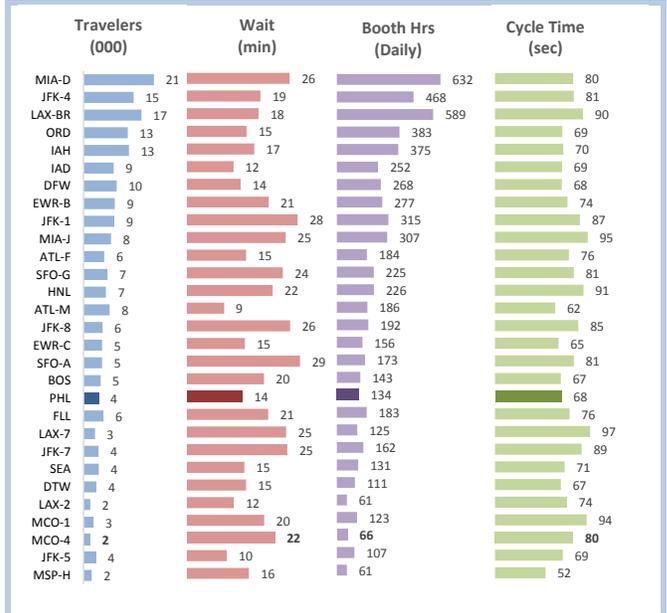


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	4,383	4,141	242	6%
Global Entry, APC, & MPC	31%	3%	28%	933%
Non-Automated	69%	97%	-28%	-29%
United States Citizens	67.7%	63.9%	+3.8%	6%
Non-immigrants	29.3%	33.2%	-3.9%	-12%
Legal Permanent Residents	3.0%	3.0%	+0.1%	3%
Average Daily Flights (#)	25	29	-4	-14%
<b>Wait Time</b>				
Average Primary Wait (m)	14.1	18.3	-4.2	-23%
% Travelers < 60 minutes	98%	96%	2%	2%
% Travelers > 120 mins	0.15%	0.10%	+0.05%	49%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	134	121	13	11%
<b>Efficiency</b>				
Average Cycle Time (s)	68.1	71.0	-2.9	-4%
Max Hourly Throughput / booth	52.8	50.7	2.1	4%
Average Utilization	62%	68%	-6%	-9%

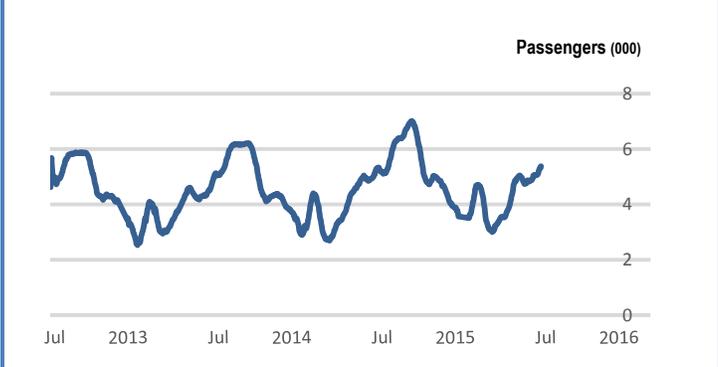
### Compared to other major airports ...



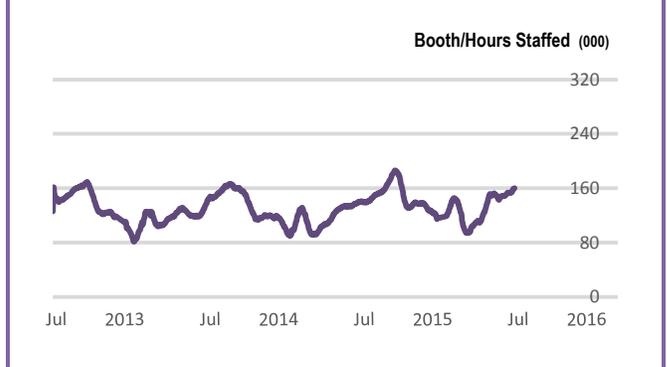
### Increased automation keeps wait times low

- Travel is up 6% at PHL.** Traveler volume (year to date) has increased 6% compared to last year. Today, 31% of passengers are pre-processed with Global Entry and APC, up from 3% last year; this should increase with the introduction of APC.
- Booth hours increased.** The average daily booth hours increased by 11%, from 121 hours to 134 hours.
- Slight decrease in cycle time and increase in throughput.** Average cycle time decreased by 4% this year, while throughput increased by 4%, allowing almost 2 additional passengers to be processed per booth, per hour.
- Wait times decreased by 23%.** Average wait time decreased 4.2 minutes (from 18.3 minutes a year ago to 14.1 minutes today). PHL will achieve further efficiencies with increased APC usage.

