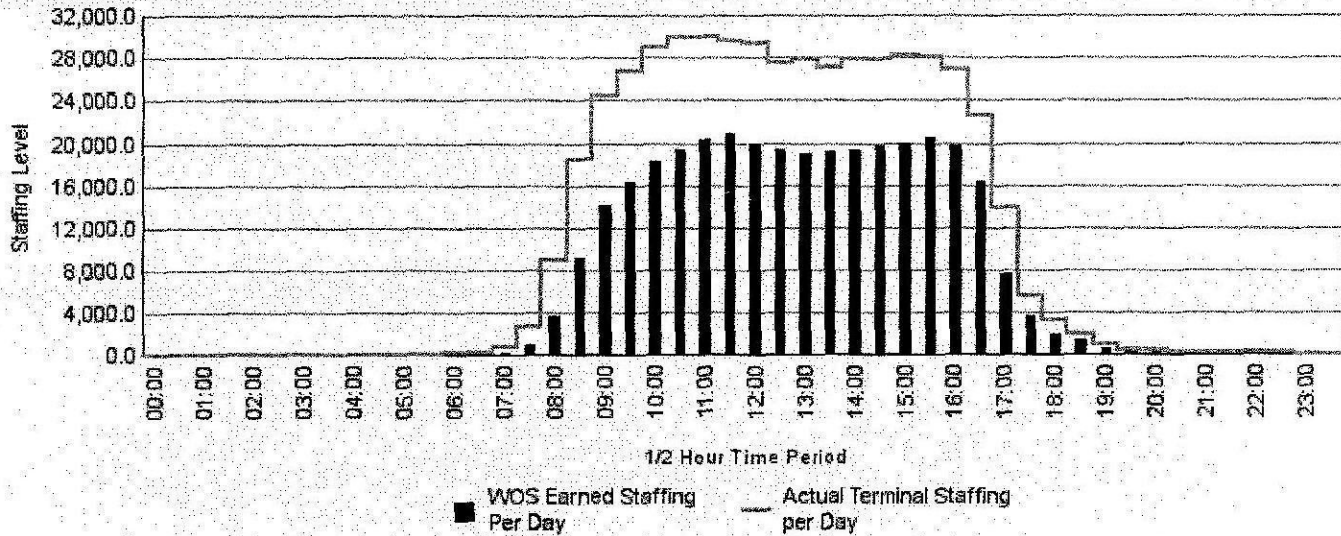


## WOS Earned - Actual Staffing Graph

The Actual Terminal Staffing is based on activity at the Front Office Counters and Passport terminals ONLY.



1/2 Hour of Day	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day
00:00	20.6	38.1
00:30	9.4	18.6
01:00	7.9	17.2
01:30	5.7	14.7
02:00	4.4	13.8
02:30	4.8	12.7
03:00	3.6	11.5
03:30	3.8	12.0
04:00	3.8	14.6
04:30	5.6	19.3
05:00	9.3	32.8
05:30	16.1	54.1
06:00	33.8	125.6
06:30	71.0	255.5
07:00	250.4	799.3
07:30	892.1	2,633.6
08:00	3,603.2	8,844.1
08:30	9,178.1	18,419.5
09:00	13,987.2	24,444.7
09:30	16,212.2	26,806.0
10:00	18,122.3	29,081.1
10:30	19,397.5	29,982.3
11:00	20,232.2	30,024.1
11:30	20,882.4	29,528.9
12:00	20,001.9	29,322.6
12:30	19,277.4	27,575.8
13:00	19,024.7	27,794.2
13:30	19,117.0	27,120.9
14:00	19,350.6	27,902.6
14:30	19,677.7	27,938.8

15:00	19,884.2	28,308.0
15:30	20,510.7	28,133.4
16:00	19,748.5	26,915.4
16:30	16,337.5	22,481.2
17:00	7,673.7	13,890.8
17:30	3,594.0	5,417.6
18:00	1,910.6	3,127.0
18:30	1,227.2	1,795.6
19:00	551.2	943.7
19:30	302.6	377.8
20:00	219.9	295.2
20:30	166.1	211.5
21:00	115.6	164.6
21:30	87.6	122.5
22:00	68.5	110.3
22:30	59.2	98.4
23:00	51.8	86.5
23:30	41.6	65.1

Avg. Open / Close Time Adjustment per day (Hrs)	Earned Actual Hours GAP (Hrs)	Staffing Index
22,750.6	1,427,593.8	0.76