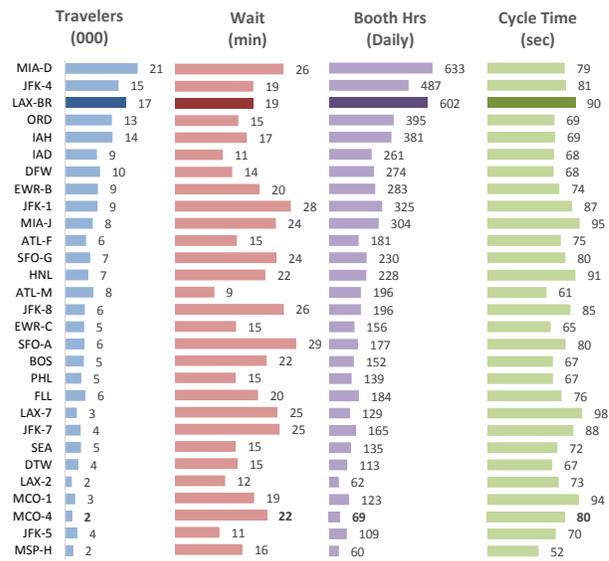


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	17,386	15,314	2,072	14%
Global Entry, APC, & MPC	35%	2%	33%	1650%
Non-Automated	65%	98%	-33%	-34%
United States Citizens	36.5%	36.4%	+0.0%	0%
Non-immigrants	57.5%	57.0%	+0.5%	1%
Legal Permanent Residents	6.1%	6.6%	-0.5%	-8%
Average Daily Flights (#)	69	60	8	14%
Wait Time				
Average Primary Wait (m)	18.7	24.8	-6.1	-25%
% Travelers < 60 minutes	97%	94%	2%	3%
% Travelers > 120 mins	0.06%	0.05%	+0.01%	25%
Primary Booth Hours				
Average Daily Booth Hours	602	573	29	5%
Efficiency				
Average Cycle Time (s)	90.1	101.2	-11.1	-11%
Max Hourly Throughput / booth	40.0	35.6	4.4	12%
Average Utilization	72%	75%	-3%	-4%

Compared to other major airports ...



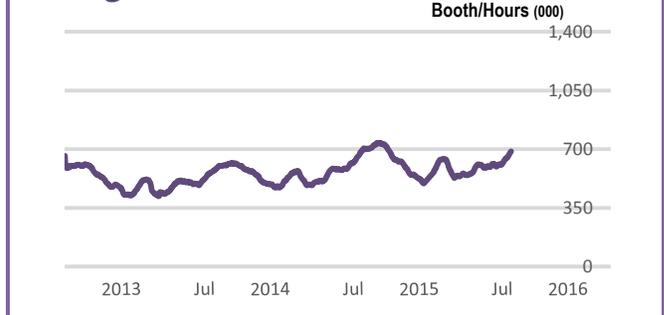
APC helps Bradley reduce waits despite more volume

- Travel is up significantly at LAX (Bradley).** Traveler volume at Bradley Terminal (year to date) has increased 14% compared to last year. Bradley may be receiving more passengers (+2072) at the expense of Terminal 2 (-755) and 7 (-884). 35% 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 5% compared to a year ago, from 573 hours to 602 hours per day.
- Significant decrease in wait times.** Year to date, LAX Bradley's average wait decreased by 6.1 minutes (25%) to 18.7 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 (90.1 seconds) has decreased significantly from 101.2 seconds a year ago, and coincides with the introduction of APC.

