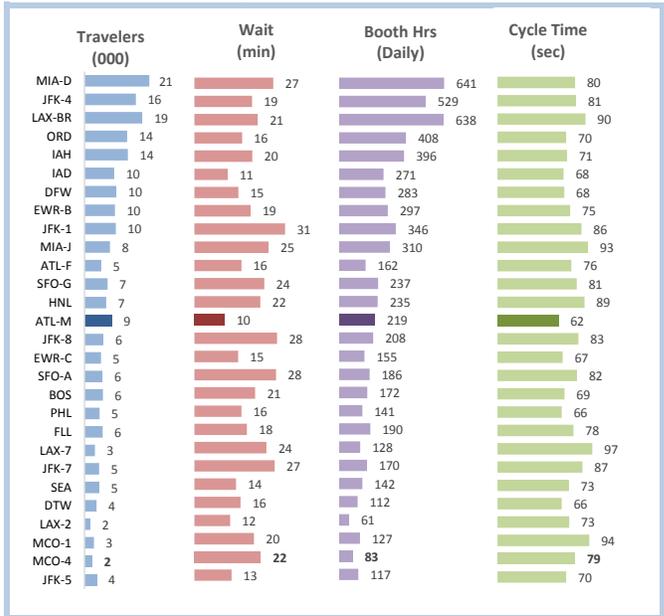


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	8,790	6,275	2,515	40%
Global Entry, APC, & MPC	66%	29%	37%	128%
Non-Automated	34%	71%	-37%	-52%
United States Citizens	67.9%	65.9%	+2.0%	3%
Non-immigrants	28.3%	30.1%	-1.7%	-6%
Legal Permanent Residents	3.8%	4.0%	-0.2%	-6%
Average Daily Flights (#)	50	40	10	24%
<b>Wait Time</b>				
Average Primary Wait (m)	10.2	9.2	1.1	12%
% Travelers < 60 minutes	98%	99%	-1%	-1%
% Travelers > 120 mins	0.12%	0.02%	+0.10%	452%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	219	181	38	21%
<b>Efficiency</b>				
Average Cycle Time (s)	62.5	73.5	-11.0	-15%
Max Hourly Throughput / booth	57.6	49.0	8.7	18%
Average Utilization	70%	71%	-1%	-1%

### Compared to other major airports ...



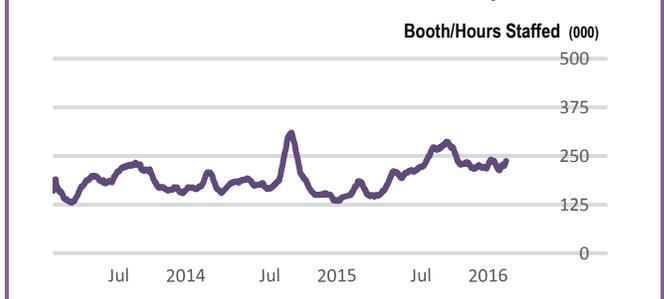
### Fast processing results in the shortest national wait time despite 40% more traffic

- Growth at Atlanta (Hartsfield) Main.** Traveler volume (year to date) has increased 40% compared to last year. This growth (+2,515 passengers per day) offsets the decline (-1,527) at ATL-F.
- Increased booth hours.** Booth hours at ATL are 219 compared to 181 booth hours a year ago, this is a 21% increase.
- 15% faster processing.** APC, Global Entry, MPC and USC growth have combined to reduce average cycle time. Average cycle time (62.5 seconds and fastest in the nation) is down from 73.5 seconds a year ago, while potential throughput increased 8.7 passengers per hour, per booth.
- Wait times increased.** Wait times have increased from 9.2 minutes to 10.2 minutes, a 12% increase. Wait times increased due to the substantial growth in traveler volume, but are still the shortest in the nation.

