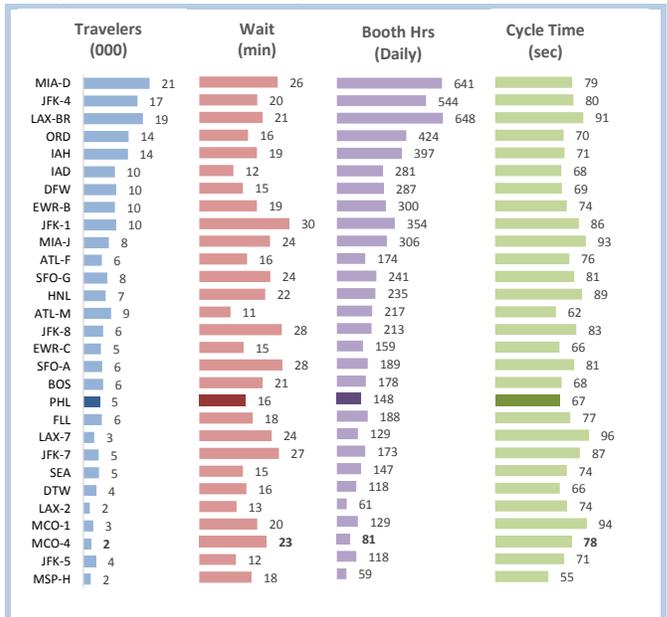


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	5,043	4,877	166	3%
Global Entry, APC, & MPC	34%	7%	27%	386%
Non-Automated	66%	93%	-27%	-29%
United States Citizens	67.4%	64.1%	+3.4%	5%
Non-immigrants	29.5%	32.9%	-3.4%	-10%
Legal Permanent Residents	3.0%	3.0%	-0.0%	0%
Average Daily Flights (#)	27	30	-3	-9%
<b>Wait Time</b>				
Average Primary Wait (m)	15.6	20.4	-4.8	-23%
% Travelers < 60 minutes	97%	95%	2%	3%
% Travelers > 120 mins	0.18%	0.16%	+0.03%	18%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	148	136	12	9%
<b>Efficiency</b>				
Average Cycle Time (s)	66.5	70.7	-4.2	-6%
Max Hourly Throughput / booth	54.1	50.9	3.2	6%
Average Utilization	63%	71%	-8%	-11%

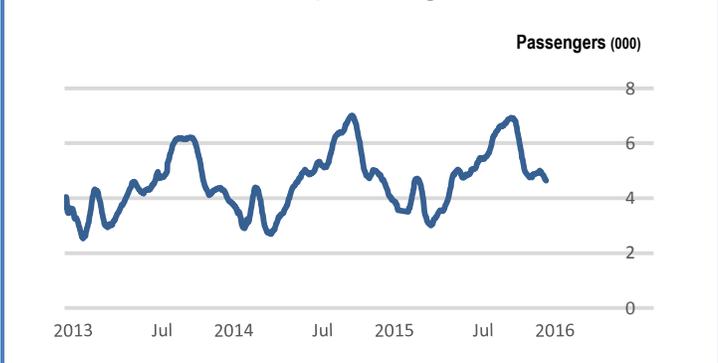
### Compared to other major airports ...



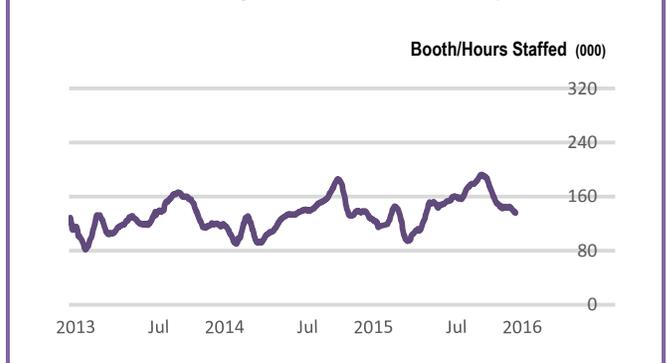
### More automation, more booths results in shorter waits despite increased traffic

- Travel is up 3% at PHL.** Traveler volume (year to date) has increased 3% compared to last year. Today, 34% of passengers are confirmed with Global Entry and APC, up from 7% last year.
- Wait times decreased by 23%.** Average wait time decreased 4.8 minutes (from 20.4 minutes a year ago to 15.6 minutes today). PHL will achieve further efficiencies with increased Global Entry and APC usage.
- Booth hours increased.** The average daily booth hours increased by 9%, from 136 hours to 148 hours.
- Decrease in cycle time and increase in throughput.** Average cycle time decreased by 6% this year, while throughput increased by 6%, allowing 3.2 additional passengers to be processed per booth, per hour. Increased usage of automated systems should help lower cycle time further.