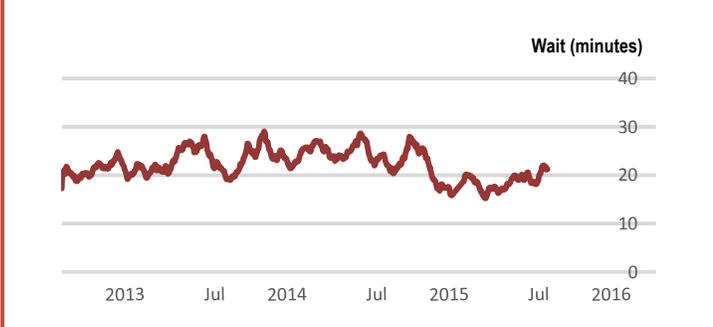
Traveler Volume ... trending upwards



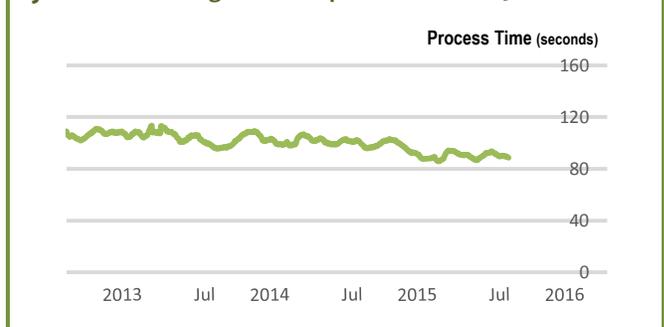
Staffing ... 5% more booths staffed than last year



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 35%. APC is available at LAX Bradley not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

3%	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.
32%	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

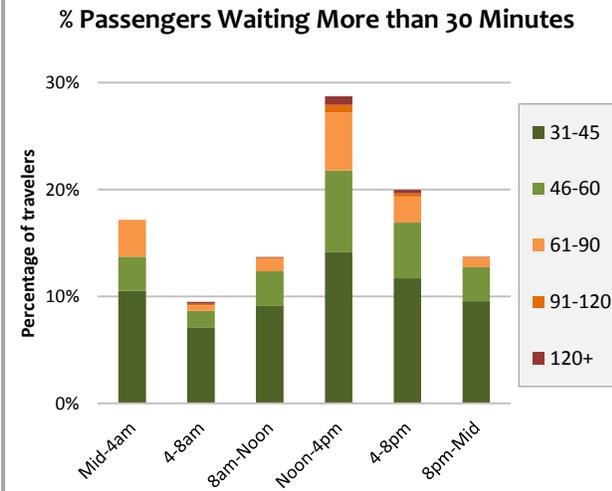
Legend

 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.

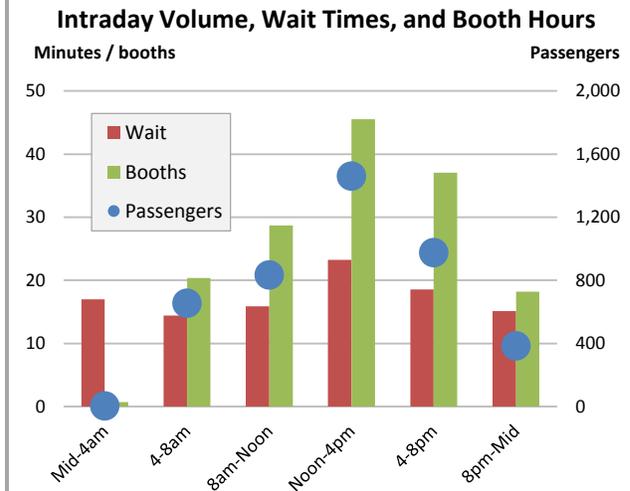
20% of passengers wait more than 30 minutes

Year to date, approximately 4% of Bradley passengers wait more than 1 hour. Between the hours of Noon to 4pm, 29% of passengers wait more than 30 minutes.



LAX Bradley staffs well to traffic demand

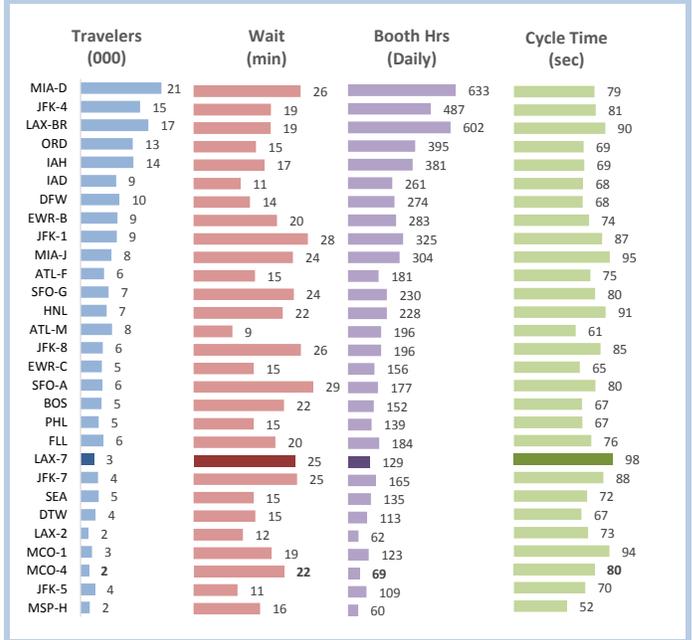
On average, over 1,400 passengers arrive every hour between Noon and 4pm. By staffing 46 booths during this time period, average waits (23 minutes) are only slightly higher than the average (18.7 minutes).



