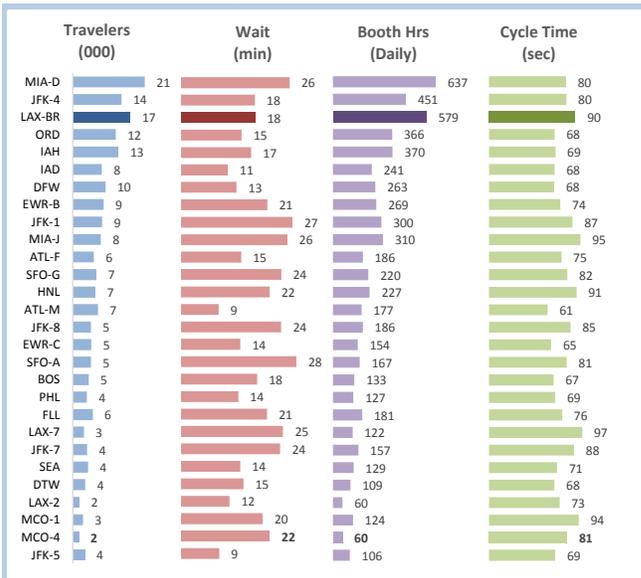


Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	16,651	14,461	2,190	15%
Global Entry, APC, & MPC	35%	2%	33%	1650%
Non-Automated	65%	98%	-33%	-34%
United States Citizens	36.7%	36.6%	+0.1%	0%
Non-immigrants	56.9%	56.2%	+0.7%	1%
Legal Permanent Residents	6.4%	7.2%	-0.8%	-11%
Average Daily Flights (#)	67	57	9	16%
Wait Time				
Average Primary Wait (m)	18.1	25.5	-7.4	-29%
% Travelers < 60 minutes	97%	94%	3%	3%
% Travelers > 120 mins	0.05%	0.06%	-0.01%	-20%
Primary Booth Hours				
Average Daily Booth Hours	579	542	37	7%
Efficiency				
Average Cycle Time (s)	89.9	101.4	-11.5	-11%
Max Hourly Throughput / booth	40.0	35.5	4.5	13%
Average Utilization	72%	75%	-3%	-4%

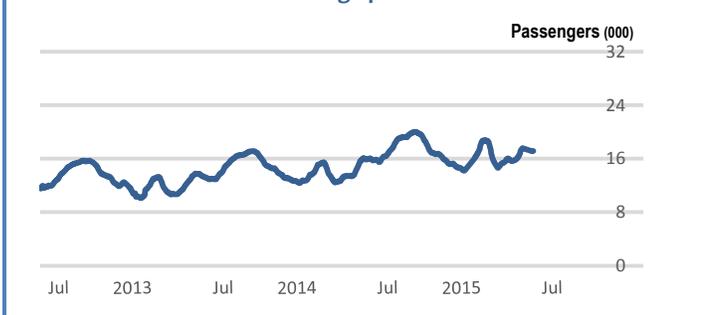
Compared to other major airports



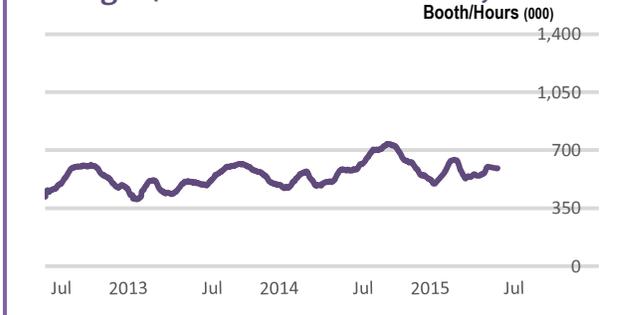
APC and more booths help reduce wait times

