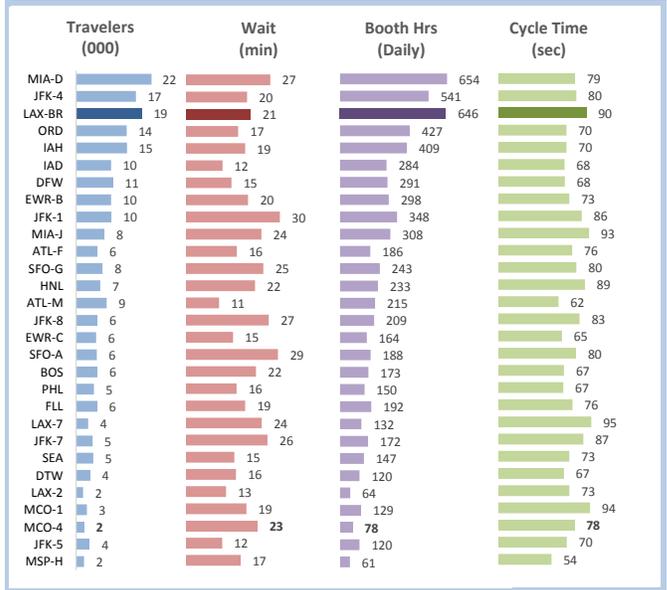


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	18,742	16,344	2,398	15%
Global Entry, APC, & MPC	34%	2%	32%	1600%
Non-Automated	66%	98%	-32%	-33%
United States Citizens	36.1%	36.2%	-0.1%	0%
Non-immigrants	57.9%	57.4%	+0.5%	1%
Legal Permanent Residents	6.0%	6.4%	-0.4%	-6%
Average Daily Flights (#)	69	63	6	10%
<b>Wait Time</b>				
Average Primary Wait (m)	20.7	24.5	-3.9	-16%
% Travelers < 60 minutes	95%	94%	1%	1%
% Travelers > 120 mins	0.10%	0.04%	+0.05%	136%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	646	610	37	6%
<b>Efficiency</b>				
Average Cycle Time (s)	90.2	100.5	-10.2	-10%
Max Hourly Throughput / booth	39.9	35.8	4.1	11%
Average Utilization	73%	75%	-2%	-3%

### Compared to other major airports ...



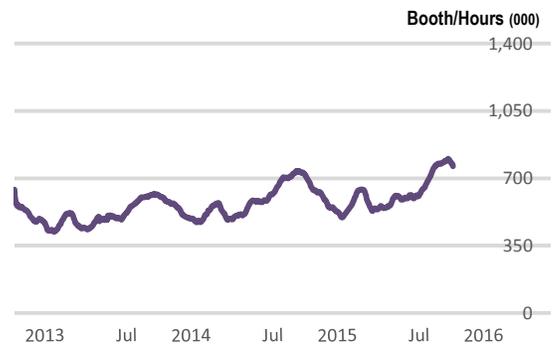
### APC helps Bradley reduce waits despite more volume

- Travel is up significantly at LAX (Bradley).** Traveler volume at Bradley Terminal (year to date) has increased 15% compared to last year. Bradley may be receiving more passengers (+2,398) at the expense of Terminal 2 (-681) and 7 (-904). 34% of passengers are confirmed with automated solutions like Global Entry and APC, up from 2% last year.
- More booths being staffed to meet demand.** Booth hours at LAX Bradley have increased 6% compared to a year ago, from 610 hours to 646 hours per day.
- Significant decrease in wait times.** Year to date, LAX Bradley's average wait decreased by 3.9 minutes (16%) to 20.7 minutes. This is the first significant improvement in the last 3 years, and the timing coincides with the introduction of APC (August 2014).
- Faster processing.** LAX (Bradley) has one of the highest average cycle times of any major terminal. However, average cycle time (90.2 seconds) has decreased significantly from 100.5 seconds a year ago, and coincides with the introduction of APC.

