legal Permanent Residents	1.9%	1.8%	+0.1%	5%
Average Daily Flights (#)	68	67	2	3%
<b>Wait Time</b>				
Average Primary Wait (m)	14.7	26.8	-12.2	-45%
% Travelers < 60 minutes	97%	90%	7%	7%
% Travelers > 120 mins	0.06%	0.75%	-0.68%	-91%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	294	221	73	33%
<b>Efficiency</b>				
Average Cycle Time (s)	70.1	72.8	-2.7	-4%
Max Hourly Throughput / booth	51.4	49.4	1.9	4%
Average Utilization	60%	75%	-15%	-21%

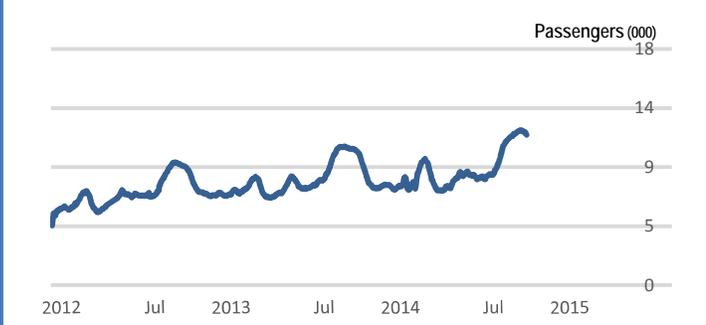
### Compared to other major airports ...



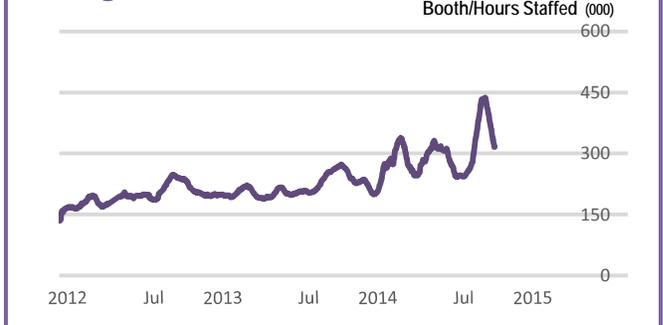
### Increased booth staffing and automated processing significantly reduces waits

- Travel is up at Dallas/Fort Worth.** Traveler volume increased 10% compared to last year. 46% of DFW passengers are pre-processed with automated solutions like Global Entry and APC, compared to just 5% last year.
- More booths being staffed to meet demand.** Booth hours increased 33% compared to a year ago. This increase in staffing offset the increase in traveler volume.
- Wait times significantly reduced.** Heavy usage of automated solutions and increased booth hours lead to a 45% drop in wait time, from 26.8 minutes last year to 14.7 minutes this year. 97% of passengers wait under 60 minutes and excessive wait times (over 120 minutes) have been virtually eliminated.
- Cycle time is 2.7 seconds faster.** While 4% faster than last year, the reduction in cycle time is not proportional to the increase in automated solutions.

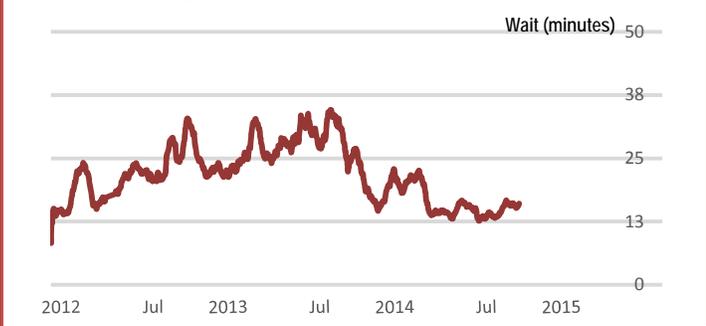
### Traveler Volume ... continued growth



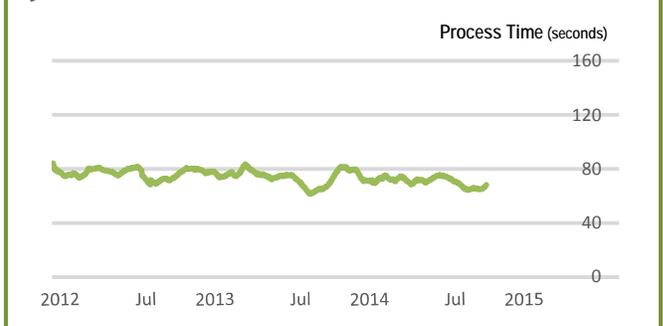
### Staffing ... 33% more booths staffed than last year



