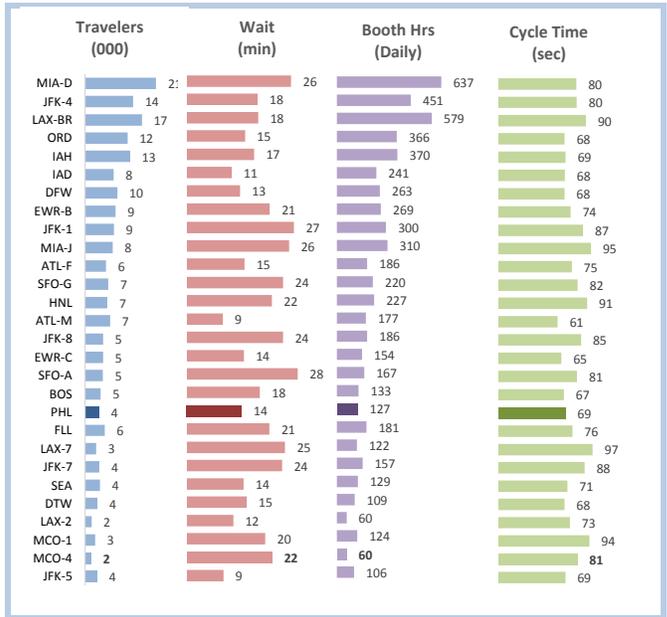


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	4,106	3,893	213	5%
Global Entry, APC, & MPC	29%	3%	26%	867%
Non-Automated	71%	97%	-26%	-27%
United States Citizens	67.1%	62.9%	+4.1%	7%
Non-immigrants	29.7%	34.0%	-4.3%	-13%
Legal Permanent Residents	3.2%	3.0%	+0.1%	5%
Average Daily Flights (#)	23	25	-2	-7%
Wait Time				
Average Primary Wait (m)	13.9	18.6	-4.7	-25%
% Travelers < 60 minutes	98%	96%	2%	2%
% Travelers > 120 mins	0.15%	0.13%	+0.02%	16%
Primary Booth Hours				
Average Daily Booth Hours	127	116	11	9%
Efficiency				
Average Cycle Time (s)	69.0	71.2	-2.2	-3%
Max Hourly Throughput / booth	52.2	50.5	1.6	3%
Average Utilization	62%	66%	-4%	-7%

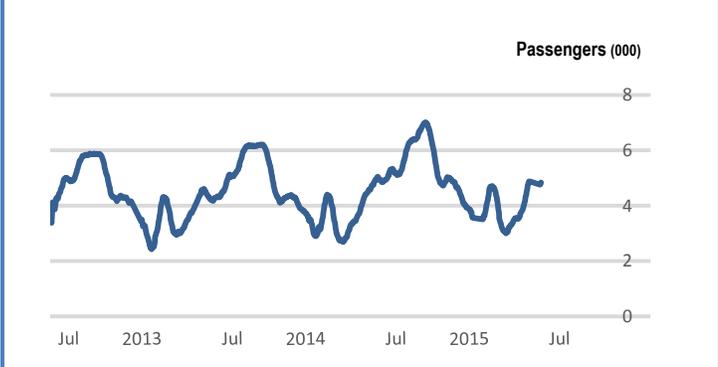
Compared to other major airports ...



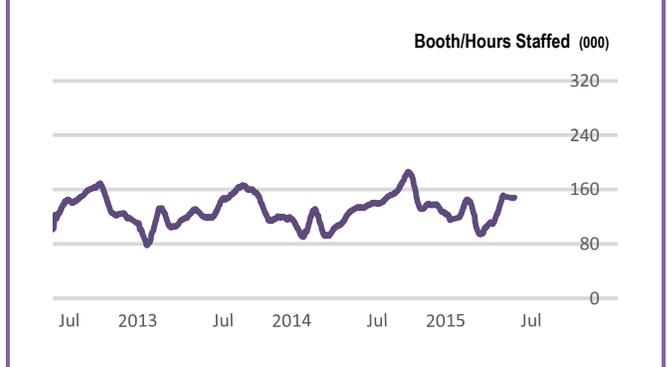
Increased automation keeps wait times low

- Travel is up 5% at PHL.** Traveler volume (year to date) has increased 5% compared to last year. Today, 29% 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 9%, from 116 hours to 127 hours.
- Slight decrease in cycle time and increase in throughput.** Average cycle time decreased by 3% this year, while throughput increased by 3%, allowing almost 2 additional passenger to be processed per booth, per hour.
- Wait times decreased by 25%.** Average wait time decreased 4.7 minutes (from 18.6 minutes a year ago to 13.9 minutes today). PHL will achieve further efficiencies with increased APC usage.