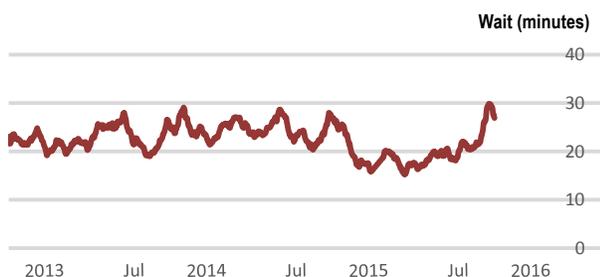
### Traveler Volume ... trending upwards



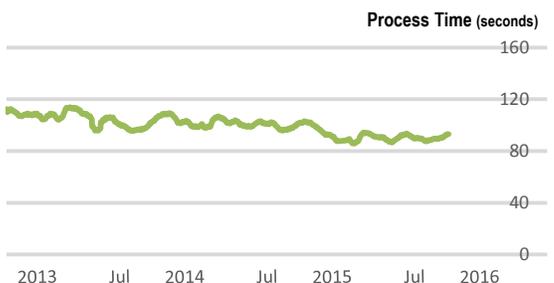
### Staffing ... 6% more booths staffed than last year



### Wait Time ... recent downturn in wait time

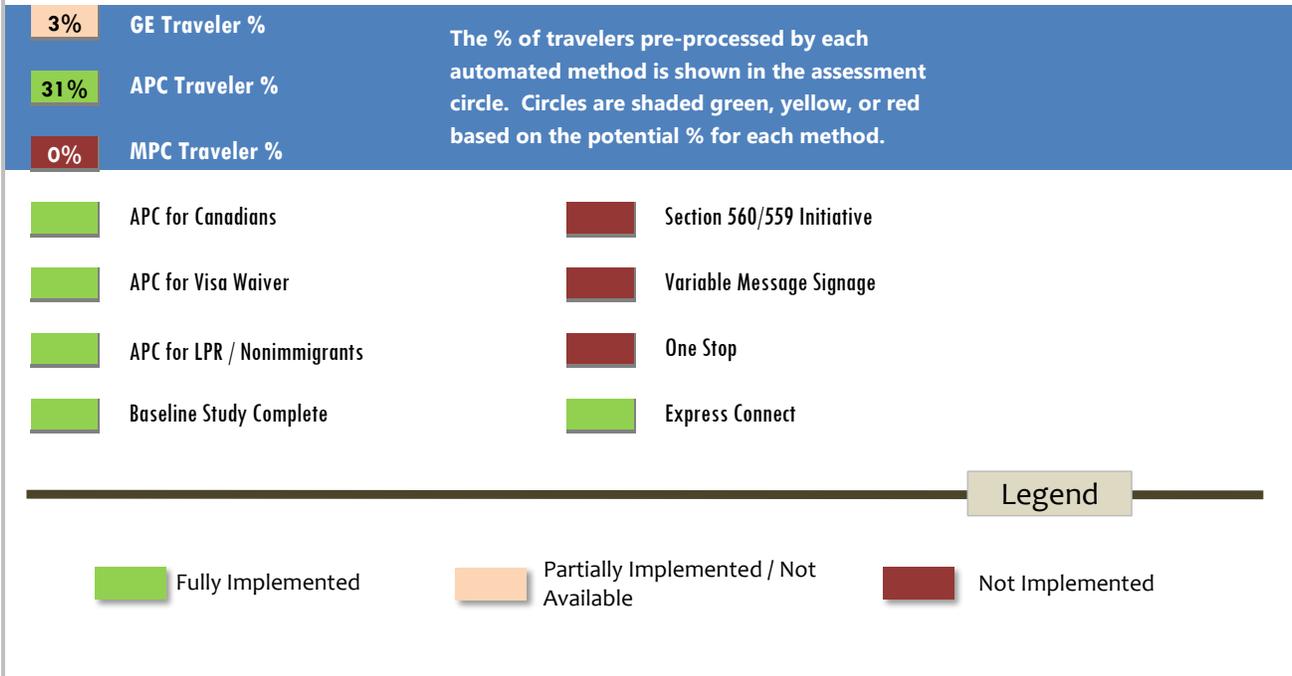


### Cycle Time ... significant improvement in 2015



## Best Practice Inventory

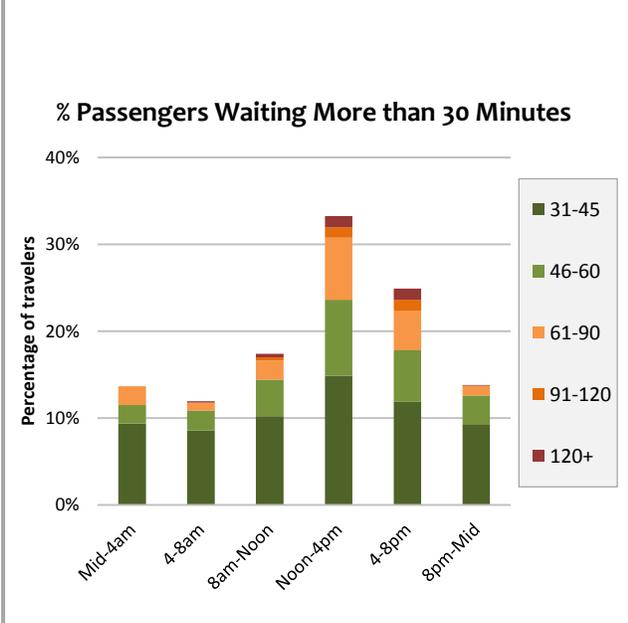
**LAX Bradley Best Practice Assessment:** LAX Bradley has implemented many of the available best