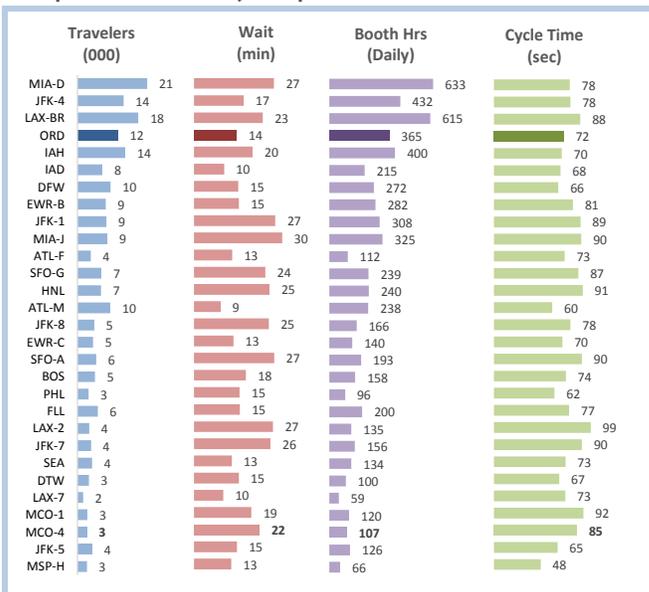


Key Metrics

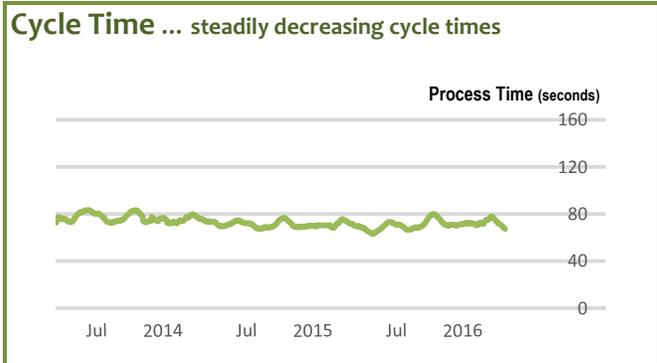
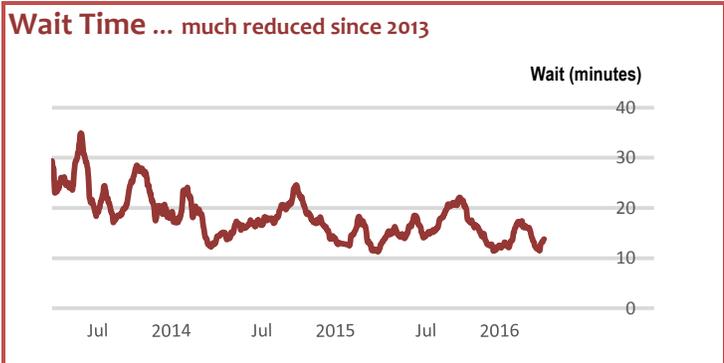
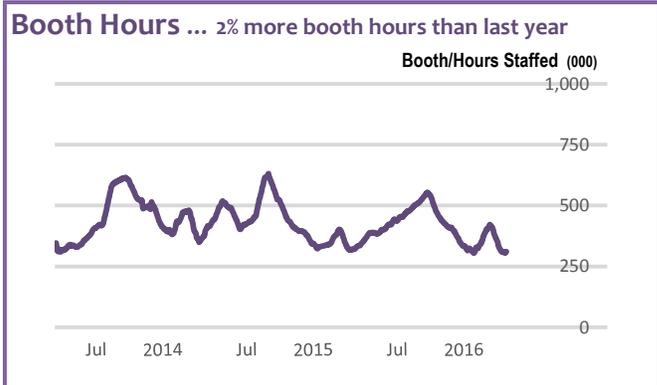
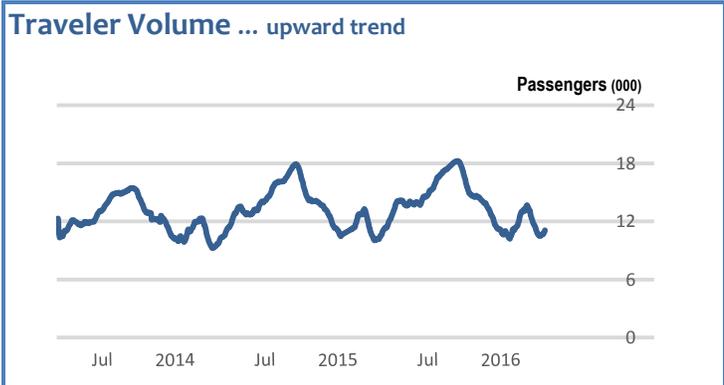
	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	12,240	11,646	594	5%
Global Entry, APC, & MPC	49%	38%	11%	29%
Non-Automated	51%	62%	-11%	-18%
United States Citizens	54.2%	51.2%	+2.9%	6%
Non-immigrants	39.3%	42.2%	-2.9%	-7%
Legal Permanent Residents	6.6%	6.6%	+0.0%	0%
Average Daily Flights (#)	71	66	4	6%
Wait Time				
Average Primary Wait (m)	14.4	14.5	-0.1	0%
% Travelers < 60 minutes	98%	98%	0%	0%
% Travelers > 120 mins	0.15%	0.16%	-0.01%	-6%
Primary Booth Hours				
Average Daily Booth Hours	365	357	8	2%
Efficiency				
Average Cycle Time (s)	71.6	71.1	0.5	1%
Max Hourly Throughput / booth	50.3	50.6	-0.3	-1%
Average Utilization	67%	64%	2%	3%

