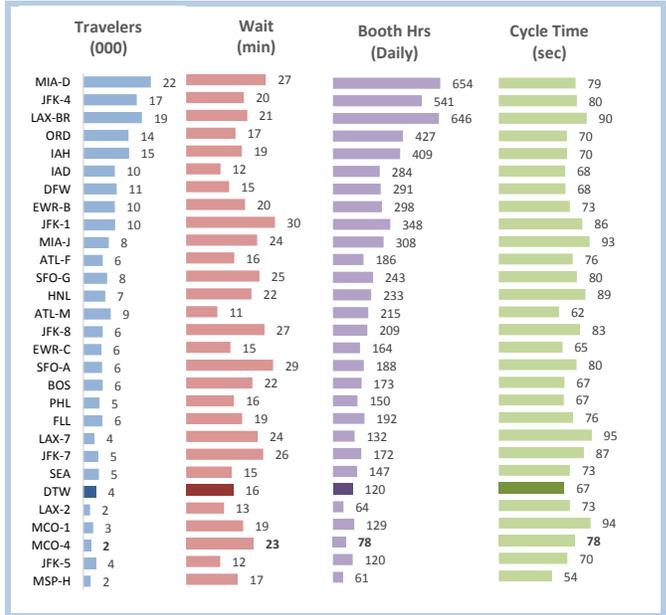


Key Metrics

Volume	YTD 2015	YTD 2014	Change %	Change
Average Daily Travelers	4,080	4,008	72	2%
Global Entry, APC, & MPC	52%	18%	34%	189%
Non-Automated	48%	82%	-34%	-41%
United States Citizens	55.3%	52.9%	+2.4%	5%
Non-immigrants	40.3%	42.3%	-2.0%	-5%
Legal Permanent Residents	4.4%	4.8%	-0.4%	-9%
Average Daily Flights (#)	18	18	-1	-3%
Wait Time				
Average Primary Wait (m)	16.0	17.7	-1.7	-10%
% Travelers < 60 minutes	98%	98%	0%	0%
% Travelers > 120 mins	0.05%	0.04%	+0.0%	40%
Primary Booth Hours				
Average Daily Booth Hours	120	139	-19	-14%
Efficiency				
Average Cycle Time (s)	67.3	78.7	-11.4	-14%
Max Hourly Throughput / booth	53.5	45.7	7.8	17%
Average Utilization	64%	63%	1%	1%

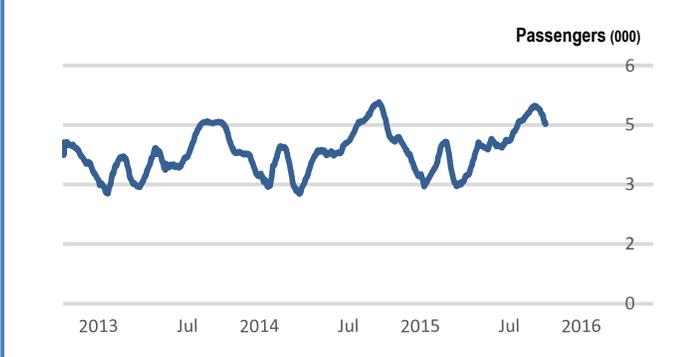
Compared to other major airports ...



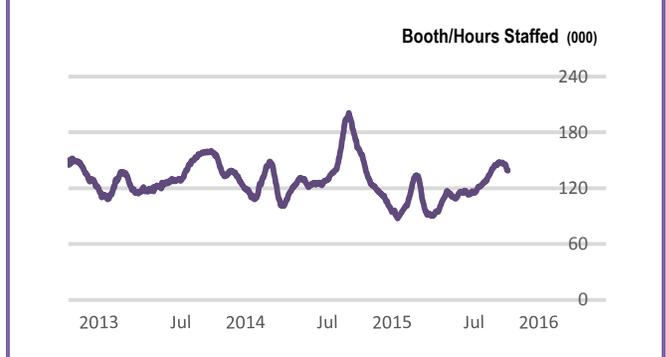
Faster processing reduces wait times

- **Travel is up slightly at Detroit Airport.** Traveler volume at DTW (year to date) has increased 2% compared to last year. Today, 52% of DTW's passengers are confirmed with Global Entry and APC, up from 18% last year.
- **Wait times significantly reduced.** A drastic increase in automated solutions has helped reduce average wait times, despite an increase in traffic, and reduction in booth hours. The average wait time decreased by 10%, from 17.7 minutes last year to 16 minutes this year.
- **Fewer booths opened.** Booth hours have decreased by 14%, from 139 hours last year to 120 hours this year. Since wait time has decreased, reducing booth hours is justified.
- **Much faster processing.** Average cycle time decreased by 11.4 seconds (14%), resulting in an increase in max hourly throughput of 7.8 passengers an hour.

