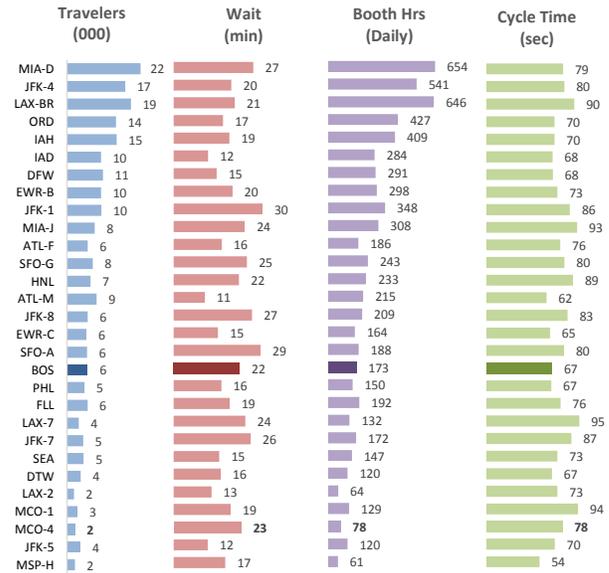


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	6,129	5,185	944	18%
Global Entry, APC, & MPC	47%	15%	32%	213%
Non-Automated	53%	85%	-32%	-38%
United States Citizens	50.2%	51.5%	-1.3%	-2%
Non-immigrants	44.1%	42.6%	+1.5%	3%
Legal Permanent Residents	5.7%	5.9%	-0.2%	-4%
Average Daily Flights (#)	31	30	1	4%
Wait Time				
Average Primary Wait (m)	22.4	25.6	-3.1	-12%
% Travelers < 60 minutes	94%	93%	1%	1%
% Travelers > 120 mins	0.37%	0.18%	+0.20%	109%
Primary Booth Hours				
Average Daily Booth Hours	173	155	18	12%
Efficiency				
Average Cycle Time (s)	67.5	71.9	-4.4	-6%
Max Hourly Throughput / booth	53.4	50.1	3.3	7%
Average Utilization	66%	67%	0%	-1%

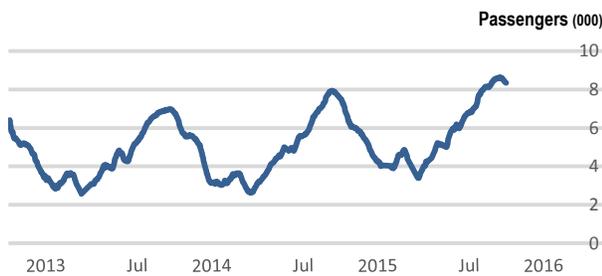
Compared to other major airports ...



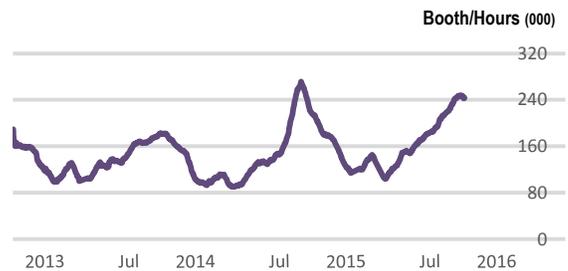
More booths and faster processing reduce wait times despite 18% more volume

- **Travel is up at Boston, Main Terminal.** Traveler volume (year to date) has increased 18% compared to last year. Today, 47% of passengers are confirmed with Global Entry and APC, up from 15% last year.
- **Booth hours increase to meet passenger demand.** More booths are being opened compared to last year. Average daily booth hours have increased from 155 hours last year to 173 hours this year.
- **BOS increases efficiency.** Average cycle time is 4.4 seconds faster this year, allowing for an extra 3.3 passengers to be processed per booth, per hour.
- **Wait times decreased by 12%.** Wait times have decreased by 3.1 minutes, from 25.6 minutes last year to 22.4 minutes today. Increased automation and faster cycle times have helped reduce wait times.

Traveler Volume ... trending up since 2013



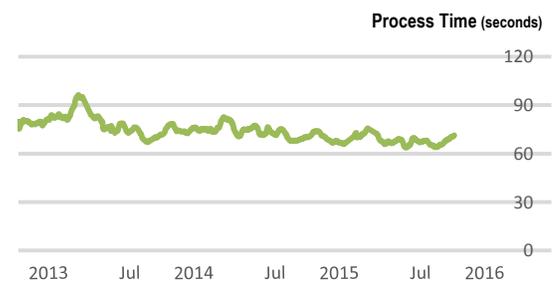
Booth Hours ... 12% increase since last year



