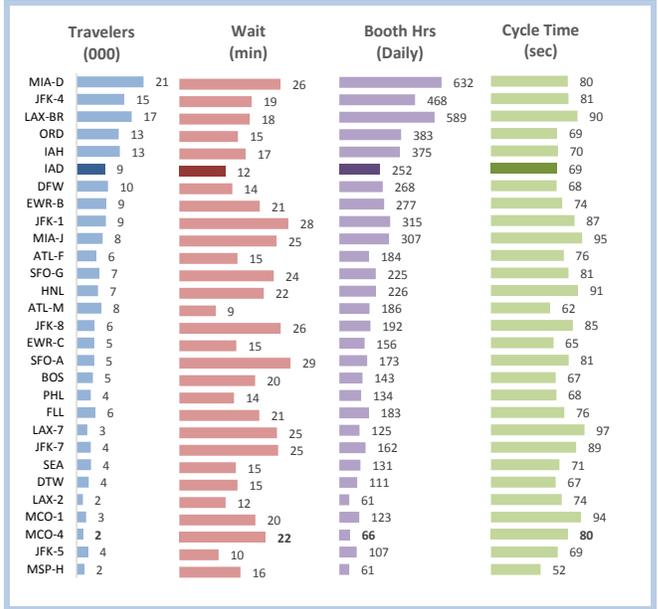


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	8,782	8,238	544	7%
Global Entry, APC, & MPC	47%	6%	41%	683%
Non-Automated	53%	94%	-41%	-44%
United States Citizens	51.0%	51.2%	-0.2%	0%
Non-immigrants	42.5%	41.7%	+0.8%	2%
Legal Permanent Residents	6.5%	7.1%	-0.6%	-8%
Average Daily Flights (#)	46	48	-1	-3%
<b>Wait Time</b>				
Average Primary Wait (m)	11.8	18.3	-6.5	-36%
% Travelers < 60 minutes	98%	94%	3%	3%
% Travelers > 120 mins	0.18%	0.23%	-0.05%	-21%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	252	233	19	8%
<b>Efficiency</b>				
Average Cycle Time (s)	68.6	69.7	-1.1	-2%
Max Hourly Throughput / booth	52.5	51.7	0.8	2%
Average Utilization	66%	69%	-2%	-3%

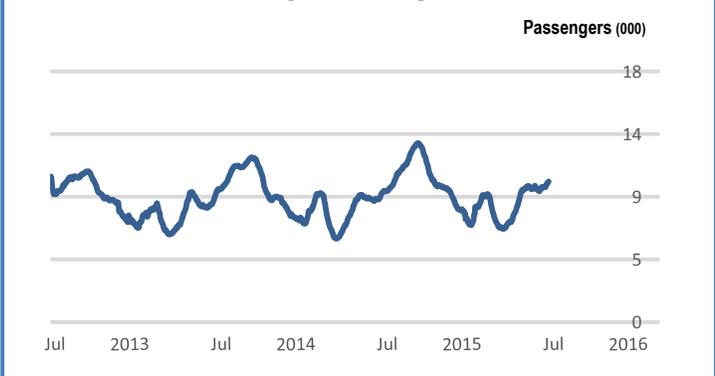
### Compared to other major airports ...



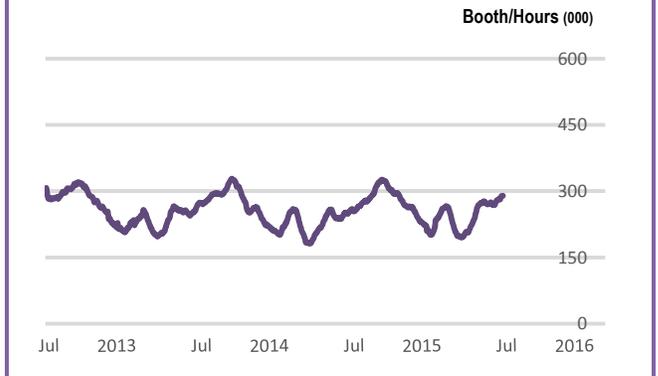
### Wait times cut by a third due to APC

- Travel is up at Dulles (Main Terminal).** Traveler volume at Dulles increased 7% compared to last year. 47% of IAD passengers are processed by Global Entry and APC.
- Booth hours increased.** Booth hours at Dulles have increased 8% compared to a year ago, from 233 hours a year ago to 252 hours this year. This increase in staffing out paced the increase in traveler volume.
- Wait times have decreased 36% from a year ago.** Year to date, IAD Main Terminal's average wait is down significantly (from 18.3 minutes last year to 11.8 minutes this year). IAD has some of the shortest wait times in the country.
- Cycle time is 1.1 seconds faster.** Expanded use of Global Entry and the introduction of APC has contributed to average cycle time reductions. Average cycle time (68.6 seconds) is down from 69.7 seconds a year ago.

