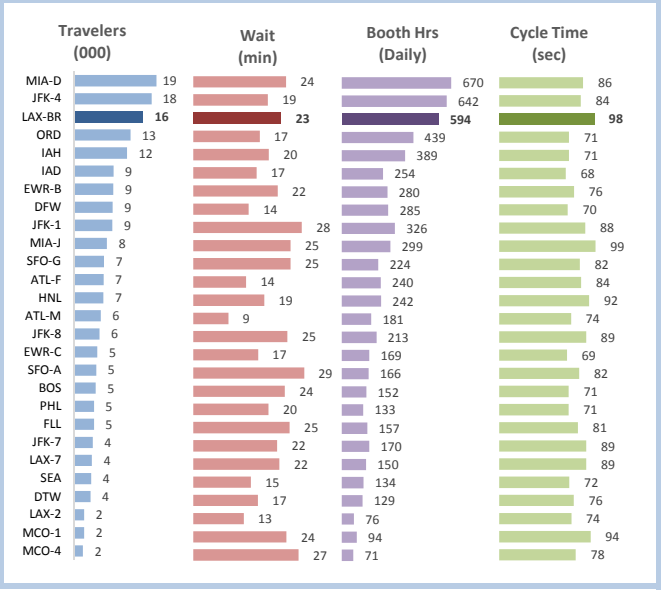
LAX - Los Angeles (LAX) Airport, Bradley • Airport Travel & Tourism Dashboard • December 2014

Key Metrics

	YTD 2014	YTD 2013	Change	% Change
Volume				
Average Daily Travelers	**16,097**	**13,840**	**2,257**	16%
Global Entry & APC	*11%*	*2%*	**10%**	613%
Non-Automated	*89%*	*98%*	**-10%**	-10%
United States Citizens	*36.6%*	*37.0%*	**-0.4%**	-1%
Non-immigrants	*58.9%*	*58.2%*	**+0.7%**	1%
Legal Permanent Residents	*4.5%*	*4.8%*	**-0.3%**	-7%
Average Daily Flights (#)	**57**	**49**	**8**	17%
Wait Time				
Average Primary Wait (m)	**23.0**	**23.7**	**-0.7**	-3%
% Travelers < 60 minutes	**95%**	**96%**	**-1%**	-1%
% Travelers > 120 mins	**0.04%**	**0.05%**	**-0.00%**	-9%
Primary Booth Hours				
Average Daily Booth Hours	**594**	**526**	**69**	13%
Efficiency				
Average Cycle Time (s)	**98.1**	**103.1**	**-5.0**	-5%
Max Hourly Throughput / booth	**36.7**	**34.9**	**1.8**	5%
Average Utilization	**74%**	**75%**	**-2%**	-2%

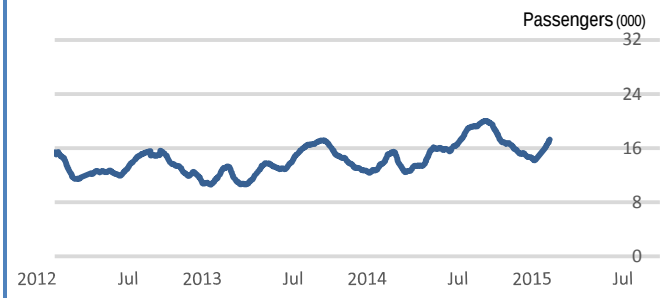
Compared to other major airports ....