practices. An increase in utilization of practices such as Global Entry and APC have increased LAX Bradley's efficiency by 34%. APC is available at LAX Bradley not only to US Citizens, but also Canadians, 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.

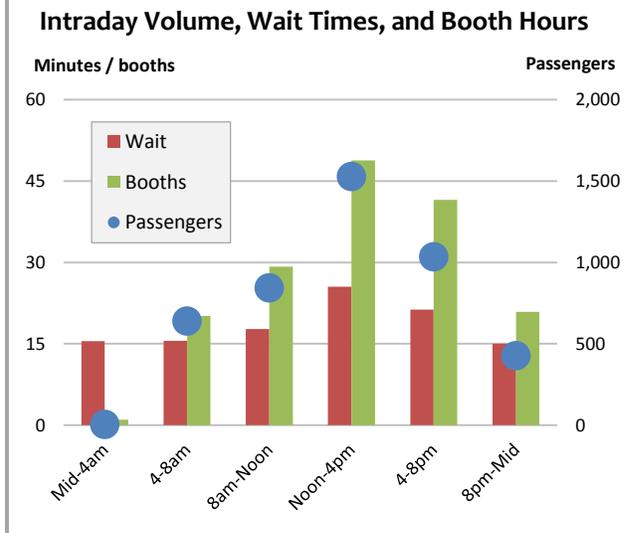
### 23% of passengers wait more than 30 minutes

Year to date, approximately 6% of Bradley passengers wait more than 1 hour. Between the hours of Noon to 4pm, 33% of passengers wait more than 30 minutes.