### Wait Time ... 45% drop compared to 2013

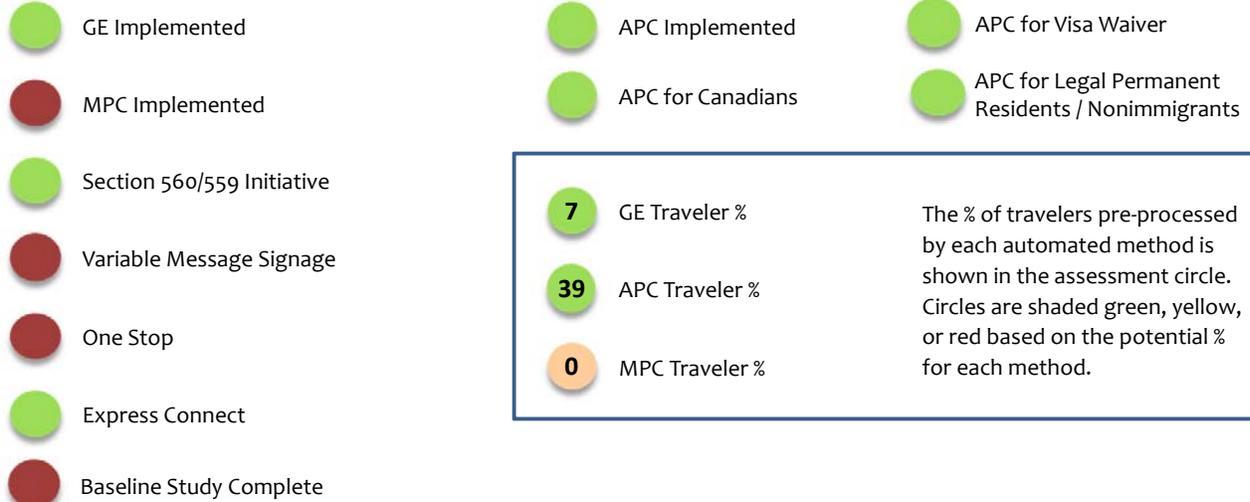


### Cycle Time ... steady cycle times



## Best Practice Inventory

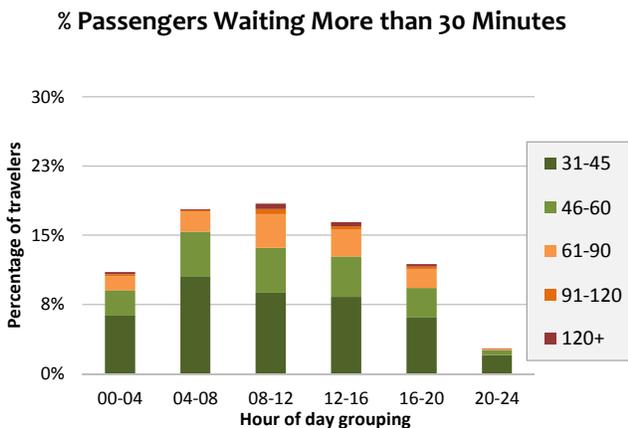
**DFW New FIS Best Practice Assessment:** DFW's new terminal has implemented many of the available best practices. Most notably, there has been a significant increase in passengers processed by automated technologies like Global Entry and APC. APC is available at DFW not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.



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.

### Only 15% of passengers wait more than 30 minutes

While very few passengers wait more than 1 hour (about 3%), approximately 15% wait more than 30 minutes. Between the hours of 12 pm and 4 pm, 16% of passengers wait more than 30 minutes.



### Staff reallocation to peak traffic needed

Around 1/3 of all daily arrivals occur between 12 pm and 4 pm. However, more booths are staffed between 4pm - 8pm, when fewer passengers arrive. Wait times during peak hours could be further reduced by reallocating staff to the 12pm-4pm hour block.

