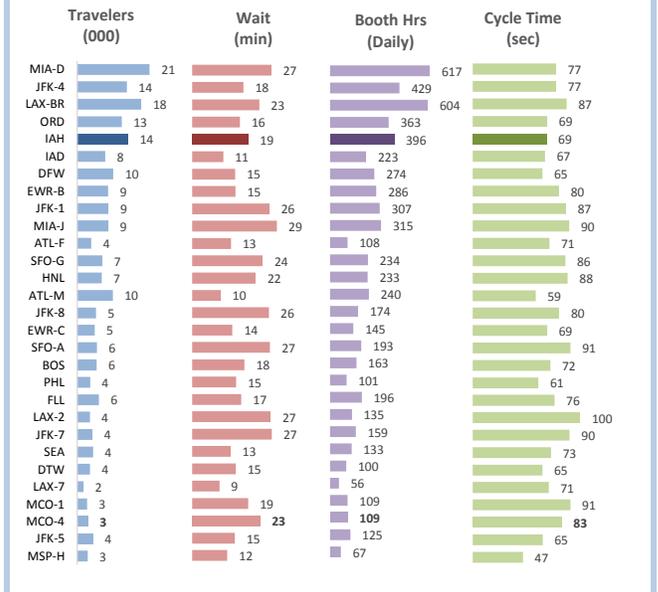


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	14,369	13,319	1,049	8%
Global Entry, APC, & MPC	50%	40%	10%	25%
Non-Automated	50%	60%	-10%	-17%
United States Citizens	52.3%	51.9%	+0.4%	1%
Non-immigrants	41.2%	41.7%	-0.5%	-1%
Legal Permanent Residents	6.5%	6.4%	+0.1%	2%
Average Daily Flights (#)	115	114	1	1%
<b>Wait Time</b>				
Average Primary Wait (m)	19.3	16.7	2.5	15%
% Travelers < 60 minutes	95%	96%	-2%	-2%
% Travelers > 120 mins	0.25%	0.17%	+0.08%	46%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	396	372	23	6%
<b>Efficiency</b>				
Average Cycle Time (s)	68.6	69.2	-0.6	-1%
Max Hourly Throughput / booth	52.5	52.0	0.5	1%
Average Utilization	69%	69%	0%	1%

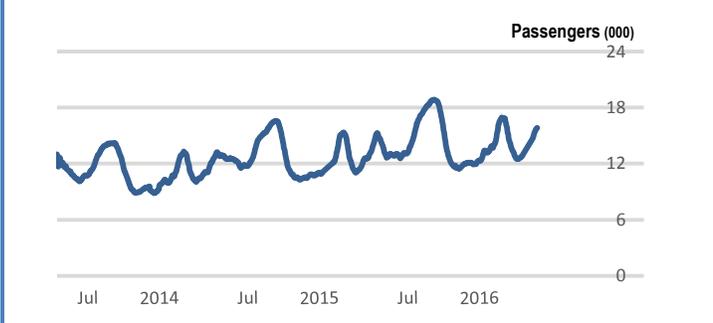
Compared to other major airports ...



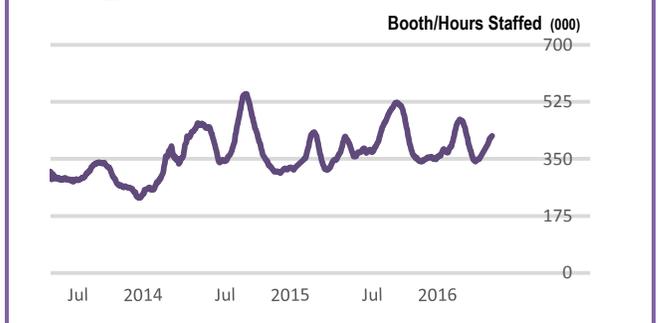
More booth hours are needed to reduce wait times