- **Travel is up significantly at LAX (Bradley).** Traveler volume at Bradley Terminal (year to date) has increased 15% compared to last year. After 3 years of little growth, traffic has rebounded well in 2015.
- **More booths being staffed to meet demand.** Booth hours at LAX Bradley have increased 7% compared to a year ago, from 542 hours to 579 hours per day.
- **Significant decrease in wait times since 2014.** Year to date, LAX Bradley's average wait decreased by 7.4 minutes (29%) to 18.1 minutes. This is the first significant improvement in the last 3 years, and the timing coincides with the introduction of APC.
- **Faster processing.** LAX (Bradley) has one of the highest average cycle times of any major terminal, primarily due to a high saturation of non-immigrant travelers (57%). However, average cycle time (89.9 seconds) has decreased significantly from 101.4 seconds a year ago. LAX will achieve further efficiencies now that APC service 1 in 3 Bradley travelers.

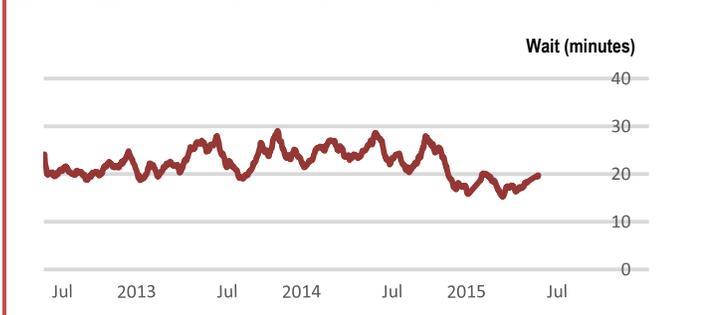
Traveler Volume ... trending upwards



Staffing ... 7% more booths staffed than last year



Wait Time ... recent downturn in wait time

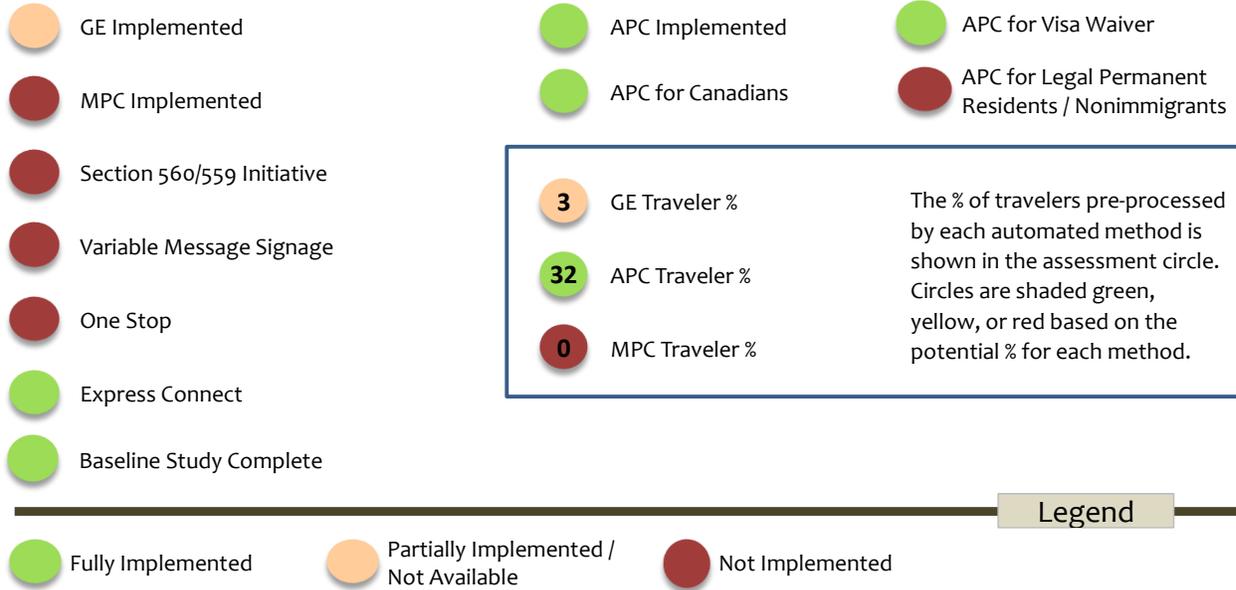


Cycle Time ... significant improvement in 2015



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

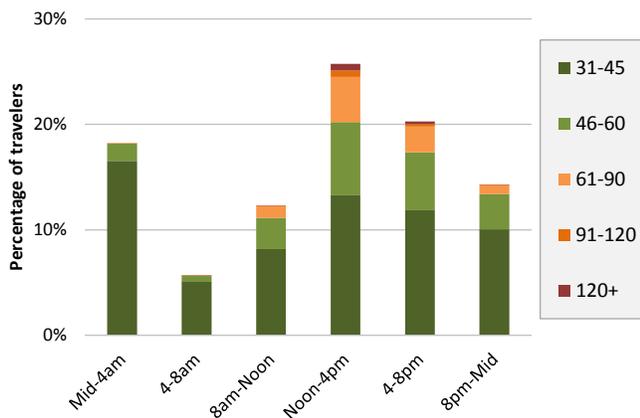