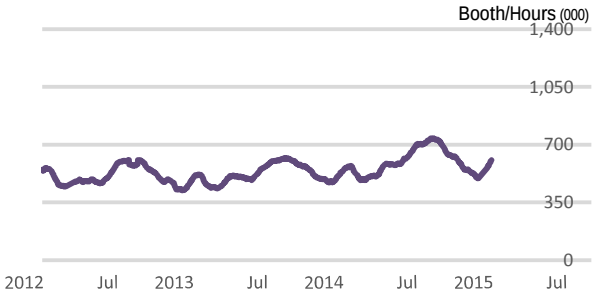
Increase volume and automation help wait times

- **Travel is up significantly at LAX (Bradley).** Traveler volume at Bradley Terminal (year to date) is increased 16% compared to last year. After 3 years of little growth, traffic rebounded strong in 2014.
- **More booths being staffed to meet demand.** Booth hours at LAX Bradley have increased 13% compared to a year ago. This increase in staffing keeps pace with the increase in traveler volume.
- **Wait times decrease since December 2013.** Year to date, LAX Bradley's average wait decreased by 0.7 minutes (3%) to 23 minutes.
- **Faster processing.** LAX (Bradley) has the highest average cycle time of any major terminal, primarily due to a high saturation of non-immigrant travelers (58.9%). However, average cycle time (98.1 seconds) has decreased slightly from 103.1 seconds a year ago. LAX will achieve further efficiencies now that APC is showing signs of growth.

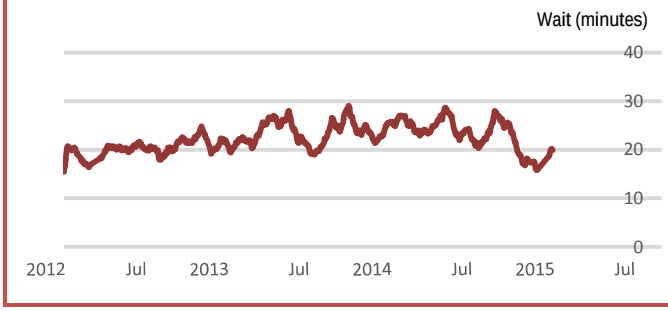
Traveler Volume ... trending upwards



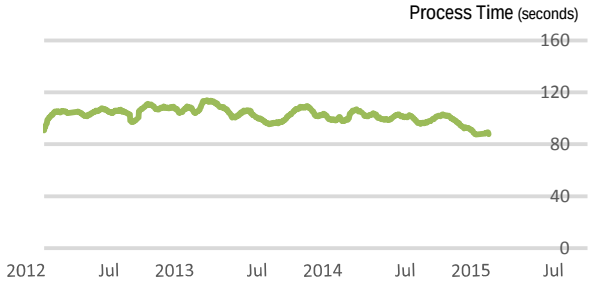
Staffing ... 13% more booths staffed than last year



Wait Time ... recent downturn in wait time



Cycle Time ... slightly decreasing



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 can further increase LAX Bradley's potential. APC is available at LAX Bradley not only to US Citizens, but also Canadians and Visa Waiver country travelers.

- GE Implemented
- MPC Implemented
- Section 560/559 Initiative
- Variable Message Signage
- One Stop
- Express Connect
- Baseline Study Complete
- APC Implemented
- APC for Canadians
- APC for Visa Waiver
- APC for Legal Permanent Residents / Nonimmigrants

2	GE Traveler %
9	APC Traveler %
0	MPC 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.

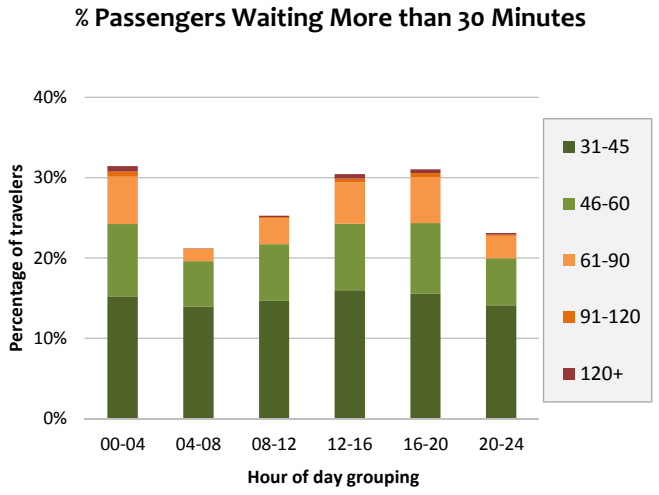
Legend

- Fully Implemented
- Partially Implemented / Not Available
- Not Implemented

Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not implementing any of the best practices. A green "assessment circle" indicates the best practice has been properly and fully implemented. Red means the best practice is not in place. Orange indicates implementation is not available, or has occurred but on a limited basis and achieves less than optimal results.

