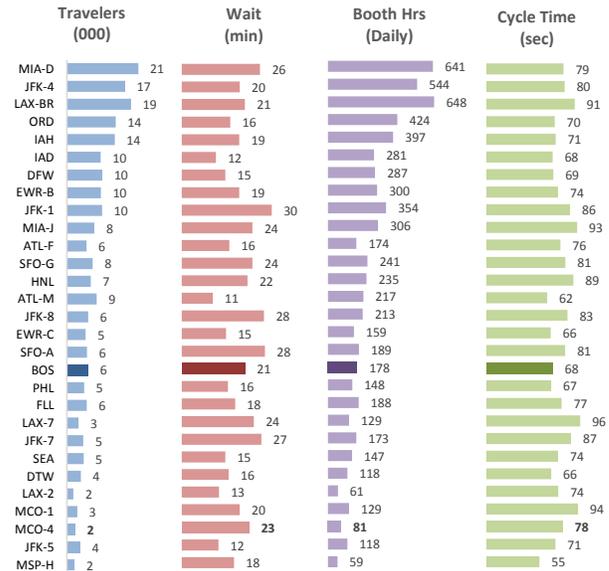


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	6,195	5,297	898	17%
Global Entry, APC, & MPC	47%	19%	28%	147%
Non-Automated	53%	81%	-28%	-35%
United States Citizens	49.7%	50.2%	-0.5%	-1%
Non-immigrants	44.8%	44.1%	+0.7%	2%
Legal Permanent Residents	5.6%	5.7%	-0.1%	-2%
Average Daily Flights (#)	32	30	2	6%
<b>Wait Time</b>				
Average Primary Wait (m)	21.4	24.7	-3.4	-14%
% Travelers < 60 minutes	95%	93%	1%	2%
% Travelers > 120 mins	0.31%	0.26%	+0.05%	19%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	178	158	20	12%
<b>Efficiency</b>				
Average Cycle Time (s)	68.2	71.6	-3.3	-5%
Max Hourly Throughput / booth	52.8	50.3	2.5	5%
Average Utilization	66%	67%	0%	-1%

### Compared to other major airports ...



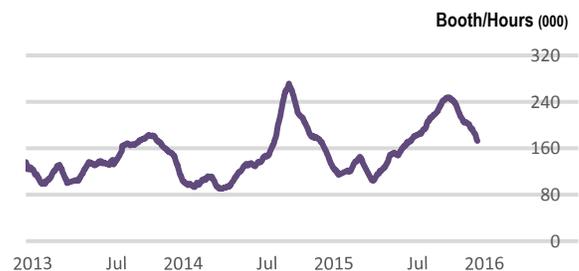
### More booths and faster processing reduce wait times despite 17% more volume

- Travel is up at Boston, Main Terminal.** Traveler volume (year to date) has increased 17% compared to last year. Today, 47% of passengers are confirmed with Global Entry and APC, up from 19% last year.
- Booth hours increase to meet passenger demand.** More booths are being opened compared to last year. Average daily booth hours have increased from 158 hours last year to 178 hours this year.
- BOS increases efficiency.** Average cycle time is 3.3 seconds faster this year, allowing for an extra 2.5 passengers to be processed per booth, per hour.
- Wait times decreased by 14%.** Wait times have decreased by 3.4 minutes, from 24.7 minutes last year to 21.4 minutes today. Increased automation and faster cycle times have helped reduce wait times.

### Traveler Volume ... trending up since 2013



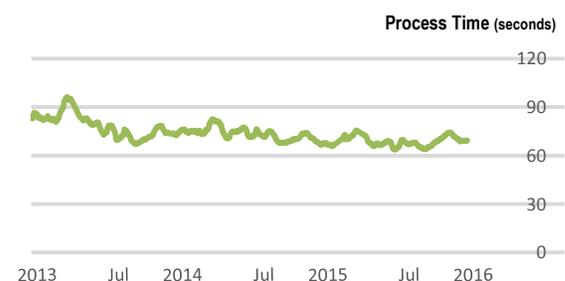
### Booth Hours ... 12% more booth hours than last year



