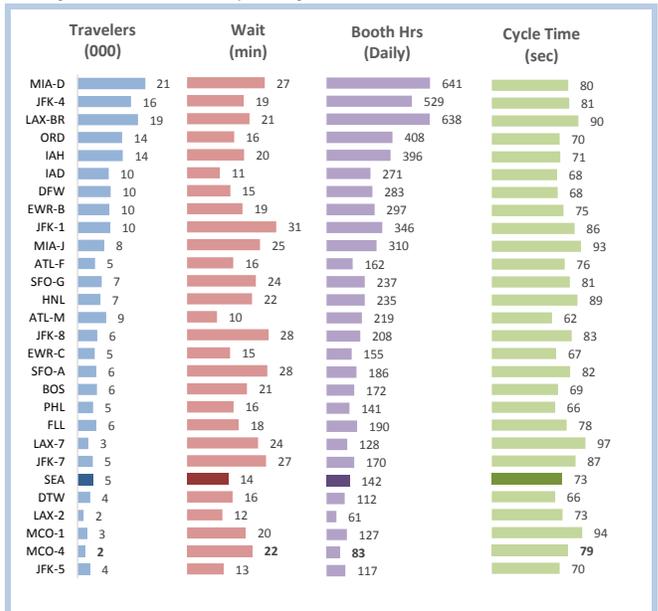


### Key Metrics

| Volume                        | YTD 2015 | YTD 2014 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Average Daily Travelers       | 4,758    | 4,012    | 746    | 19%      |
| Global Entry, APC, & MPC      | 51%      | 36%      | 15%    | 42%      |
| Non-Automated                 | 49%      | 64%      | -15%   | -23%     |
| United States Citizens        | 45.0%    | 44.7%    | +0.3%  | 1%       |
| Non-immigrants                | 48.8%    | 49.0%    | -0.2%  | 0%       |
| Legal Permanent Residents     | 6.2%     | 6.2%     | -0.0%  | -1%      |
| Average Daily Flights (#)     | 27       | 25       | 2      | 9%       |
| <b>Wait Time</b>              |          |          |        |          |
| Average Primary Wait (m)      | 14.1     | 15.1     | -1.0   | -7%      |
| % Travelers < 60 minutes      | 98%      | 97%      | 1%     | 1%       |
| % Travelers > 120 mins        | 0.08%    | 0.06%    | +0.0%  | 31%      |
| <b>Primary Booth Hours</b>    |          |          |        |          |
| Average Daily Booth Hours     | 142      | 134      | 8      | 6%       |
| <b>Efficiency</b>             |          |          |        |          |
| Average Cycle Time (s)        | 73.2     | 71.7     | 1.6    | 2%       |
| Max Hourly Throughput / booth | 49.2     | 50.2     | -1.1   | -2%      |
| Average Utilization           | 68%      | 60%      | 9%     | 14%      |

### Compared to other major airports ...



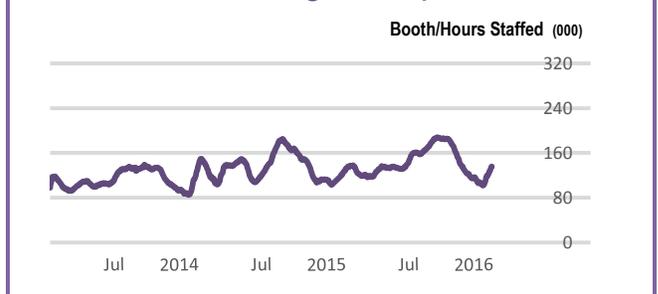
### Strong traffic growth, shorter waits enabled by better matching of booths to traffic

- Travel is up significantly at Seattle Airport.** Traveler volume (year to date) has increased 19% compared to last year. Today, 51% of passengers are confirmed with Global Entry, APC and MPC.
- Booth staffing increased.** Booth hours have increased by 6% compared to last year. The timing (throughout the day) of booth staffing has improved to better match passenger arrivals. Improved matching of booths to traffic is enabled by APC and GE kiosks.
- Cycle time slower, decreasing throughput.** Average cycle time is 1.6 seconds slower this year compared to last year, but utilization has increased from 60% to 68% (better matching of booths to traffic). This means that actual throughput has increased from 30 travelers to 34 travelers per booth, per hour.
- Wait time is down by 7%.** Although traveler volume has increased significantly, wait times have been reduced to 14.1 minutes from 15.1 minutes.