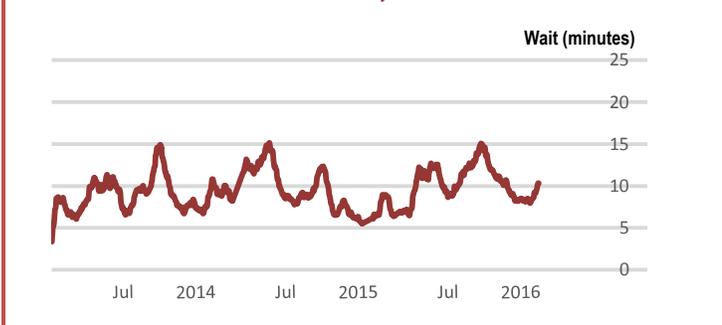
### Traveler Volume ... accelerated growth in 2015



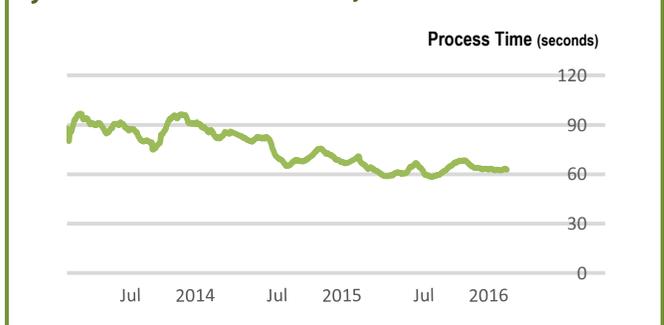
### Booth Hours ... 21% more booths than last year



