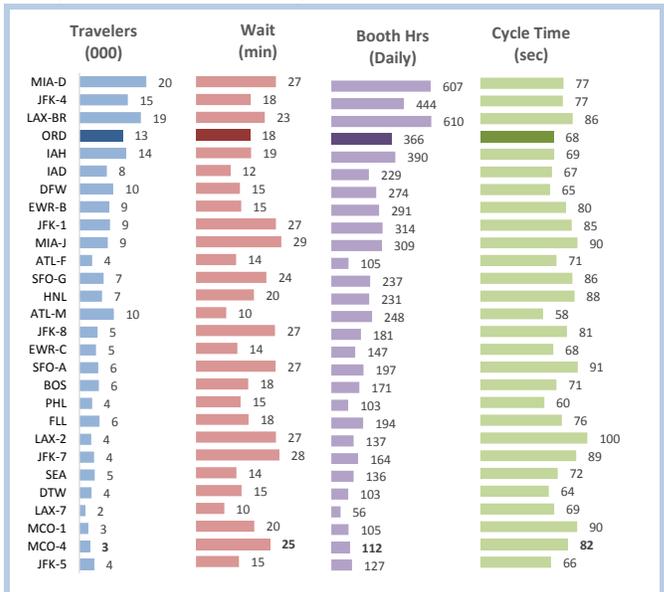


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	12,949	12,466	483	4%
Global Entry, APC, & MPC	50%	42%	8%	19%
Non-Automated	50%	58%	-8%	-14%
United States Citizens	54.8%	52.7%	+2.2%	4%
Non-immigrants	39.1%	41.2%	-2.2%	-5%
Legal Permanent Residents	6.1%	6.1%	-0.0%	-1%
Average Daily Flights (#)	71	69	2	3%
Wait Time				
Average Primary Wait (m)	18.2	14.7	3.5	24%
% Travelers < 60 minutes	95%	97%	-3%	-3%
% Travelers > 120 mins	0.94%	0.17%	+0.77%	452%
Primary Booth Hours				
Average Daily Booth Hours	366	366	0	0%
Efficiency				
Average Cycle Time (s)	68.1	68.1	0.0	0%
Max Hourly Throughput / booth	52.9	52.9	0.0	0%
Average Utilization	67%	64%	2%	4%

Compared to other major airports ...



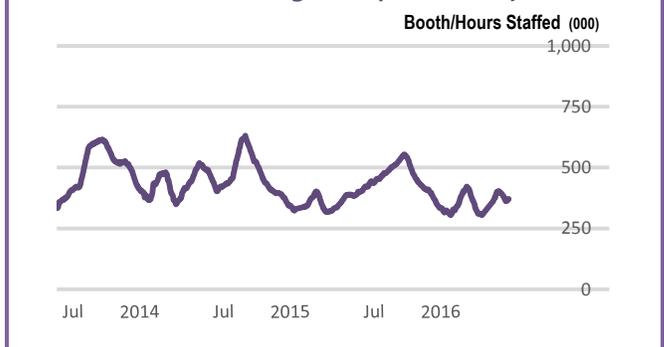
More booths during off peak hours could reduce waits

- Travel is up at Chicago O'Hare Main Terminal.** Traveler volume at Chicago O'Hare (year to date) has increased 4% compared to last year. About 50% of O'Hare's passengers are confirmed with automated solutions like Global Entry and APC, up from 42% last year.
- Booth hours unchanged compared to last year.** Booth hours at O'Hare are unchanged compared to a year ago. Booth hours have not kept pace with traveler volume, as reflected by longer waits.
- Wait times increased.** Year to date, O'Hare's average wait is up 24%, from 14.7 minutes last year to 18.2 minutes this year. 95% of passengers are being processed in under 60 minutes, a decrease from 97% a year ago.
- Cycle time and throughput unchanged.** Average cycle time and max hourly throughput are unchanged compared to a year ago. The growth of MPC usage may improve cycle time.

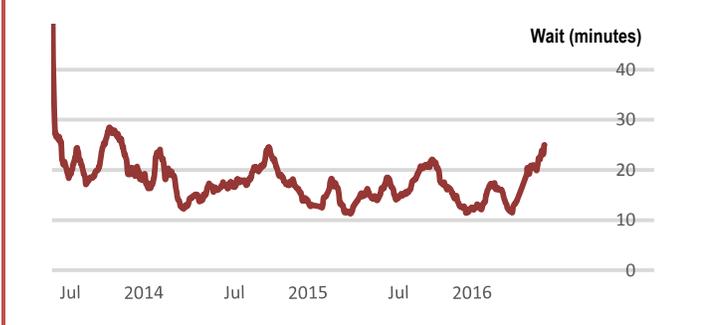
Traveler Volume ... upward trend



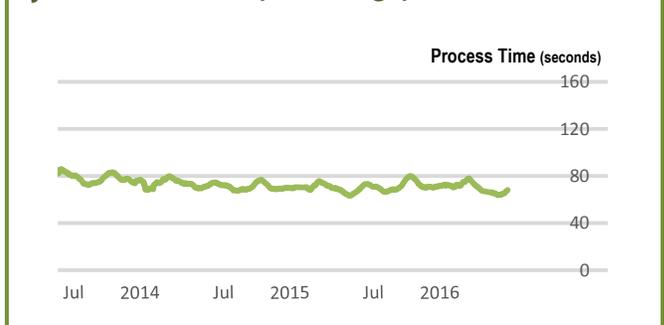
Booth Hours ... unchanged compared to last year



Wait Time ... recent increase in wait time



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, 50% 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.
43%	APC Traveler %	
0%	MPC Traveler % (Actual 0.3286%)	

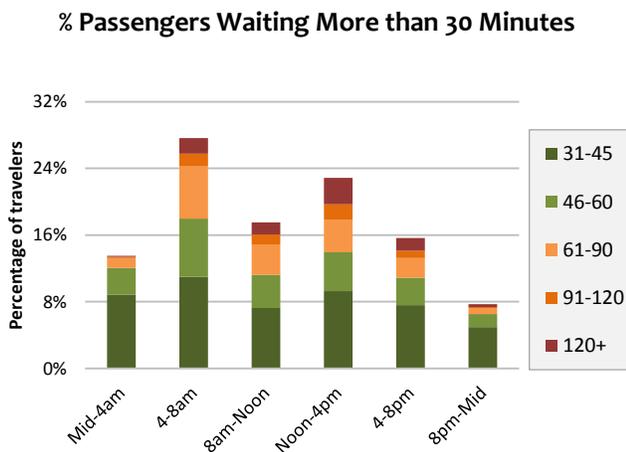
	APC for Canadians		Section 560/559 Initiative
	APC for Visa Waiver		Variable Message Signage
	APC for LPR / Nonimmigrants		One Stop
	Baseline Study Complete		Express Connect

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.

19% of passengers wait more than 30 minutes
 Year to date, approximately 7% of O'Hare passengers wait more than 1 hour, approximately 19% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 28% of passengers wait more than 30 minutes.



More booths needed off-peak
 Over 1,200 passengers (on average) arrive at O'Hare's Main Terminal every hour between Noon and 8pm. But waits are higher from 4am-8am when only 218 passengers arrive per hour. A few more booths could significantly reduce waits.

