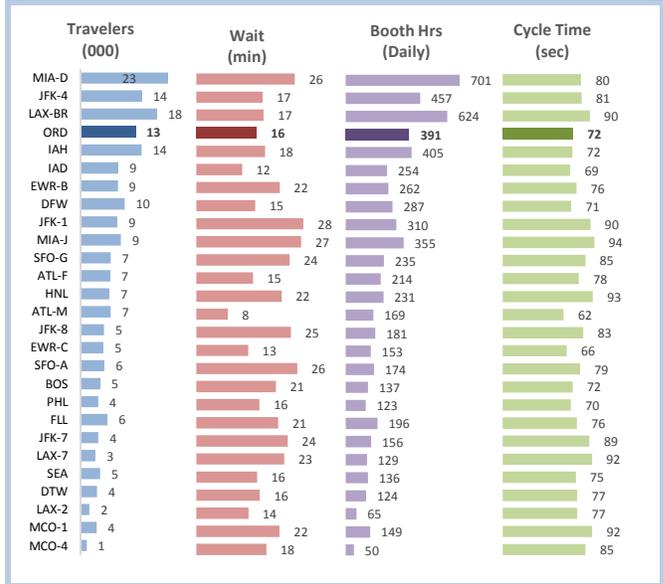


Key Metrics

	YTD 2015	YTD 2014	Change %	Change
Volume				
Average Daily Travelers	12,758	11,719	1,039	9%
Global Entry & APC	40%	33%	7%	21%
Non-Automated	60%	67%	-7%	-11%
United States Citizens	50%	49.9%	+0.4%	1%
Non-immigrants	43%	42.5%	+0.4%	1%
Legal Permanent Residents	6.7%	7.6%	-0.9%	-12%
Average Daily Flights (#)	69	70	-1	-2%
Wait Time				
Average Primary Wait (m)	15.7	18.2	-2.4	-13%
% Travelers < 60 minutes	97%	95%	2%	2%
% Travelers > 120 mins	0.26%	0.17%	+0.09%	49%
Primary Booth Hours				
Average Daily Booth Hours	391	456	-65	-14%
Efficiency				
Average Cycle Time (s)	72.0	77.5	-5.5	-7%
Max Hourly Throughput / booth	50.0	46.4	3.6	8%
Average Utilization	65%	55%	10%	18%

Compared to other major airports ...



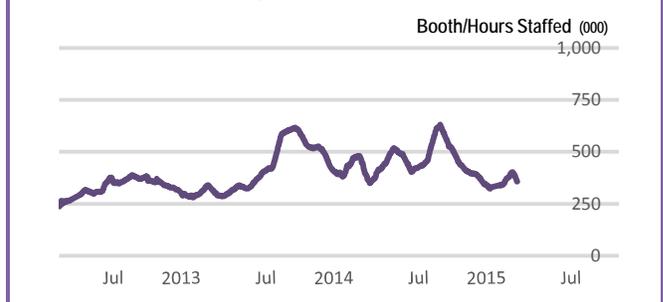
Automated processing significantly shorten ORD wait times

- Travel is up at Chicago O'Hare Main Terminal.** Traveler volume at Chicago O'Hare (year to date) has increased 9% compared to last year. 40% of O'Hare's passengers are pre-processed with automated solutions like Global Entry or APC.
- Fewer booths hours to meet demand.** Booth hours at O'Hare have decreased 14% compared to a year ago. Automated processing increased 7% (compared to last year) to help offset the decrease in staffing.
- Cycle time is 5.5 seconds faster.** APC and Global Entry growth have likely combined to reduce average cycle time. Average cycle time (72 seconds) is down from 77.5 seconds a year ago, increasing max hourly throughput by 3.6 passengers per hour.
- Wait times reduced.** Year to date, O'Hare's average wait is down 2.4 minutes (from 18.2 minutes last year to 15.7 minutes this year). Further, more passengers are being processed in under 60 minutes: 97% this year compared to 95% last year.