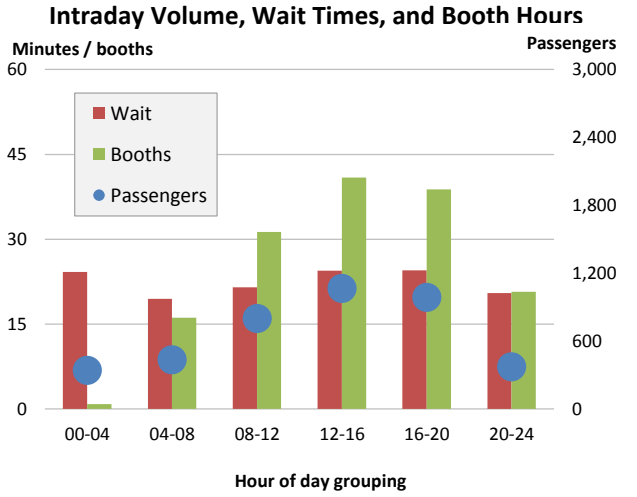
28% of passengers wait more than 30 minutes

While few LAX Bradley passengers wait more than 1 hour (5%), approximately 28% wait more than 30 minutes. Between the hours of 12 pm and 8 pm, about 31% of passengers wait more than 30 minutes.



LAX Bradley staffs well during peak hours

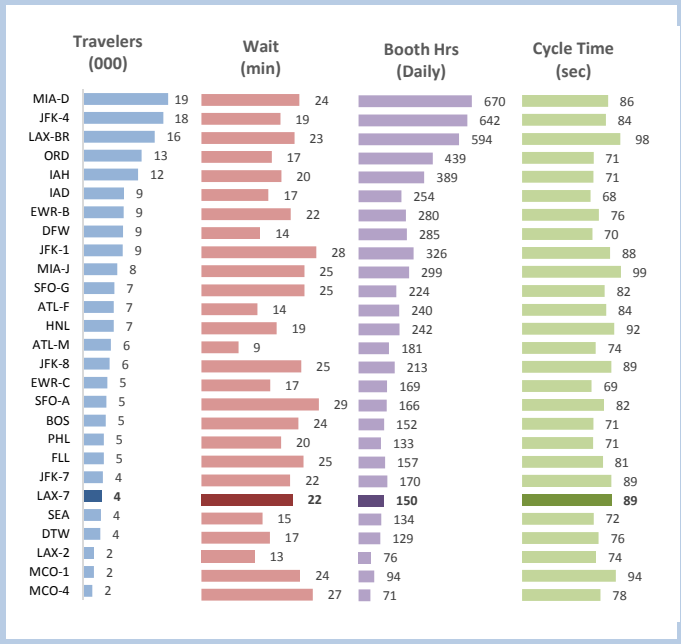
On average over 1,000 passengers arrive every hour between 12 pm and 4 pm. By staffing 41 booths during this time period, average waits during this period (24 minutes) are only slightly higher than the average (23.3 minutes).



