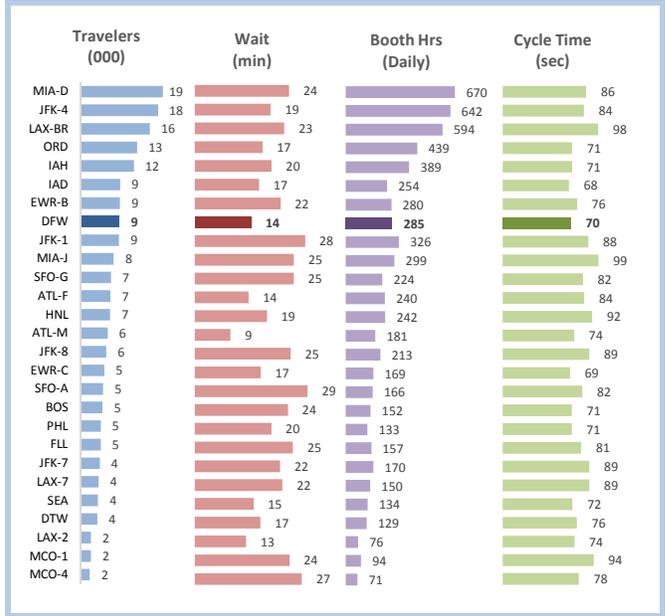


Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers	9,000	8,173	827	10%
Global Entry & APC	46%	10%	37%	387%
Non-Automated	54%	90%	-37%	-41%
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 (#)	62	61	2	3%
Wait Time				
Average Primary Wait (m)	14.5	25.9	-11.4	-44%
% Travelers < 60 minutes	97%	91%	7%	7%
% Travelers > 120 mins	0.06%	0.72%	-0.66%	-92%
Primary Booth Hours				
Average Daily Booth Hours	285	228	57	25%
Efficiency				
Average Cycle Time (s)	70.2	72.6	-2.4	-3%
Max Hourly Throughput / booth	51.3	49.6	1.7	3%
Average Utilization	61%	72%	-11%	-15%

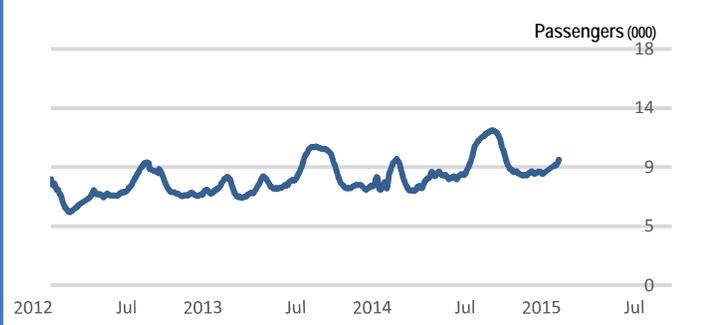
Compared to other major airports ...



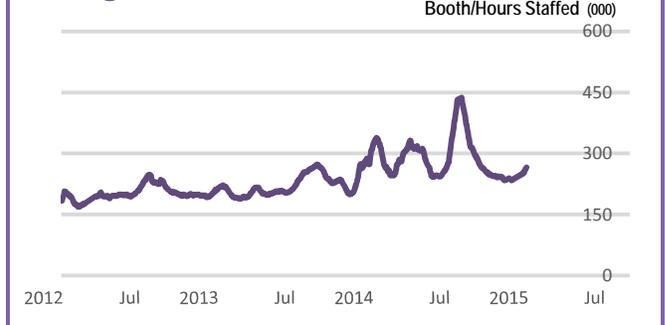
Increased booth staffing and automated processing significantly reduces waits

- 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 10% last year.
- More booths being staffed to meet demand.** Booth hours increased 25% compared to a year ago. This increase in staffing offset the increase in traveler volume.
- Wait times nearly cut in half.** Heavy usage of automated solutions and increased booth hours lead to a 44% drop in wait time, from 25.9 minutes last year to 14.5 minutes this year. 97% of passengers wait under 60 minutes and excessive wait times (over 120 minutes) have been virtually eliminated.
- Cycle time is 2.4 seconds faster.** While 3% faster, the significant growth in automated transactions would suggest even faster processing.

