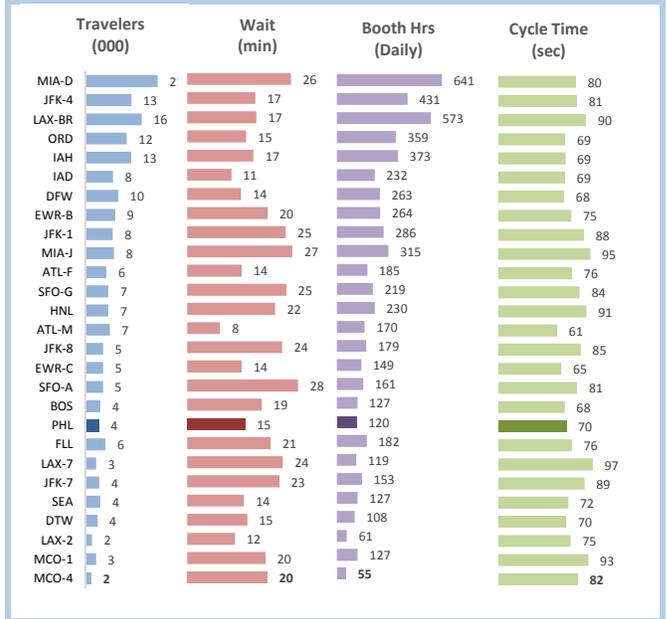


Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	3,882	3,582	300	8%
Global Entry, APC, & MPC	14%	1%	13%	1300%
Non-Automated	86%	99%	-13%	-13%
United States Citizens	66%	63.8%	+2.4%	4%
Non-immigrants	30%	32.9%	-2.5%	-8%
Legal Permanent Residents	3.4%	3.3%	+0.2%	5%
Average Daily Flights (#)	22	24	-2	-8%
Wait Time				
Average Primary Wait (m)	14.6	16.6	-2.0	-12%
% Travelers < 60 minutes	98%	97%	0%	0%
% Travelers > 120 mins	0.19%	0.12%	+0.07%	63%
Primary Booth Hours				
Average Daily Booth Hours	120	111	9	8%
Efficiency				
Average Cycle Time (s)	70.2	71.1	-0.9	-1%
Max Hourly Throughput / booth	51.3	50.6	0.7	1%
Average Utilization	63%	64%	-1%	-1%

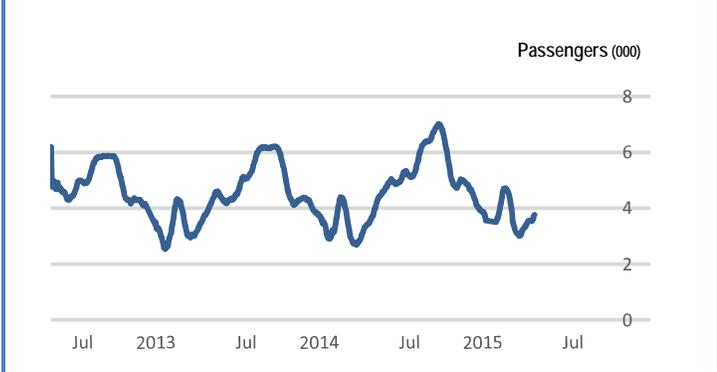
Compared to other major airports ...



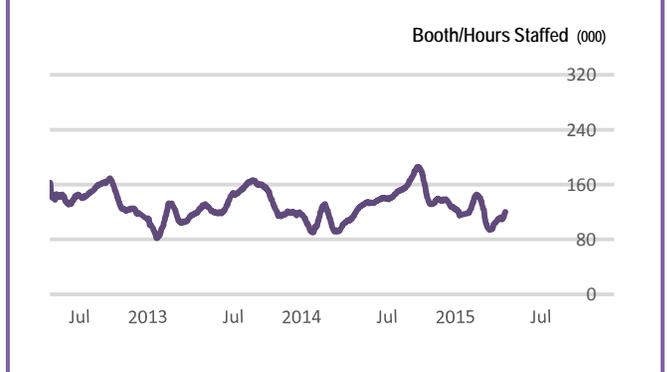
Increased automation keeps wait times low

- Travel is up 8% at PHL.** Traveler volume (year to date) has increased 8% compared to last year. Today, 14% of passengers are pre-processed with Global Entry and APC, up from 1% last year. However, this should increase rapidly with the introduction of APC.
- Booth hours increased.** The average daily booth hours increased by 8%, from 111 hours to 120 hours.
- Slight decrease in cycle time and increase in throughput.** Average cycle time decreased by 1% this year, while throughput increased by 1%, allowing almost 1 passenger to be processed per booth.
- Wait times decreased by 12%.** Average wait time decreased 2 minutes, from 16.6 minutes a year ago to 14.6 minutes today. PHL will achieve further efficiencies with increased APC usage.