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers (000)	3,406	4,290	-884	-21%
Global Entry, APC, & MPC	2%	2%	0%	0%
Non-Automated	98%	98%	+0%	0%
United States Citizens	42.6%	38.9%	+3.7%	9%
Non-immigrants	45.8%	51.0%	-5.1%	-10%
Legal Permanent Residents	11.6%	10.1%	+1.5%	15%
Average Daily Flights (#)	21	25	-3	-14%
Wait Time				
Average Primary Wait (m)	24.6	22.5	2.2	10%
% Travelers < 60 minutes	96%	97%	-1%	-2%
% Travelers > 120 mins	0.03%	0.01%	+0.02%	222%
Primary Booth Hours				
Average Daily Booth Hours	129	152	-24	-16%
Efficiency				
Average Cycle Time (s)	97.5	88.6	8.9	10%
Max Hourly Throughput / booth	36.9	40.6	-3.7	-9%
Average Utilization	72%	69%	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 21% compared to last year. The 14% 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 demand. Average daily booth hours have decreased 16%, from 152 hours last year to 129 hours this year.
- Slower processing.** Average cycle time increased by 8.9 seconds, while max hourly throughput decreased by 3.7 passengers per booth, a 9% decrease. 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 22.5 minutes last year to 24.6 minutes this year.

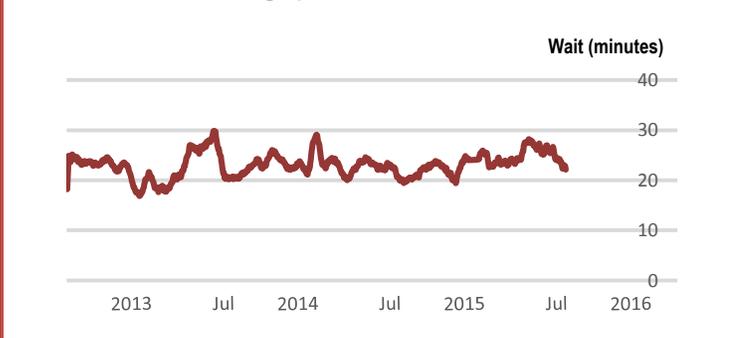
Traveler Volume ... recent decline



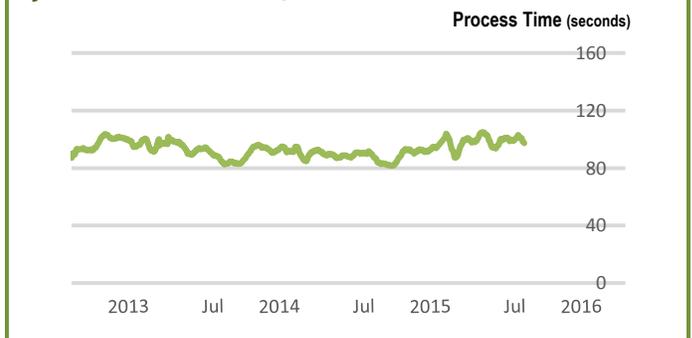
Booth hours ... recent decline



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.

