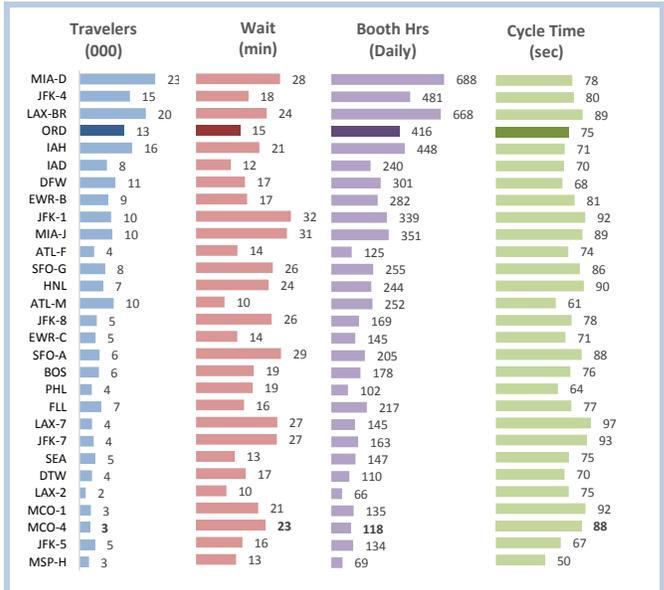


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	13,485	12,758	727	6%
Global Entry, APC, & MPC	47%	38%	9%	24%
Non-Automated	53%	62%	-9%	-15%
United States Citizens	52.9%	50.3%	+2.6%	5%
Non-immigrants	40.4%	43.0%	-2.5%	-6%
Legal Permanent Residents	6.7%	6.7%	-0.1%	-1%
Average Daily Flights (#)	72	69	4	6%
Wait Time				
Average Primary Wait (m)	14.9	15.7	-0.8	-5%
% Travelers < 60 minutes	98%	97%	1%	1%
% Travelers > 120 mins	0.14%	0.26%	-0.12%	-46%
Primary Booth Hours				
Average Daily Booth Hours	416	391	25	6%
Efficiency				
Average Cycle Time (s)	74.6	72.0	2.6	4%
Max Hourly Throughput / booth	48.3	50.0	-1.8	-4%
Average Utilization	67%	65%	2%	3%

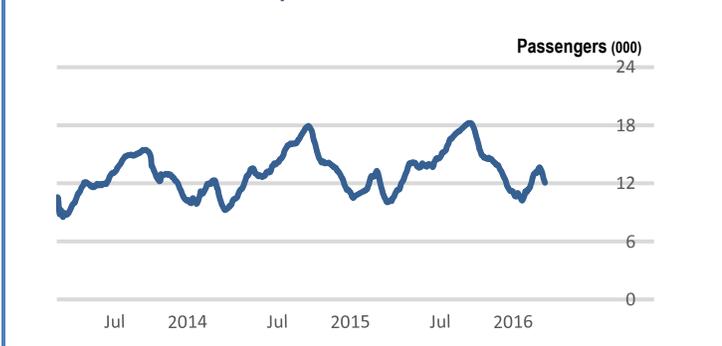
Compared to other major airports ...



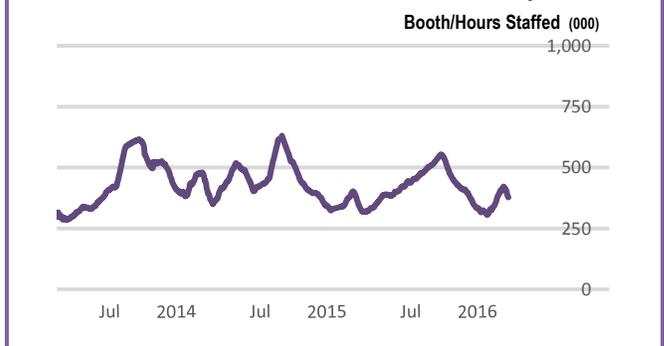
More booths reduce wait despite more volume