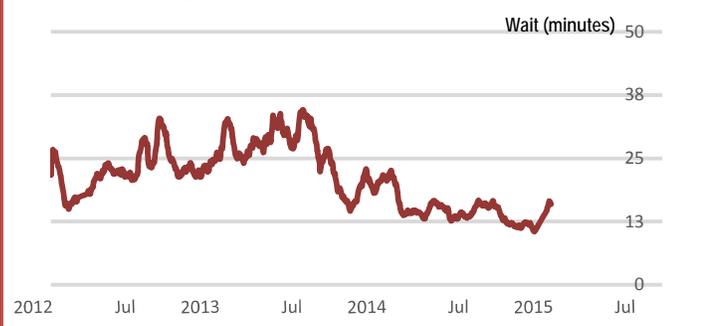
Traveler Volume ... strong growth



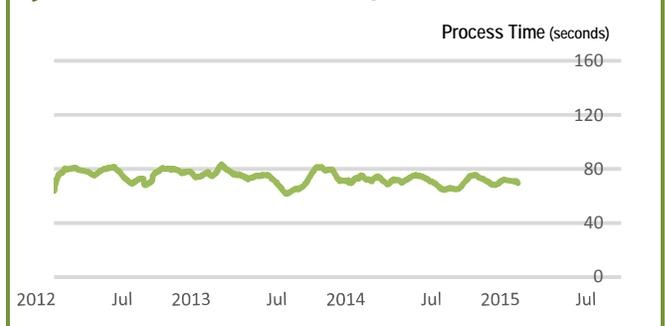
Staffing ... 25% more booths staffed than last year



Wait Time ... 45% drop compared to 2013

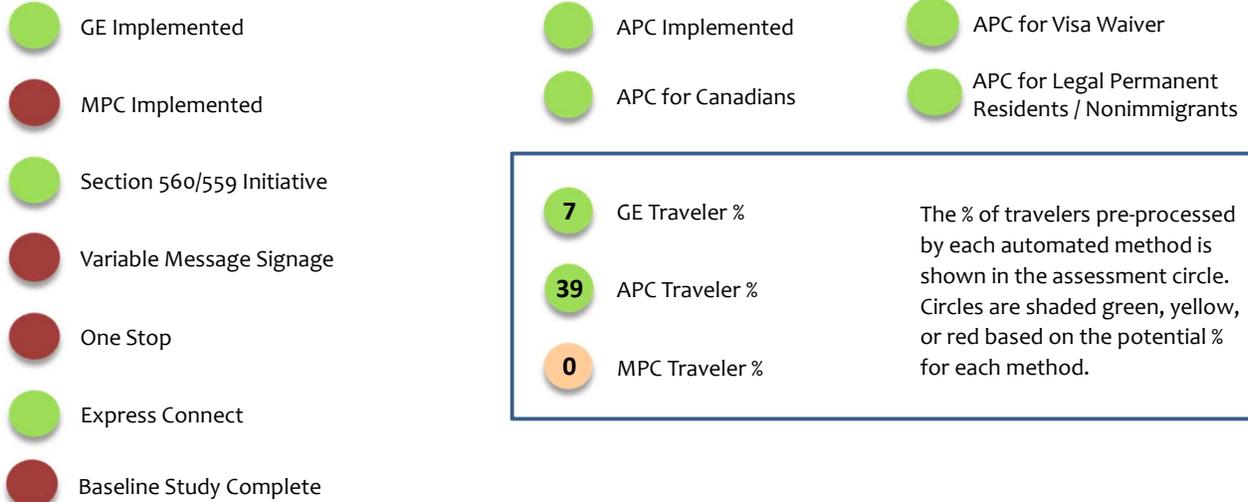


Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

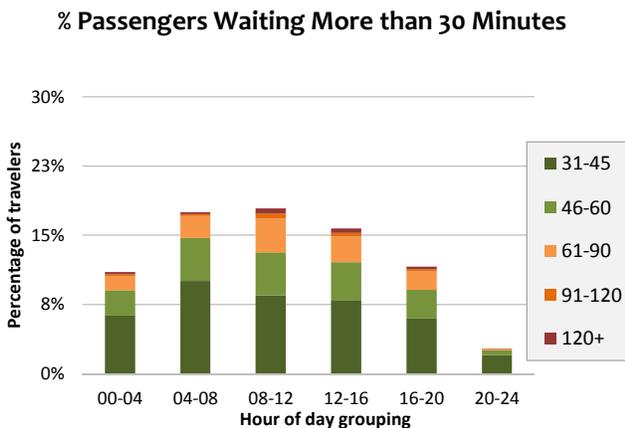
DFW New FIS Best Practice Assessment: DFW's new terminal has implemented many of the available best practices. Most notably, there has been a 37% increase in passengers processed by automated technologies like Global Entry and APC. APC is available at DFW not only to US Citizens, but also Canadians, 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 14% of passengers wait more than 30 minutes

While very few passengers wait more than 1 hour (about 3%), approximately 14% 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.