Traveler Volume ... upward trend



Booth Hours ... sharp decline recently



Wait Time ... much reduced since January 2014

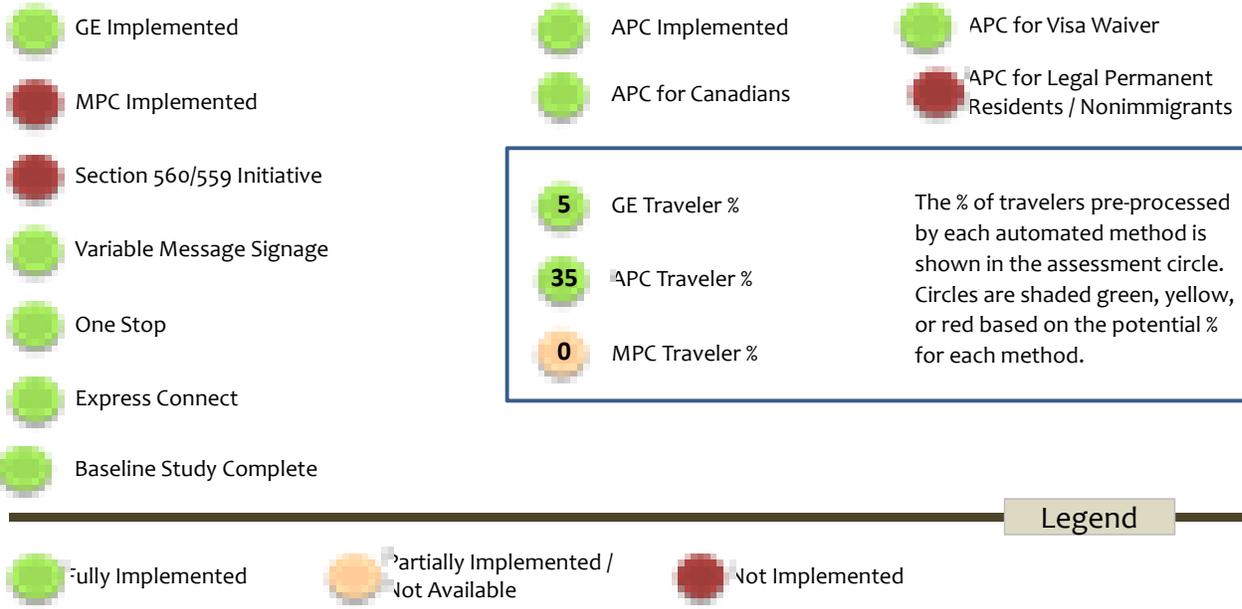


Cycle Time ... steadily decreasing cycle times



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, 40% 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.

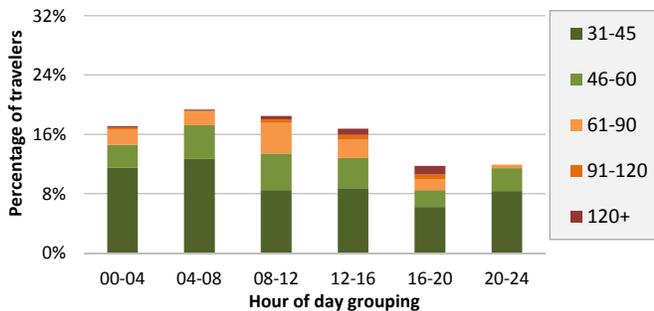


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not 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.

15% of passengers wait more than 30 minutes

While very few O'Hare's passengers wait more than 1 hour (about 3%), approximately 15% wait more than 30 minutes. Between the hours of 12 pm and 4 pm, 17% of O'Hare's passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



ORD staffs well to peak traffic

Nearly 1,300 passengers (on average) arrive at O'Hare's Main Terminal every hour between 12pm-4pm. Average waits during this period (17 minutes) are only slightly higher than ORD's average of 15.7 minutes.

Intraday Volume, Wait Times, and Booth Hours