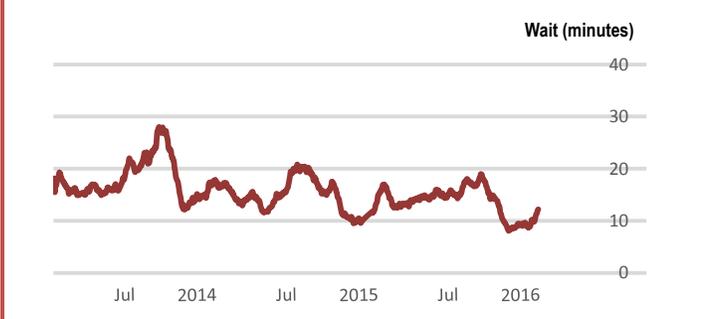
### Traveler Volume ... continued healthy growth



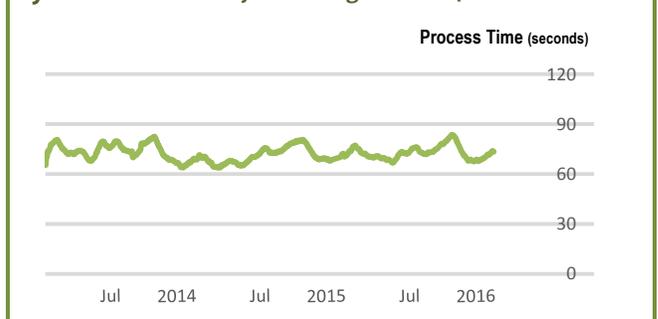
### Booth Hours ... increasing since last year



### Wait Time ... downward trend



### Cycle Time ... slowly increasing since 2014



### Best Practice Inventory

**SEA Best Practice Assessment:** SEA has implemented many of the available best practices like GE, APC and MPC. Most notably, 51% of SEA passengers are now processed by automated technologies like Global Entry and APC. MPC has been introduced recently. APC is available not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

**5%** GE Traveler %

**46%** APC Traveler %

**0%** MPC Traveler % (Actual 0.0988%)

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.

-  APC for Canadians
-  Section 560/559 Initiative
-  APC for Visa Waiver
-  Variable Message Signage
-  APC for LPR / Nonimmigrants
-  One Stop
-  Baseline Study Complete
-  Express Connect

#### Legend

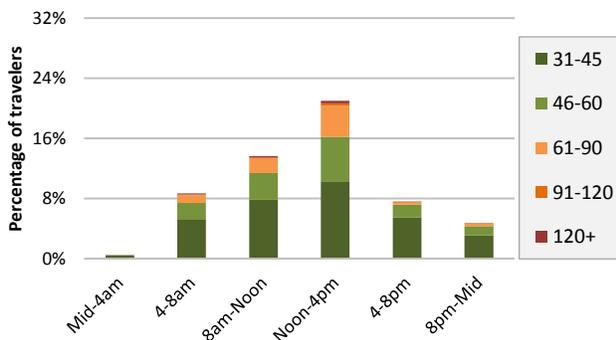
-  Fully Implemented
-  Partially Implemented / Not Available
-  Not Implemented

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.

### 14% of passengers wait more than 30 minutes

While very few SEA-TAC passengers wait more than 1 hour (about 3%), approximately 14% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 21% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



### SEA staffs appropriately to traffic

SEA is busiest between 8am to 4pm, when nearly 400 passengers arrive per hour. An average of 12 booths per hour are staffed during this time and waits are slightly higher than the average.

Intraday Volume, Wait Times, and Booth Hours

