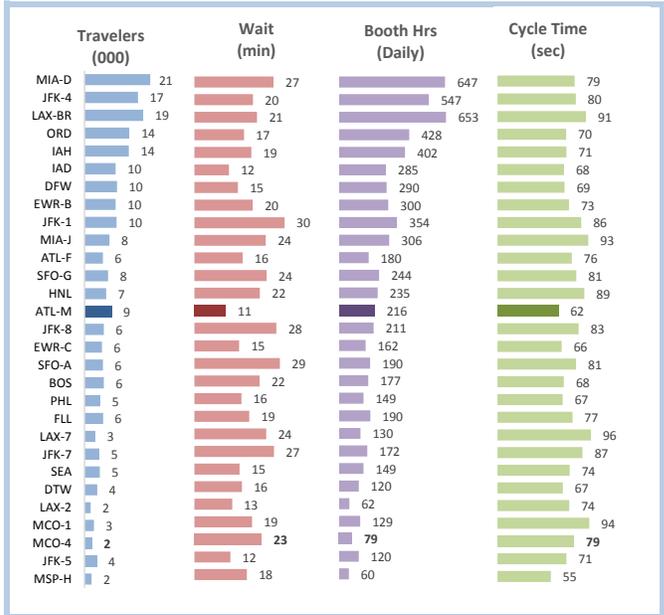


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	8,724	6,419	2,305	36%
Global Entry, APC, & MPC	66%	26%	40%	154%
Non-Automated	34%	74%	-40%	-54%
United States Citizens	69.1%	66.1%	+3.0%	5%
Non-immigrants	27.1%	29.8%	-2.6%	-9%
Legal Permanent Residents	3.8%	4.1%	-0.3%	-8%
Average Daily Flights (#)	49	40	9	22%
Wait Time				
Average Primary Wait (m)	10.6	10.0	0.7	7%
% Travelers < 60 minutes	98%	99%	-1%	-1%
% Travelers > 120 mins	0.12%	0.02%	+0.10%	433%
Primary Booth Hours				
Average Daily Booth Hours	216	192	24	12%
Efficiency				
Average Cycle Time (s)	62.4	75.1	-12.7	-17%
Max Hourly Throughput / booth	57.7	48.0	9.7	20%
Average Utilization	70%	70%	0%	0%

Compared to other major airports ...



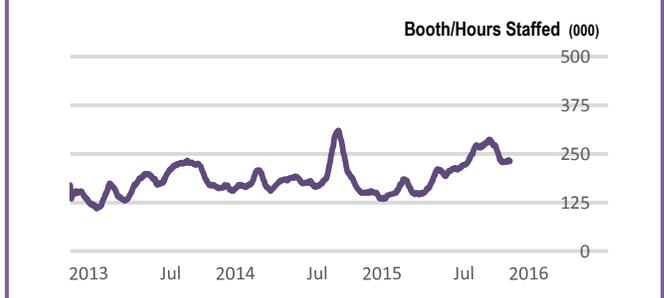
Fast processing results in the shortest national wait time

- Growth at Atlanta (Hartsfield) Main.** Traveler volume (year to date) has increased 36% compared to last year. Today, 66% of ATL's passengers are confirmed with automated solutions like Global Entry, APC and MPC. This is compared to 26% last year.
- Increased in booth hours.** Booth hours at ATL are 216 compared to 192 booth hours a year ago, this is a 12% increase.
- 17% faster processing.** APC, Global Entry, MPC and USC growth have combined to reduce average cycle time. Average cycle time (62.4 seconds) is down from 75.1 seconds a year ago, while potential throughput jumped from 48 to 57.7 passengers per hour, per booth.
- Wait times slightly increased.** Wait times have increased from 10 minutes to 10.6 minutes, a 7% increase. Wait times slightly increased due to the substantial growth in traveler volume, but are still the shortest in the nation.

