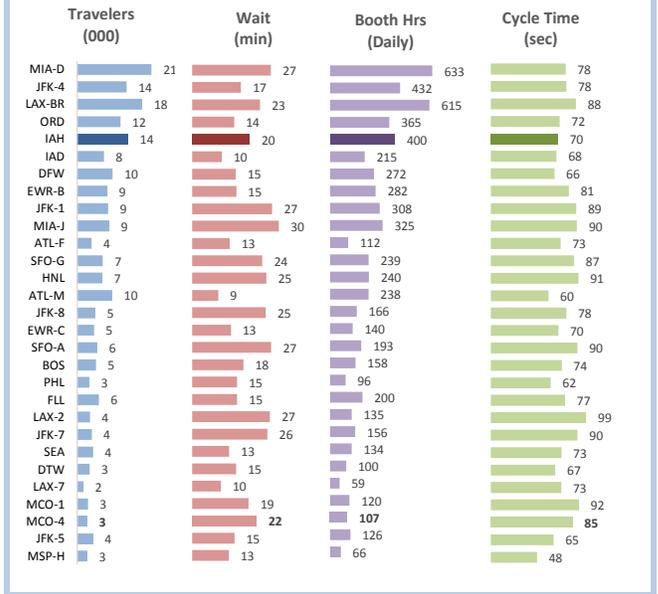


Key Metrics

| | YTD 2016 | YTD 2015 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers | 14,382 | 13,013 | 1,368 | 11% |
| Global Entry, APC, & MPC | 49% | 39% | 10% | 26% |
| Non-Automated | 51% | 61% | -10% | -16% |
| United States Citizens | 51.6% | 51.0% | +0.6% | 1% |
| Non-immigrants | 41.5% | 42.1% | -0.6% | -1% |
| Legal Permanent Residents | 6.9% | 6.9% | +0.0% | 0% |
| Average Daily Flights (#) | 115 | 114 | 2 | 1% |
| Wait Time | | | | |
| Average Primary Wait (m) | 19.8 | 16.5 | 3.2 | 19% |
| % Travelers < 60 minutes | 95% | 96% | -1% | -2% |
| % Travelers > 120 mins | 0.24% | 0.12% | +0.12% | 94% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 400 | 368 | 32 | 9% |
| Efficiency | | | | |
| Average Cycle Time (s) | 69.6 | 70.4 | -0.9 | -1% |
| Max Hourly Throughput / booth | 51.8 | 51.1 | 0.6 | 1% |
| Average Utilization | 69% | 69% | 0% | 0% |

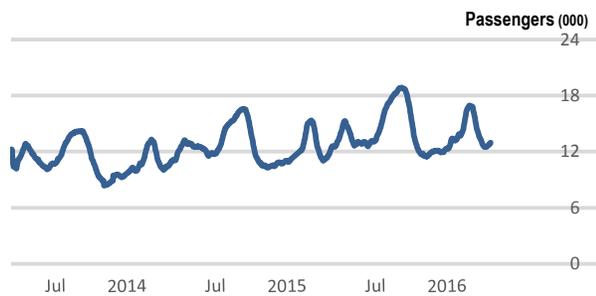
Compared to other major airports ...



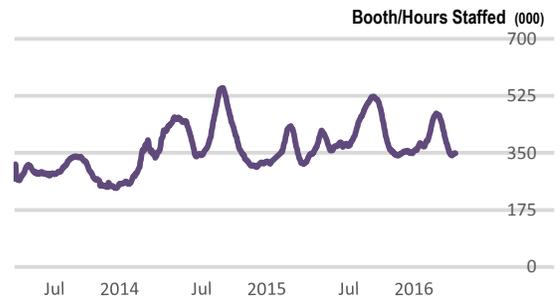
More booth hours are needed to reduce wait times

- Travel is up 11% at Houston Intercontinental.** Traveler volume at Houston has increased 11% compared to last year. Average daily flights have increased to 114 from 115. Today, 49% of IAH's passengers are confirmed with Global Entry and APC.
- Booth hours significantly increased.** Booth hours have increased from 368 hours last year to 400 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 3.2 minutes (from 16.5 minutes last year to 19.8 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 26%, and average cycle time (69.6 seconds) this year is down from (70.4 seconds) a year ago.

Traveler Volume ... strong growth since 2015



Staffing ... 9% 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, 49% 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.

| | | |
|------------|-----------------------|---|
| 10% | 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. |
| 39% | APC Traveler % | |
| 0% | MPC Traveler % | |

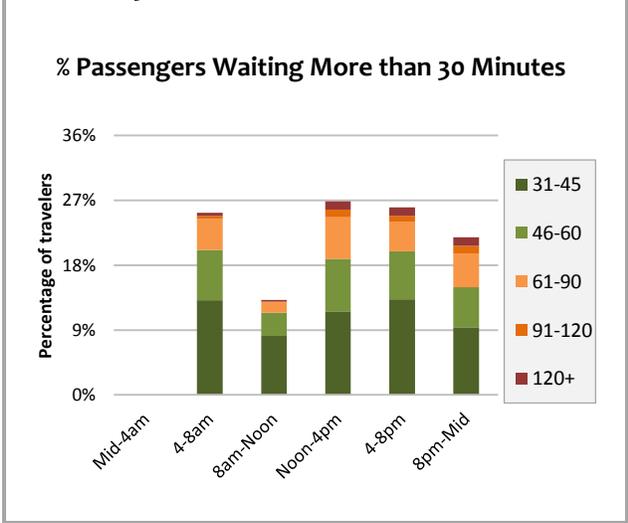
| | |
|---|--|
|  APC for Canadians |  Section 560/559 Initiative |
|  APC for Visa Waiver |  Variable Message Signage |
|  APC for LPR / Nonimmigrants |  One Stop |
|  Baseline Study Complete |  Express Connect |

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.

24% of passengers wait more than 30 minutes
 Year to date, approximately 6% of Houston passengers wait more than 1 hour, approximately 24% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 27% 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.

