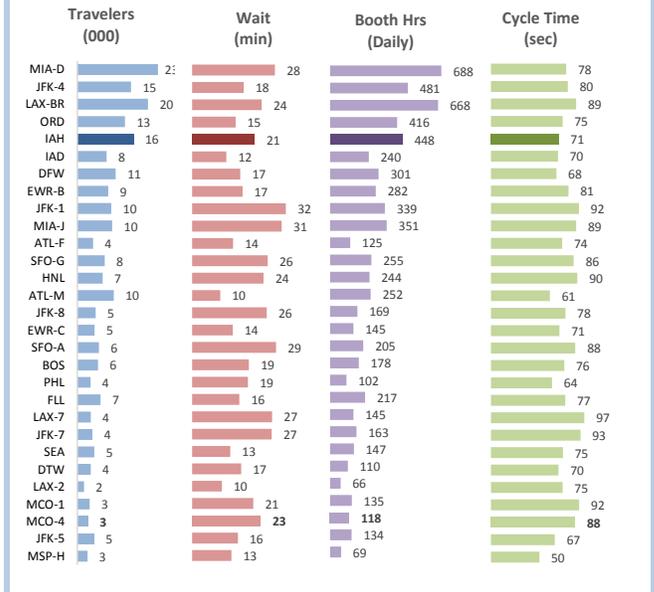


### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	15,867	14,192	1,675	12%
Global Entry, APC, & MPC	46%	36%	10%	28%
Non-Automated	54%	64%	-10%	-16%
United States Citizens	52.0%	51.4%	+0.6%	1%
Non-immigrants	40.5%	41.0%	-0.4%	-1%
Legal Permanent Residents	7.5%	7.6%	-0.2%	-2%
Average Daily Flights (#)	119	118	2	2%
<b>Wait Time</b>				
Average Primary Wait (m)	21.4	17.8	3.6	20%
% Travelers < 60 minutes	94%	96%	-2%	-2%
% Travelers > 120 mins	0.31%	0.20%	+0.12%	59%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	448	405	43	11%
<b>Efficiency</b>				
Average Cycle Time (s)	70.6	71.6	-1.0	-1%
Max Hourly Throughput / booth	51.0	50.3	0.7	1%
Average Utilization	69%	70%	0%	0%

### Compared to other major airports ...



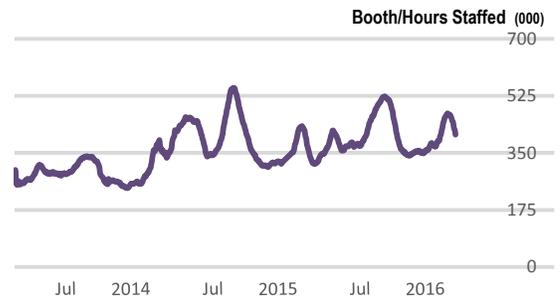
### Needed more booth hours are needed to keep wait times in check

- Travel is up 12% at Houston Intercontinental.** Traveler volume at Houston has increased 12% compared to last year. Average daily flights have increased to 119 from 118. Today, 46% of IAH's passengers are confirmed with Global Entry and APC.
- Booth hours significantly increased.** Booth hours have increased from 405 hours last year to 448 hours this year. This increase in staffing hasn't offset the increase in travel volume (as evidenced by longer waits).
- Wait times are 20% higher.** Year to date, Houston's average wait is up 3.6 minutes (from 17.8 minutes last year to 21.4 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 demand.
- Cycle time decreased.** APC and Global Entry growth has increased by 28%, and average cycle time (70.6 seconds) this year is down from (71.6 seconds) a year ago.

### Traveler Volume ... strong growth since 2015



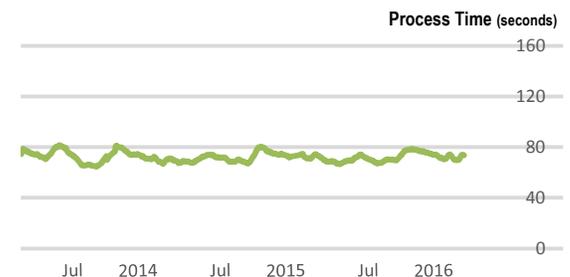
### Staffing ... 11% increase in booth hours compared last year



### 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, 46% 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>9%</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>37%</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

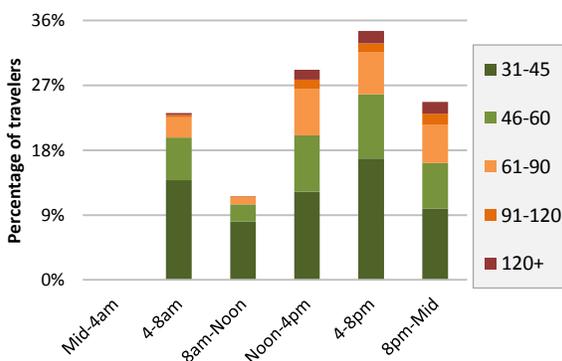
 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices 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.

### 27% of passengers wait more than 30 minutes

Year to date, approximately 7% of Houston passengers wait more than 1 hour, approximately 27% of passengers wait more than 30 minutes. Between the hours of 4pm to 8pm, 35% of passengers wait more than 30 minutes.

**% Passengers Waiting 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 32 booths during this time period, average waits are higher than the daily average. An extra booth from Noon to 4pm may help reduce waits.

**Intraday Volume, Wait Times, and Booth Hours**