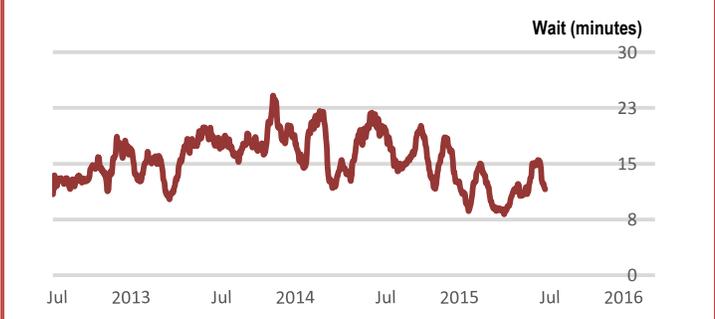
### Traveler Volume ... slight seasonal growth



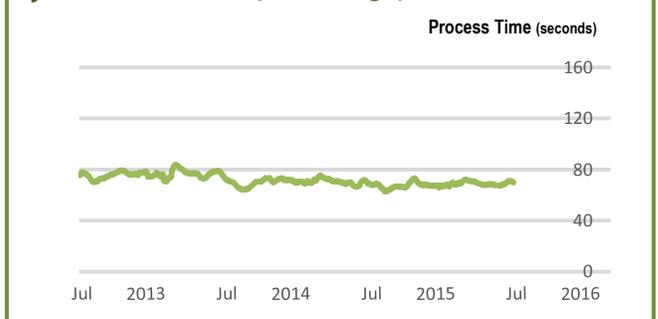
### Booth hours ... 8% more booth hours



### 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.

<b>9%</b>	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.
<b>38%</b>	APC Traveler %	
<b>0%</b>	MPC Traveler %	

- |   |  |
|---|--|
| <span style="display:inline-block; width:15px; height:15px; background-color:#92d050; border:1px solid #000;"></span> APC for Canadians           | <span style="display:inline-block; width:15px; height:15px; background-color:#800000; border:1px solid #000;"></span> Section 560/559 Initiative |
| <span style="display:inline-block; width:15px; height:15px; background-color:#92d050; border:1px solid #000;"></span> APC for Visa Waiver         | <span style="display:inline-block; width:15px; height:15px; background-color:#800000; border:1px solid #000;"></span> Variable Message Signage   |
| <span style="display:inline-block; width:15px; height:15px; background-color:#92d050; border:1px solid #000;"></span> APC for LPR / Nonimmigrants | <span style="display:inline-block; width:15px; height:15px; background-color:#800000; border:1px solid #000;"></span> One Stop                   |
| <span style="display:inline-block; width:15px; height:15px; background-color:#92d050; border:1px solid #000;"></span> Baseline Study Complete     | <span style="display:inline-block; width:15px; height:15px; background-color:#800000; border:1px solid #000;"></span> Express Connect            |

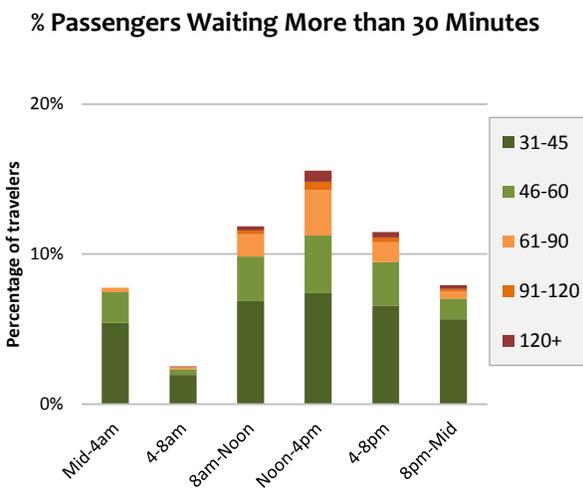
#### Legend

- |   |   |   |
|---|---|---|
| <span style="display:inline-block; width:20px; height:15px; background-color:#92d050; border:1px solid #000;"></span> Fully Implemented | <span style="display:inline-block; width:20px; height:15px; background-color:#ffcc99; border:1px solid #000;"></span> Partially Implemented / Not Available | <span style="display:inline-block; width:20px; height:15px; background-color:#800000; border:1px solid #000;"></span> Not Implemented |
|---|---|---|

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 3%), approximately 12% wait more than 30 minutes. Between the hours of Noon to 4pm, 16% of passengers wait more than 30 minutes.



### IAD staffs well to volume

Nearly 1,000 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 a good job of matching booths to traffic demand.