### Wait Time ... lowest out of all major terminals

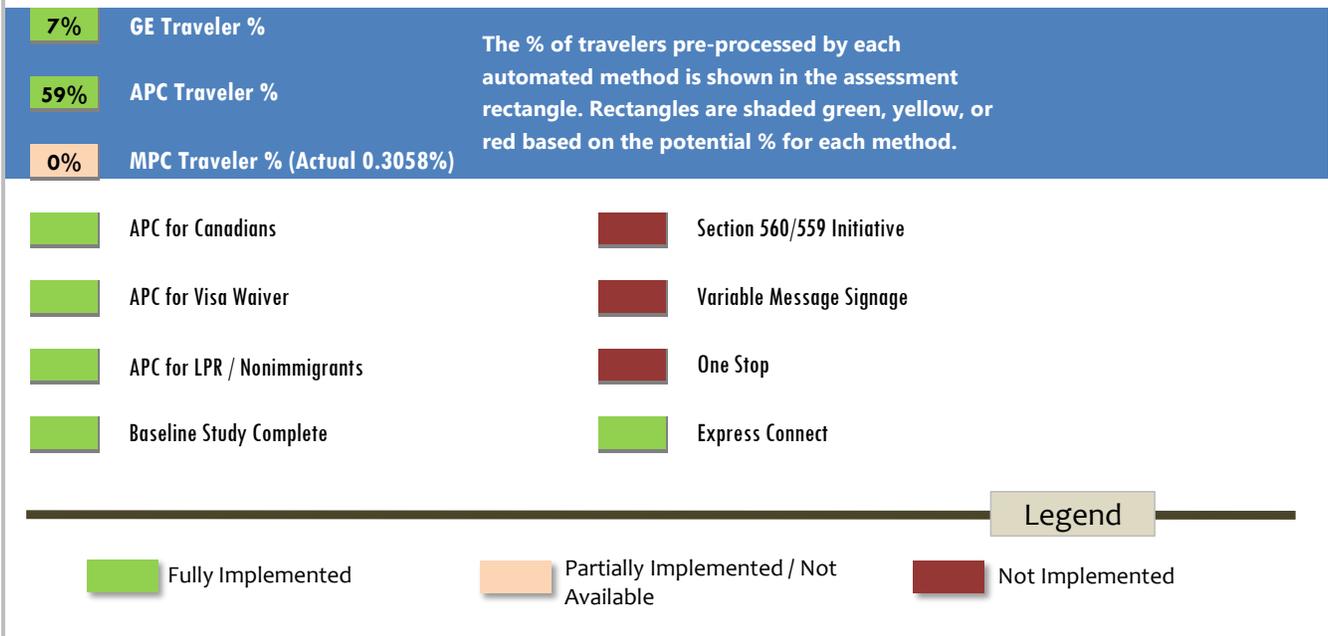


### Cycle Time ... much reduced cycle times

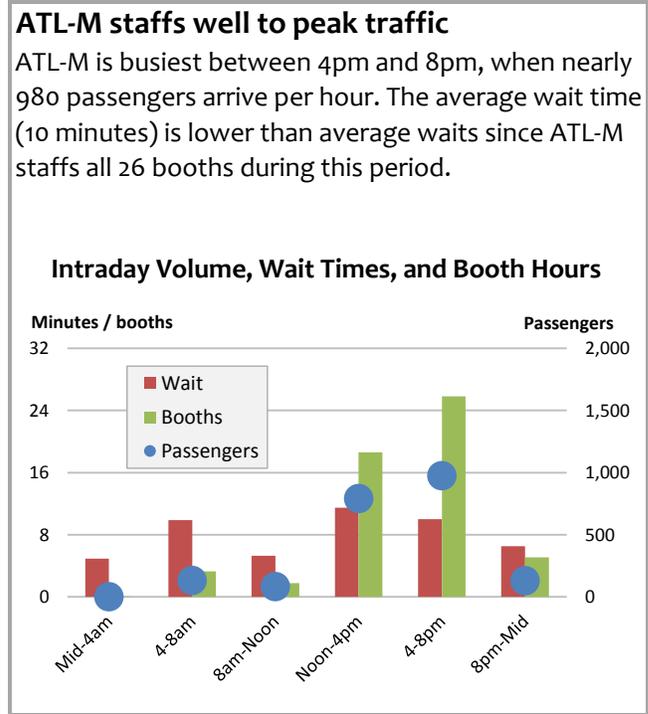
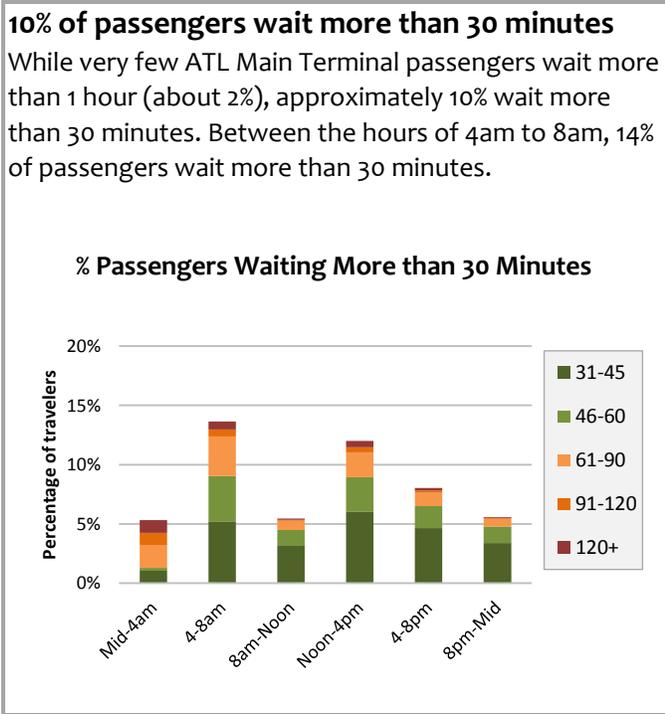


### Best Practice Inventory

**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.



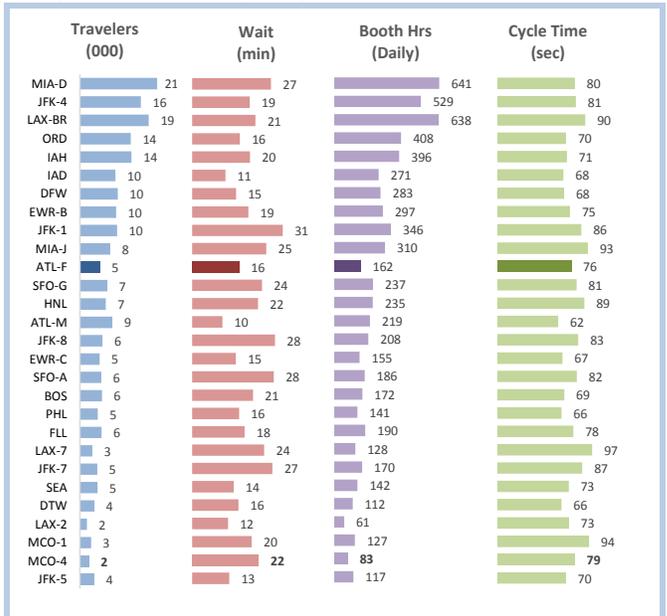
Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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



### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	5,384	6,911	-1,527	-22%
Global Entry, APC, & MPC	53%	43%	10%	23%
Non-Automated	47%	57%	-10%	-18%
United States Citizens	52.5%	53.6%	-1.0%	-2%
Non-immigrants	42.8%	41.8%	+1.0%	2%
Legal Permanent Residents	4.7%	4.6%	+0.1%	2%
Average Daily Flights (#)	29	39	-10	-27%
<b>Wait Time</b>				
Average Primary Wait (m)	15.9	13.8	2.1	15%
% Travelers < 60 minutes	95%	98%	-3%	-3%
% Travelers > 120 mins	0.27%	0.05%	+0.22%	485%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	162	240	-79	-33%
<b>Efficiency</b>				
Average Cycle Time (s)	75.8	83.9	-8.1	-10%
Max Hourly Throughput / booth	47.5	42.9	4.6	11%
Average Utilization	70%	67%	3%	5%

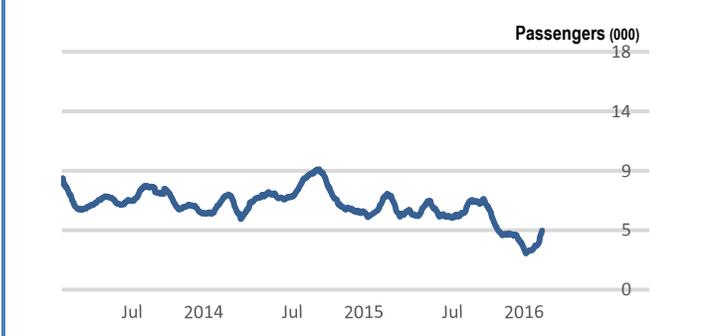
### Compared to other major airports ...



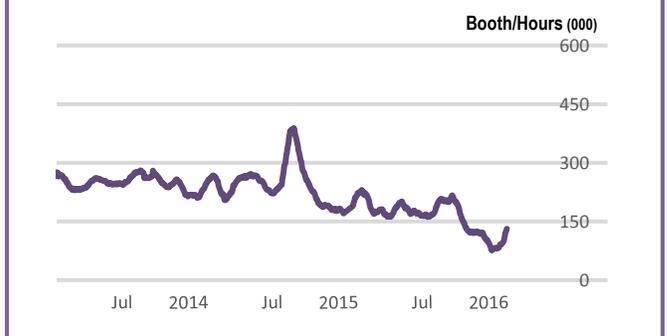
### Reduced booth hours create longer waits despite faster processing and fewer travelers

- Travel is down at Atlanta (Terminal F).** ATL traffic continues to migrate from Terminal F (-1,527 passengers a day) to the main terminal (+2,515 passengers a day). Traveler volume at ATL-F decreased 22% compared to last year. 53% of passengers are confirmed with automated solutions like Global Entry, APC and MPC, up from 43% last year.
- Decreased booth staffing.** Booth hours decreased by 33% compared to last year. This reduction has led to increased waits despite fewer travelers and faster processing.
- Wait times increased 15% year to date.** Wait times have increased from 13.8 minutes last year to 15.9 minutes this year, a 15% increase.
- Cycle time is 8.1 seconds faster.** Global Entry, APC and MPC growth have combined to reduce average cycle time. Average cycle time (75.8 seconds) is down from 83.9 seconds a year ago. Maximum hourly throughput increased nearly 5 passengers per hour, per booth.

