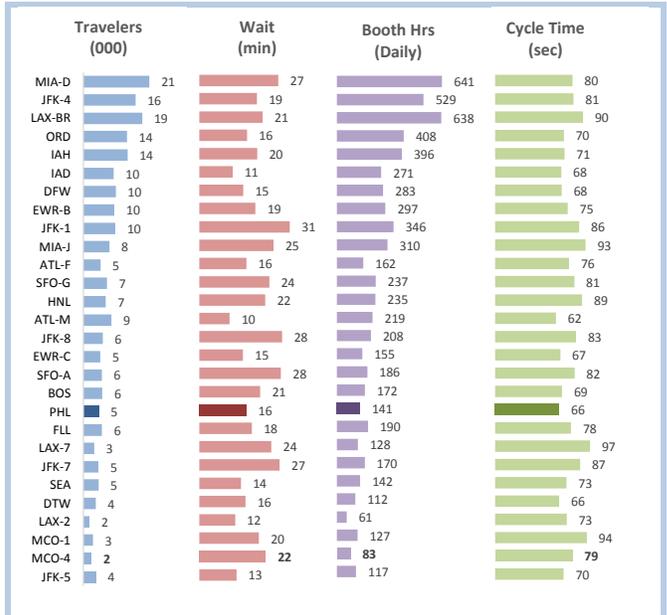


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	4,826	4,665	160	3%
Global Entry, APC, & MPC	34%	9%	25%	278%
Non-Automated	66%	91%	-25%	-27%
United States Citizens	67.3%	63.7%	+3.6%	6%
Non-immigrants	29.6%	33.2%	-3.6%	-11%
Legal Permanent Residents	3.1%	3.1%	+0.0%	0%
Average Daily Flights (#)	26	28	-2	-7%
Wait Time				
Average Primary Wait (m)	15.9	19.7	-3.8	-19%
% Travelers < 60 minutes	97%	95%	2%	2%
% Travelers > 120 mins	0.20%	0.14%	+0.06%	45%
Primary Booth Hours				
Average Daily Booth Hours	141	133	8	6%
Efficiency				
Average Cycle Time (s)	65.9	70.9	-5.1	-7%
Max Hourly Throughput / booth	54.7	50.7	3.9	8%
Average Utilization	63%	69%	-7%	-10%

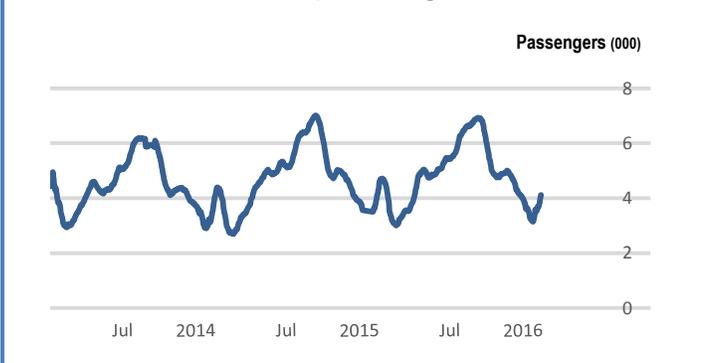
Compared to other major airports ...



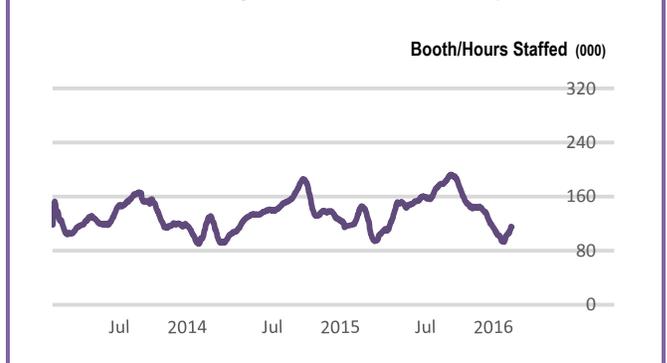
More automation, more booths results in shorter waits despite increased traffic

- 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 9% last year.
- Wait times decreased by 19%.** Average wait time decreased 3.8 minutes (from 19.7 minutes a year ago to 15.9 minutes today). PHL will achieve further efficiencies with increased Global Entry and APC usage.
- Booth hours increased.** The average daily booth hours increased by 6%, from 133 hours to 141 hours.
- Decrease in cycle time and increase in throughput.** Average cycle time decreased by 7% this year, while throughput increased by 8%, allowing 3.9 additional passengers to be processed per booth, per hour. Increased usage of automated systems should help lower cycle time further.