Key Metrics

	YTD 2014	YTD 2013	Change	% Change
Volume				
Average Daily Travelers (000)	**4,170**	**4,659**	**-489**	-11%
Global Entry & APC	*2%*	*1%*	**0%**	45%
Non-Automated	*98%*	*99%*	**-0%**	0%
United States Citizens	*39.3%*	*37.9%*	**+1.4%**	4%
Non-immigrants	*53.1%*	*56.2%*	**-3.1%**	-5%
Legal Permanent Residents	*7.6%*	*6.0%*	**+1.7%**	28%
Average Daily Flights (#)	**22**	**24**	**-1**	-6%
Wait Time				
Average Primary Wait (m)	**22.5**	**23.4**	**-0.9**	-4%
% Travelers < 60 minutes	**97%**	**96%**	**1%**	1%
% Travelers > 120 mins	**0.01%**	**0.04%**	**-0.0%**	-80%
Primary Booth Hours				
Average Daily Booth Hours	**150**	**168**	**-18**	-11%
Efficiency				
Average Cycle Time (s)	**89.2**	**91.2**	**-2.1**	-2%
Max Hourly Throughput / booth	**40.4**	**39.5**	**0.9**	2%
Average Utilization	**69%**	**70%**	**-2%**	-2%

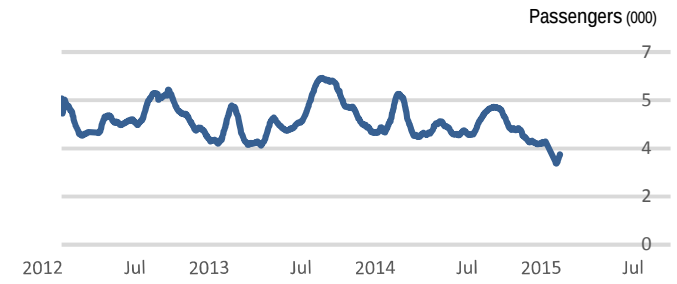
Compared to other major airports ….



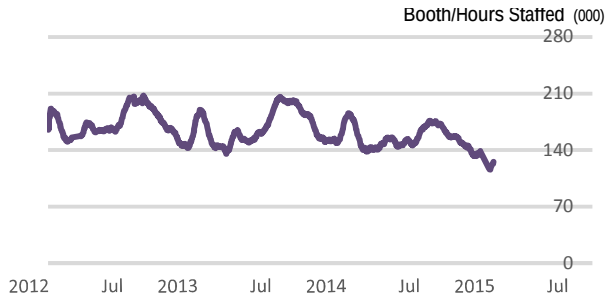
Decreased traveler volume, increased efficiency leads to decreased wait time

- **Travel is down at LAX Terminal 7.** Traveler volume (year to date) has decreased 11% compared to last year. Only 2% of passengers are pre-processed with Global Entry today, compared to 1% last year.
- **Fewer booths being staffed to match demand.** Booth hours have decreased to match the traveler volume demand. Average daily booth hours have decreased 11% from 168 hours last year to 150 hours this year.
- **Staff efficiency increases.** Average cycle time decreased by 2.1 seconds, while max hourly throughput increased by nearly 1 passenger per booth, a 2% increase.
- **Wait times decreased by 4%.** Decreased traveler volume and increased staff efficiency have led to a drop in wait time. The average wait time decreased by 4%, from 23.4 minutes last year to 22.5 minutes this year.

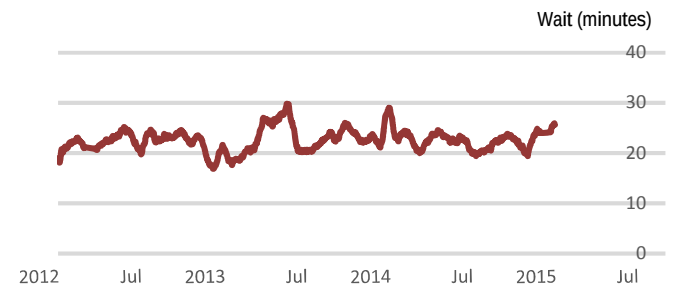
Traveler Volume … recent decline



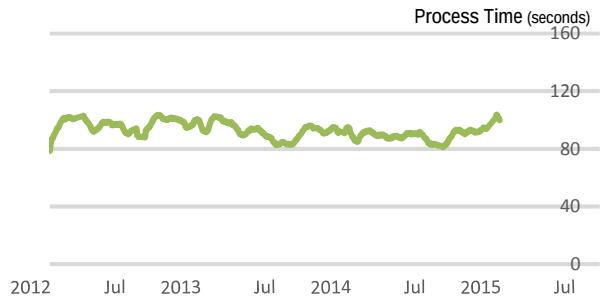
Booth hours … recent decline



Wait Time … downward trend



Cycle Time … continued improvement



Best Practice Inventory

LAX Best Practice Assessment: LAX 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.