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. 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.

18% of passengers wait more than 30 minutes

While very few Bradley passengers wait more than 1 hour (about 3%), approximately 18% wait more than 30 minutes. Between the hours of Noon to 4pm, 26% of passengers wait more than 30 minutes.

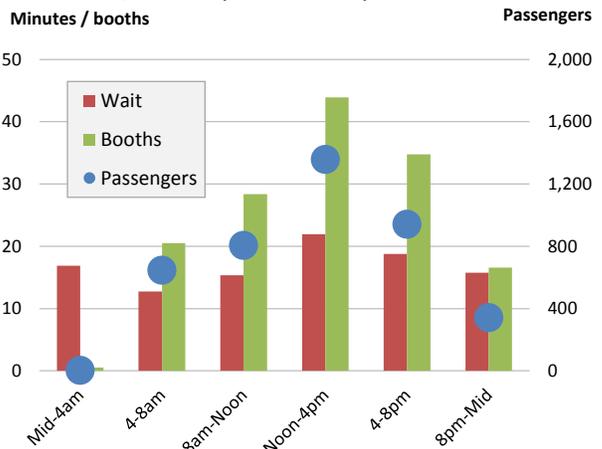
% Passengers Waiting More than 30 Minutes



LAX Bradley staffs well during peak hours

On average, over 1,300 passengers arrive every hour between Noon and 4pm. By staffing 44 booths during this time period, average waits (22 minutes) are only slightly higher than the average (18.1 minutes).

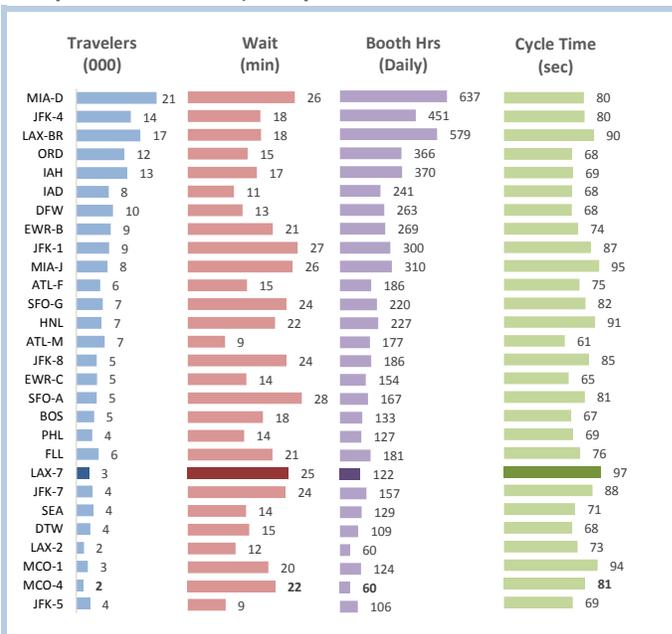
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers (000)	3,228	4,387	-1,160	-26%
Global Entry, APC, & MPC	2%	2%	0%	0%
Non-Automated	98%	98%	+0%	0%
United States Citizens	42.3%	39.3%	+2.9%	7%
Non-immigrants	45.5%	49.8%	-4.2%	-8%
Legal Permanent Residents	12.2%	10.9%	+1.3%	12%
Average Daily Flights (#)	20	25	-5	-20%
Wait Time				
Average Primary Wait (m)	24.8	22.7	2.1	9%
% Travelers < 60 minutes	96%	97%	-1%	-1%
% Travelers > 120 mins	0.03%	0.01%	+0.02%	205%
Primary Booth Hours				
Average Daily Booth Hours	122	153	-31	-20%
Efficiency				
Average Cycle Time (s)	96.9	88.1	8.8	10%
Max Hourly Throughput / booth	37.2	40.9	-3.7	-9%
Average Utilization	71%	70%	1%	1%

