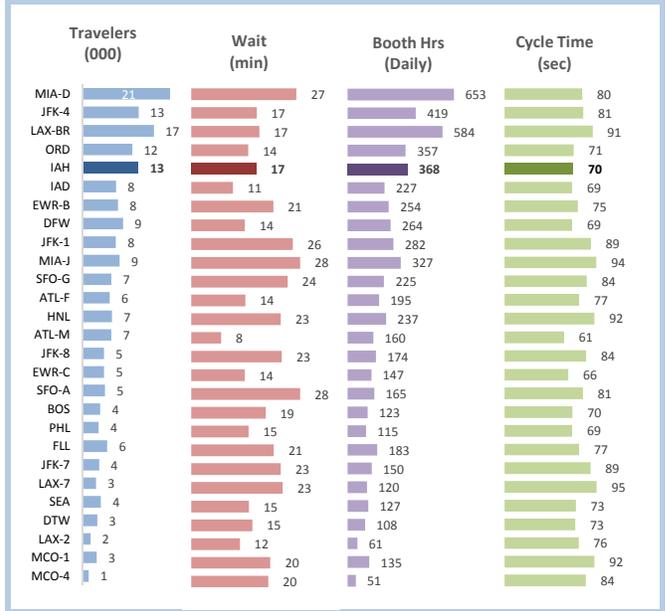


Key Metrics

| | YTD 2015 | YTD 2014 | Change % | Change |
|-------------------------------|----------|----------|----------|--------|
| Volume | | | | |
| Average Daily Travelers | 13,013 | 11,541 | 1,472 | 13% |
| Global Entry & APC | 40% | 37% | 3% | 7% |
| Non-Automated | 60% | 63% | -3% | -4% |
| United States Citizens | 51% | 50.9% | +0.1% | 0% |
| Non-immigrants | 42% | 41.6% | +0.5% | 1% |
| Legal Permanent Residents | 6.9% | 7.4% | -0.6% | -8% |
| Average Daily Flights (#) | 114 | 105 | 9 | 8% |
| Wait Time | | | | |
| Average Primary Wait (m) | 16.5 | 23.4 | -6.9 | -29% |
| % Travelers < 60 minutes | 96% | 90% | 6% | 7% |
| % Travelers > 120 mins | 0.12% | 0.67% | -0.55% | -82% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 368 | 377 | -9 | -2% |
| Efficiency | | | | |
| Average Cycle Time (s) | 70.4 | 68.3 | 2.1 | 3% |
| Max Hourly Throughput / booth | 51.1 | 52.7 | -1.6 | -3% |
| Average Utilization | 69% | 58% | 11% | 19% |

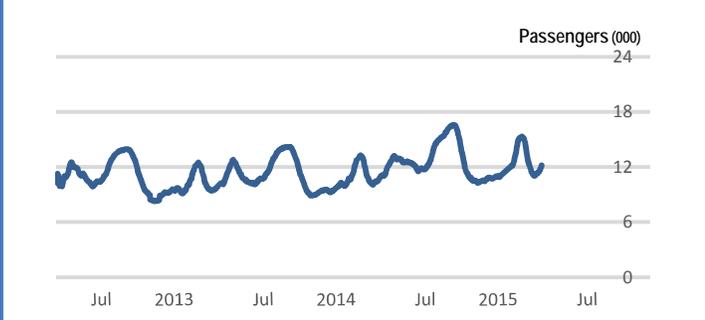
Compared to other major airports ...



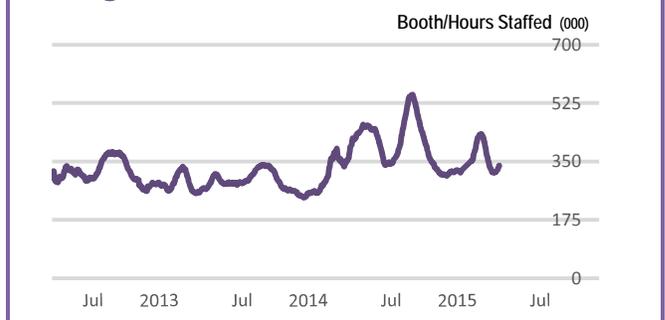
Wait times decrease despite increased traffic and fewer booth hours

- **Travel is up 13% at Houston Intercontinental.** Traveler volume at Houston is increased 13% compared to last year. Houston's non-immigrant travelers share has increased to over 42%.
- **Booth hours decrease slightly.** Booth hours at Houston have decreased 2% compared to a year ago. This decrease has not had an adverse effect on wait times.
- **Wait times are 29% lower despite higher volume.** Year to date, Houston's average wait is down almost 7 minutes (from 23.4 minutes last year to 16.5 minutes this year).
- **Cycle time is slightly up compared to last year.** Although APC and Global Entry growth have increased by 3%, average cycle time (70.4 seconds) is up from 68.3 seconds a year ago.