- Travel is up 8% at Houston Intercontinental.** Traveler volume at Houston has increased 8% compared to last year. Average daily flights have increased to 115 from 114. Today, 50% of IAH's passengers are confirmed with Global Entry and APC.
- Booth hours increased.** Booth hours have increased from 372 hours last year to 396 hours this year. This increase in staffing hasn't offset the increase in travel volume (as evidenced by longer waits).
- Wait times increased.** Year to date, Houston's average wait is up 2.5 minutes (from 16.7 minutes last year to 19.3 minutes this year). IAH has been doing a better job of staffing booths to meet demand throughout the day, but IAH needs to open more booths to meet traffic demand.
- Cycle time decreased.** APC and Global Entry growth has increased by 25%, and average cycle time (68.6 seconds) this year is down from (69.2 seconds) a year ago.

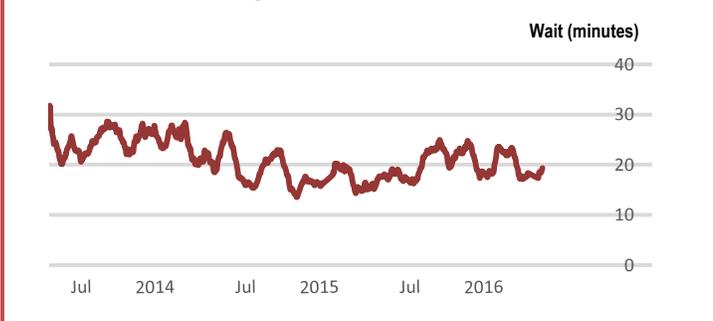
Traveler Volume ... strong growth since 2015



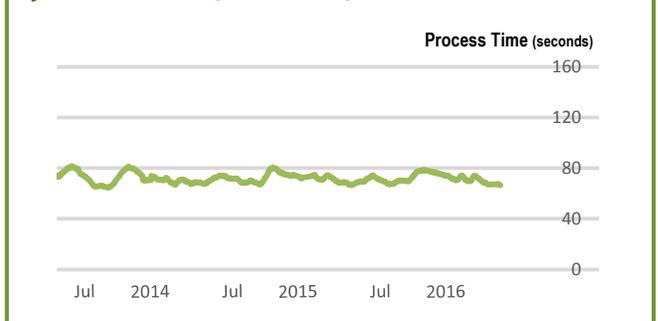
Staffing ... 6% increase in booth hours compared last year



Wait Time ... trending up since mid of 2015



Cycle Time ... slightly trending down



## Best Practice Inventory

**Houston Best Practice Assessment:** Houston has implemented many of the available best practices. Most notably, Houston has utilized APC and Global Entry. Today, 50% of passengers are processed by automated technologies like Global Entry and APC. APC is available not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

<b>10%</b>	<b>GE Traveler %</b>	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.
<b>40%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler %</b>	

 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

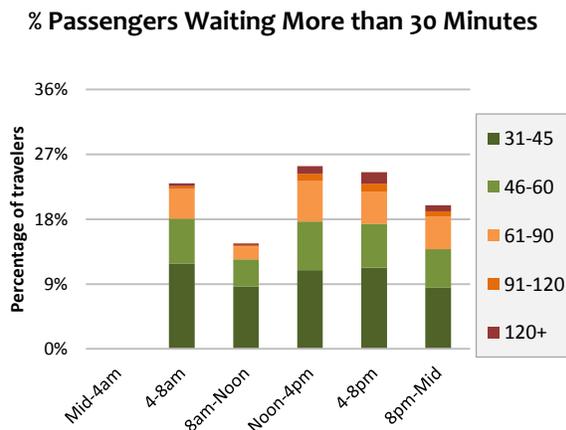
  

Legend

 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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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.

**23% of passengers wait more than 30 minutes**  
 Year to date, approximately 6% of Houston passengers wait more than 1 hour, approximately 23% of passengers wait more than 30 minutes. During multiple time periods, 25% of passengers wait more than 30 minutes



**IAH matches booth hours well to peak traffic**  
 Nearly 63% of daily passengers arrive between Noon and 8pm. By staffing up to 29 booths during this time period, average waits are higher than the daily average. An extra booth from 4am to 8am may help reduce waits in off peak hours.