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 26% compared to last year. Only 2% of passengers are pre-processed with Global Entry today; the same as last year. The 15% volume increase at Bradley and the decrease at terminal 7 may be the result of LAX flight management decisions.
- Fewer booths compared to last year.** Booth hours have decreased to match the traveler volume demand. Average daily booth hours have decreased 20%, from 153 hours last year to 122 hours this year.
- Slower processing.** Average cycle time increased by 8.8 seconds, while max hourly throughput decreased by 3.7 passengers per booth, a 9% decrease.
- Wait times increased by 9%.** Decreased booth hours and longer process time have led to an increase in wait time. The average wait time increased by 9%, from 22.7 minutes last year to 24.8 minutes this year.

Traveler Volume ... recent decline



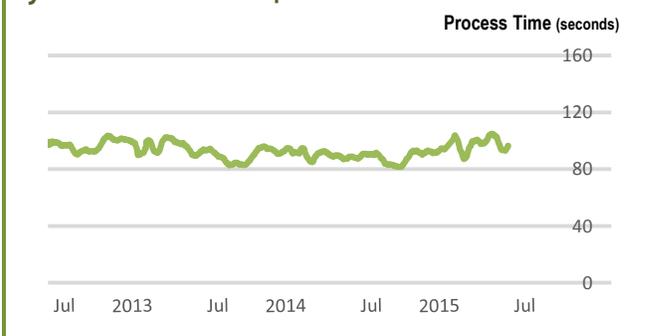
Booth hours ... recent decline



Wait Time ... trending upward

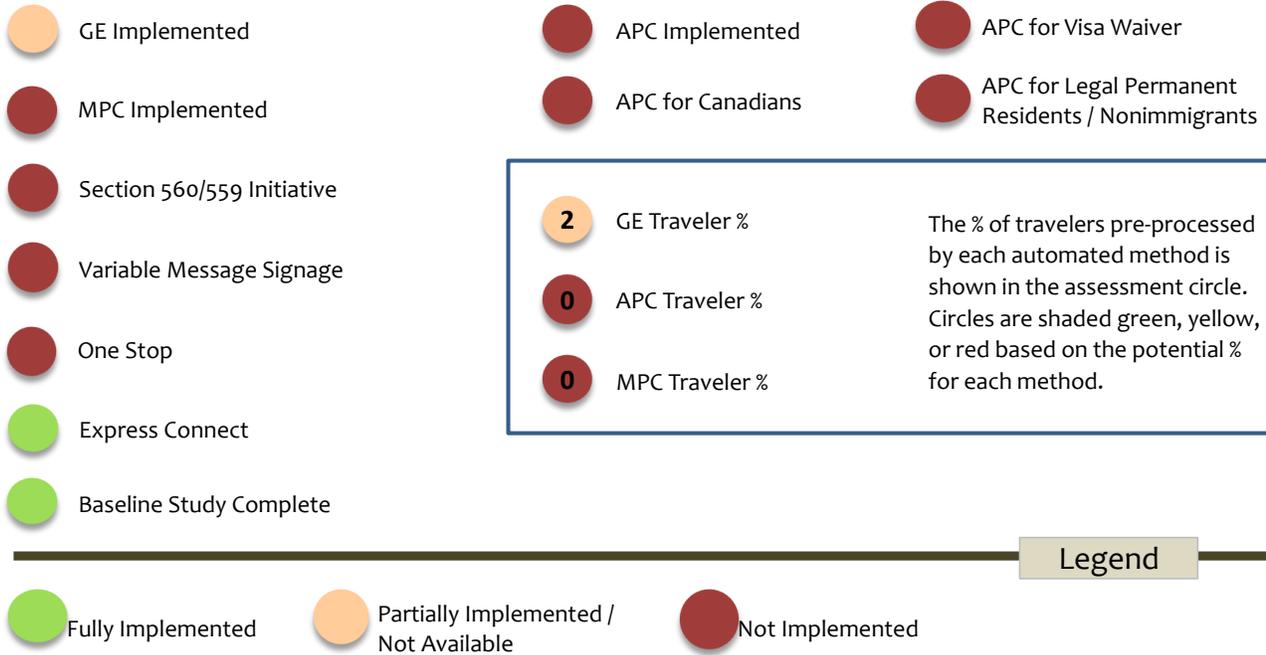


Cycle Time ... recent upward trend



Best Practice Inventory

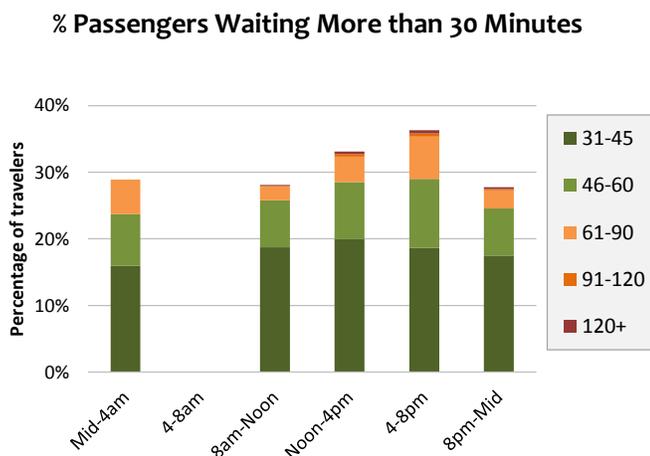
LAX Best Practice Assessment: LAX-7 has not implemented many of the available best practices. Automated processing such as Global Entry is implemented, however only 2% of travelers are utilizing it. To fulfill its potential, LAX Terminal 7 needs to utilize more best practices.



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.

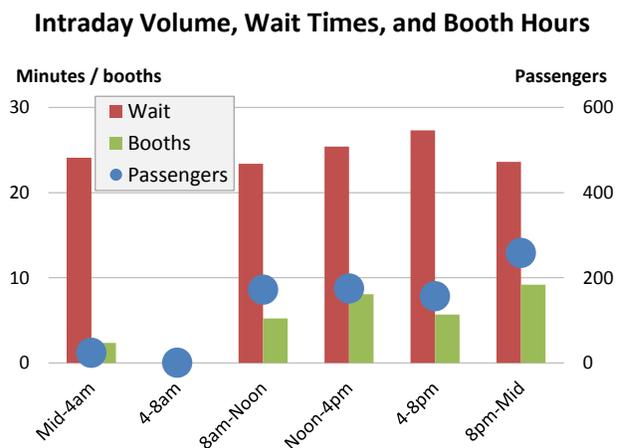
31% of passengers wait more than 30 minutes

Year to date, approximately 4% of LAX Terminal 7 passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 36% of passengers wait more than 30 minutes.