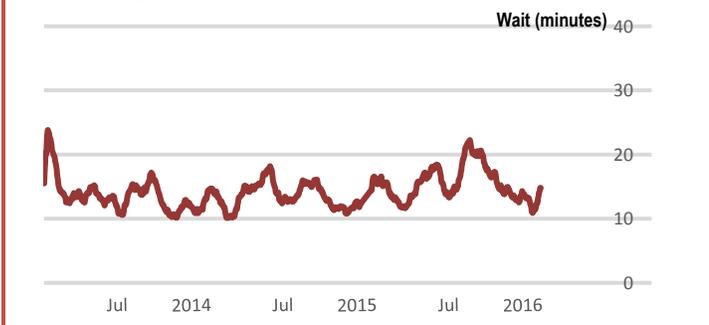
#### Traveler Volume ... downward trend



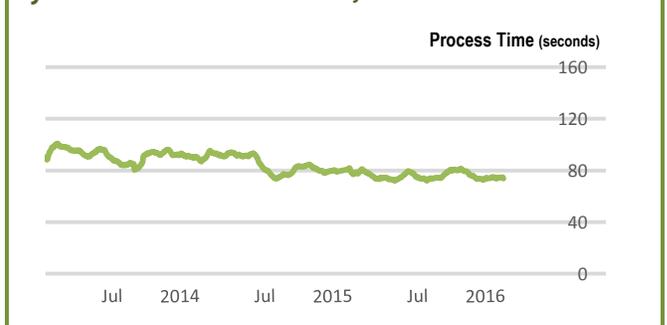
#### Booth Hours ... fewer booths over time



#### 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 some of the available best practices like GE, APC and MPC. Most notably, 53% 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 %**
- 47% **APC Traveler %**
- 0% **MPC Traveler % (Actual 0.0715%)**

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.

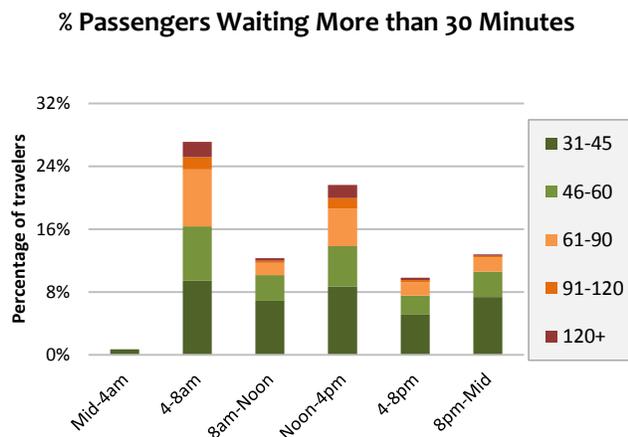
- |   |  |
|---|--|
| <span style="background-color: #90EE90; border: 1px solid black; width: 20px; height: 10px; display: inline-block;"></span> APC for Canadians           | <span style="background-color: #8B0000; border: 1px solid black; width: 20px; height: 10px; display: inline-block;"></span> Section 560/559 Initiative |
| <span style="background-color: #90EE90; border: 1px solid black; width: 20px; height: 10px; display: inline-block;"></span> APC for Visa Waiver         | <span style="background-color: #8B0000; border: 1px solid black; width: 20px; height: 10px; display: inline-block;"></span> Variable Message Signage   |
| <span style="background-color: #90EE90; border: 1px solid black; width: 20px; height: 10px; display: inline-block;"></span> APC for LPR / Nonimmigrants | <span style="background-color: #8B0000; border: 1px solid black; width: 20px; height: 10px; display: inline-block;"></span> One Stop                   |
| <span style="background-color: #90EE90; border: 1px solid black; width: 20px; height: 10px; display: inline-block;"></span> Baseline Study Complete     | <span style="background-color: #90EE90; border: 1px solid black; width: 20px; height: 10px; display: inline-block;"></span> 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 6% 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, 27% of passengers wait more than 30 minutes.



**The highest waits are from 4am to 8am**  
 Nearly 380 passengers (on average) arrive every hour between Noon and 4pm. By opening 12 booths during this time period, wait times are 18 minutes. Waits are higher from 4am to 8am when fewer than 340 passengers arrive per hour. Opening more booths during 4am-8am may reduce the average wait time.