Wait Time ... reduced compared to last year

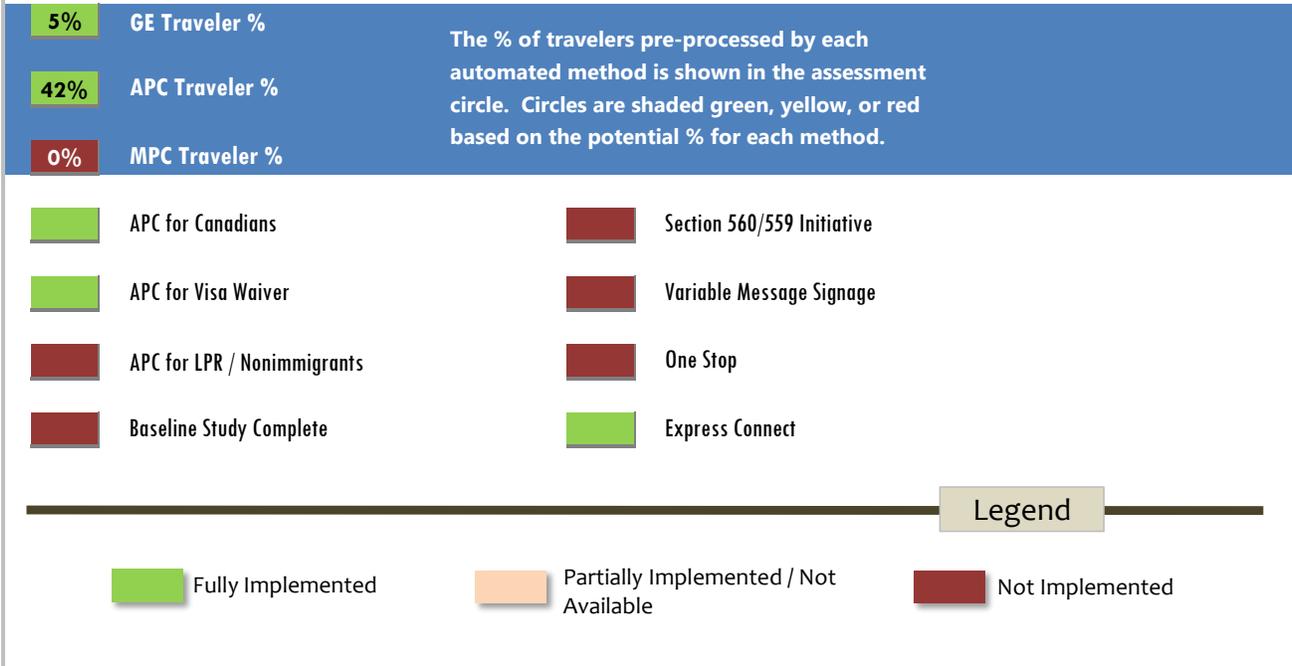


Cycle Time ... downward trend



Best Practice Inventory

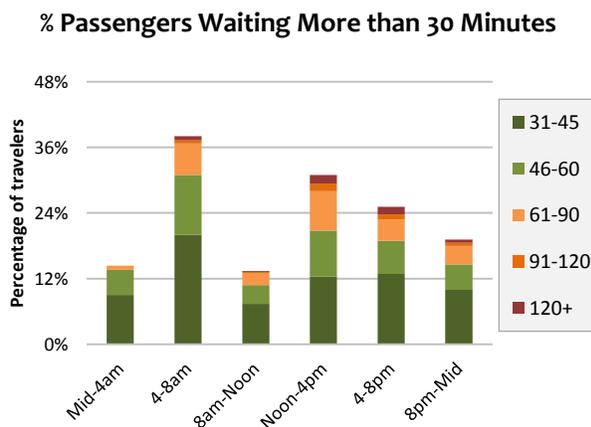
BOS Best Practice Assessment: BOS has implemented some of the available best practices. Most notably, 47% of BOS passengers are now processed by automated technologies like Global Entry and APC. APC is available at BOS not only to US Citizens, but also Canadians and Visa Waiver country travelers. Boston has much upside left in APC usage.



Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A green "assessment circle" indicates the practice is properly and fully implemented; Red means the practice is not in place; and Orange indicates implementation is limited and achieves less than intended results.

26% of passengers wait more than 30 minutes

Year to date, approximately 7% of Boston Logan passengers wait more than 1 hour, approximately 26% of passengers wait time more than 30 minutes. Between the hours of 4am to 8am, 38% of passengers wait more than 30 minutes.



More booths needed from Noon-4pm

BOS is busiest between 4pm and 8pm, when over 630 passengers arrive per hour. On average, 17 booths are open during this time, making wait times relatively similar to non-peak hours. Wait times are higher (25 minutes) from Noon to 4pm when nearly 500 passengers arrive per hour.

Intraday Volume, Wait Times, and Booth Hours

