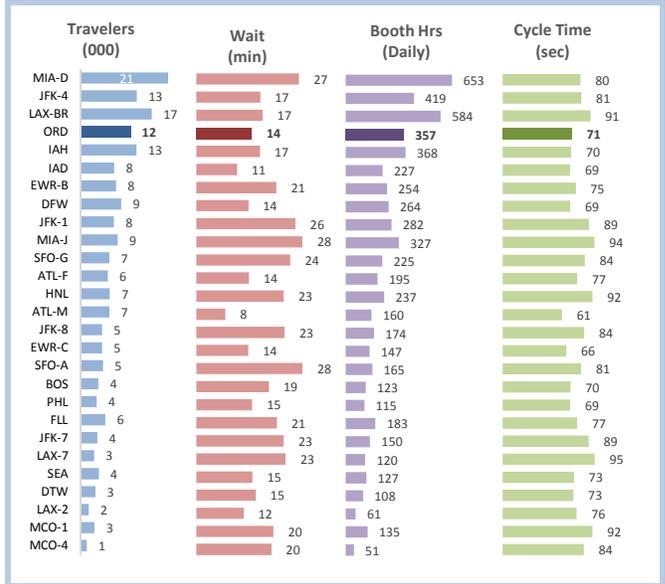


Key Metrics

	YTD 2015	YTD 2014	Change %	Change
Volume				
Average Daily Travelers	11,646	10,750	8%	896
Global Entry & APC	37%	35%	2%	7%
Non-Automated	63%	65%	-2%	-4%
United States Citizens	51%	50.7%	+0.5%	1%
Non-immigrants	42%	41.9%	+0.3%	1%
Legal Permanent Residents	6.6%	7.4%	-0.8%	-11%
Average Daily Flights (#)	66	69	-3%	-4%
Wait Time				
Average Primary Wait (m)	14.5	16.0	-10%	-1.6
% Travelers < 60 minutes	98%	97%	1%	1%
% Travelers > 120 mins	0.16%	0.11%	+0.05%	45%
Primary Booth Hours				
Average Daily Booth Hours	357	417	-14%	-60
Efficiency				
Average Cycle Time (s)	71.1	76.1	-7%	-5.0
Max Hourly Throughput / booth	50.6	47.3	7%	3.3
Average Utilization	64%	54%	10%	18%

Compared to other major airports ...



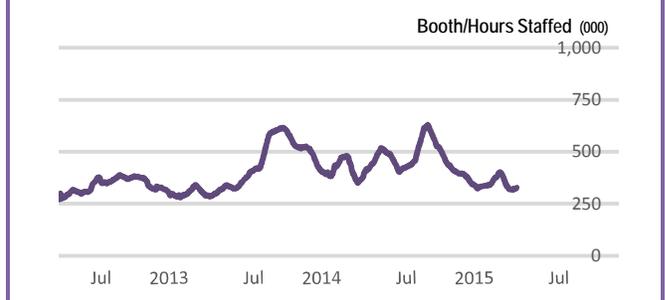
Automated processing shortens ORD wait times

- Travel is up at Chicago O'Hare Main Terminal.** Traveler volume at Chicago O'Hare (year to date) has increased 8% compared to last year. 37% of O'Hare's passengers are pre-processed with automated solutions like Global Entry and APC.
- Fewer booths hours compared to last year.** Booth hours at O'Hare have decreased 14% compared to a year ago. This decrease in staffing has been offset by the increase in staff efficiency.
- Wait times have been reduced since February 2014.** Year to date, O'Hare's average wait is down 1.6 minutes (from 16 minutes last year to 14.5 minutes this year). Further, more passengers are being processed in under 60 minutes: 98% this year compared to 97% last year.
- Cycle time is 5.7 seconds faster.** APC and Global Entry growth have likely combined to reduce average cycle time. Average cycle time (71.1 seconds) is down from 76.1 seconds a year ago, increasing max hourly throughput by 3.3 passengers per hour.