Compared to other major airports ...



More booths kept waits in check despite more volume

- Travel is up at Chicago O'Hare Main Terminal.** Traveler volume at Chicago O'Hare (year to date) has increased 5% compared to last year. About 49% 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 2% compared to a year ago. This increase in staffing has helped keep wait times in check despite more traffic.
- Wait times virtually unchanged.** Year to date, O'Hare's average wait is virtually unchanged, although down 25% from 2014. Further, 98% of passengers are being processed in under 60 minutes.
- Cycle time is unchanged.** Average cycle time (71.6 seconds) is up slightly from 71.1 seconds a year ago, decreasing max hourly throughput by 0.3 passenger per booth, per hour.



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, 49% 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.

7%	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 % (Actual 0.2972%)	

	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

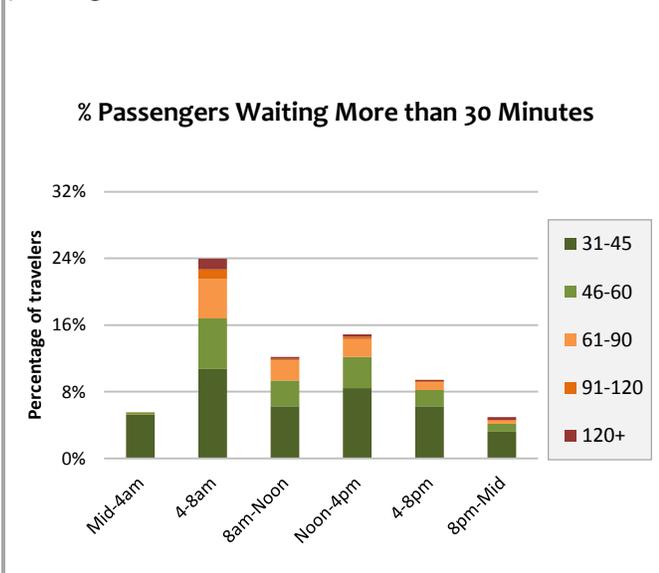
Legend

	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 2%), approximately 13% wait more than 30 minutes. Between the hours of 4am to 8am, 24% of passengers wait more than 30 minutes.



ORD staffs well to traffic

Over 1,130 passengers (on average) arrive at O'Hare's Main Terminal every hour between Noon and 4pm. Average waits during this period (15 minutes) are slightly higher than ORD's average of 14.4 minutes. Low waits are maintained throughout the day by properly managing booth openings.

Intraday Volume, Wait Times, and Booth Hours

