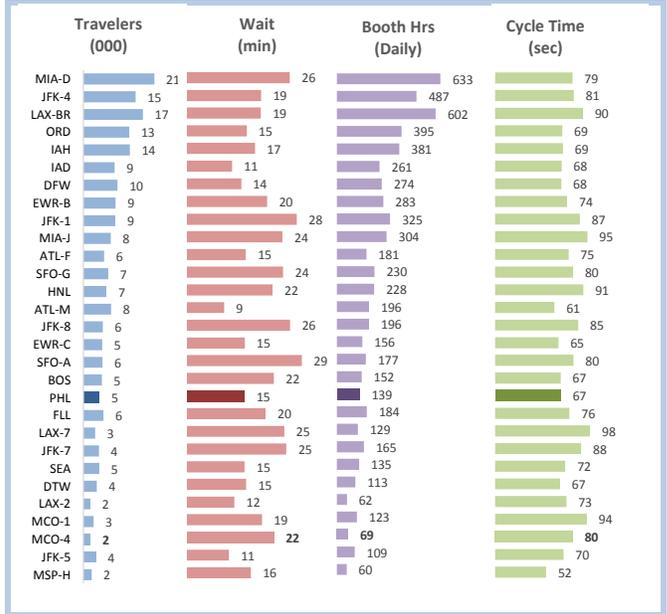


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	4,621	4,376	244	6%
Global Entry, APC, & MPC	32%	3%	29%	967%
Non-Automated	68%	97%	-29%	-30%
United States Citizens	68.4%	65.0%	+3.4%	5%
Non-immigrants	28.6%	32.1%	-3.5%	-11%
Legal Permanent Residents	2.9%	2.9%	+0.0%	1%
Average Daily Flights (#)	26	30	-3	-12%
<b>Wait Time</b>				
Average Primary Wait (m)	14.6	18.8	-4.1	-22%
% Travelers < 60 minutes	98%	96%	2%	2%
% Travelers > 120 mins	0.15%	0.08%	+0.06%	72%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	139	125	14	11%
<b>Efficiency</b>				
Average Cycle Time (s)	67.3	70.2	-2.8	-4%
Max Hourly Throughput / booth	53.5	51.3	2.1	4%
Average Utilization	62%	68%	-6%	-9%

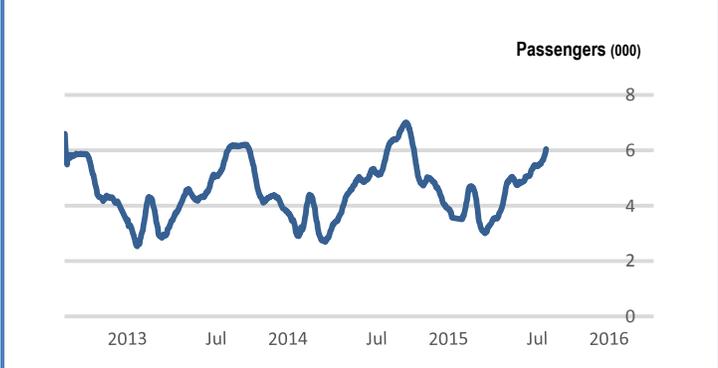
### Compared to other major airports ...



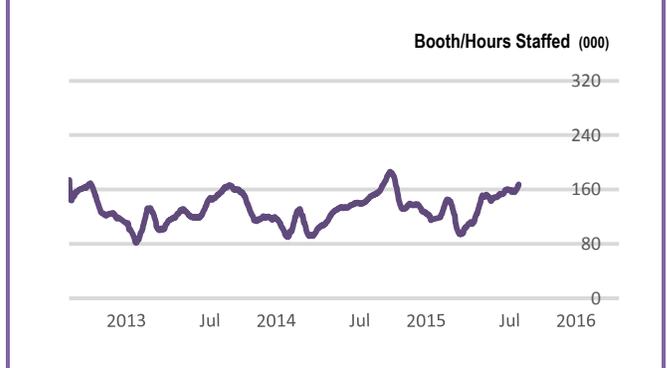
### More automation, more booths results in shorter waits despite increased traffic

- **Travel is up 6% at PHL.** Traveler volume (year to date) has increased 6% compared to last year. Today, 32% of passengers are confirmed with Global Entry and APC, up from 3% last year.
- **Booth hours increased.** The average daily booth hours increased by 11%, from 125 hours to 139 hours.
- **Slight decrease in cycle time and increase in throughput.** Average cycle time decreased by 4% this year, while throughput increased by 4%, allowing 2.1 additional passengers to be processed per booth, per hour.
- **Wait times decreased by 22%.** Average wait time decreased 4.1 minutes (from 18.8 minutes a year ago to 14.6 minutes today). PHL will achieve further efficiencies with increased APC usage.