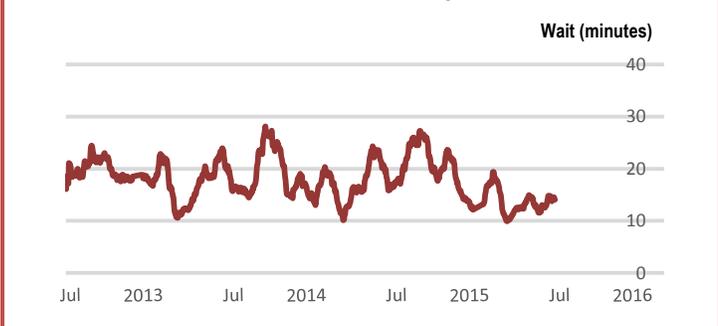
### Traveler Volume ... steady seasonal growth



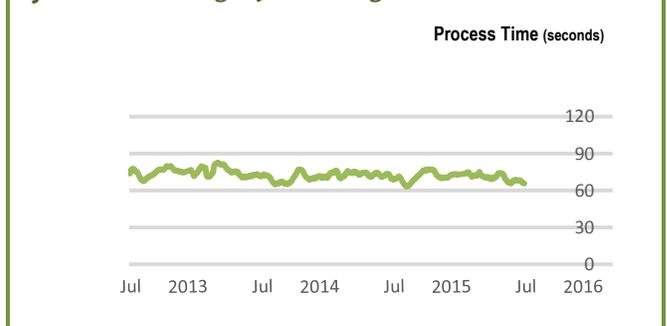
### Booth Hours ... upward trend since January 2014



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



### Cycle Time ... slightly decreasing



### Best Practice Inventory

**PHL Best Practice Assessment:** PHL implemented many of the available best practices. Although PHL has introduced new practices, 31% of PHL passengers are processed by automated technologies like Global Entry and APC. This will increase as APC becomes more popular.

<b>6%</b>	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.
<b>25%</b>	APC Traveler %	
<b>0%</b>	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

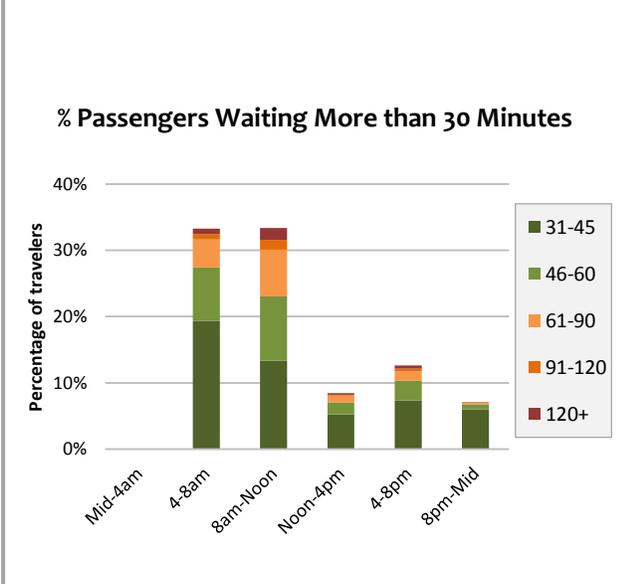
Legend

	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.

#### 13% of passengers wait more than 30 minutes

While very few Philadelphia passengers wait more than 1 hour (about 2%), approximately 13% wait more than 30 minutes. During multiple time periods, 33% of passengers wait more than 30 minutes



#### More booths needed in the morning

PHL is busiest between Noon and 8pm, when about 450 passengers arrive per hour. An average of 13 booths per hour are open during this time and wait times are 13 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 early-morning waits.