### LAX Bradley staffs well to traffic demand

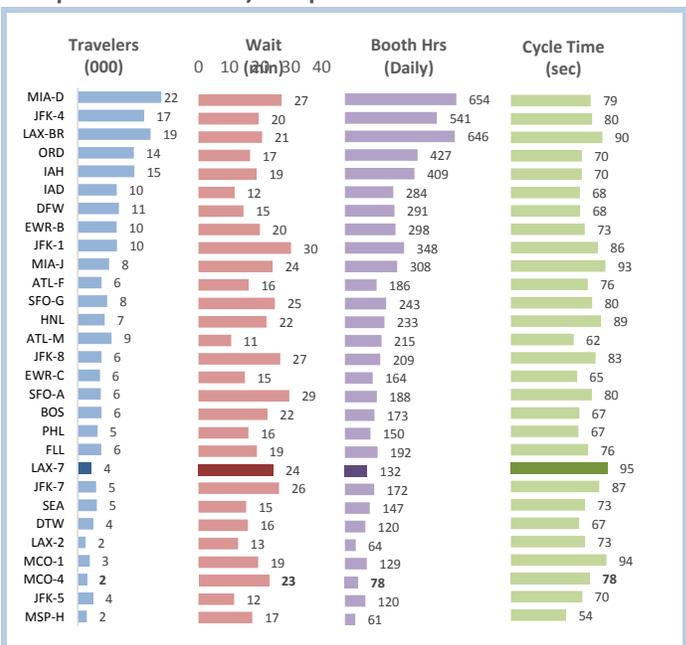
On average, over 1,520 passengers arrive every hour between Noon and 4pm. By staffing 49 booths, average waits (26 minutes) are higher than the average (20.7 minutes). A couple extra booths may be required from 4am to Noon to reduce average waits leading into peak hours.



### Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers (000)	3,523	4,427	-904	-20%
Global Entry, APC, & MPC	2%	2%	0%	0%
Non-Automated	98%	98%	+0%	0%
United States Citizens	44.5%	39.7%	+4.7%	12%
Non-immigrants	44.5%	50.8%	-6.2%	-12%
Legal Permanent Residents	11.0%	9.5%	+1.5%	16%
Average Daily Flights (#)	21	25	-4	-16%
Wait Time				
Average Primary Wait (m)	24.3	22.1	2.1	10%
% Travelers < 60 minutes	96%	97%	-1%	-1%
% Travelers > 120 mins	0.06%	0.01%	+0.1%	605%
Primary Booth Hours				
Average Daily Booth Hours	132	157	-25	-16%
Efficiency				
Average Cycle Time (s)	95.4	87.3	8.1	9%
Max Hourly Throughput / booth	37.8	41.3	-3.5	-8%
Average Utilization	71%	68%	2%	4%

### Compared to other major airports ...



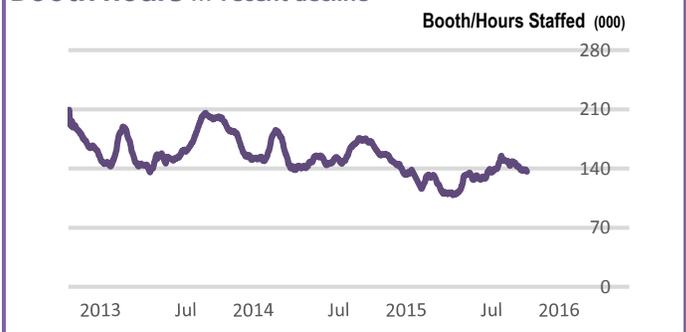
### All key metrics are down at LAX-7

- Travel is down significantly at LAX Terminal 7.** Traveler volume (year to date) has decreased 20% compared to last year. The 15% volume increase at Bradley and the decrease at terminal 7 may be the result of LAX flight management decisions. Only 2% of passengers are confirmed with Global Entry today, the same as last year.
- Fewer booths compared to last year.** Booth hours have decreased to match the traveler volume. Average daily booth hours have decreased 16%, from 157 hours last year to 132 hours this year.
- Slower processing.** Average cycle time increased by 8.1 seconds, while max hourly throughput decreased by 3.5 passengers per booth, per hour. Lax-7 is one of the few terminals in the nation with decreasing efficiency.
- Wait times increased by 10%.** Decreased booth hours and longer process times have led to an increase in wait time. The average wait time increased by 10%, from 22.1 minutes last year to 24.3 minutes this year.

