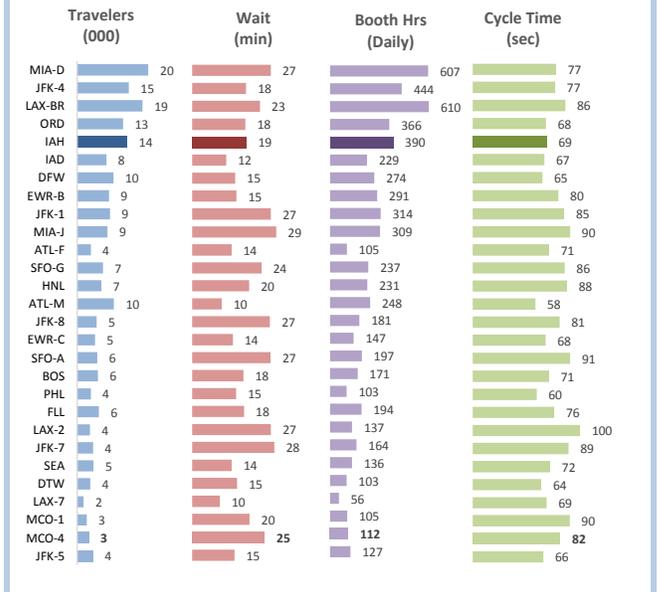


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	14,122	13,195	927	7%
Global Entry, APC, & MPC	50%	42%	8%	19%
Non-Automated	50%	58%	-8%	-14%
United States Citizens	52.1%	51.9%	+0.2%	0%
Non-immigrants	41.5%	41.7%	-0.2%	-1%
Legal Permanent Residents	6.4%	6.3%	+0.1%	1%
Average Daily Flights (#)	113	113	0	0%
Wait Time				
Average Primary Wait (m)	18.6	17.1	1.5	9%
% Travelers < 60 minutes	95%	96%	-1%	-1%
% Travelers > 120 mins	0.22%	0.15%	+0.07%	49%
Primary Booth Hours				
Average Daily Booth Hours	390	369	20	6%
Efficiency				
Average Cycle Time (s)	68.8	69.2	-0.3	0%
Max Hourly Throughput / booth	52.3	52.1	0.2	0%
Average Utilization	69%	69%	1%	1%

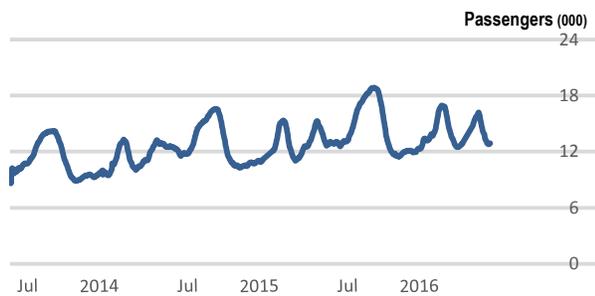
Compared to other major airports ...



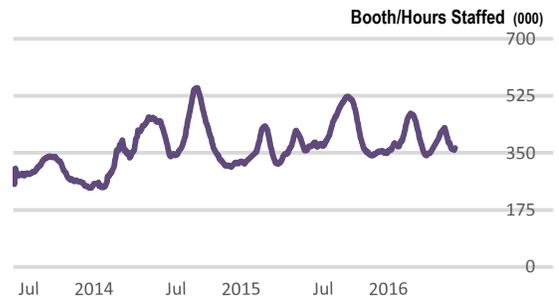
More booth hours in off-peak hours are needed to reduce wait times

- Travel is up 7% at Houston Intercontinental.** Traveler volume at Houston has increased 7% compared to last year. Today, 50% of IAH's passengers are confirmed with Global Entry and APC.
- Booth hours increased.** Booth hours have increased from 369 hours last year to 390 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 1.5 minutes (from 17.1 minutes last year to 18.6 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 off-peak traffic demand between the hours at 4am and Noon.
- Cycle time virtully unchanged.** APC and Global Entry growth has increased by 19%, and average cycle time (68.8 seconds) this year is down from (69.2 seconds) a year ago.

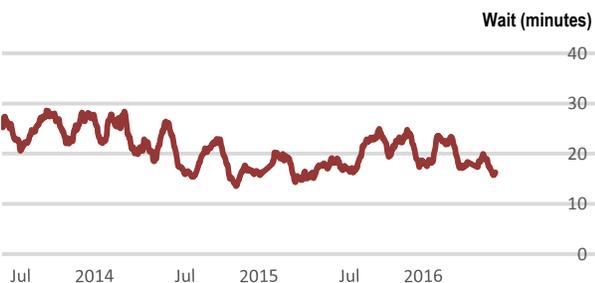
Traveler Volume ... strong growth since 2015



