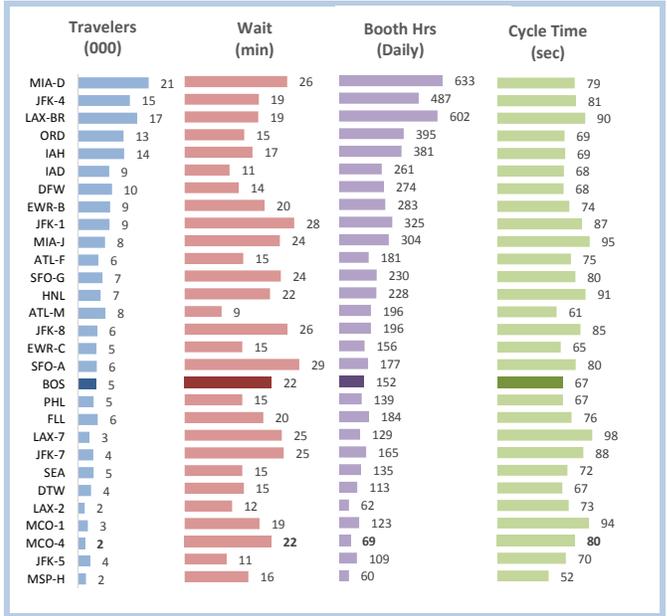


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	5,364	4,387	976	22%
Global Entry, APC, & MPC	47%	5%	42%	840%
Non-Automated	53%	95%	-42%	-44%
United States Citizens	50.3%	52.4%	-2.0%	-4%
Non-immigrants	43.9%	41.6%	+2.3%	5%
Legal Permanent Residents	5.8%	6.0%	-0.2%	-4%
Average Daily Flights (#)	30	28	2	8%
Wait Time				
Average Primary Wait (m)	22.0	25.4	-3.4	-13%
% Travelers < 60 minutes	93%	93%	0%	0%
% Travelers > 120 mins	0.52%	0.16%	+0.36%	226%
Primary Booth Hours				
Average Daily Booth Hours	152	126	26	20%
Efficiency				
Average Cycle Time (s)	67.3	73.6	-6.3	-9%
Max Hourly Throughput / booth	53.5	48.9	4.6	9%
Average Utilization	66%	71%	-5%	-7%

Compared to other major airports ...



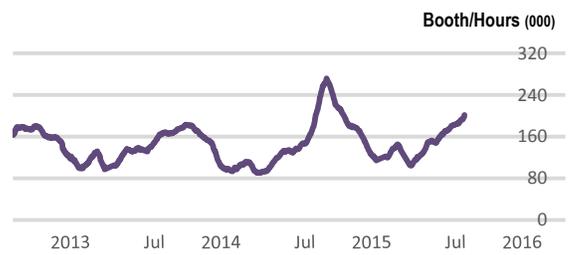
More booths and faster processing reduce wait times despite 22% more volume

- **Travel is up at Boston, Main Terminal.** Traveler volume (year to date) has increased 22% compared to last year. Today, 47% of passengers are confirmed with Global Entry and APC, up from 5% 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 126 hours last year to 152 hours this year.
- **BOS increases efficiency.** Average cycle time is 6.3 seconds faster this year, allowing for an extra 4.6 passengers to be processed per booth per hour. With more booths open and faster cycles, average utilization per booth reduced to 66% from 71% last year.
- **Wait times decreased by 13%.** Wait time has decreased by 3.4 minutes, from 25.4 minutes last year to 22 minutes today. Although seasonally high in late June to Mid-July, waits for this period were higher in 2014 and 2013.

Traveler Volume ... trending up since 2013



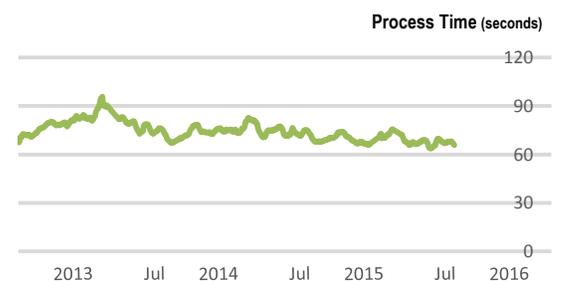
Booth Hours ... 20% increase since last year