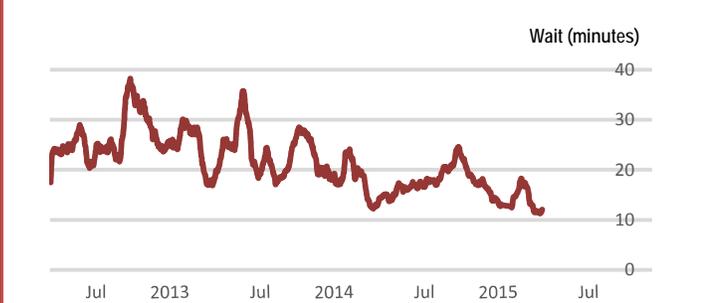
Traveler Volume ... upward trend



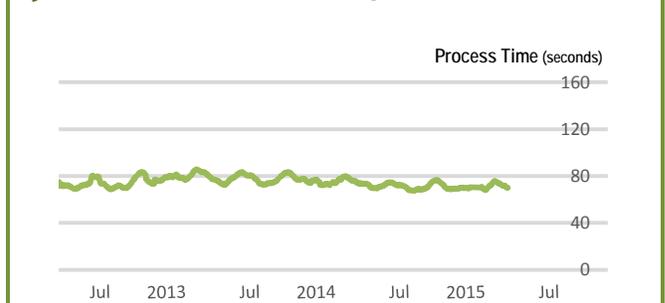
Booth Hours ... sharp decline recently



Wait Time ... much reduced since 2014

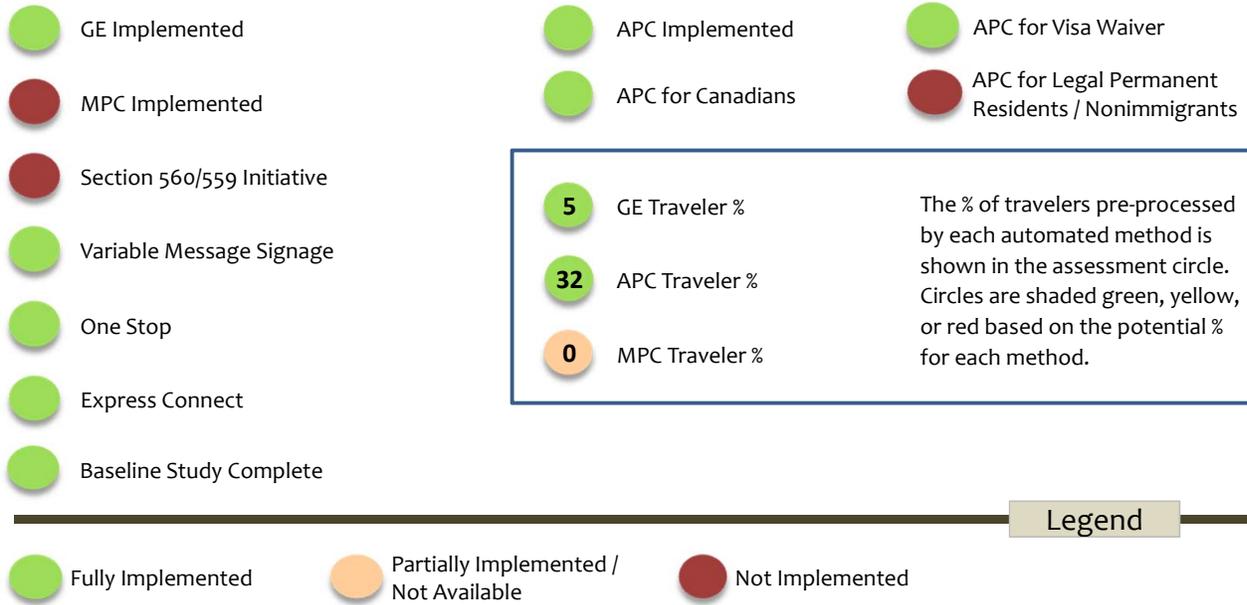


Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

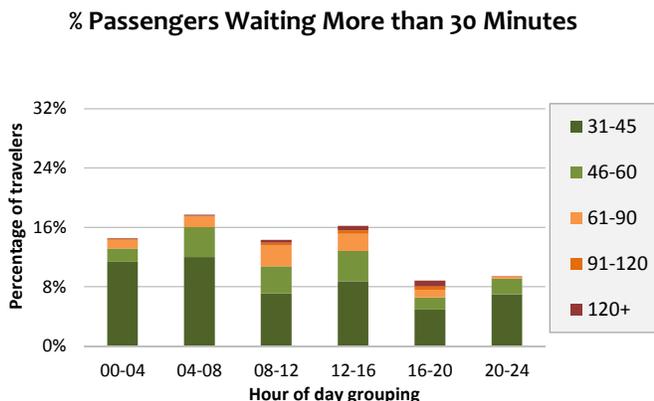
Chicago O'Hare Main Terminal Best Practice Assessment: O'Hare's Main Terminal has implemented many of the available best practices. Most notably, 37% of passengers are now processed by automated technologies like Global Entry and APC. APC is available not only to US Citizens, but also Canadians and Visa Waiver country travelers.



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.

13% of passengers wait more than 30 minutes

While very few O'Hare's passengers wait more than 1 hour (about 3%), approximately 13% wait more than 30 minutes. Between the hours of 12 pm and 4 pm, 16% of O'Hare's passengers wait more than 30 minutes.



ORD staffs well to peak traffic

Nearly 1,150 passengers (on average) arrive at O'Hare's Main Terminal every hour between 12 pm and 4 pm. Average waits during this period (16 minutes) are only slightly higher than ORD's average of 14.5 minutes.