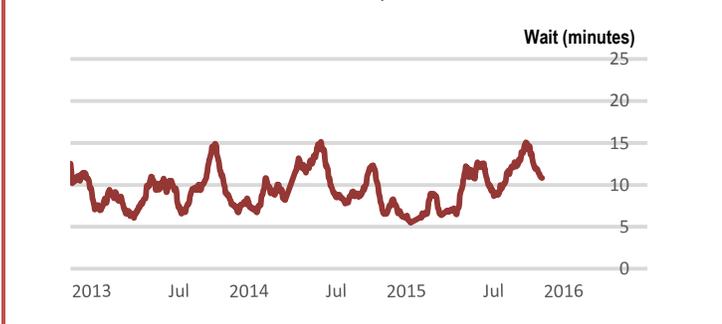
Traveler Volume ... accelerated growth in 2015



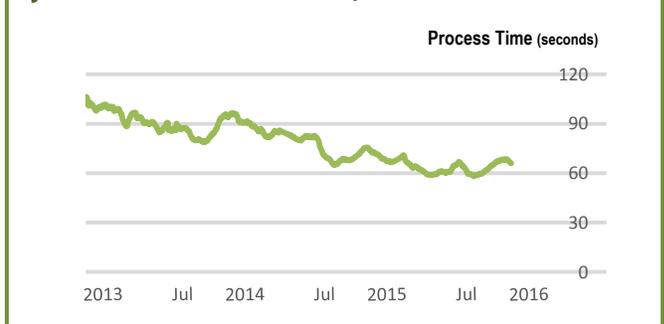
Booth Hours ... 12% more booths than last year



