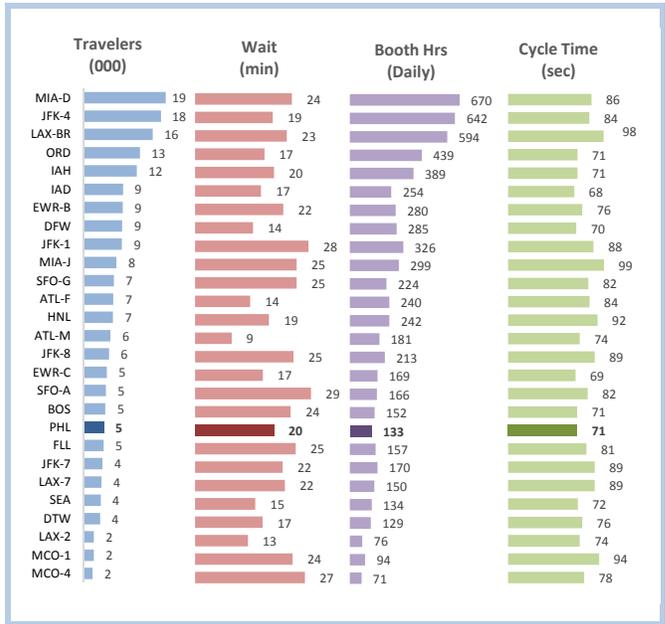


Key Metrics

	YTD 2014	YTD 2013	Change %	Change
<b>Volume</b>				
Average Daily Travelers	4,665	4,446	219	5%
Global Entry & APC	10%	2%	8%	494%
Non-Automated	90%	98%	-8%	-8%
United States Citizens	65.7%	63.3%	+2.5%	4%
Non-immigrants	33.5%	35.9%	-2.4%	-7%
Legal Permanent Residents	0.8%	0.9%	-0.0%	-5%
Average Daily Flights (#)	26	24	2	8%
<b>Wait Time</b>				
Average Primary Wait (m)	19.7	18.5	1.1	6%
% Travelers < 60 minutes	95%	96%	-2%	-2%
% Travelers > 120 mins	0.14%	0.10%	+0.04%	42%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	133	128	5	4%
<b>Efficiency</b>				
Average Cycle Time (s)	70.9	71.0	0.0	0%
Max Hourly Throughput / booth	50.7	50.7	0.0	0%
Average Utilization	69%	69%	1%	1%

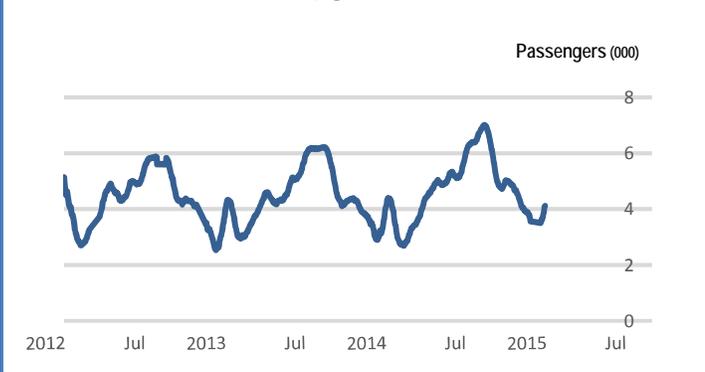
Compared to other major airports ....



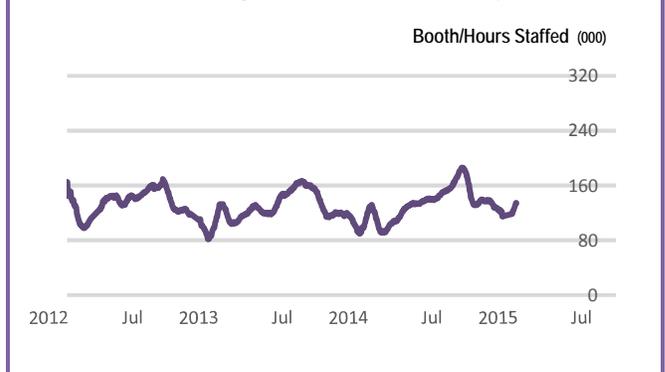
Increased wait time with slightly higher traffic

- Travel is up slightly at Philadelphia Airport.** Traveler volume (year to date) has increased 5% compared to last year. Today, 10% of passengers are pre-processed with Global Entry and APC, up from 2% last year. However, this should increase rapidly with the introduction of APC.
- Booth hours increased slightly.** The average daily booth hours increased by 4%, from 128 hours to 133 hours.
- Relatively unchanged cycle time and throughput.** Average cycle time decreased marginally (0.1 seconds) this year, while throughput remained the same.
- Wait times increased by 6%.** Average wait time increased 1.1 minutes, from 18.5 minutes a year ago to 19.7 minutes today. PHL will achieve further efficiencies with increased APC usage.

