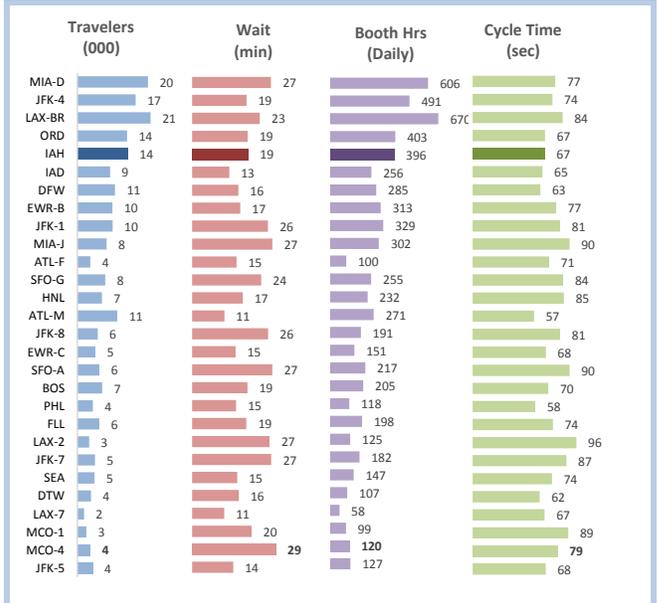


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	14,305	14,182	123	1%
Global Entry, APC, & MPC	51%	44%	7%	16%
Non-Automated	49%	56%	-7%	-13%
United States Citizens	54.5%	53.9%	+0.6%	1%
Non-immigrants	39.3%	39.9%	-0.6%	-1%
Legal Permanent Residents	6.2%	6.2%	-0.0%	0%
Average Daily Flights (#)	114	117	-3	-2%
Wait Time				
Average Primary Wait (m)	19.2	18.3	1.0	5%
% Travelers < 60 minutes	94%	96%	-2%	-2%
% Travelers > 120 mins	0.27%	0.17%	+0.10%	55%
Primary Booth Hours				
Average Daily Booth Hours	396	397	-1	0%
Efficiency				
Average Cycle Time (s)	67.0	69.5	-2.5	-4%
Max Hourly Throughput / booth	53.7	51.8	1.9	4%
Average Utilization	67%	69%	-2%	-3%

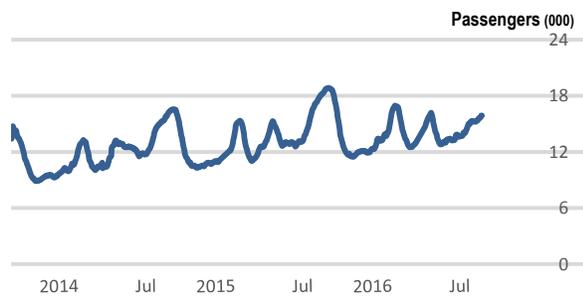
Compared to other major airports ...



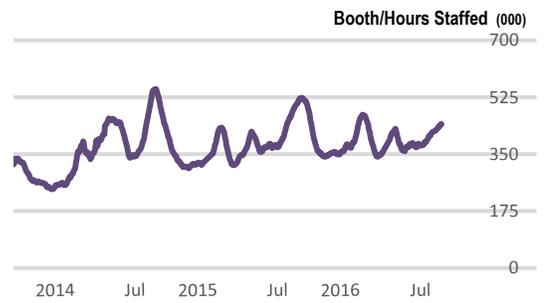
Waits begin to increase at IAH

- Travel is slightly up at Houston Intercontinental.** Traveler volume at Houston has increased 1% compared to last year. Today, 51% of IAH's passengers are confirmed with Global Entry and APC.
- Booth hours unchanged.** Booth hours are unchanged compared to last year. This unchanged in staffing has not offset the increase in travel volume (as evidenced by longer waits).
- Wait times increased.** Year to date, Houston's average wait is up (from 18.3 minutes last year to 19.2 minutes this year). IAH has been doing a better job of staffing booths to meet demand throughout the day.
- Cycle time and throughput increased.** APC and Global Entry growth has increased by 7%, and average cycle time (67 seconds) this year is down from (69.5 seconds) a year ago. Max hourly throughput increased by 1.9 passengers per booth, per hour.

Traveler Volume ... strong growth since 2015



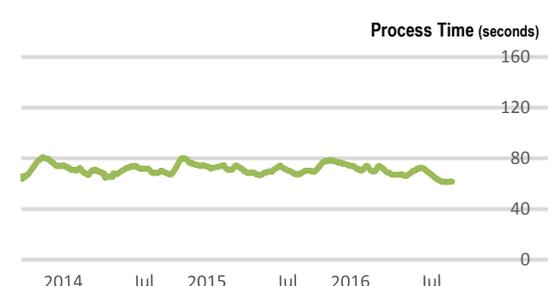
Staffing ... unchange in booth hours compared last year



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, 51% 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.

9%	GE Traveler %	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.
42%	APC Traveler %	
0%	MPC Traveler %	

- | | |
|-----------------------------|----------------------------|
| 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

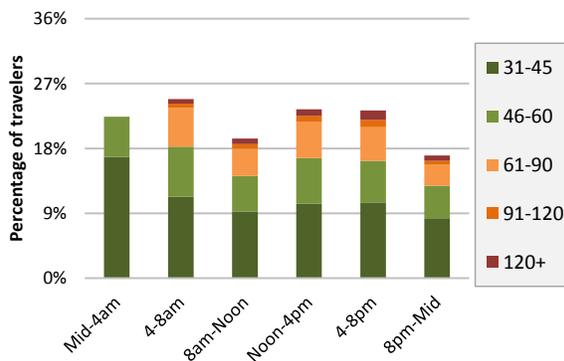
- | | | |
|-------------------|---------------------------------------|-----------------|
| Fully Implemented | Partially Implemented / Not Available | Not Implemented |
|-------------------|---------------------------------------|-----------------|

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.

22% of passengers wait more than 30 minutes

Year to date, approximately 6% of Houston passengers wait more than 1 hour, approximately 22% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 25% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



IAH matches booth hours well to peak traffic

Nearly 65% of daily passengers arrive between Noon and 8pm. By staffing up to 30 booths during this time period, average waits are only slightly higher than the daily average.

Intraday Volume, Wait Times, and Booth Hours