Wait Time ... lowest out of all major terminals

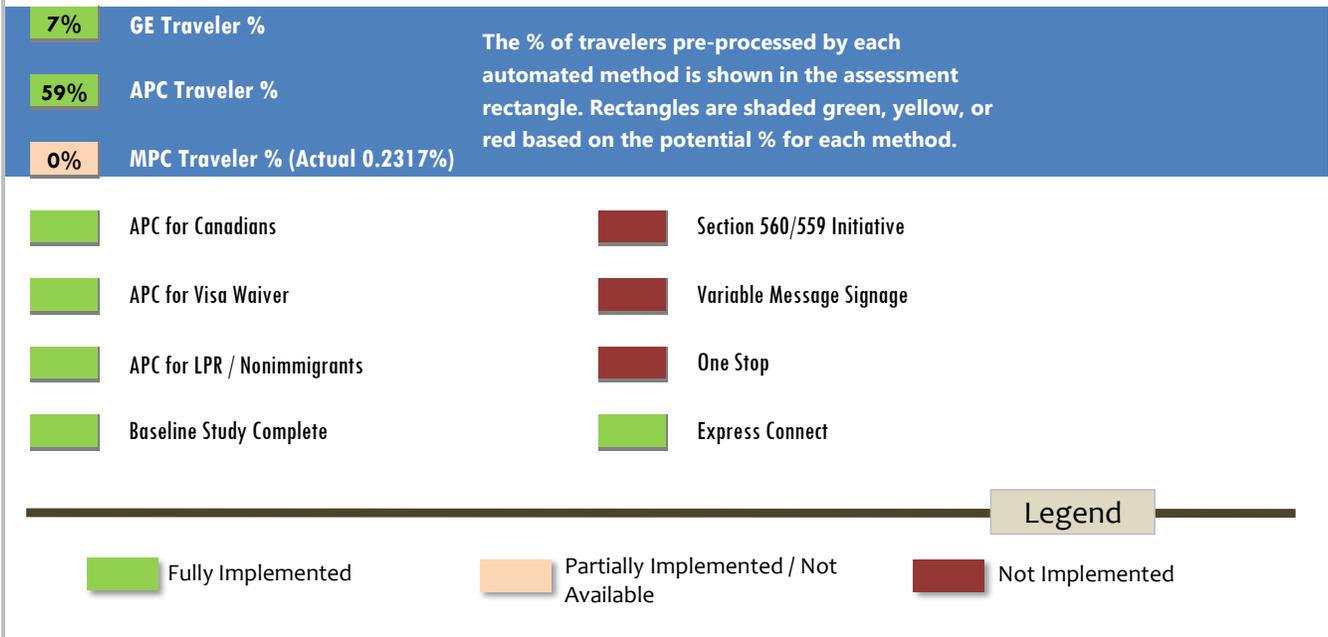


Cycle Time ... much reduced cycle times



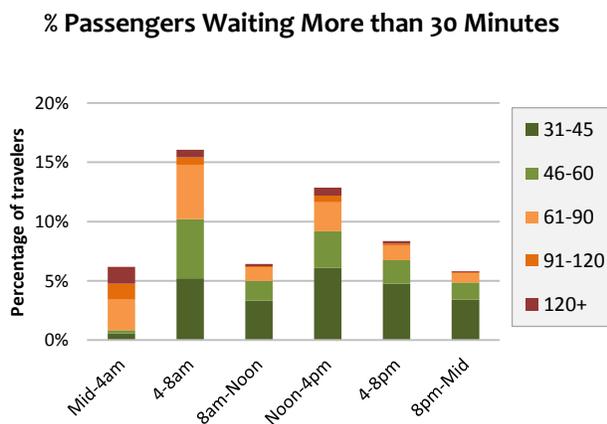
Best Practice Inventory

ATL Best Practice Assessment: ATL-M has implemented many of the available best practices that include GE, APC and MPC. Most notably, 66% of ATL passengers are now processed by automated technologies like Global Entry and APC. APC is available at ATL not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

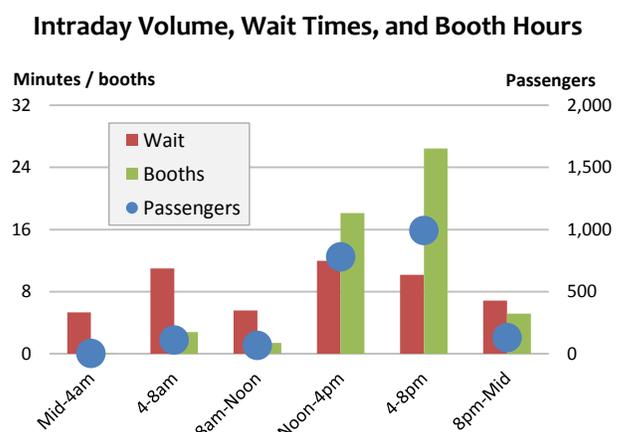


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

10% of passengers wait more than 30 minutes
 While very few ATL Main Terminal passengers wait more than 1 hour (about 3%), approximately 10% wait more than 30 minutes. Between the hours of 4am to 8am, 16% of passengers wait more than 30 minutes.



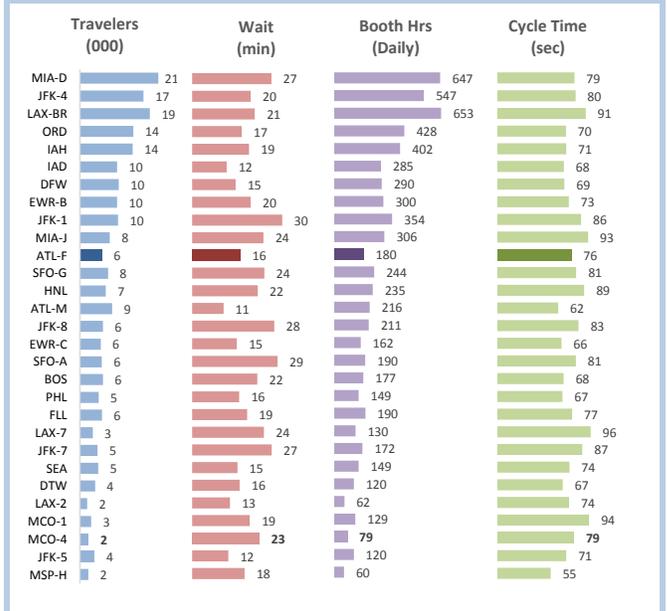
ATL-M staffs well to peak traffic
 ATL-M is busiest between 4pm and 8pm, when nearly 1,000 passengers arrive per hour. The average wait time (10 minutes) is lower than average waits since ATL-M staffs all 26 booths during this period.