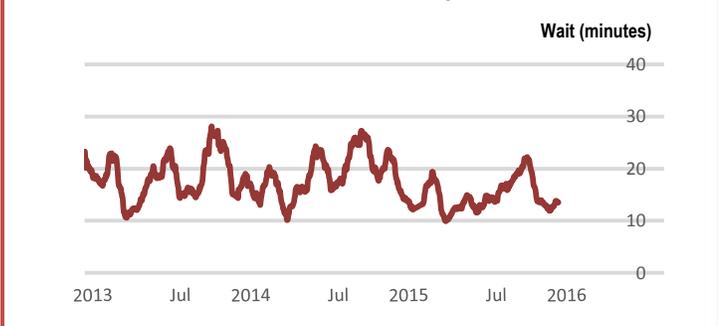
### Traveler Volume ... steady seasonal growth



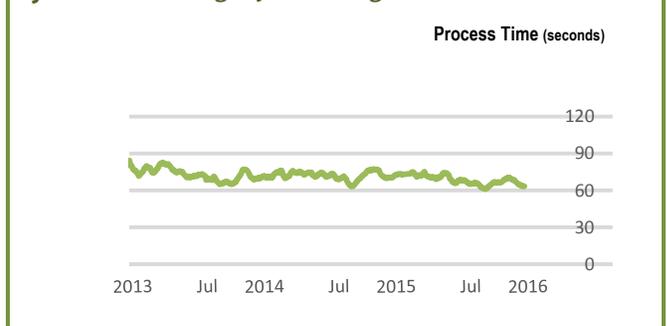
### Booth Hours ... upward trend since January 2014



### Wait Time ... downward trend since 2014

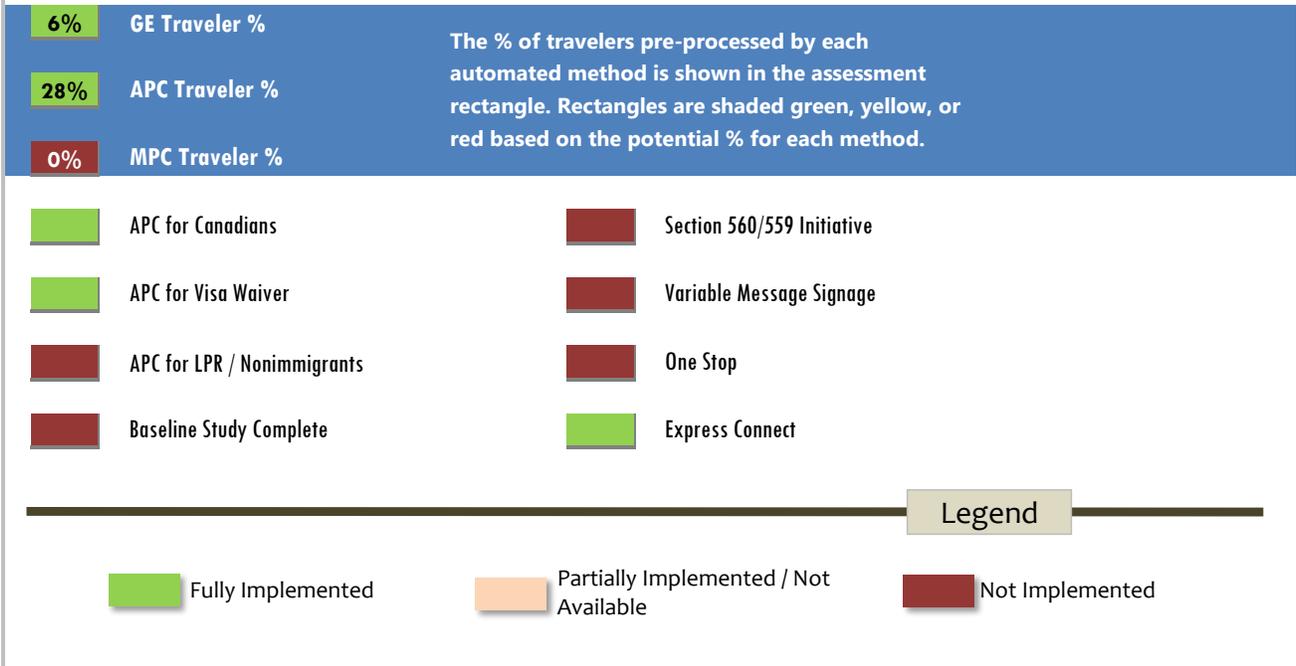


### Cycle Time ... slightly decreasing



## Best Practice Inventory

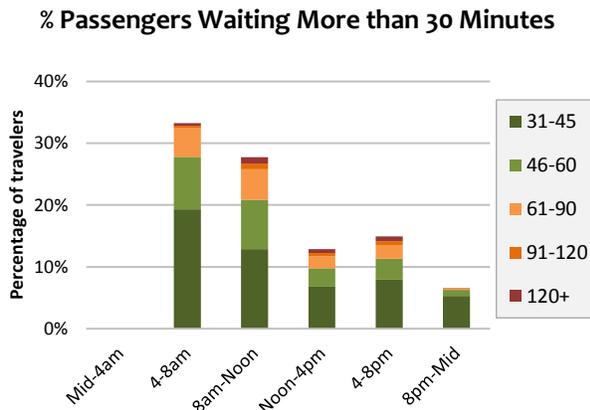
**PHL Best Practice Assessment:** PHL implemented some of the available best practices. Most notably, 34% of PHL passengers are processed by automated technologies like Global Entry and APC. This will increase as APC becomes more popular. APC is available at PHL not only to US Citizens, but also Canadians and Visa Waiver country travelers.



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

Year to date, approximately 3% of Philadelphia passengers wait more than 1 hour, approximately 15% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 33% of passengers wait more than 30 minutes.



### Waits are the highest from 4am to Noon

PHL is busiest between Noon and 4pm, when over 640 passengers arrive per hour. An average of 15 booths per hour are open during this time and wait times are 14 minutes, which is lower than the average wait. Waits are highest from 4am to Noon when traffic is very light; opening more booths may reduce waits in the morning.