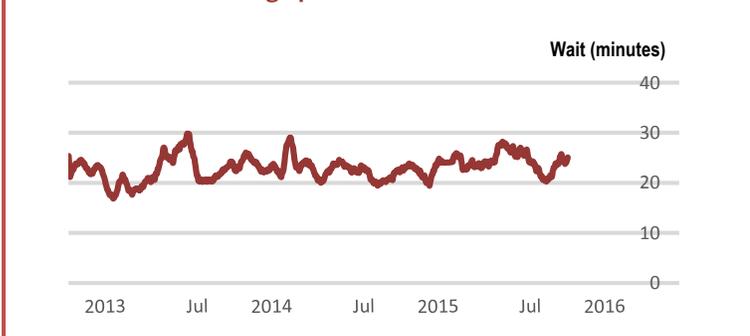
### Traveler Volume ... recent decline



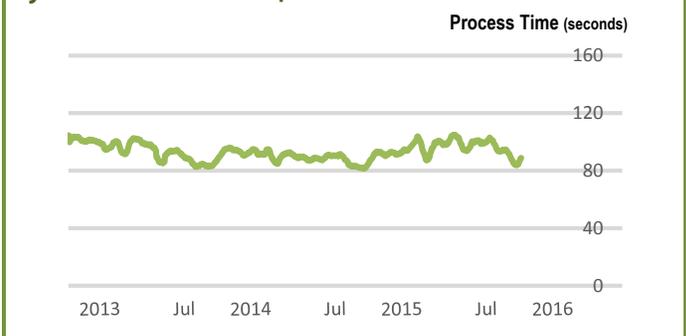
### Booth hours ... recent decline



### Wait Time ... trending upward

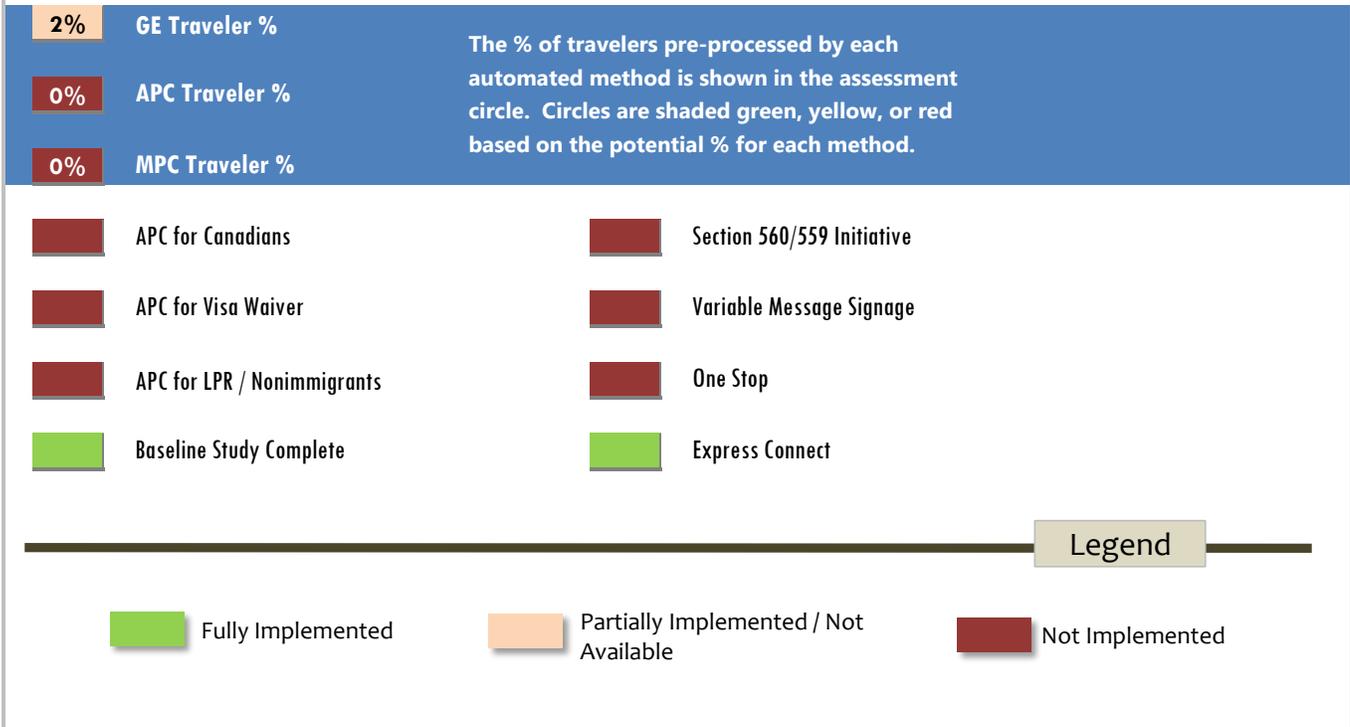


### Cycle Time ... recent upward trend



## Best Practice Inventory

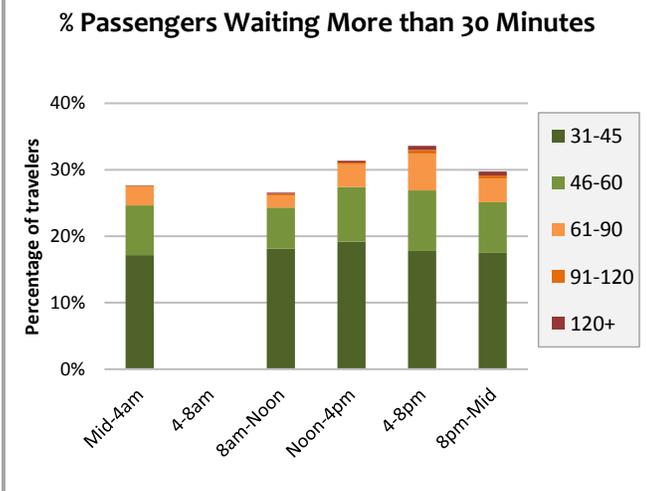
**LAX Best Practice Assessment:** LAX-7 has not implemented many of the available best practices. Automated processing such