2%	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.
0%	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

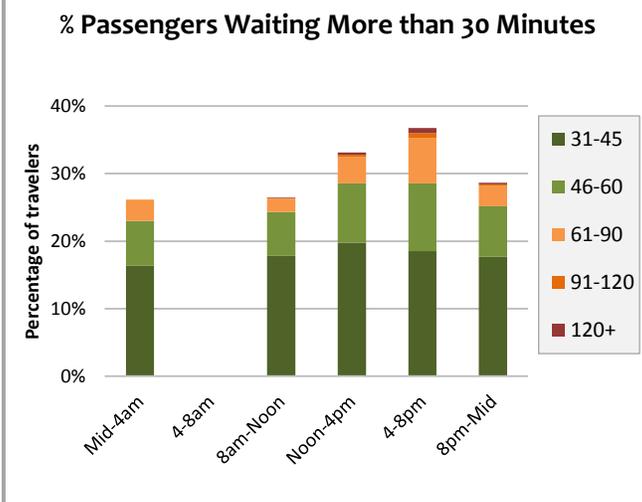
Legend

 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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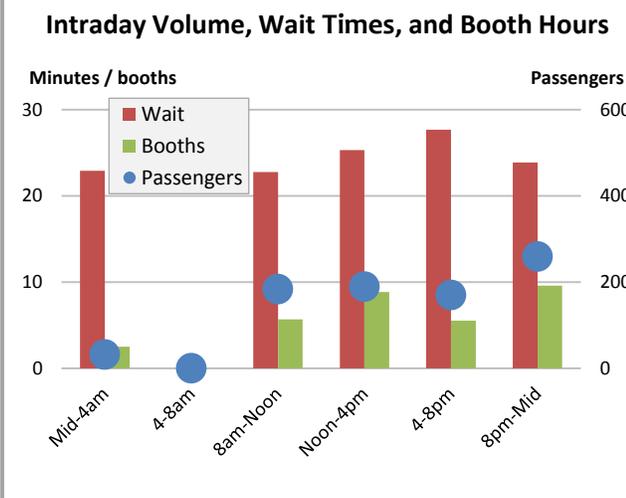
31% of passengers wait more than 30 minutes

Year to date, approximately 4% of LAX Terminal 7 passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 37% of passengers wait more than 30 minutes.



Lax-7 could staff more booths off-peak

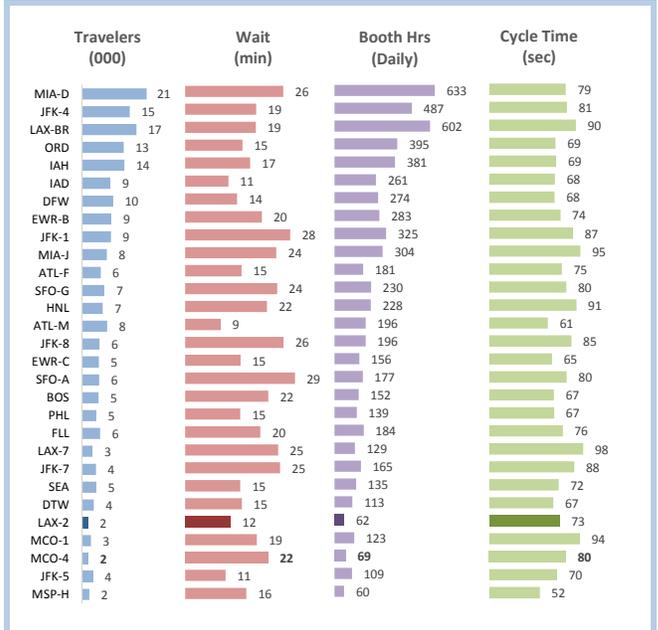
The busiest hours are between 8pm and Midnight, when nearly 260 passengers arrive per hour. Wait times during peak hours are 24 minutes, which is lower than the overall average. By opening a few more booth from 8am-8pm, LAX-7 can reduce average wait.



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers (000)	1,974	2,728	-755	-28%
Global Entry, APC, & MPC	6%	6%	0%	0%
Non-Automated	94%	94%	+0%	0%
United States Citizens	63.6%	59.2%	+4.4%	7%
Non-immigrants	29.9%	32.6%	-2.7%	-8%
Legal Permanent Residents	6.5%	8.1%	-1.7%	-20%
Average Daily Flights (#)	14	18	-3	-19%
Wait Time				
Average Primary Wait (m)	12.0	13.0	-0.9	-7%
% Travelers < 60 minutes	99%	99%	0%	0%
% Travelers > 120 mins	0.01%	0.01%	+0.0%	6%
Primary Booth Hours				
Average Daily Booth Hours	62	85	-23	-27%
Efficiency				
Average Cycle Time (s)	73.1	73.1	0.0	0%
Max Hourly Throughput / booth	49.2	49.2	0.0	0%
Average Utilization	65%	65%	0%	0%