- GE Implemented
- MPC Implemented
- Section 560/559 Initiative
- Variable Message Signage
- One Stop
- Express Connect
- Baseline Study Complete
- APC Implemented
- APC for Canadians
- APC for Visa Waiver
- APC for Legal Permanent Residents / Nonimmigrants

2	GE Traveler %
0	APC Traveler %
0	MPC 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.

Legend

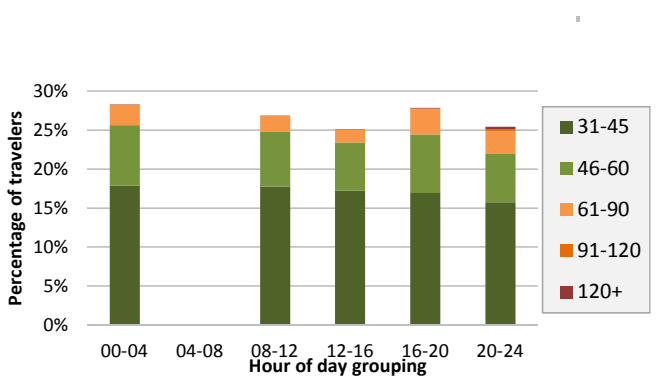
- Fully Implemented
- Partially Implemented / Not Available
- Not Implemented

Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not implementing any of the best practices. A green "assessment circle" indicates the best practice has been properly and fully implemented. Red means the best practice is not in place. Orange indicates implementation is not available, or has occurred but on a limited basis and achieves less than optimal results.

26% of passengers wait more than 30 minutes

The average wait time is 22.5 minutes, with 26% of passengers waiting over 30 minutes and only 3% of travelers wait longer than 60 minutes. However, during the 8am - noon period, more than 27% of passengers wait longer than 30 minutes.

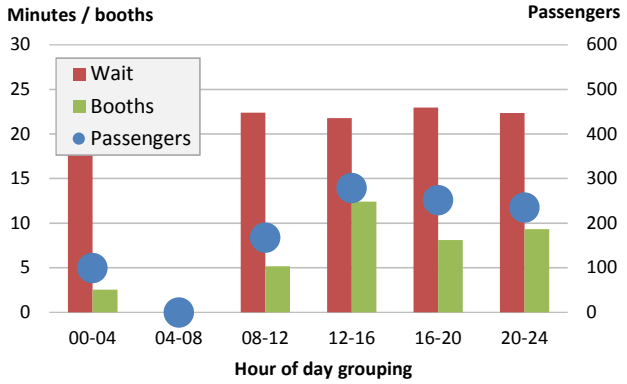
% Passengers Waiting More than 30 Minutes



Wait times are consistent through all periods of the day

The busiest hours are between 12pm-4pm and 4pm-8pm, when over 250 passengers arrive per hour. Wait times during peak hours are 22.5 minutes, which is consistent with the overall average of LAX Terminal 7.