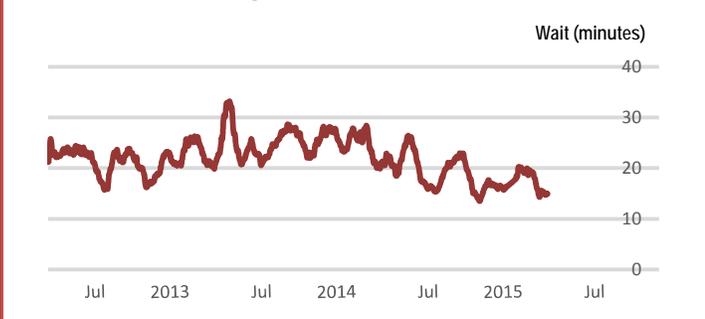
Traveler Volume ... strong growth compared to 2013



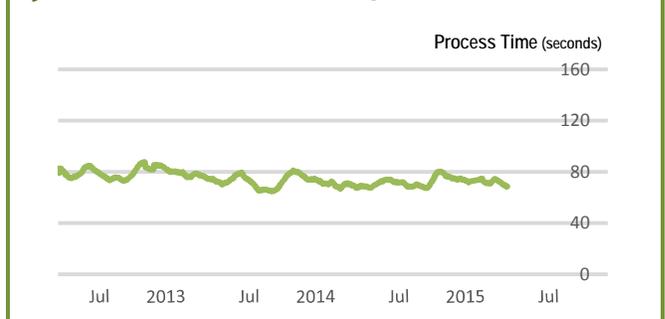
Staffing ... 2% fewer booths staffed compared last year



Wait Time ... trending down since 2014



Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

Houston Best Practice Assessment: Houston has implemented many of the available best practices. Most notably, Houston has utilized Section 560, APC technology, and Global Entry. Today, 40% of passengers are processed by automated technologies like Global Entry and APC.

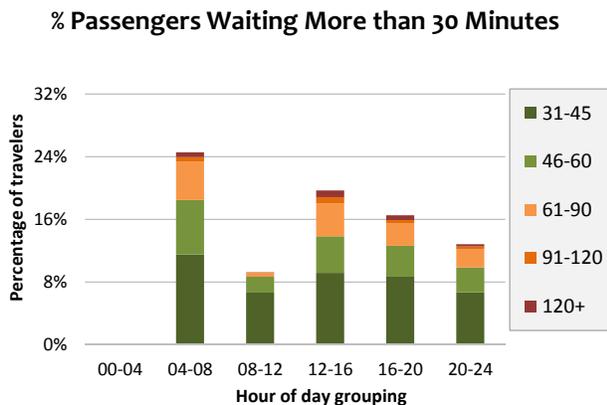
| | | |
|--|--|---|
|  GE Implemented |  APC Implemented |  APC for Visa Waiver |
|  MPC Implemented |  APC for Canadians |  APC for Legal Permanent Residents / Nonimmigrants |
|  Section 560/559 Initiative | <div style="border: 1px solid black; padding: 5px;">  GE Traveler % The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method.  APC Traveler %  MPC Traveler % </div> | |
|  Variable Message Signage | | |
|  One Stop | | |
|  Express Connect | | |
|  Baseline Study Complete | | |

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 and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not implementing any of the best practices. A green "assessment circle" indicates the best practice has been properly and fully implemented. Red means the best practice is not in place. Orange indicates implementation is not available, or has occurred but on a limited basis and achieves less than optimal results.

17% of passengers wait more than 30 minutes
 While few of Houston's passengers wait more than 1 hour (about 4%), approximately 17% wait more than 30 minutes. During peak hours, only 17% of Houston's passengers wait more than 30 minutes.



IAH staffs well to peak traffic
 Nearly 64% of daily passengers arrive between 12 pm and 8 pm. By staffing up to 30 booths during this time period, average wait during peak times are marginally (1 minute) above the overall daily wait time (16.5minutes).

