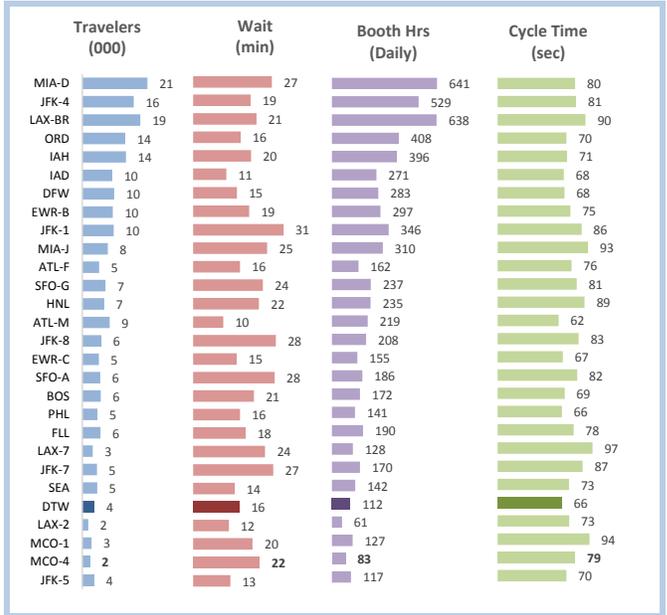


### Key Metrics

Volume	YTD 2015	YTD 2014	Change %	Change
Average Daily Travelers	3,903	3,855	49	1%
Global Entry, APC, & MPC	53%	29%	24%	83%
Non-Automated	47%	71%	-24%	-34%
United States Citizens	56.1%	53.4%	+2.7%	5%
Non-immigrants	39.5%	41.9%	-2.5%	-6%
Legal Permanent Residents	4.4%	4.7%	-0.2%	-5%
Average Daily Flights (#)	17	18	0	-3%
Wait Time				
Average Primary Wait (m)	15.6	16.9	-1.3	-8%
% Travelers < 60 minutes	98%	98%	0%	0%
% Travelers > 120 mins	0.05%	0.03%	+0.0%	46%
Primary Booth Hours				
Average Daily Booth Hours	113	129	-16	-12%
Efficiency				
Average Cycle Time (s)	65.8	76.3	-10.5	-14%
Max Hourly Throughput / booth	54.7	47.2	7.5	16%
Average Utilization	63%	64%	0%	0%

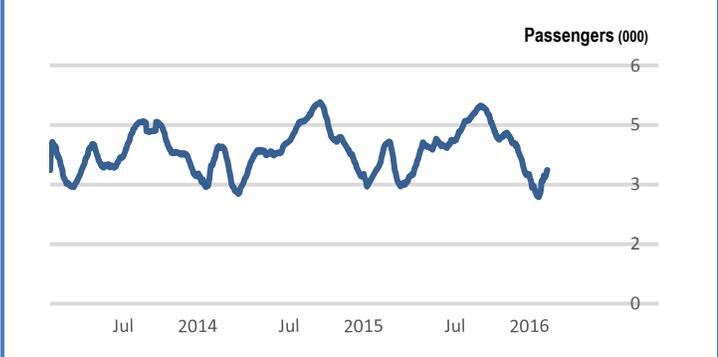
### Compared to other major airports ...



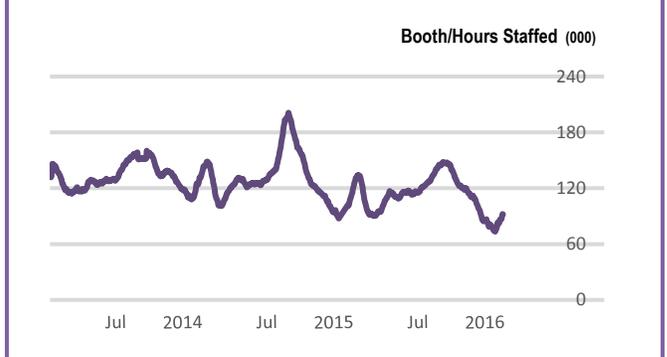
### 10-second faster processing reduces wait times despite more traffic and fewer booths

- Travel is up slightly at Detroit Airport.** Traveler volume at DTW (year to date) has increased 1% compared to last year. Today, 53% of DTW's passengers are confirmed with Global Entry and APC, up from 29% last year.
- Wait times reduced.** A drastic increase in automated solutions has helped reduce average wait times, despite an increase in traffic, and reduction in booth hours. The average wait time decreased by 8%, from 16.9 minutes last year to 15.6 minutes this year.
- Fewer booths opened.** Booth hours have decreased by 12%, from 129 hours last year to 113 hours this year. Due to 53% of passenger participation in automated systems, this has not negatively impacted the wait time.
- Much faster processing.** Average cycle time decreased by 10.5 seconds (14%), resulting in an increase in max hourly throughput of 7.5 passengers an hour. DTW is now among the most efficient airports in the nation.