Lax-7 could use more staff at all hours

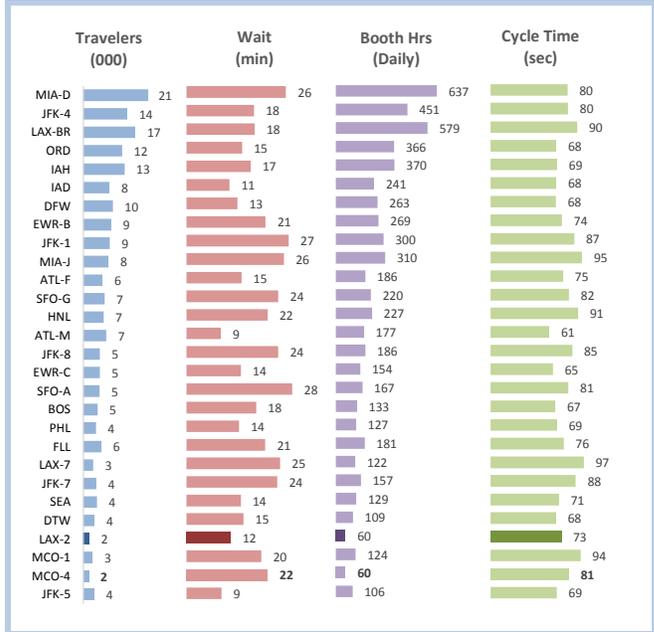
The busiest hours are between 8pm and Midnight, when nearly 260 passengers arrive per hour. Wait times during peak hours are 24 minutes, which is lower than the overall average of LAX Terminal 7. LAX-7 could use more staffing from 8am-8pm.



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers (000)	1,931	2,749	-818	-30%
Global Entry, APC, & MPC	6%	6%	0%	0%
Non-Automated	94%	94%	+0%	0%
United States Citizens	61.7%	58.7%	+3.0%	5%
Non-immigrants	31.7%	32.8%	-1.1%	-3%
Legal Permanent Residents	6.6%	8.5%	-1.9%	-23%
Average Daily Flights (#)	14	18	-4	-21%
Wait Time				
Average Primary Wait (m)	11.7	13.1	-1.3	-10%
% Travelers < 60 minutes	99%	99%	1%	1%
% Travelers > 120 mins	0.01%	0.01%	+0.0%	23%
Primary Booth Hours				
Average Daily Booth Hours	60	85	-25	-29%
Efficiency				
Average Cycle Time (s)	73.4	71.5	2.0	3%
Max Hourly Throughput / booth	49.0	50.4	-1.4	-3%
Average Utilization	65%	64%	1%	2%

Compared to other major airports ...



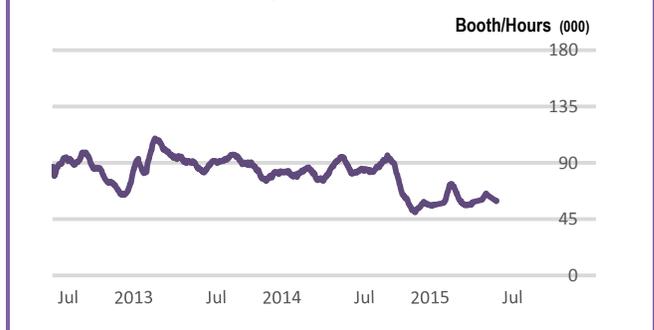
Wait times drop due to decreased traveler volume

- Travel is down at LAX Terminal 2.** Traveler volume (year to date) has decreased 30% compared to last year. Today, only 6% of LAX-2's passengers are pre-processed 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 29% from 85 hours last year to 60 hours this year.
- Staff efficiency unchanged.** Average cycle time increased 2 seconds this year, reducing max hourly throughput to 1.4 passengers per hour.
- Wait times decreased by 10%.** A decrease in traveler volume has led to a decrease in wait time. The average wait time decreased by 10%, from 13.1 minutes last year to 11.7 minutes this year.

