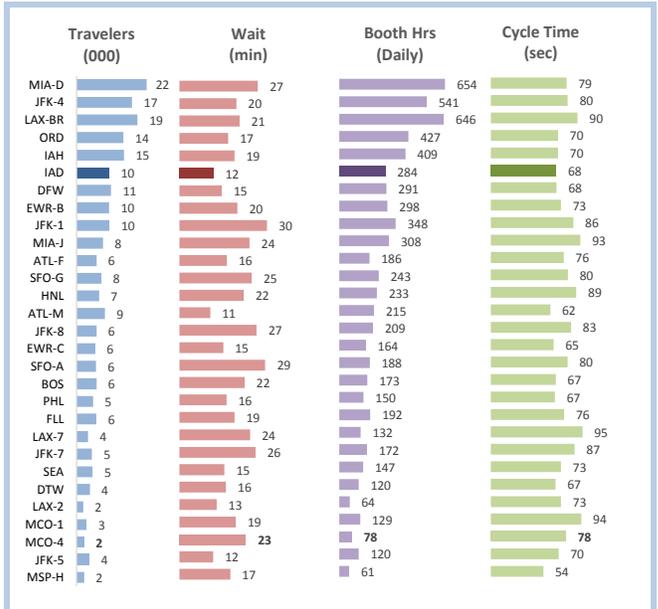


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	10,004	9,424	580	6%
Global Entry, APC, & MPC	47%	5%	42%	840%
Non-Automated	53%	95%	-42%	-44%
United States Citizens	52.2%	52.2%	-0.0%	0%
Non-immigrants	41.8%	41.3%	+0.4%	1%
Legal Permanent Residents	6.0%	6.4%	-0.4%	-7%
Average Daily Flights (#)	47	50	-2	-5%
Wait Time				
Average Primary Wait (m)	11.7	17.6	-5.9	-34%
% Travelers < 60 minutes	98%	95%	3%	3%
% Travelers > 120 mins	0.11%	0.14%	-0.03%	-24%
Primary Booth Hours				
Average Daily Booth Hours	284	256	29	11%
Efficiency				
Average Cycle Time (s)	68.0	68.0	0.0	0%
Max Hourly Throughput / booth	53.0	53.0	0.0	0%
Average Utilization	66%	70%	-3%	-5%

Compared to other major airports ...



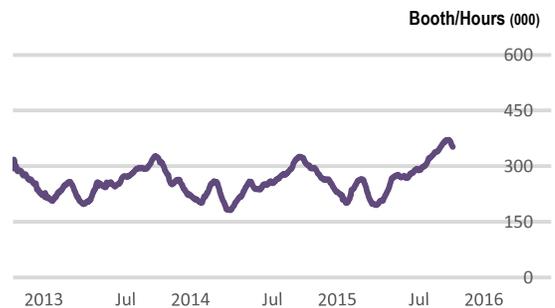
Wait times cut by more than a third due to APC

- Travel is up at Dulles (Main Terminal).** Traveler volume at Dulles increased 6% compared to last year. 47% of IAD passengers are processed by Global Entry and APC.
- Booth hours increased.** Booth hours at Dulles have increased 11% compared to a year ago, from 256 hours a year ago to 284 hours this year. This increase in staffing out paced the increase in traveler volume.
- Wait times have decreased 34% from a year ago.** Year to date, IAD Main Terminal's average wait is down significantly (from 17.6 minutes last year to 11.7 minutes this year). IAD has some of the shortest wait times in the country.
- Cycle time unchanged.** Expanded use of Global Entry and APC has contributed to average cycle time reductions. Average cycle time (68 seconds) is unchanged from a year ago.

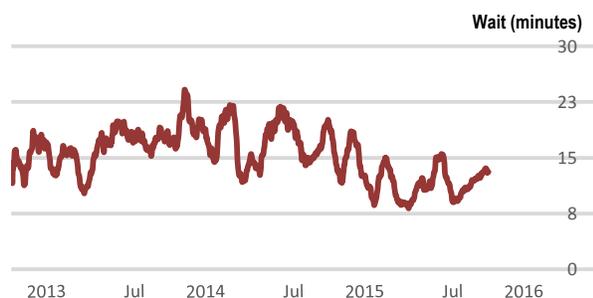
Traveler Volume ... slight seasonal growth



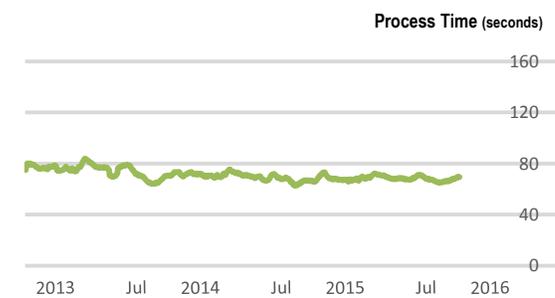
Booth hours ... 11% more booth hours



Wait Time ... on downward trend



Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

IAD Main Terminal Best Practice Assessment: IAD's Main Terminal has implemented many of the available best practices. Most notably, 47% of passengers are now processed by Global Entry or APC. APC is available at IAD not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

8%	GE Traveler %	The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method.
39%	APC Traveler %	
0%	MPC Traveler %	

APC for Canadians	Section 560/559 Initiative
APC for Visa Waiver	Variable Message Signage
APC for LPR / Nonimmigrants	One Stop
Baseline Study Complete	Express Connect

Legend

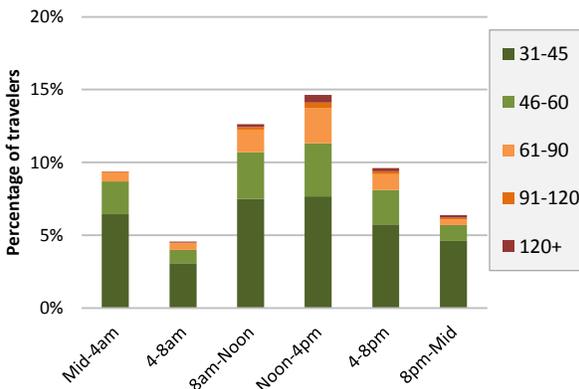
Fully Implemented	Partially Implemented / Not Available	Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices 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.

12% of passengers wait more than 30 minutes

While very few Dulles passengers wait more than 1 hour (about 2%), approximately 12% wait more than 30 minutes. Between the hours of Noon to 4pm, 15% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



IAD staffs well to traveler volume

Over 1,130 passengers (on average) arrive between Noon-4pm. Yet, wait times during this period are not much higher than less busy times. Overall, IAD is doing well matching booths to traffic demand.

Intraday Volume, Wait Times, and Booth Hours