### Wait Time ... reduced compared to last year

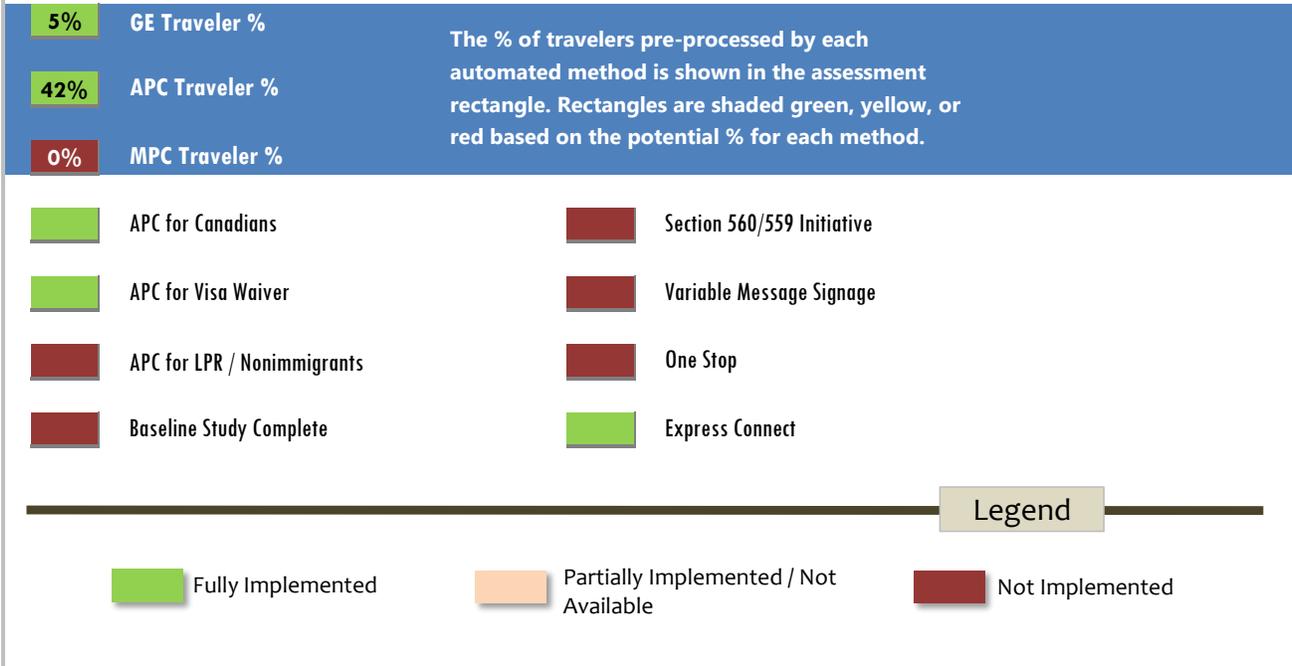


### Cycle Time ... downward trend



## Best Practice Inventory

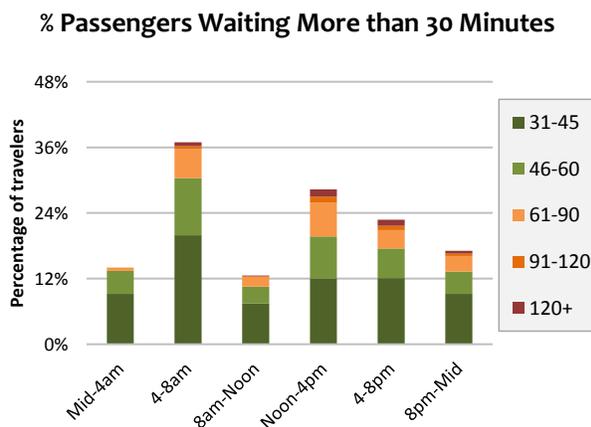
**BOS Best Practice Assessment:** BOS has implemented some of the available best practices. Most notably, 47% of BOS passengers are now processed by automated technologies like Global Entry and APC. APC is available at BOS not only to US Citizens, but also Canadians and Visa Waiver country travelers. Boston has much upside left in APC usage.



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.

### 24% of passengers wait more than 30 minutes

Year to date, approximately 6% of Boston Logan passengers wait more than 1 hour, approximately 24% of passengers wait time more than 30 minutes. Between the hours of 4am to 8am, 37% of passengers wait more than 30 minutes.



### Waits in Noon-4pm are higher than average

BOS is busiest between 4pm and 8pm, when over 630 passengers arrive per hour. On average, 17 booths are open during this time, wait times are less than the average wait. Wait times are higher (23 minutes) from Noon to 4pm when nearly 510 passengers arrive per hour; opening more booths may reduce the waits.