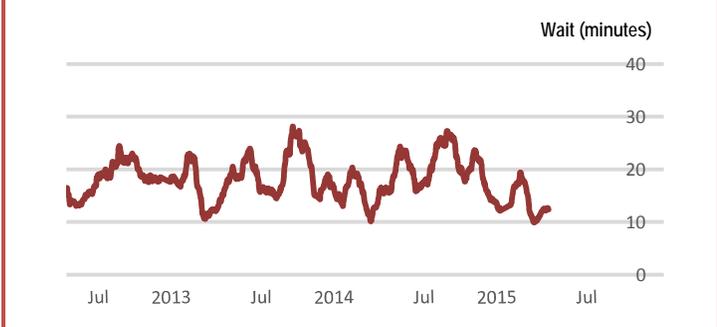
Traveler Volume ... steady growth



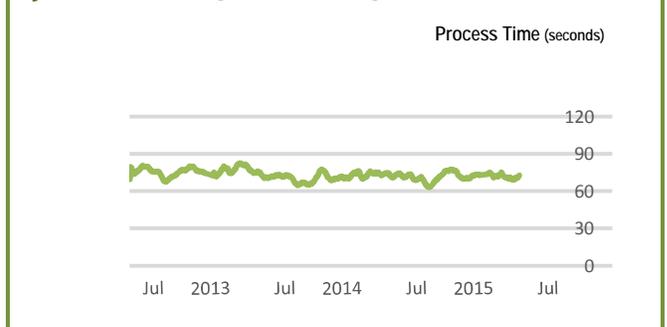
Booth Hours ... upward trend since January 2014



Wait Time ... downward trend since 2014

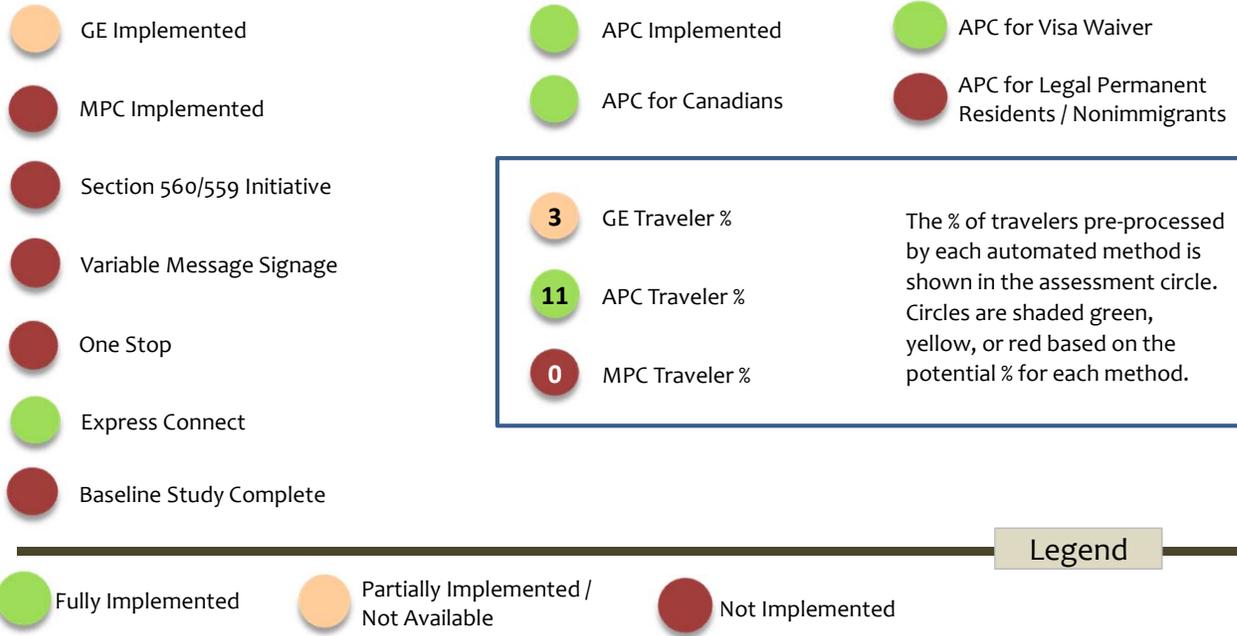


Cycle Time ... slightly decreasing



Best Practice Inventory

PHL Best Practice Assessment: PHL has implemented many of the available best practices. Although PHL has introduced new practices, only 14% of PHL passengers processed by automated technologies like Global Entry and APC. This will increase as APC becomes more popular.

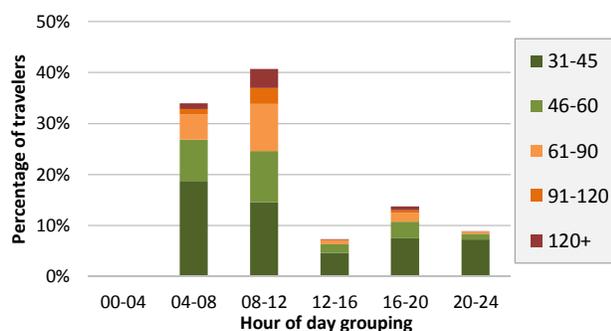


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not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

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 8am and 12pm, around 41% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



PHL staffs well to peak

PHL is busiest between 4pm - 8pm, when about 450 passengers arrive per hour. An average of 16 booths per hour are open during this time and wait times are 14 minutes, which is lower than the overall average. Wait times could use more staffing from 4am - 12pm block.

Intraday Volume, Wait Times, and Booth Hours