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	5,942	7,260	-1,318	-18%
Global Entry, APC, & MPC	52%	35%	17%	49%
Non-Automated	48%	65%	-17%	-26%
United States Citizens	53.2%	54.7%	-1.5%	-3%
Non-immigrants	42.1%	40.6%	+1.5%	4%
Legal Permanent Residents	4.7%	4.7%	+0.0%	0%
Average Daily Flights (#)	31	41	-10	-24%
Wait Time				
Average Primary Wait (m)	16.3	14.0	2.3	17%
% Travelers < 60 minutes	94%	98%	-3%	-4%
% Travelers > 120 mins	0.30%	0.05%	+0.25%	535%
Primary Booth Hours				
Average Daily Booth Hours	180	259	-79	-30%
Efficiency				
Average Cycle Time (s)	76.1	85.1	-9.0	-11%
Max Hourly Throughput / booth	47.3	42.3	5.0	12%
Average Utilization	70%	66%	4%	5%

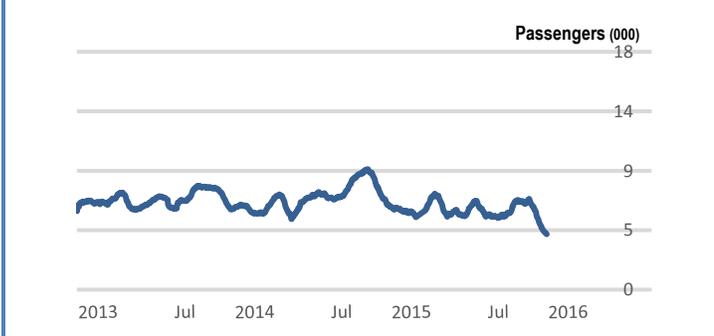
Compared to other major airports ...



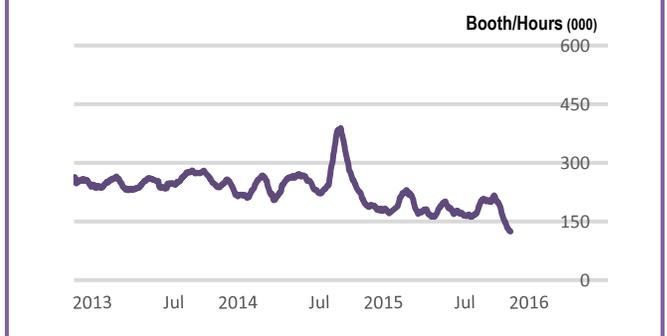
Faster processing and fewer travelers are offset by reduced booths

- Travel is down at Atlanta (Terminal F).** ATL traffic continues to migrate from Terminal F (-1,318 passengers a day) to the main terminal (+2,305 passengers a day). Traveler volume at ATL-F decreased 18% compared to last year. 52% of passengers are confirmed with automated solutions like Global Entry, APC and MPC, up from 35% last year.
- Decreased booth staffing.** Booth hours decreased by 30% compared to last year. This reduction has led to increase waits despite fewer travelers and faster processing.
- Wait times increased 17% year to date.** Wait times have increased from 14 minutes last year to 16.3 minutes this year, a 17% increase.
- Cycle time is 9 seconds faster.** Global Entry, APC and MPC growth have combined to reduce average cycle time. Average cycle time (76.1 seconds) is down from 85.1 seconds a year ago. Maximum hourly throughput increased 5 passengers per hour, per booth.

