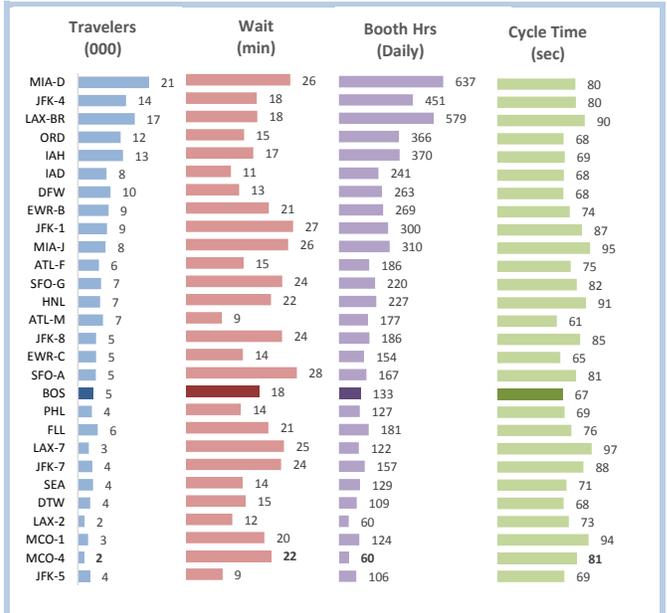


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	4,588	3,763	825	22%
Global Entry, APC, & MPC	48%	3%	45%	1500%
Non-Automated	52%	97%	-45%	-46%
United States Citizens	52.5%	54.2%	-1.7%	-3%
Non-immigrants	40.9%	39.0%	+2.0%	5%
Legal Permanent Residents	6.6%	6.9%	-0.3%	-4%
Average Daily Flights (#)	26	25	1	5%
<b>Wait Time</b>				
Average Primary Wait (m)	18.5	23.4	-4.9	-21%
% Travelers < 60 minutes	97%	95%	2%	2%
% Travelers > 120 mins	0.07%	0.14%	-0.07%	-53%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	133	111	22	20%
<b>Efficiency</b>				
Average Cycle Time (s)	67.3	73.8	-6.6	-9%
Max Hourly Throughput / booth	53.5	48.8	4.8	10%
Average Utilization	64%	69%	-5%	-7%

### Compared to other major airports ...



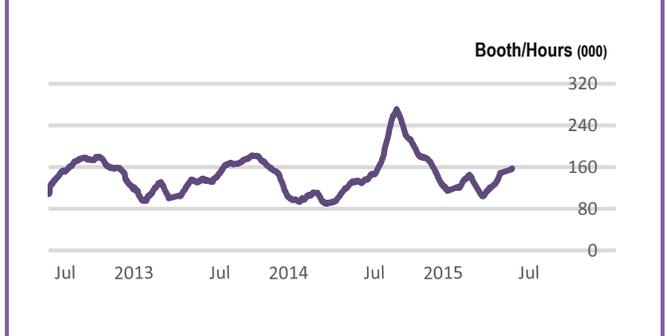
### More booths and faster processing reduce wait times despite 22% more volume

- Travel is up at Boston, Main Terminal.** Traveler volume (year to date) has increased 22% compared to last year. Today, 48% of passengers are pre-processed with Global Entry and APC, up from 3% 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 111 hours last year to 133 hours this year.
- BOS increases efficiency.** Average cycle time is 6.6 seconds faster this year, allowing for an extra 4.8 passengers to be processed per booth per hour. With more booths open and faster cycles, average utilization per booth reduced to 64% from 69% last year.
- Wait times decreased by 21%.** Wait time has decreased by 4.9 minutes, from 23.4 minutes last year to 18.5 minutes today. A combination of more booth hours and increased staff efficiency have helped decrease wait times.

### Traveler Volume ... trending up since 2013



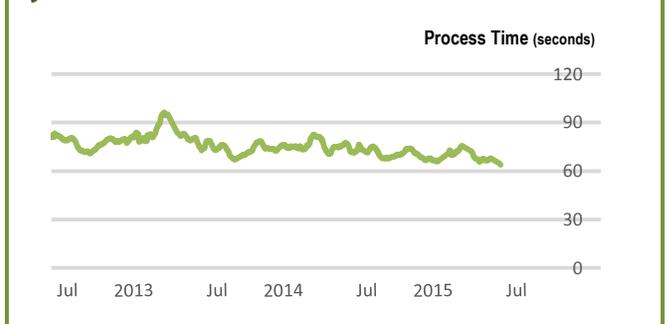
### Booth Hours ... 20% increase since last year