as Global Entry is implemented, however only 2% of travelers are utilizing it. To fulfill its potential, LAX Terminal 7 needs to utilize more best practices, especially APC.



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.

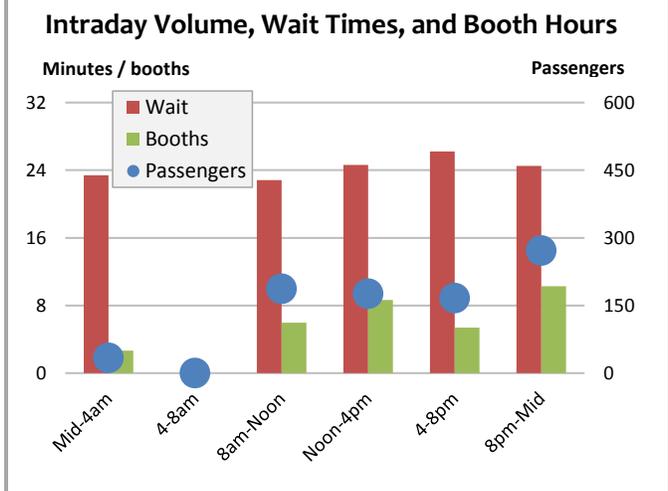
### 30% of passengers wait more than 30 minutes

Year to date, approximately 4% of LAX Terminal 7 passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 34% of passengers wait more than 30 minutes.