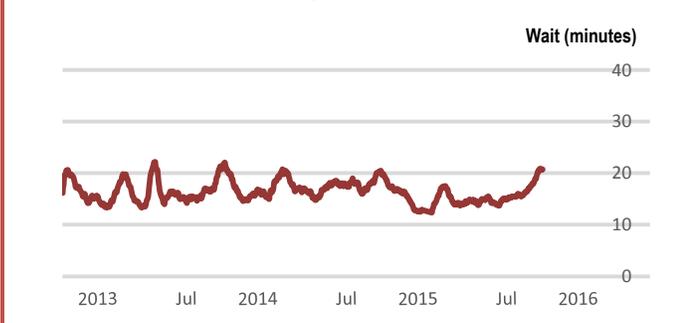
Traveler Volume ... slow growth since 2014



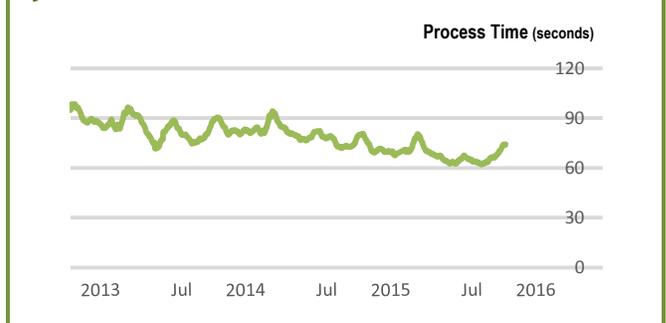
Booth Hours ... downward trend since mid 2014



Wait Time ... reduced compared to last year

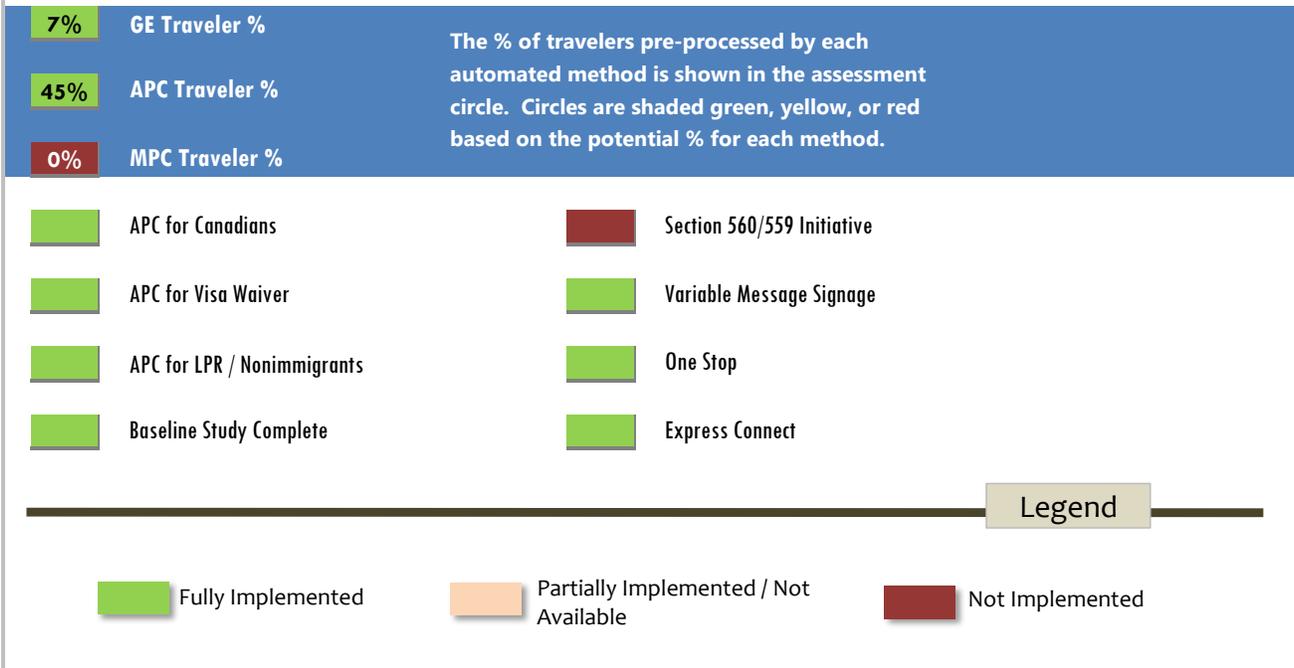


Cycle Time ... downward trend



## Best Practice Inventory

**DTW Best Practice Assessment:** DTW has implemented many of the available best practices. 52% of DTW passengers are now processed by APC and Global Entry indicating progress and improvement. APC is available at DTW not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

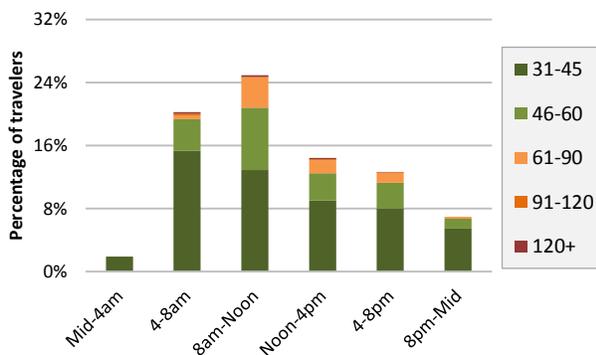


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

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

While very few Detroit passengers wait more than 1 hour (about 2%), approximately 15% of passengers wait more than 30 minutes. Between the hours of 8am to Noon, 25% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### More booths needed from 8am to Noon

Detroit is busiest between Noon and 4pm, when over 420 passengers arrive per hour. An average of 11 booths per hour are staffed during this time, and average wait is 16 minutes. From 8am to Noon, only 151 passengers arrive per hour, but average wait is 20 minutes since only 5 booths are open. Slightly more booths during 8am to Noon could greatly reduce DTW average wait.

**Intraday Volume, Wait Times, and Booth Hours**

