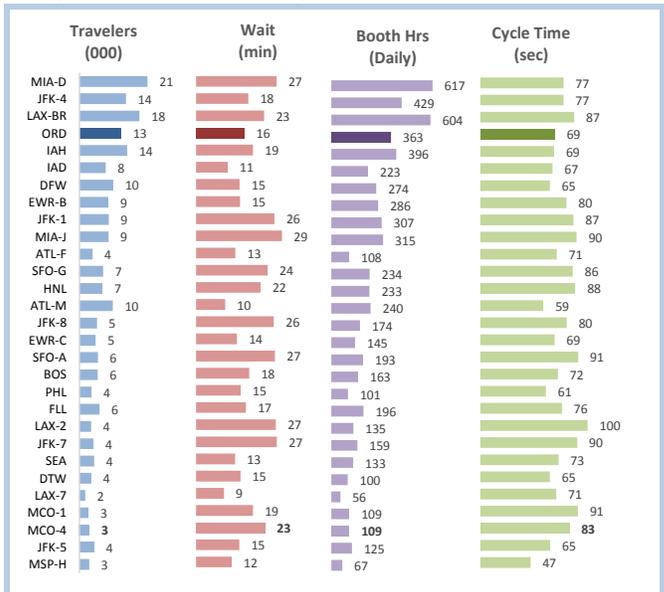


### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	12,586	12,055	532	4%
Global Entry, APC, & MPC	50%	41%	9%	22%
Non-Automated	50%	59%	-9%	-15%
United States Citizens	55.0%	52.3%	+2.7%	5%
Non-immigrants	38.7%	41.5%	-2.7%	-7%
Legal Permanent Residents	6.3%	6.3%	+0.0%	0%
Average Daily Flights (#)	71	68	3	4%
<b>Wait Time</b>				
Average Primary Wait (m)	16.3	14.9	1.4	10%
% Travelers < 60 minutes	96%	97%	-1%	-1%
% Travelers > 120 mins	0.50%	0.21%	+0.28%	132%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	363	359	4	1%
<b>Efficiency</b>				
Average Cycle Time (s)	69.2	69.1	0.1	0%
Max Hourly Throughput / booth	52.0	52.1	-0.1	0%
Average Utilization	67%	64%	2%	3%

### Compared to other major airports ...



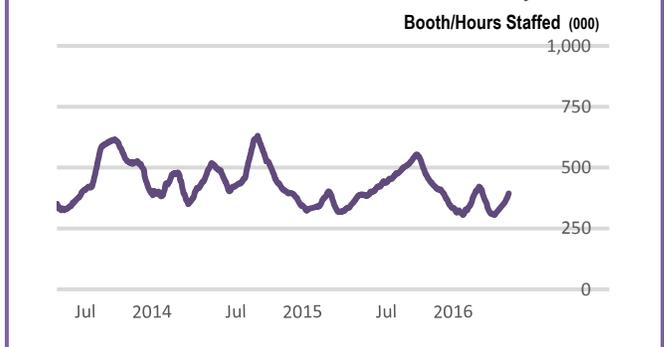
### More booths during off peak hours could reduce waits

- Travel is up at Chicago O'Hare Main Terminal.** Traveler volume at Chicago O'Hare (year to date) has increased 4% compared to last year. About 50% of O'Hare's passengers are confirmed with automated solutions like Global Entry and APC, up from 41% last year.
- More booth hours to match demand.** Booth hours at O'Hare have increased 1% compared to a year ago. This increase in staffing has not helped keep wait times in check.
- Wait times increased.** Year to date, O'Hare's average wait is up 10%, from 14.9 minutes last year to 16.3 minutes this year. 96% of passengers are being processed in under 60 minutes.
- Cycle time and throughput virtually unchanged.** Average cycle time and max hourly throughput are unchanged compared to a year ago. The growth of MPC usage may improve cycle time.

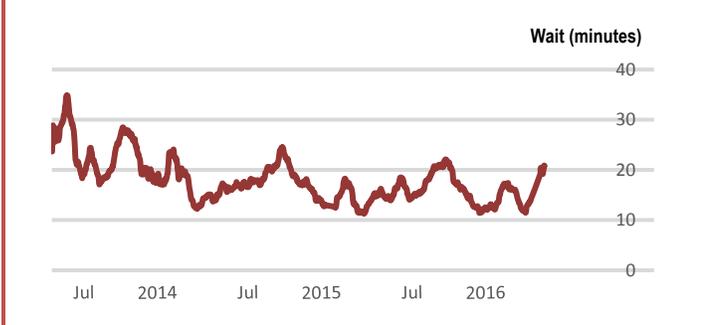
### Traveler Volume ... upward trend



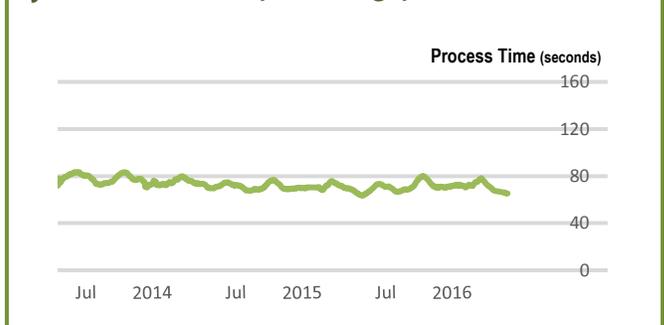
### Booth Hours ... 1% more booth hours than last year