### More booths needed during off-peak hours

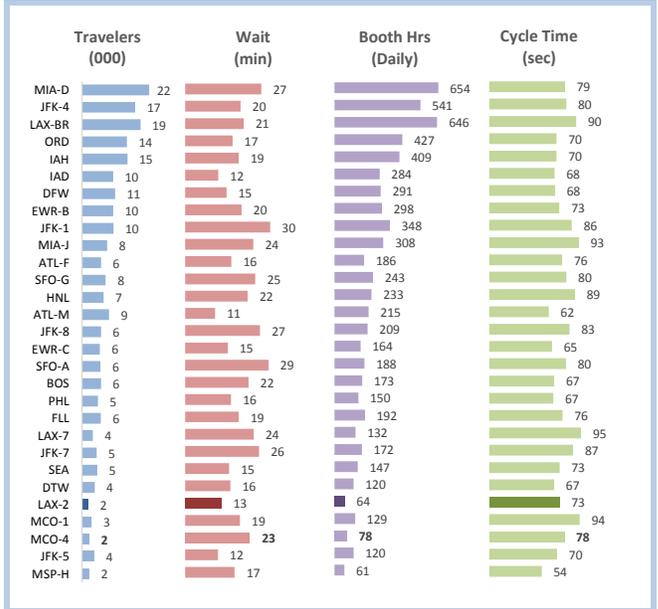
The busiest hours are between 8pm and Midnight, when 270 passengers arrive per hour. Wait times during peak hours are 25 minutes, which is slightly lower than the average. By opening a few more booth from 8am-8pm, LAX-7 can reduce average wait.



### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers (000)	2,041	2,722	-681	-25%
Global Entry, APC, & MPC	5%	5%	0%	0%
Non-Automated	95%	95%	+0%	0%
United States Citizens	64.1%	59.5%	+4.6%	8%
Non-immigrants	29.5%	32.8%	-3.2%	-10%
Legal Permanent Residents	6.4%	7.7%	-1.4%	-18%
Average Daily Flights (#)	14	18	-3	-20%
<b>Wait Time</b>				
Average Primary Wait (m)	12.8	13.1	-0.3	-2%
% Travelers < 60 minutes	99%	99%	0%	0%
% Travelers > 120 mins	0.02%	0.01%	+0.0%	118%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	64	85	-22	-25%
<b>Efficiency</b>				
Average Cycle Time (s)	73.0	73.6	-0.6	-1%
Max Hourly Throughput / booth	49.3	48.9	0.4	1%
Average Utilization	65%	65%	0%	0%

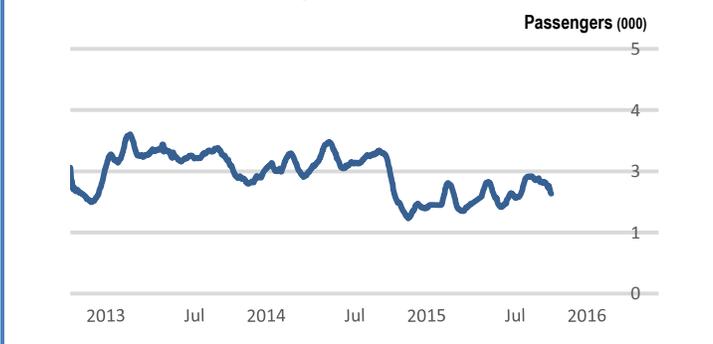
### Compared to other major airports ...



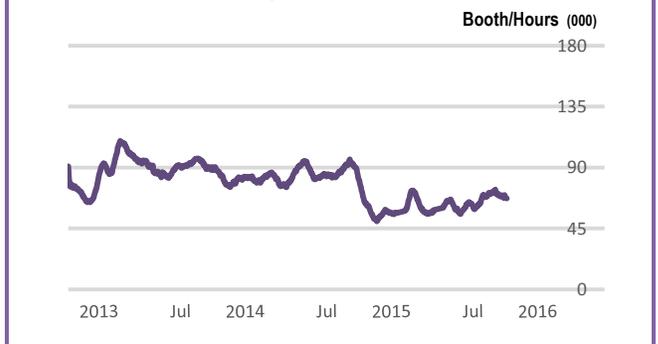
### Wait times drop due to decreased traveler volume

- Travel is down at LAX Terminal 2.** Traveler volume (year to date) has decreased 25% compared to last year. The volume decrease at Terminal 2 and the increase at the Bradley Terminal may be a result of airport authority decisions. Today, only 5% of LAX-2's passengers are confirmed with Global Entry, the same as last year.
- Fewer booths hours to match demand.** Booth hours have decreased to match lower traveler volume. Average daily booth hours have decreased 25% from 85 hours last year to 64 hours this year.
- Staff efficiency virtually unchanged.** Average cycle time and max hourly throughput are virtually unchanged from last year.
- Wait times decreased by 2%.** A decrease in traveler volume has led to a decrease in wait time. The average wait time decreased by 2%, from 13.1 minutes last year to 12.8 minutes this year.

