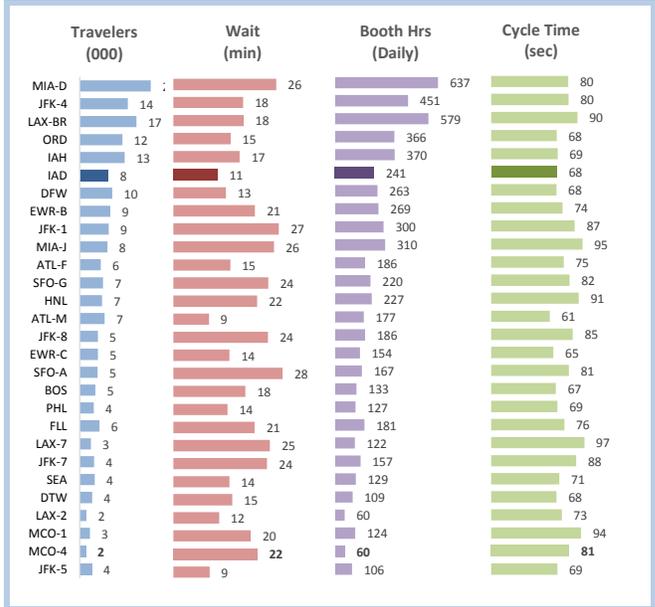


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	8,401	8,018	383	5%
Global Entry, APC, & MPC	47%	6%	41%	683%
Non-Automated	53%	94%	-41%	-44%
United States Citizens	51.6%	51.5%	+0.1%	0%
Non-immigrants	41.5%	41.1%	+0.5%	1%
Legal Permanent Residents	6.9%	7.5%	-0.6%	-8%
Average Daily Flights (#)	45	47	-2	-5%
Wait Time				
Average Primary Wait (m)	11.4	17.7	-6.3	-36%
% Travelers < 60 minutes	98%	95%	3%	3%
% Travelers > 120 mins	0.11%	0.23%	-0.12%	-51%
Primary Booth Hours				
Average Daily Booth Hours	241	228	13	6%
Efficiency				
Average Cycle Time (s)	68.3	69.7	-1.4	-2%
Max Hourly Throughput / booth	52.7	51.6	1.1	2%
Average Utilization	66%	68%	-2%	-3%

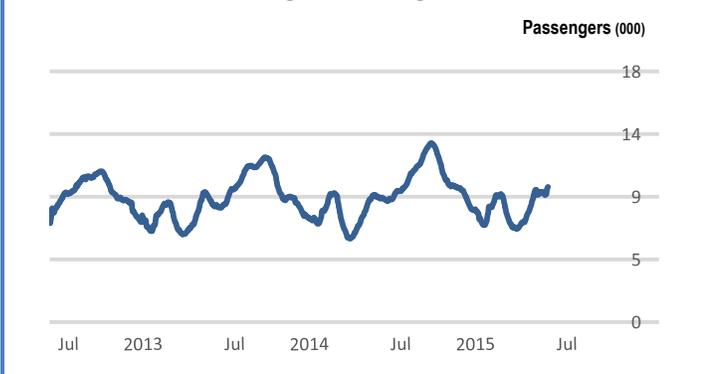
Compared to other major airports ...



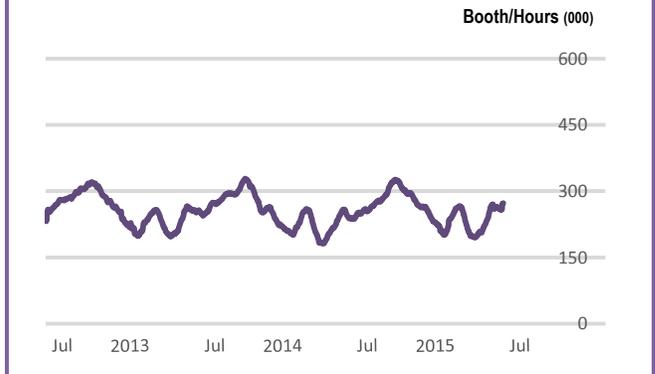
Automated processing helps decrease wait times

- Travel is up slightly at Dulles (Main Terminal).** Traveler volume at Dulles increased 5% compared to last year. 47% of IAD passengers are processed by Global Entry and APC.
- Booth hours slightly up.** Booth hours at Dulles have increased 6% compared to a year ago, from 228 hours a year ago to 241 hours this year. This increase in staffing keeps pace with 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 17.7 minutes last year to 11.4 minutes this year).
- Cycle time is 1.4 seconds faster.** Expanded use of Global Entry and the introduction of APC has contributed to average cycle time reductions. Average cycle time (68.3 seconds) is down from 69.7 seconds a year ago.