### Wait Time ... recent increase in wait time

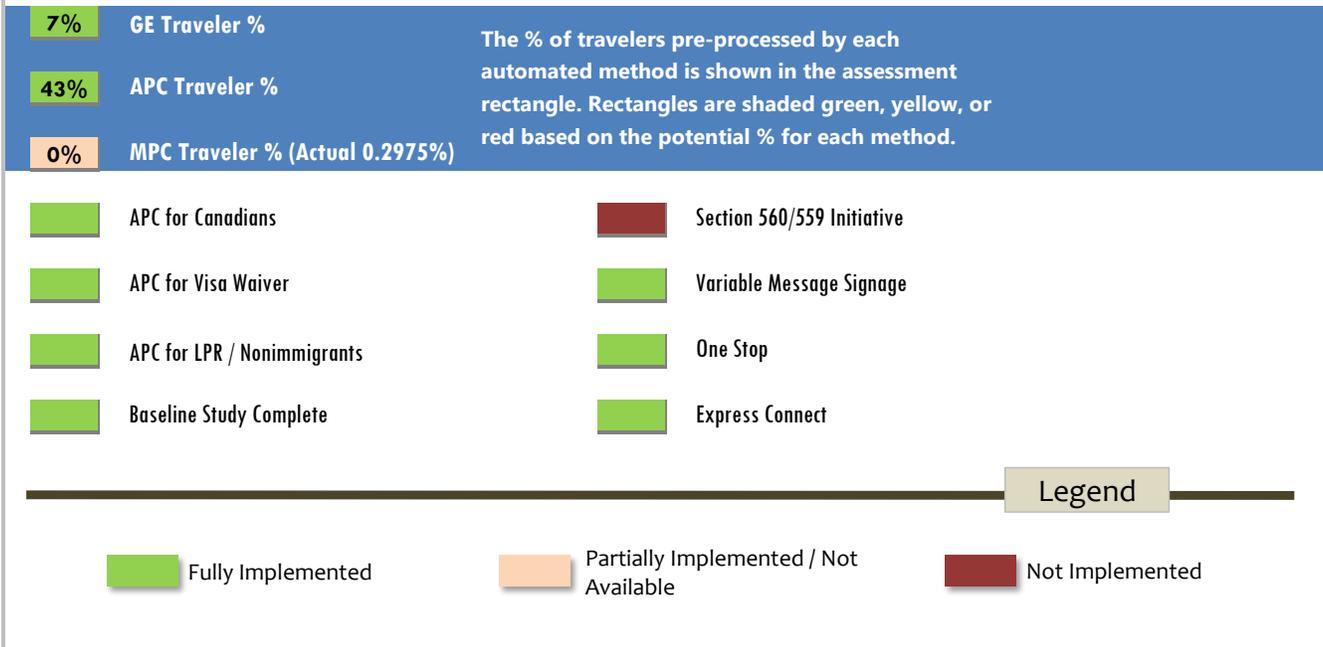


### Cycle Time ... steadily decreasing cycle times



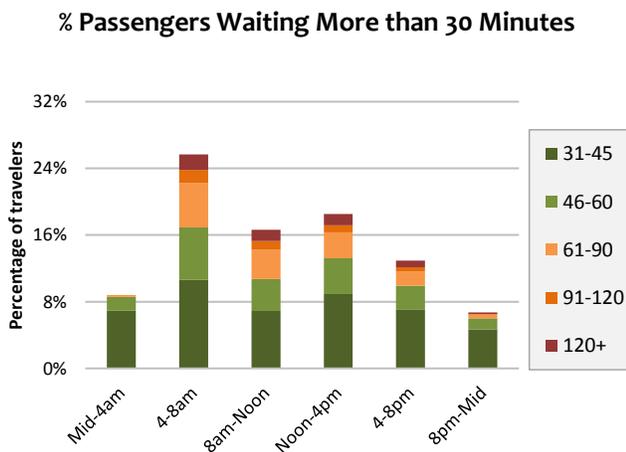
## Best Practice Inventory

**Chicago O'Hare Main Terminal Best Practice Assessment:** O'Hare's Main Terminal has implemented most of the available best practices. Most notably, 50% of passengers are now processed by automated technologies like Global Entry and APC. MPC has recently been introduced. APC is available not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.



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 O'Hare passengers wait more than 1 hour, approximately 16% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 26% of passengers wait more than 30 minutes.



**More booths needed off-peak**  
 Over 1,150 passengers (on average) arrive at O'Hare's Main Terminal every hour between Noon and 8pm. But waits are higher from 4am-8am when only 300 passengers arrive per hour. A few more booths could significantly reduce waits.