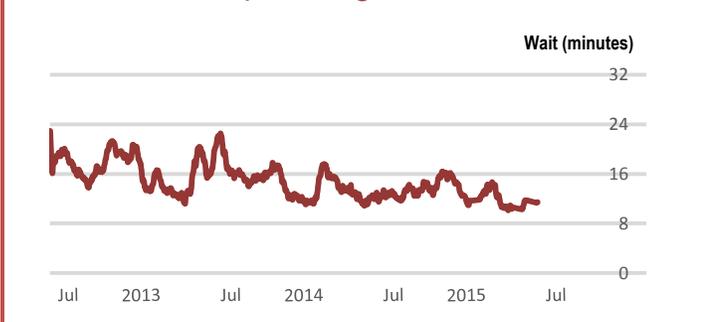
Traveler Volume ... sharp decrease recently



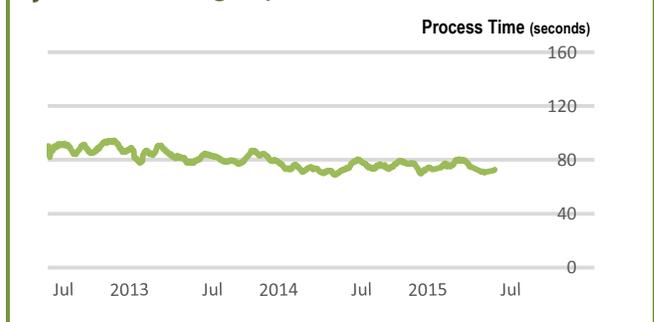
Booth Hours ... sharp decrease recently



Wait Time ... steadily decreasing

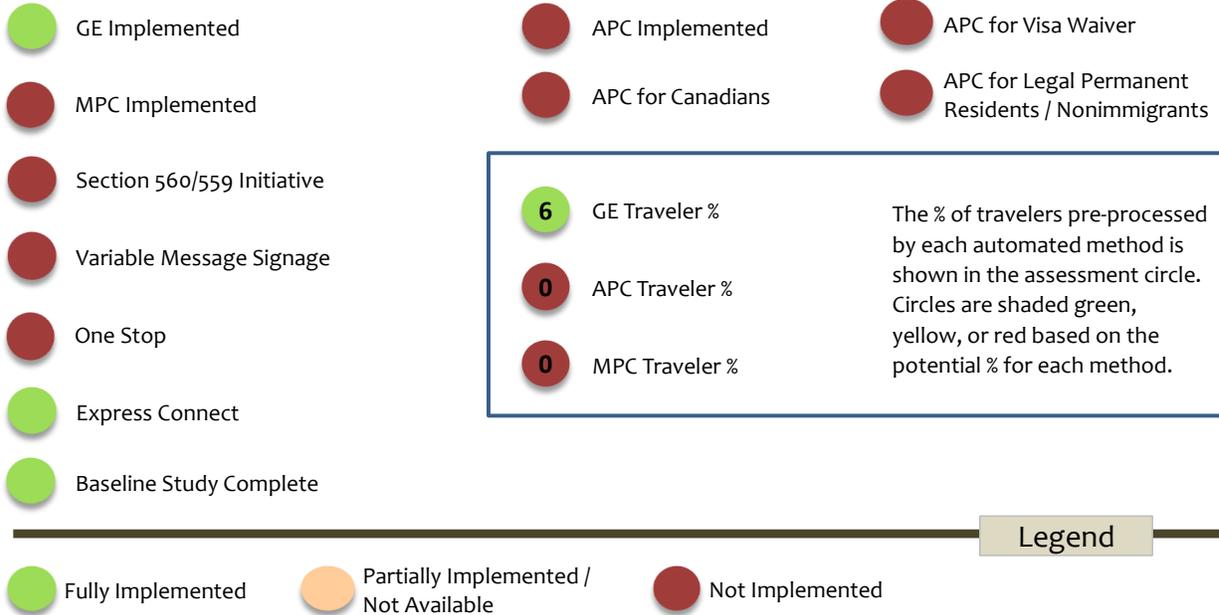


Cycle Time ... slight upward trend since 2014



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.



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 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.



LAX-2 could use more booth hours in AM

LAX-2 is busiest between 8am-Noon and 4pm-8pm, when nearly 200 passengers arrive per hour. An average of 6 booths per hour are staffed during 4pm-8pm, wait times are 7 minutes; An average of 5 booths per hour are staffed during 8am-Noon, wait times are 17 minutes. LAX-2 could staff one extra booth per hour from 8am-Noon.

Intraday Volume, Wait Times, and Booth Hours