### Wait Time ... reduced compared to last year

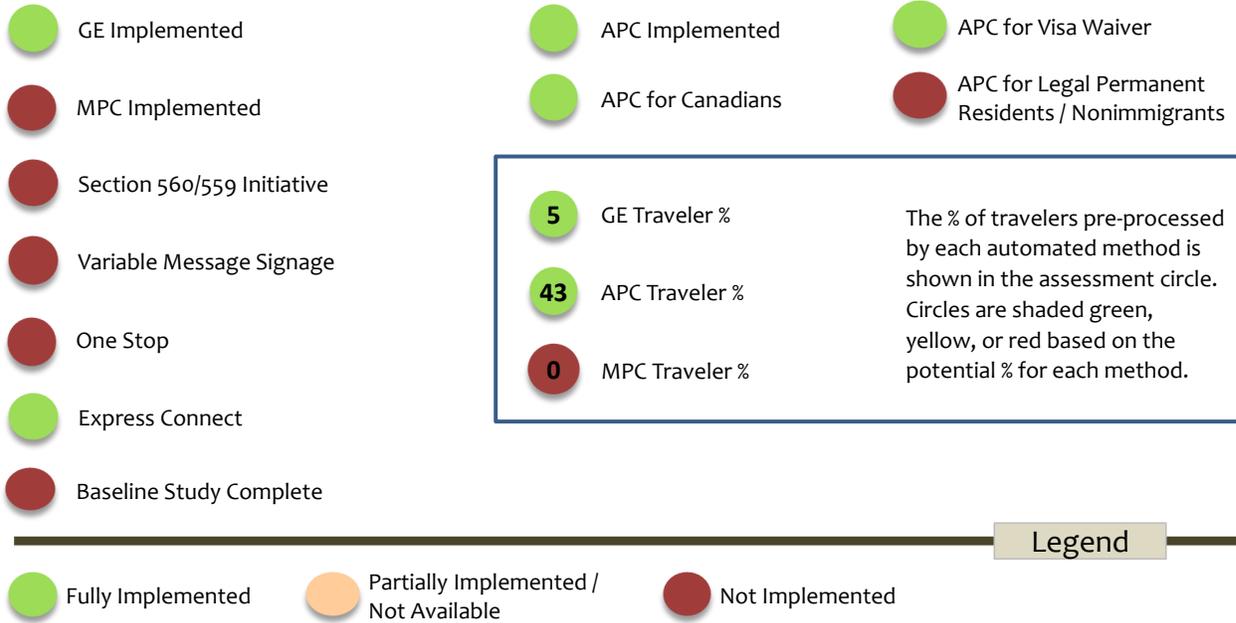


### Cycle Time ... downward trend



## Best Practice Inventory

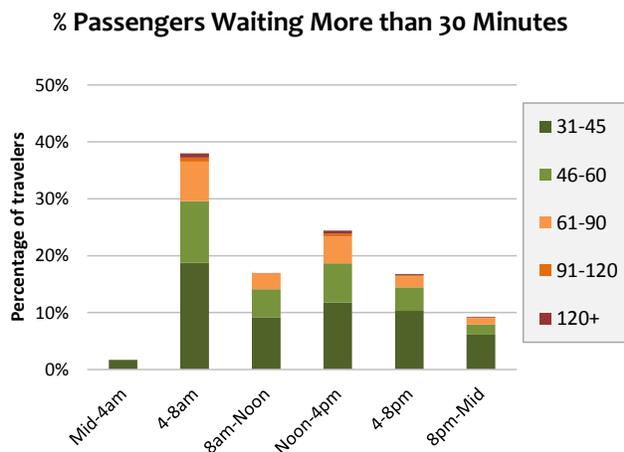
**BOS Best Practice Assessment:** BOS has implemented many of the available best practices. Most notably, 48% of BOS passengers are now processed by automated technologies like Global Entry and APC. APC is available at BOS not only to US Citizens, but also Canadians and Visa Waiver country travelers. 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.

### 19% of passengers wait more than 30 minutes

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



### BOS staffs well to peak traffic

BOS is busiest between 4pm and 8pm, when over 500 passengers arrive per hour. On average, 13 booths are open during this time, making wait times relatively similar to non-peak hours. BOS wait time can be reduced by opening more booths from 4am-8am and Noon-4pm.