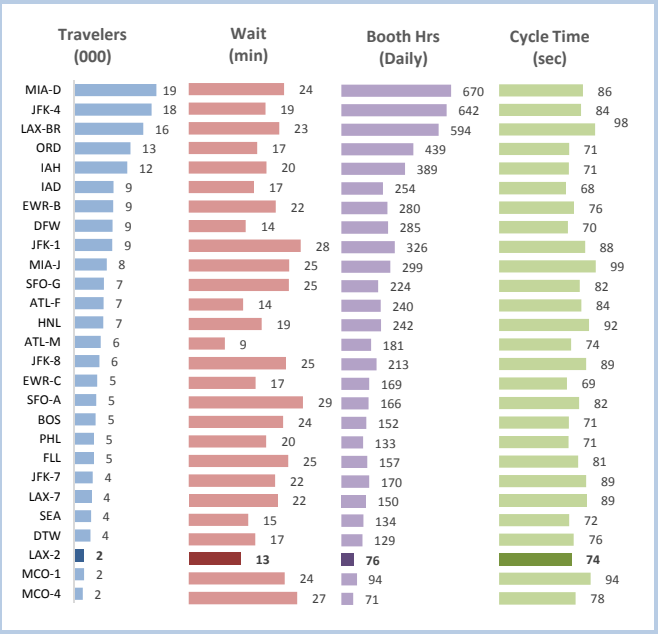
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2014	YTD 2013	Change	% Change
Volume				
Average Daily Travelers (000)	**2,404**	**2,738**	**-334**	-12%
Global Entry & APC	*4%*	*3%*	**1%**	48%
Non-Automated	*96%*	*97%*	**-1%**	-1%
United States Citizens	*59.7%*	*55.8%*	**+3.9%**	7%
Non-immigrants	*35.6%*	*39.1%*	**-3.5%**	-9%
Legal Permanent Residents	*4.7%*	*5.1%*	**-0.4%**	-8%
Average Daily Flights (#)	**15**	**16**	**-2**	-9%
Wait Time				
Average Primary Wait (m)	**13.2**	**15.4**	**-2.2**	-14%
% Travelers < 60 minutes	**99%**	**97%**	**2%**	2%
% Travelers > 120 mins	**0.01%**	**0.07%**	**-0.1%**	-87%
Primary Booth Hours				
Average Daily Booth Hours	**76**	**89**	**-13**	-15%
Efficiency				
Average Cycle Time (s)	**73.8**	**80.7**	**-6.9**	-9%
Max Hourly Throughput / booth	**48.8**	**44.6**	**4.2**	9%
Average Utilization	**65%**	**69%**	**-4%**	-6%

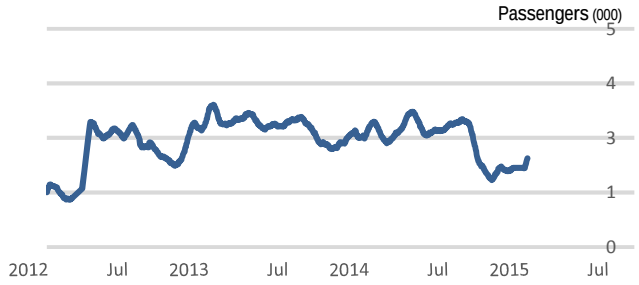
Compared to other major airports ....



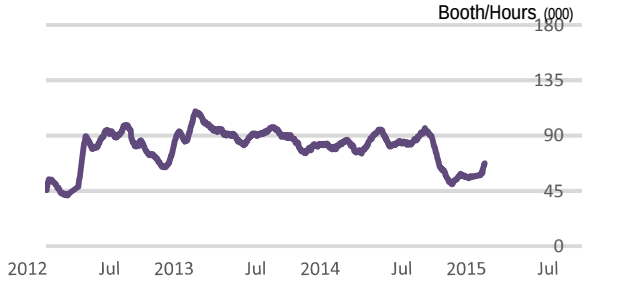
Increased staff efficiency offsets decreased booth hours

- **Travel is down at LAX Terminal 2.** Traveler volume (year to date) has decreased 12% compared to last year. Today, only 4% of LAX-2's passengers are pre-processed with Global Entry, up from 3% last year.
- **Fewer booths hours to match demand.** Booth hours have decreased to match traveler volume demand. Average daily booth hours have decreased 15% from 89 hours last year to 76 hours this year.
- **Staff efficiency increasing.** Average cycle time decreased almost 7 seconds this year, allowing max hourly throughput to increase to over four passengers per hour (4.2).
- **Wait times decreased by 14%.** Increased staff efficiency has led to a slight decrease in wait time. The average wait time decreased by 14%, from 15.4 minutes last year to 13.2 minutes this year.