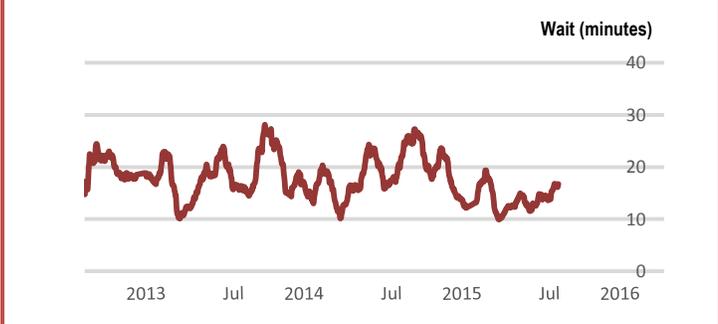
### Traveler Volume ... steady seasonal growth



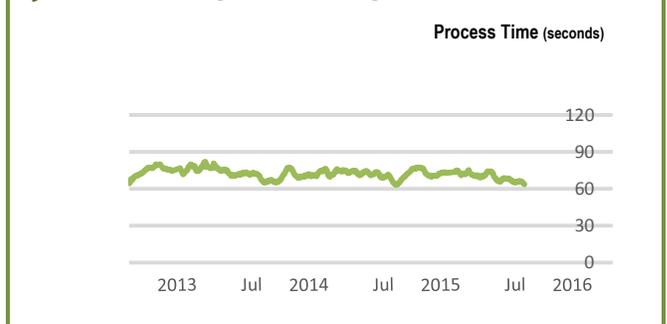
### Booth Hours ... upward trend since January 2014



### Wait Time ... downward trend since 2014

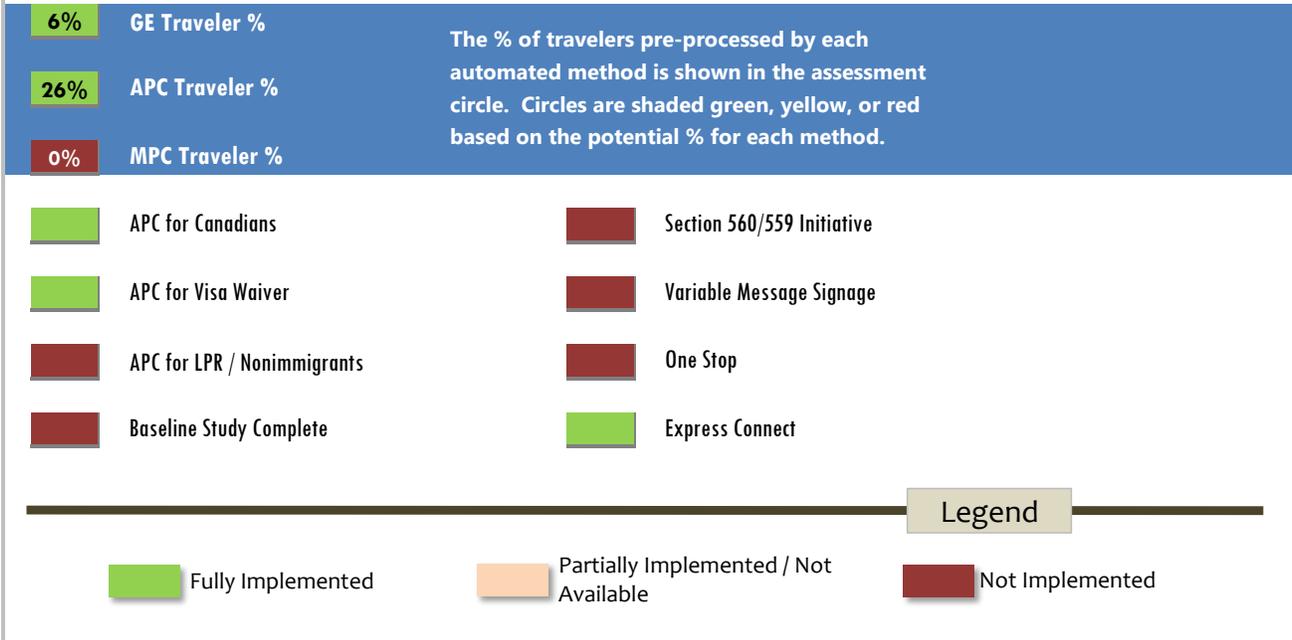


### Cycle Time ... slightly decreasing



## Best Practice Inventory

**PHL Best Practice Assessment:** PHL implemented some of the available best practices. Most notably, 32% of PHL passengers are processed by automated technologies like Global Entry and APC. This will increase as APC becomes more popular. APC is available at PHL not only to US Citizens, but also Canadians and Visa Waiver country travelers.

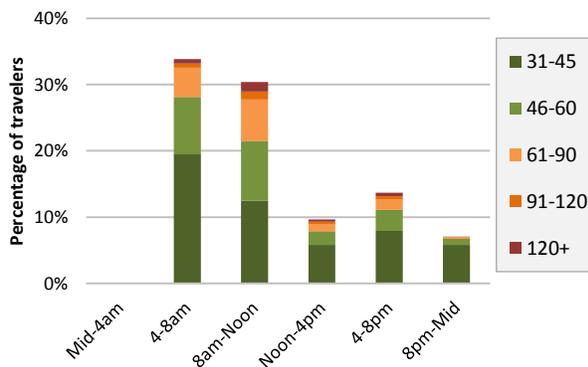


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

### 14% of passengers wait more than 30 minutes

While very few Philadelphia passengers wait more than 1 hour (about 3%), approximately 14% wait more than 30 minutes. Between the hours of 4am to 8am, 34% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### More booths needed in the morning

PHL is busiest between Noon and 8pm, when about 470 passengers arrive per hour. An average of 14 booths are open during this time and wait times are 14 minutes, which is lower than the average wait. Waits are highest from midnight to Noon when traffic is very light. A few more booths could greatly reduce waits in the morning.

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