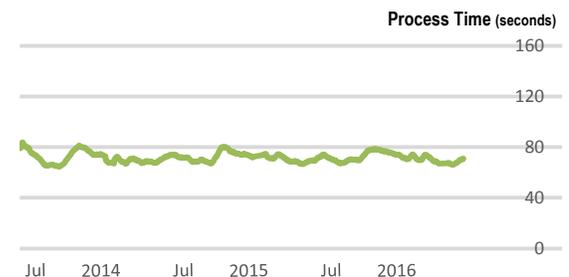
Staffing ... 6% increase in booth hours compared last year



Wait Time ... trending up since mid of 2015

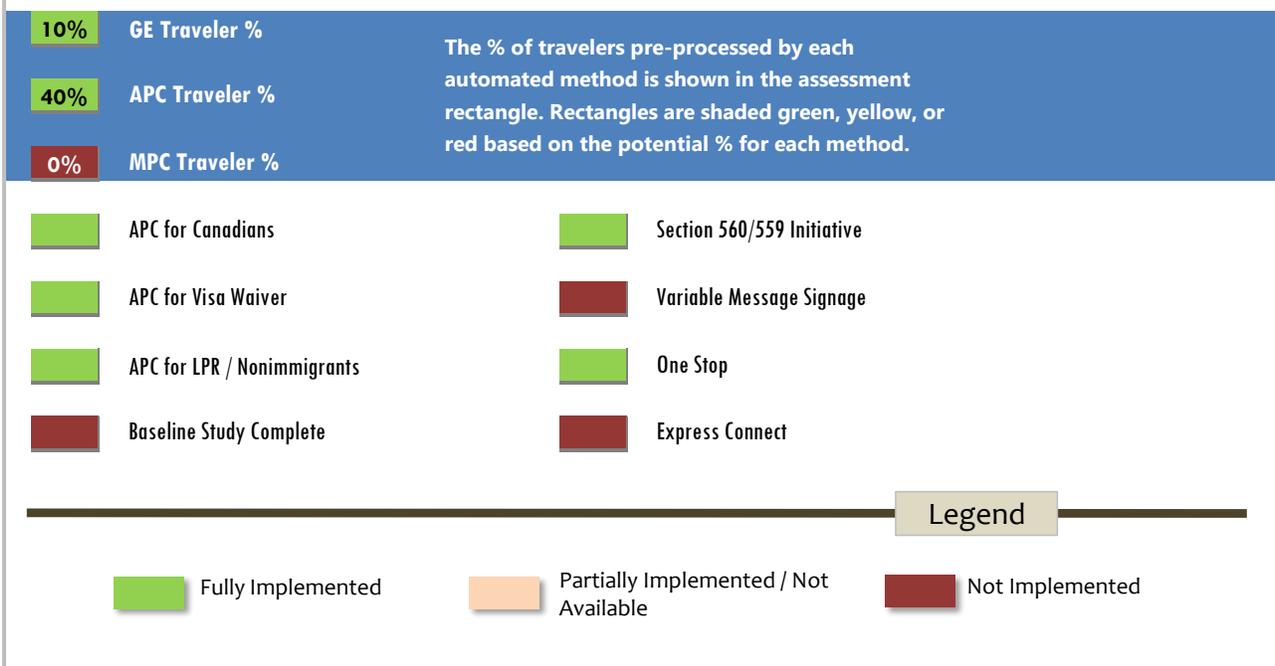


Cycle Time ... slightly trending down



Best Practice Inventory

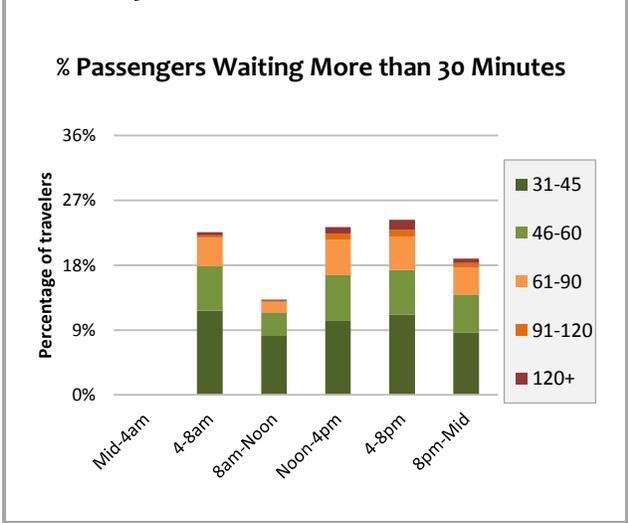
Houston Best Practice Assessment: Houston has implemented many of the available best practices. Most notably, Houston has utilized APC and Global Entry. Today, 50% of passengers are processed by automated technologies like Global Entry and APC. APC is available not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.



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 4pm to 8pm, 24% of passengers wait more than 30 minutes.



IAH matches booth hours well to peak traffic

Nearly 64% 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.