Traveler Volume ... slightly decreasing

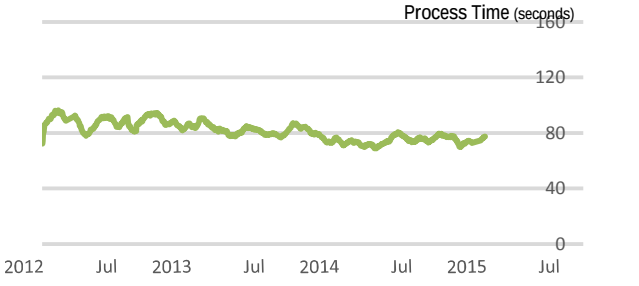


Booth Hours ... slightly decreasing to match demand



Wait Time ... holding steady

Cycle Time ... slightly decreasing



Best Practice Inventory

LAX Best Practice Assessment: LAX has not introduced many of the available best practices. Global Entry has been implemented and 4% 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.

- GE Implemented
- MPC Implemented
- Section 560/559 Initiative
- Variable Message Signage
- One Stop
- Express Connect
- Baseline Study Complete
- APC Implemented
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- APC for Visa Waiver
- APC for Legal Permanent Residents / Nonimmigrants

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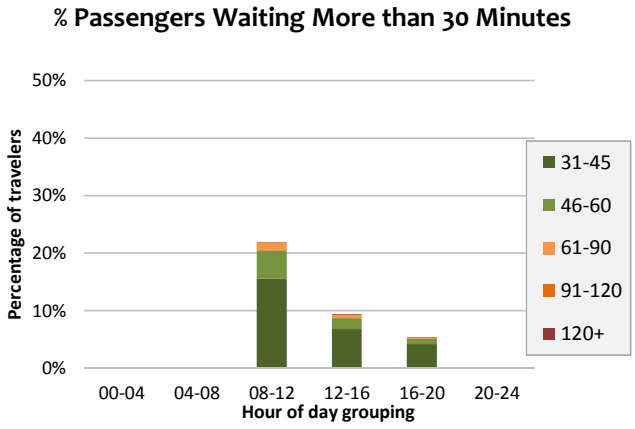
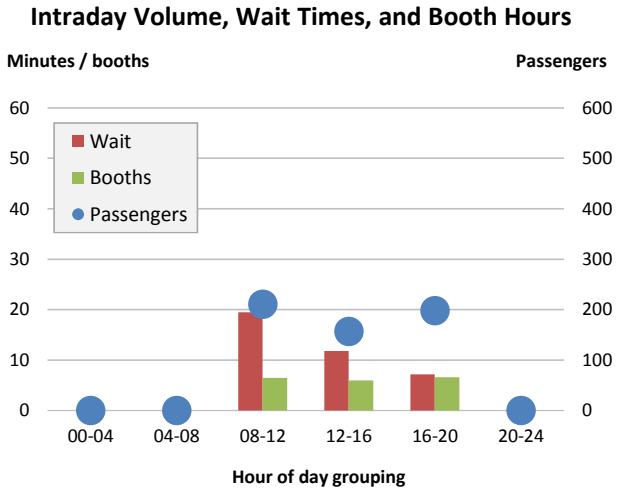
13% of passengers wait more than 30 minutes

While 13% of passengers at LAX-2 wait more than 30 minutes, the majority of them wait no longer than 45 minutes. On average, only 1% of passengers wait more than 60 minutes.



LAX-2 could use more booth hours in AM

LAX-2 is busiest between 8am-12pm and 4pm-8pm, when over 200 passengers arrive per hour. An average of 6 booths per hour are staffed during each time period, yet wait times are 19 minutes from 8am-12pm and only 7 minutes from 4pm-8pm.