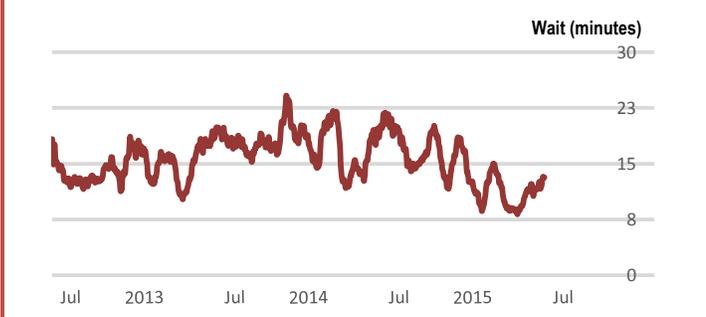
Traveler Volume ... slight seasonal growth



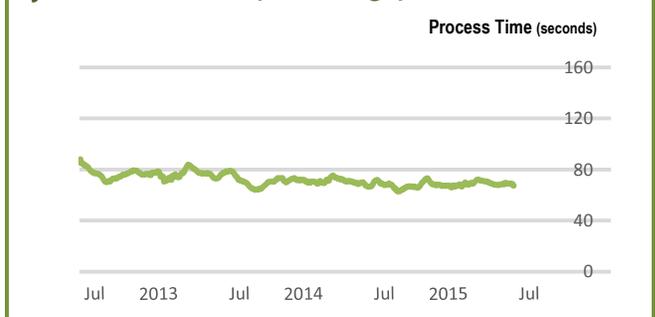
Booth hours ... 6% more booth hours



Wait Time ... on downward trend

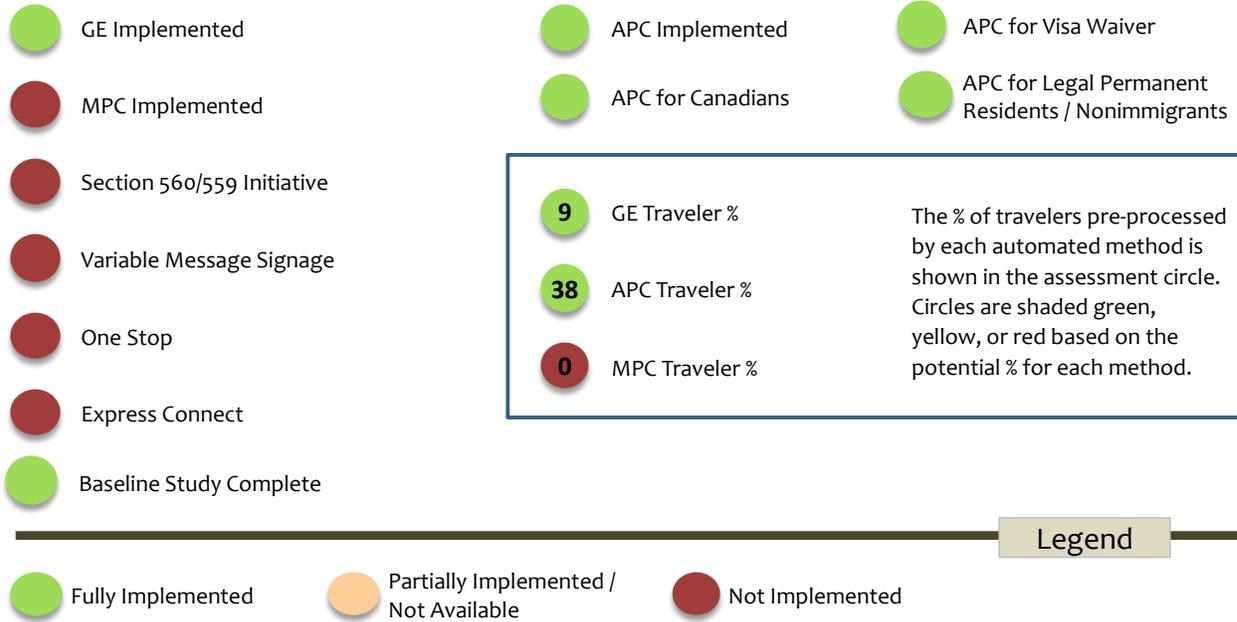


Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

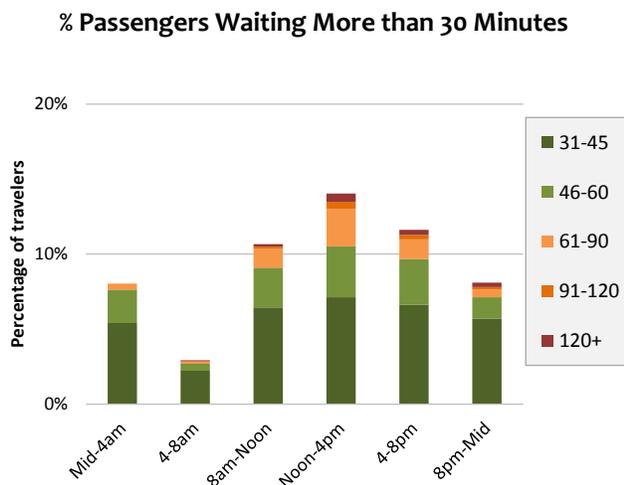
IAD Main Terminal Best Practice Assessment: IAD's Main Terminal has implemented many of the available best practices. Most notably, 47% of passengers are now processed by Global Entry or APC. IAD has recently introduced APC kiosks and should be able to continue to decrease its wait time and increase throughput as more passengers utilize APC.



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.

11% of passengers wait more than 30 minutes

While very few Dulles passengers wait more than 1 hour (about 2%), approximately 11% wait more than 30 minutes. Between the hours of Noon to 4pm, 14% of passengers wait more than 30 minutes.



IAD can improve off-peak staffing.

Over 880 passengers (on average) arrive between Noon-4pm. Yet, wait times during this period are similar to wait times between 8am and Noon. A few more booths during 8am-Noon would significantly reduce wait times.

Intraday Volume, Wait Times, and Booth Hours