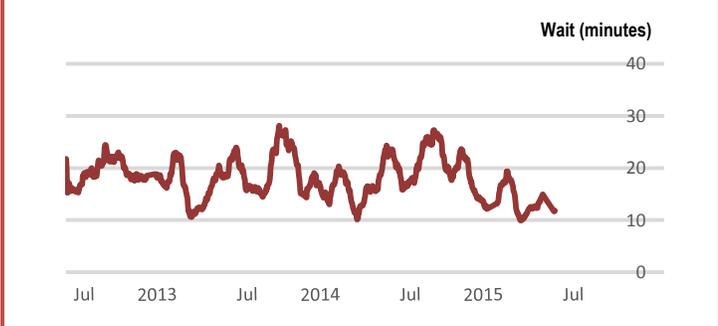
Traveler Volume ... steady seasonal growth



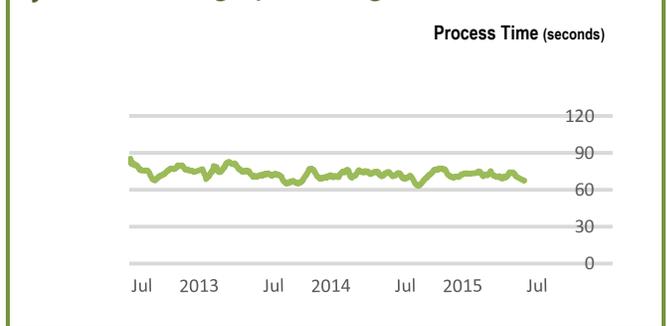
Booth Hours ... upward trend since January 2014



Wait Time ... downward trend since 2014

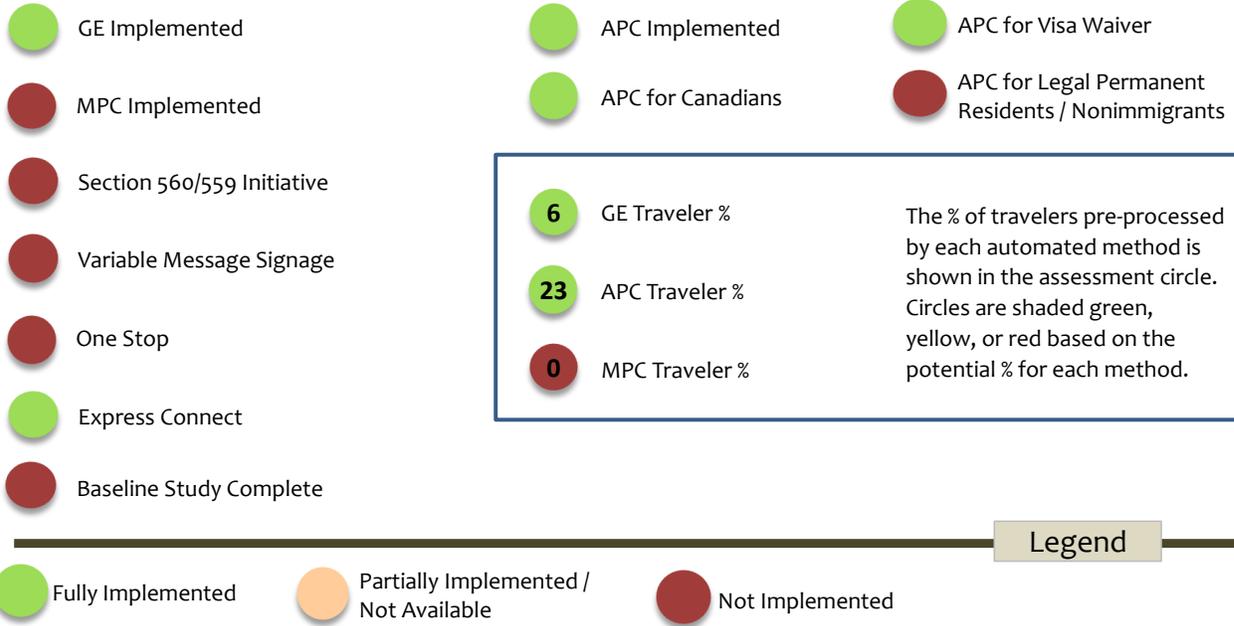


Cycle Time ... slightly decreasing



Best Practice Inventory

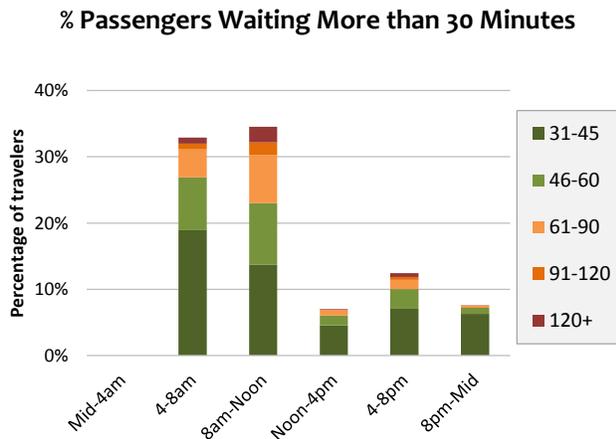
PHL Best Practice Assessment: PHL has implemented many of the available best practices. Although PHL has introduced new practices, 29% of PHL passengers processed by automated technologies like Global Entry and APC. This will increase as APC becomes more popular.



Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion 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. Between the hours of 8am to Noon, 35% of passengers wait more than 30 minutes.



PHL staffs well to peak

PHL is busiest between 4pm and 8pm, when about 430 passengers arrive per hour. An average of 15 booths are open during this time and wait times are 14 minutes, which is the same as the average wait. More booths could further reduce PHL waits from 4am to Noon.