- Travel is up at Chicago O'Hare Main Terminal.** Traveler volume at Chicago O'Hare (year to date) has increased 6% compared to last year. About 47% of O'Hare's passengers are confirmed with automated solutions like Global Entry and APC, up from 38% last year.
- More booth hours to match demand.** Booth hours at O'Hare have increased 6% compared to a year ago. This increase in staffing has been offset the increase in travel volume (as shown by shorter waits).
- Wait times have been reduced.** Year to date, O'Hare's average wait is down 0.8 minutes (from 15.7 minutes last year to 14.9 minutes this year). Further, 98% of passengers are being processed in under 60 minutes.
- Cycle time is 2.6 seconds slower.** Average cycle time (74.6 seconds) is up from 72 seconds a year ago, decreasing max hourly throughput by 1.8 passenger per booth, per hour. Cycle time will further improve if APC could be applied to non-immigrants (40.4%).

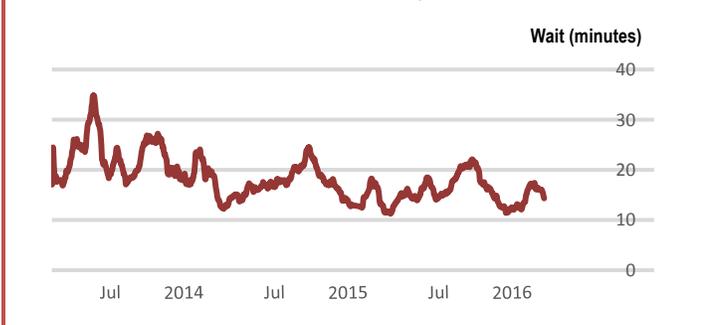
Traveler Volume ... upward trend



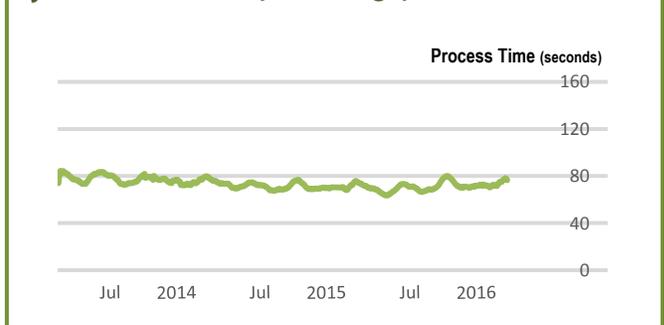
Booth Hours ... 6% more booth hours than last year



Wait Time ... much reduced since 2013



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, 47% 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.

6%	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.
41%	APC Traveler %	
0%	MPC Traveler % (Actual 0.2969%)	

 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

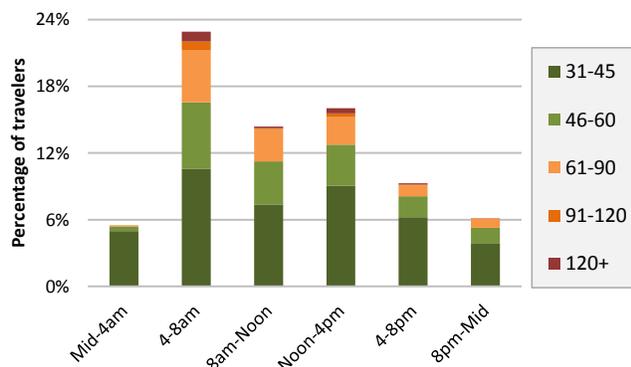
 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices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

13% of passengers wait more than 30 minutes

While very few O'Hare passengers wait more than 1 hour (about 3%), approximately 13% wait more than 30 minutes. Between the hours of 4am to 8am, 23% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



ORD staffs well to traffic

Over 1,270 passengers (on average) arrive at O'Hare's Main Terminal every hour between Noon and 4pm. Average waits during this period (16 minutes) are slightly higher than ORD's average of 14.9 minutes. Low waits are maintained throughout the day by properly managing booth openings.

Intraday Volume, Wait Times, and Booth Hours