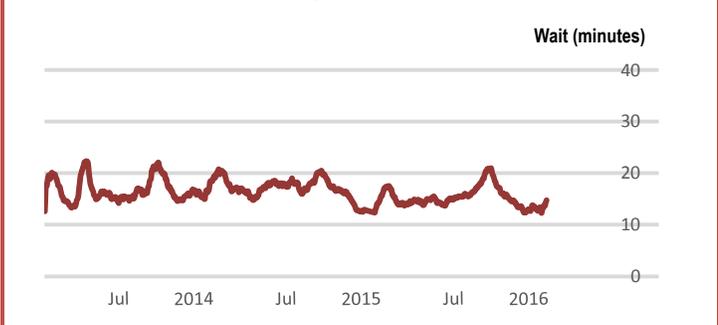
### Traveler Volume ... slow growth since 2014



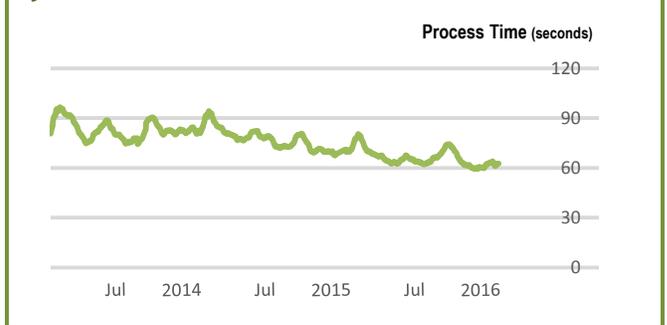
### Booth Hours ... downward trend since mid 2014



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

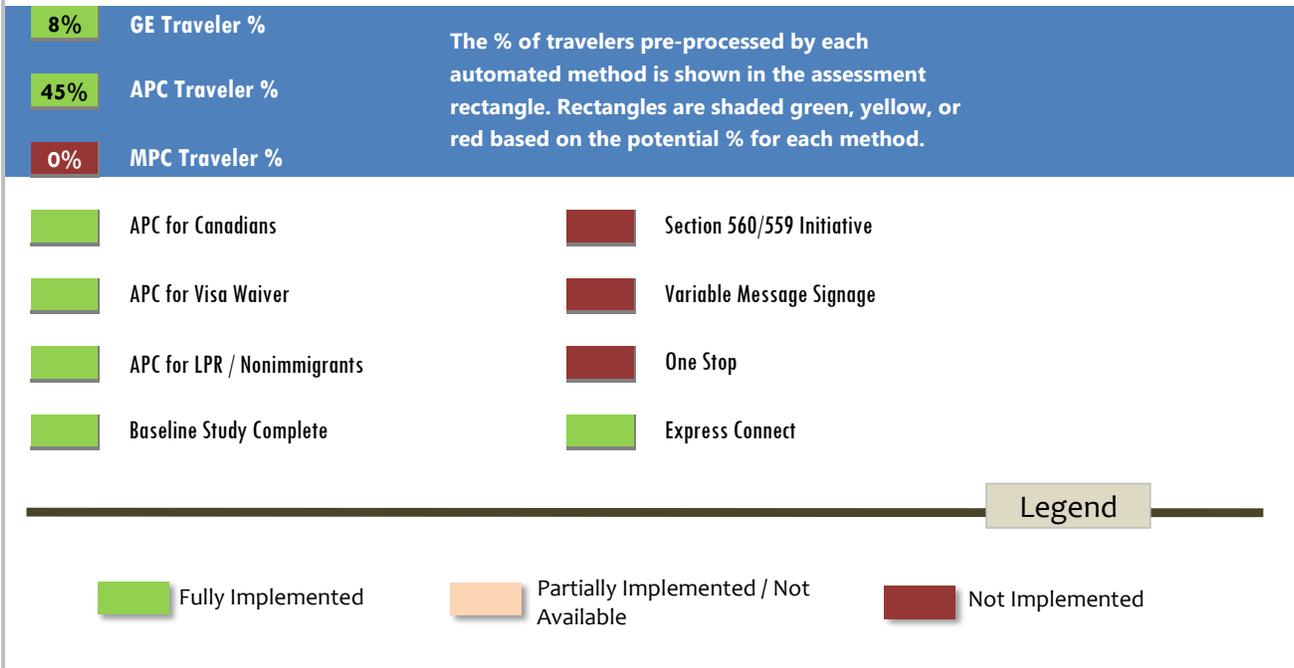


### Cycle Time ... downward trend



## Best Practice Inventory

**DTW Best Practice Assessment:** DTW has implemented many of the available best practices. 53% of DTW passengers are now processed by APC and Global Entry indicating progress and improvement. APC is available at DTW not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

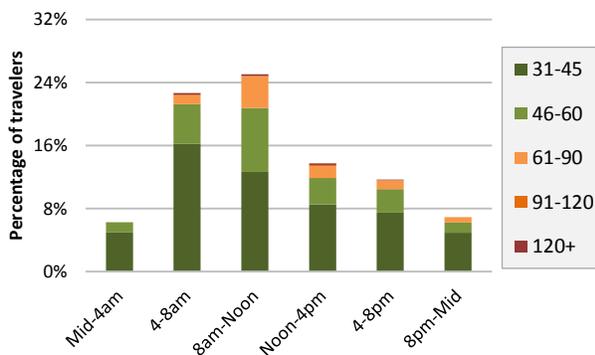


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

### 15% of passengers wait more than 30 minutes

While very few Detroit passengers wait more than 1 hour (about 2%), approximately 15% of passengers wait more than 30 minutes. Between the hours of 8am to Noon, 25% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### Waits are higher during low-volume periods

Detroit is busiest between Noon and 4pm, when over 430 passengers arrive per hour. An average of 11 booths per hour are staffed during this time, and average wait is 15 minutes. From 8am to Noon, only 133 passengers arrive per hour, but average wait is 20 minutes (only 4 booths are open). Opening more booths during 8am to Noon could greatly reduce DTW average wait.

**Intraday Volume, Wait Times, and Booth Hours**