Wait Time ... reduced compared to last year

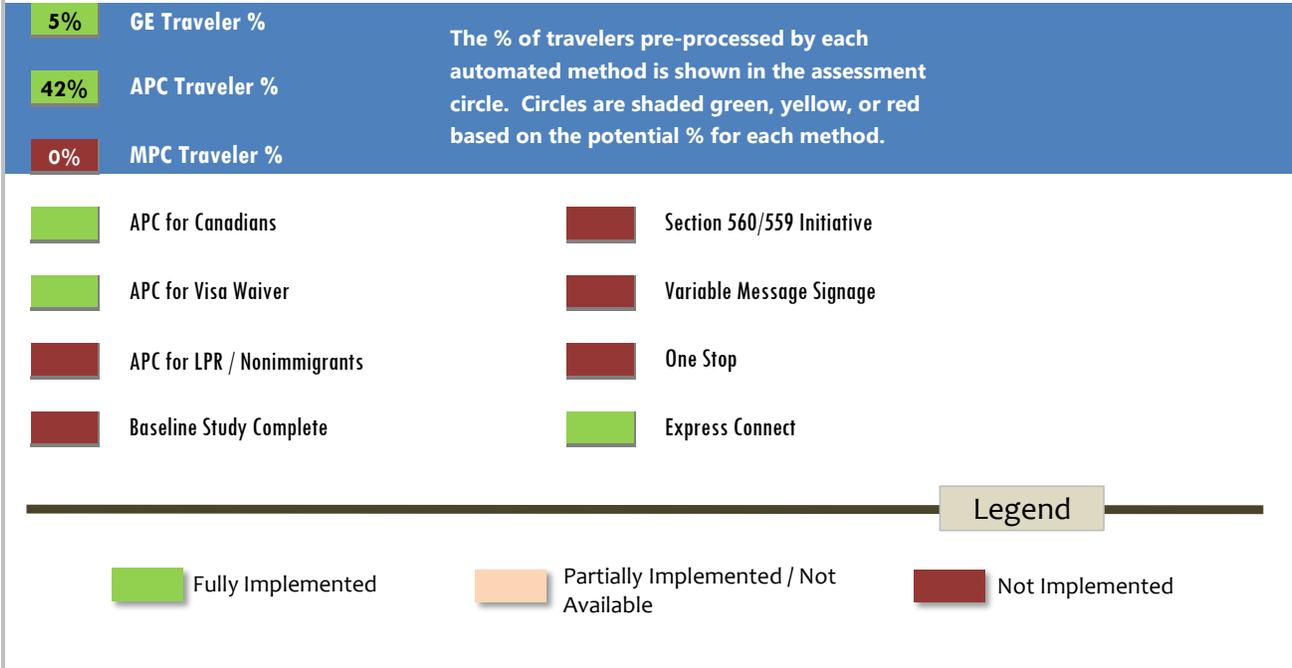


Cycle Time ... downward trend



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.

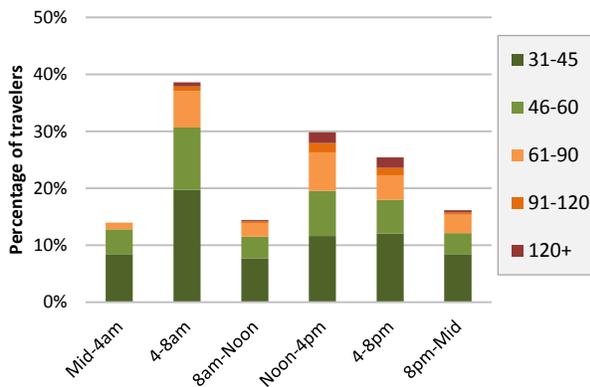


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. 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.

25% of passengers wait more than 30 minutes

Year to date, approximately 8% of Boston Logan passengers wait more than 1 hour. Between the hours of 4am to 8am, 39% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



More booths needed from Noon-4pm

BOS is busiest between 4pm and 8pm, when almost 600 passengers arrive per hour. On average, 15 booths are open during this time, making wait times relatively similar to non-peak hours. Wait times are higher (24 minutes) from Noon to 4pm when only 450 passengers arrive per hour.

Intraday Volume, Wait Times, and Booth Hours