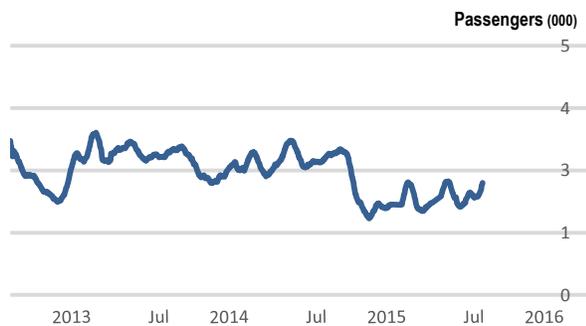
Compared to other major airports ...



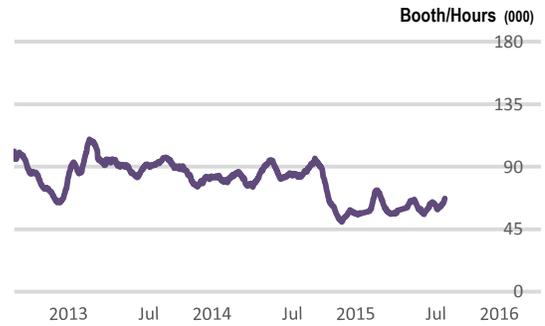
Wait times drop due to decreased traveler volume

- Travel is down at LAX Terminal 2.** Traveler volume (year to date) has decreased 28% compared to last year. The volume decrease at Terminal 2 and the increase at Bradley Terminal may be a result of airport authority decisions. Today, only 6% 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 traveler volume demand. Average daily booth hours have decreased 27% from 85 hours last year to 62 hours this year.
- Staff efficiency virtually unchanged.** Average cycle time and max hourly throughput are the same as last year.
- Wait times decreased by 7%.** A decrease in traveler volume has led to a decrease in wait time. The average wait time decreased by 7%, from 13 minutes last year to 12 minutes this year.

Traveler Volume ... sharp decrease recently



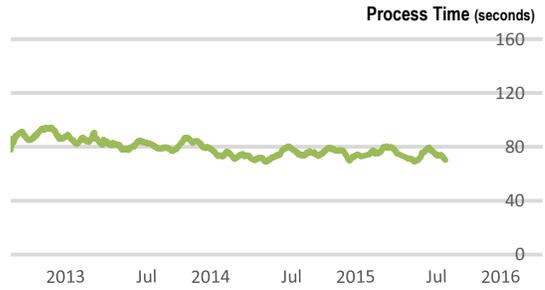
Booth Hours ... sharp decrease recently



Wait Time ... steadily decreasing



Cycle Time ... slight upward 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 6% 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.

6%	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.
0%	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

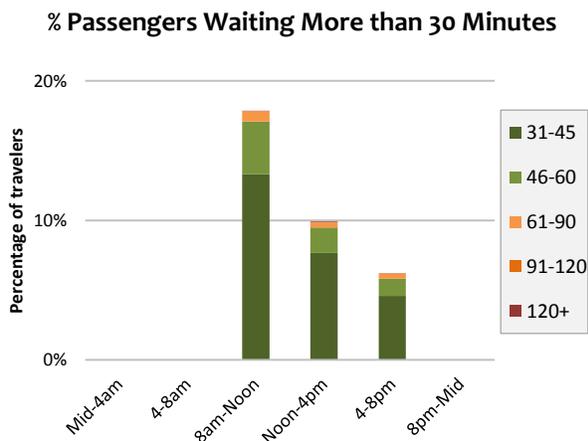
Legend

Fully Implemented	Partially Implemented / Not Available	Not Implemented
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11% of passengers wait more than 30 minutes

While very few LAX Terminal 2 passengers wait more than 1 hour (about 1%), approximately 11% 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 8am-Noon and 4pm-8pm, when 200 passengers arrive per hour. An average of 6 booths per hour are staffed during 4pm-8pm, wait times are 8 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.

Intraday Volume, Wait Times, and Booth Hours