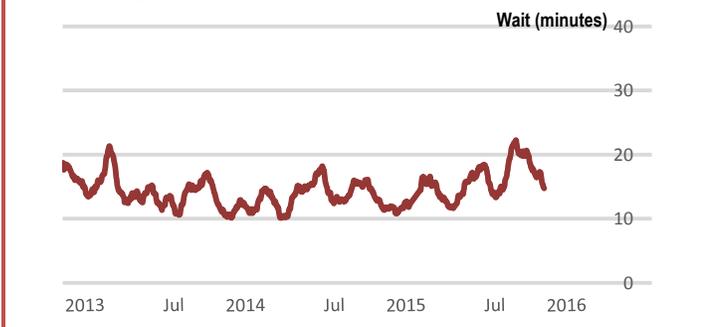
Traveler Volume ... downward trend



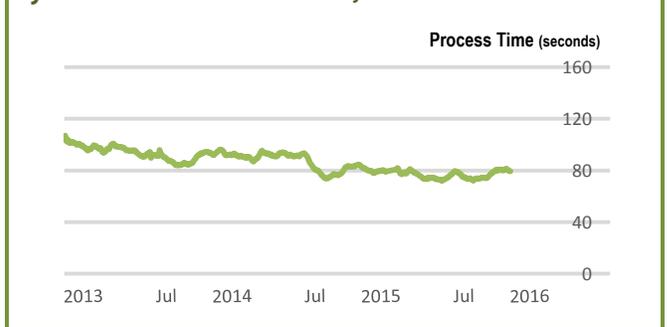
Booth Hours ... fewer booths over time



Wait Time ... recent increase in wait time



Cycle Time ... much reduced cycle times



Best Practice Inventory

ATL Terminal F Best Practice Assessment: ATL Terminal F has implemented many of the available best practices like GE, APC and MPC. Most notably, 52% of passengers are now processed by Global Entry and APC. APC is available at ATL Terminal F not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

- 6% **GE Traveler %**
- 46% **APC Traveler %**
- 0% **MPC Traveler % (Actual 0.0565%)**

The % of travelers pre-processed by each automated method is shown in the assessment rectangle. Rectangles are shaded green, yellow, or red based on the potential % for each method.

- | | |
|---|--|
| 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 |

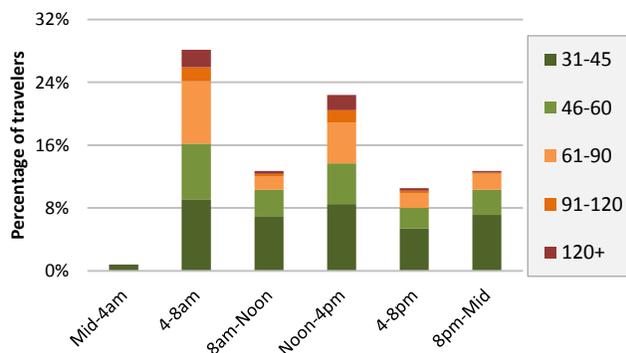
Legend

- Fully Implemented
- Partially Implemented / Not Available
- Not Implemented

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 rectangle" 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.

19% of passengers wait more than 30 minutes
 Year to date, approximately 7% of ATL Terminal F passengers wait more than 1 hour, approximately 19% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 28% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



Wait time is the highest from 4am to 8am
 Over 400 passengers (on average) arrive every hour between Noon and 4pm. By opening only 13 booths during this time period, wait times are 18 minutes. Waits are higher from 4am to 8am when fewer than 400 passengers arrive per hour. Opening more booths during 4am-8am should reduce the average wait time.

Intraday Volume, Wait Times, and Booth Hours