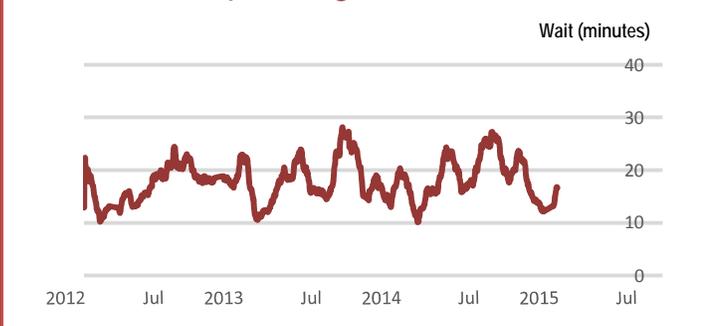
Traveler Volume ... steady growth



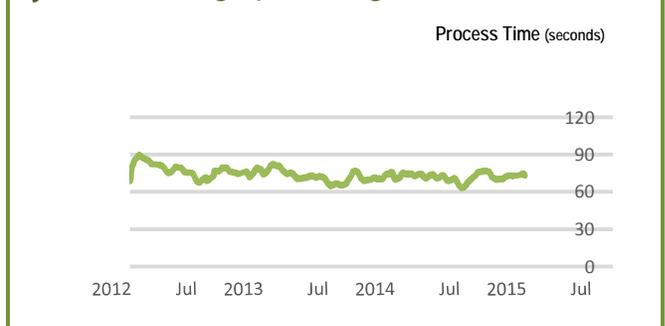
Booth Hours ... upward trend since January 2014



Wait Time ... slowly increasing

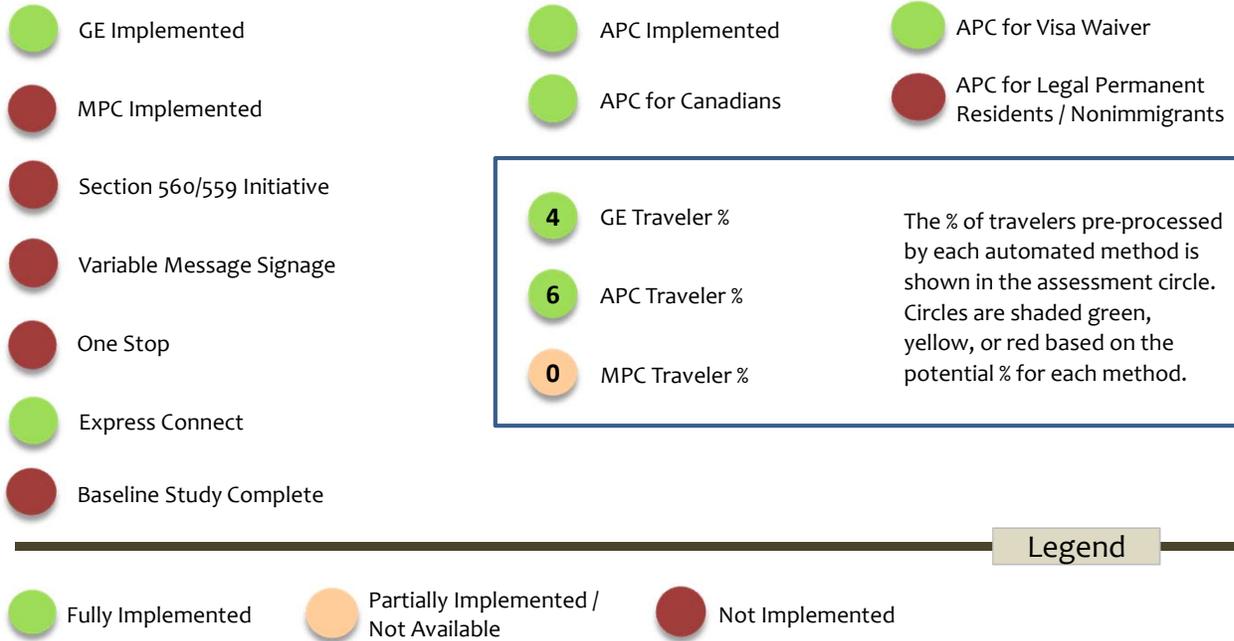


Cycle Time ... slightly decreasing



## Best Practice Inventory

**PHL Best Practice Assessment:** PHL has implemented many of the available best practices. Although PHL has introduced new practices, only 10% of PHL passengers processed by automated technologies like Global Entry and APC. This will increase as APC becomes more popular.

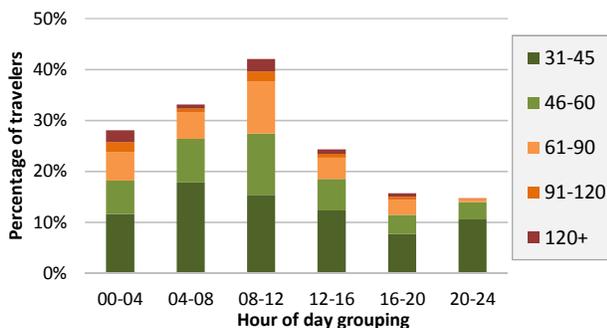


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not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

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

While 23% of passengers at PHL wait more than 30 minutes, only 6% wait longer than 60 minutes. During peak hours, 24% of passengers wait over 30 minutes, slightly above the daily average.

**% Passengers Waiting More than 30 Minutes**



### PHL staffs well to peak

PHL is busiest between 12pm-4pm, when about 560 passengers arrive per hour. An average of 13 booths per hour are open during this time and wait times are 21 minutes, comparable to the daily average (19.7 minutes). Wait times could be improved with a reallocation of staffing hours from the 4pm-8pm block to the 8am-12pm block.

**Intraday Volume, Wait Times, and Booth Hours**

