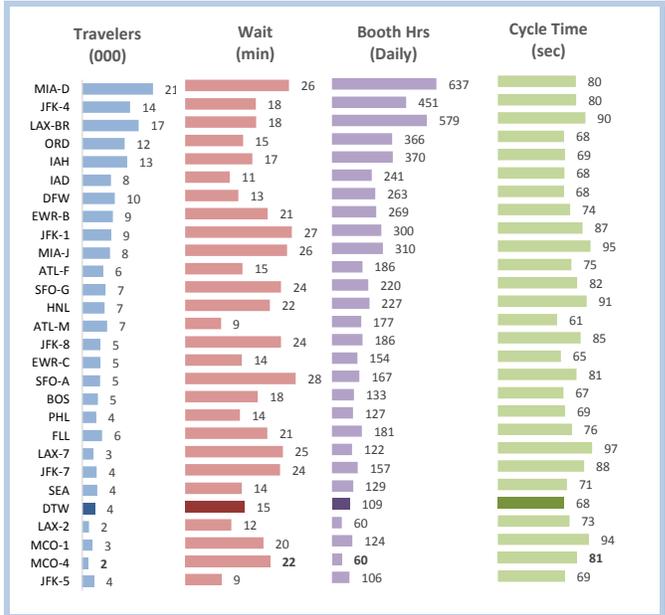


### Key Metrics

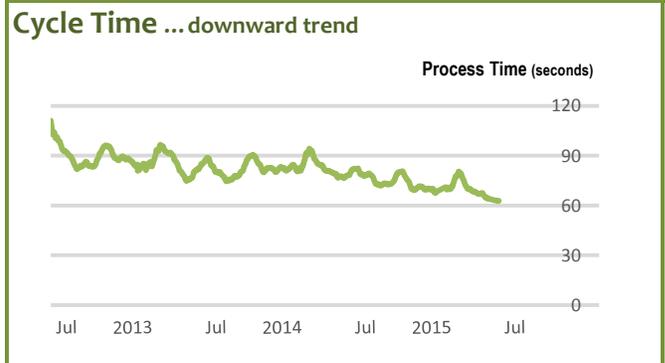
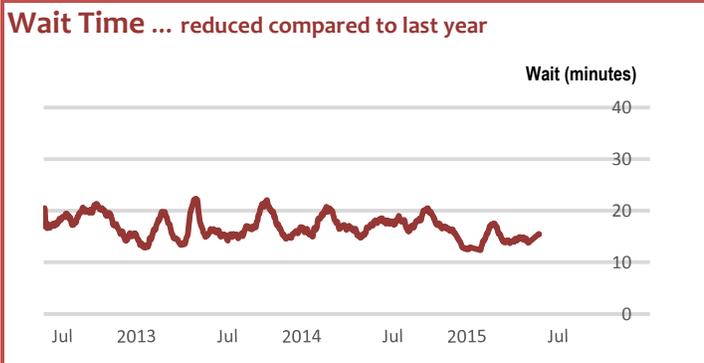
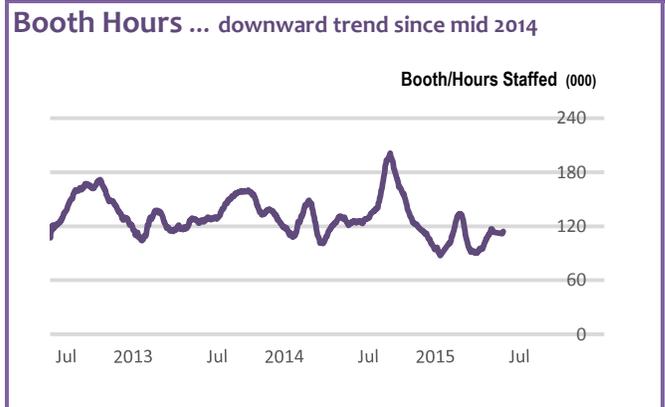
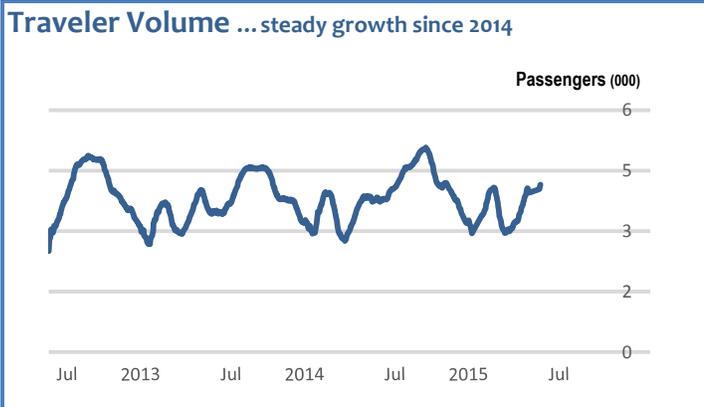
	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	3,641	3,534	107	3%
Global Entry, APC, & MPC	53%	4%	49%	1225%
Non-Automated	47%	96%	-49%	-51%
United States Citizens	55.1%	51.5%	+3.6%	7%
Non-immigrants	40.4%	43.1%	-2.8%	-6%
Legal Permanent Residents	4.5%	5.3%	-0.8%	-16%
Average Daily Flights (#)	18	17	0	2%
<b>Wait Time</b>				
Average Primary Wait (m)	15.1	17.3	-2.1	-12%
% Travelers < 60 minutes	99%	99%	0%	0%
% Travelers > 120 mins	0.05%	0.01%	+0.0%	684%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	109	124	-16	-13%
<b>Efficiency</b>				
Average Cycle Time (s)	68.0	81.8	-13.8	-17%
Max Hourly Throughput / booth	52.9	44.0	8.9	20%
Average Utilization	63%	65%	-1%	-2%