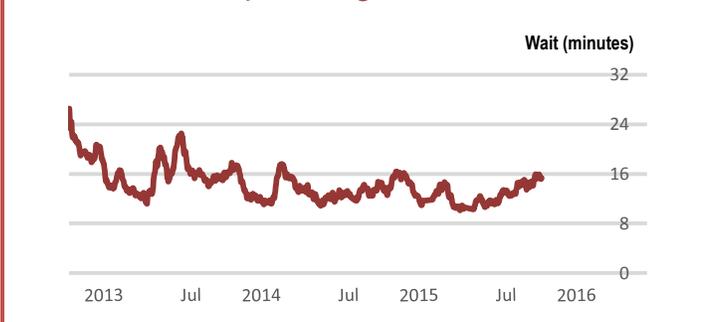
### Traveler Volume ... sharp decrease in 2015



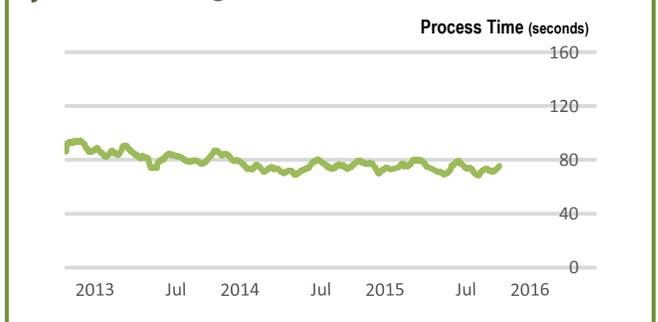
### Booth Hours ... sharp decrease recently



### Wait Time ... steadily decreasing



### Cycle Time ... slight downward trend since 2014



## Best Practice Inventory

**LAX Best Practice Assessment:** LAX has not introduced many of the available best practices. Global Entry has been implemented and 5% of travelers are utilizing it. Other practices such as APC and MPC have not yet been implemented at LAX Terminal 2. To improve cycle times and air passenger processing efficiency LAX Terminal 2 must begin to utilize more of the best available practices.

<b>5%</b>	<b>GE Traveler %</b>	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>0%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler %</b>	

	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

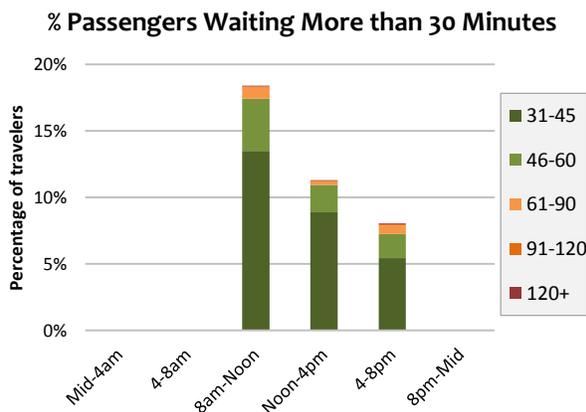
  

	Fully Implemented		Partially Implemented / Not Available		Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices 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 LAX Terminal 2 passengers wait more than 1 hour (about 1%), approximately 12% of passengers wait more than 30 minutes. Between the hours of 8am to Noon, 18% of passengers wait more than 30 minutes.



### Could open more booths from 8am-Noon

LAX-2 is busiest between 4pm-8pm, when over 210 passengers arrive per hour. An average of 7 booths per hour are staffed during 4pm-8pm, wait times are 9 minutes; An average of 5 booths per hour are staffed during 8am-Noon, wait times are 17 minutes. Staffing one extra booth per hour from 8am to Noon could greatly reduce waits.