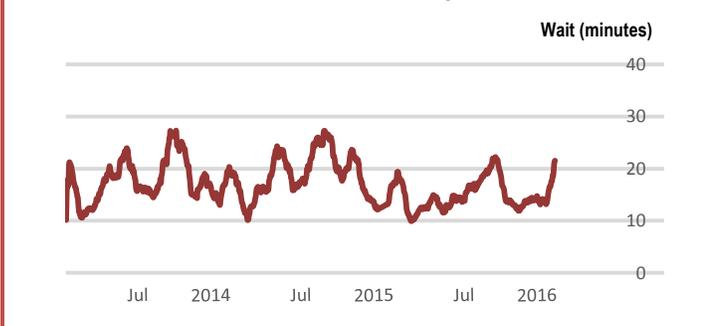
Traveler Volume ... steady seasonal growth



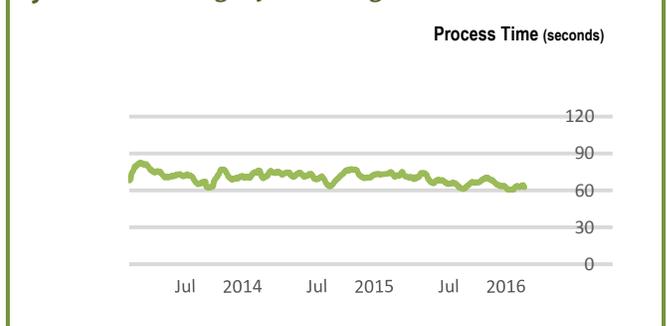
Booth Hours ... upward trend since January 2014



Wait Time ... downward trend since 2014

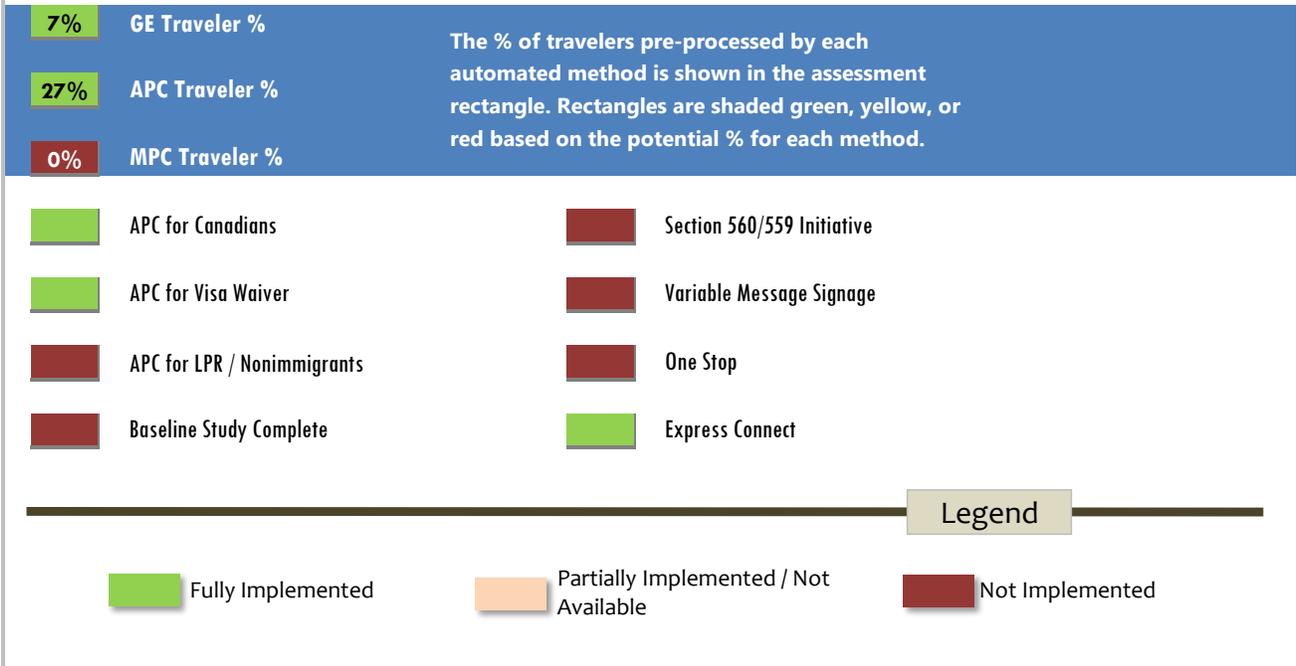


Cycle Time ... slightly decreasing



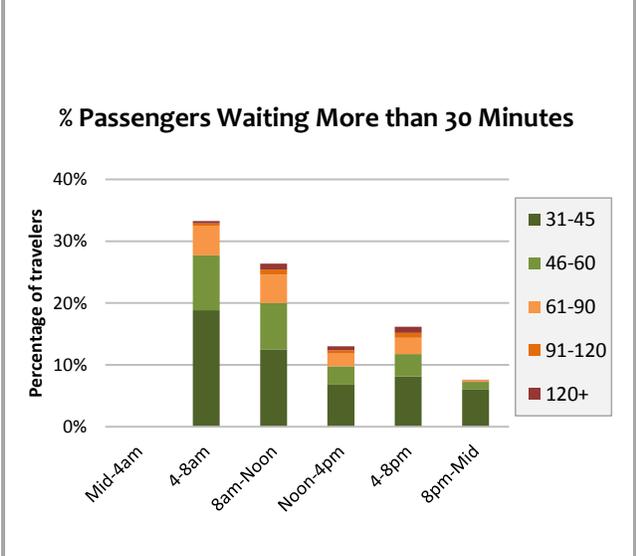
Best Practice Inventory

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.

16% of passengers wait more than 30 minutes
 Year to date, approximately 4% of Philadelphia passengers wait more than 1 hour, approximately 16% 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
 More than 80% of PHL's passengers arrive between Noon and 8pm, yet waits are longer from 4am to Noon. Opening a couple extra booths from 4am to Noon may significantly reduce waits in the morning.