### Compared to other major airports ....



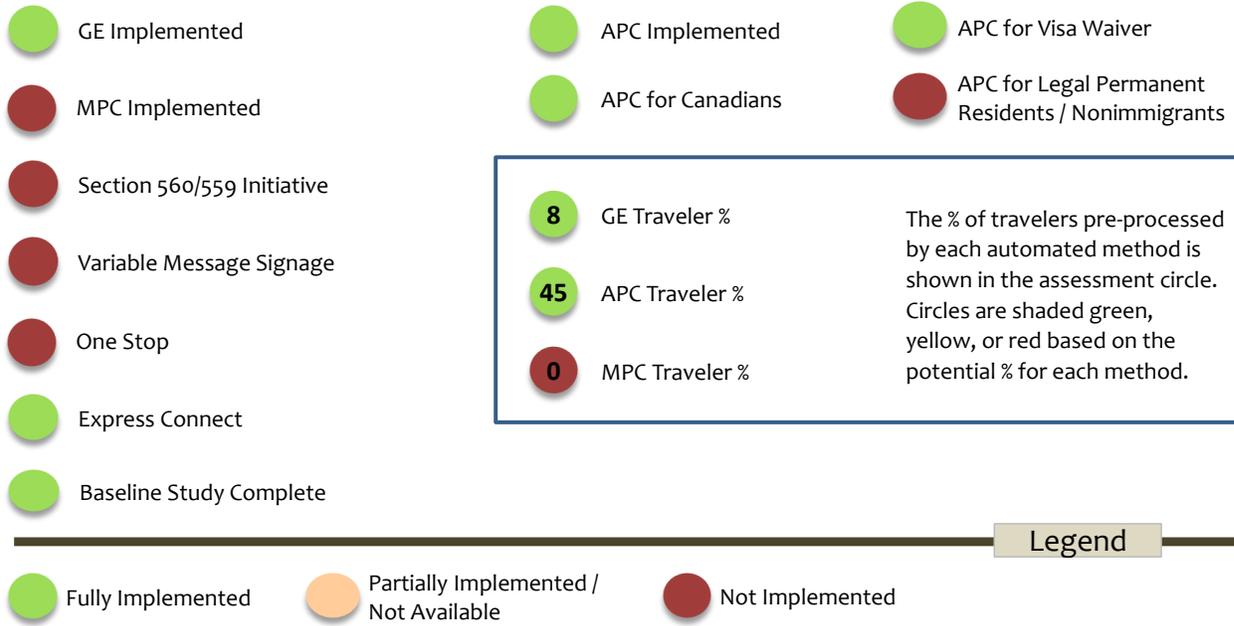
**Increased automation and throughput to reduces waits**

- Travel is up slightly at Detroit Airport.** Traveler volume at DTW (year to date) has increased 3% compared to last year. Today, 53% of DTW's passengers are pre-processed with Global Entry and APC, up from 4% last year.
- Booth staffing down.** Booth hours have decreased by 13%, from 124 hours last year to 109 hours today.
- 14 second faster processing.** Average cycle time decreased by 14 seconds (17%), resulting in an increase in max hourly throughput of 8.9 passengers an hour.
- Wait times significantly reduced.** A drastic increase in automated solutions has helped reduce average wait times, despite an increase in traffic. The average wait time decreased by 12%, from 17.3 minutes last year to 15.1 minutes this year.



## Best Practice Inventory

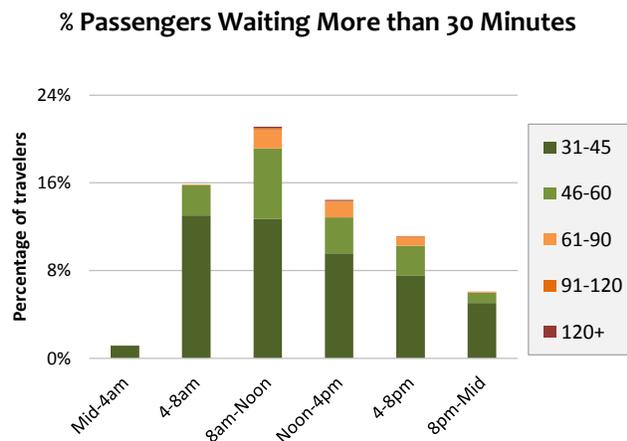
**DTW Best Practice Assessment:** DTW has implemented many of the available best practices. 53% of DTW passengers are now processed by APC and Global Entry indicating progress and improvement. APC is available at DTW not only to US Citizens, but also Canadians and Visa Waiver country travelers.



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.

### 14% of passengers wait more than 30 minutes

While very few Detroit passengers wait more than 1 hour (about 1%), approximately 14% wait more than 30 minutes. Between the hours of 8am to Noon, 21% of passengers wait more than 30 minutes.



### DTW staffs well during peak traffic

Detroit is busiest between Noon and 4pm, when over 350 passengers arrive per hour. An average of 10 booths per hour are staffed during this time. Average wait time during this period (16 minutes) is lower than the much less busy 8am-Noon (18 minutes) period. Slightly more booths during 8am-Noon could greatly reduce DTW average wait.

