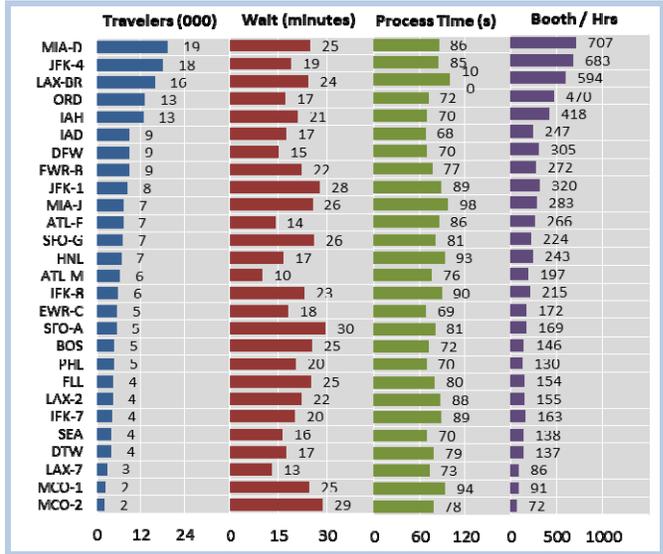


Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers (000)	13,633	12,403	1,230	10%
Global Entry & APC	37%	13%	23%	173%
Non-Automated	63%	87%	-23%	-27%
United States Citizens	51.3%	51.3%	+0.0%	0%
Non-immigrants	47.4%	46.8%	+0.6%	1%
Legal Permanent Residents	1.3%	1.9%	-0.6%	-32%
Average Daily Flights (#)	76	68	8	11%
Wait Time				
Average Primary Wait (m)	17.9	23.4	-5.4	-23%
% Travelers < 60 minutes	96%	92%	4%	5%
% Travelers > 120 mins	0.18%	0.72%	-0.54%	-75%
Staffing				
Average Daily Booth Hours	475	414	61	15%
Efficiency				
Average Cycle Time (s)	72.0	77.8	-5.8	-7%
Throughput <i>per booth hour</i> (#)	28.7	29.9	-1	-4%

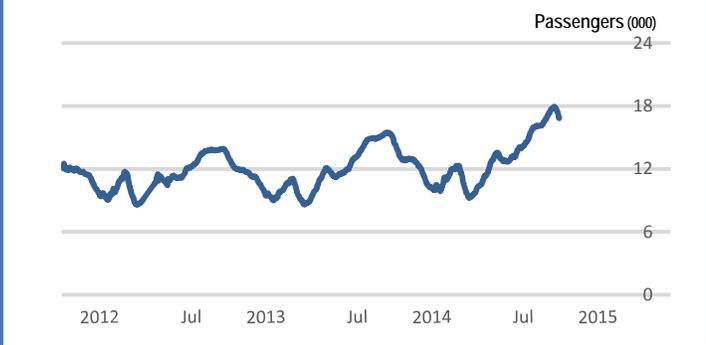
Compared to other major airports ...



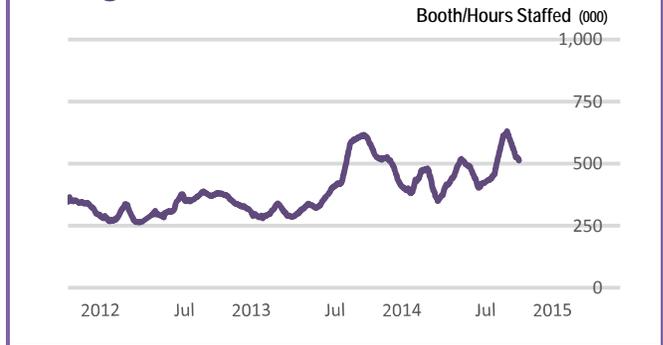
APC processing significantly shorten ORD wait times

- Travel is up at Chicago O'Hare Main Terminal.** Traveler volume at Chicago O'Hare (year to date) has increased 10% compared to last year. 23% more of O'Hare's passengers are pre-processed with automated solutions like Global Entry and APC.
- More booths being staffed to meet demand.** Booth staffing at O'Hare has increased 15% compared to a year ago. This increase in staffing more than offset the increase in traveler volume.
- Wait times have been reduced since July 2013.** Year to date, O'Hare's average wait is down 5.5 minutes (from 23.4 minutes last year to 17.9 minutes this year). Further, more passengers are being processed in under 60 minutes: 97% this year compared to 92% last year.
- Cycle time is 5.8 seconds faster.** APC and Global Entry growth have likely combined to reduce average cycle time. Average cycle time (72 seconds) is down from 77.8 seconds a year ago.

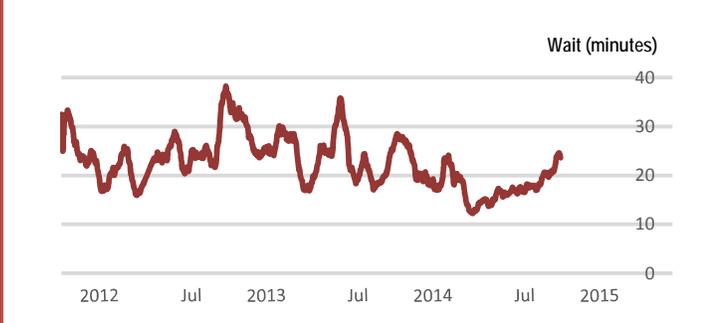
Traveler Volume ... healthy growth



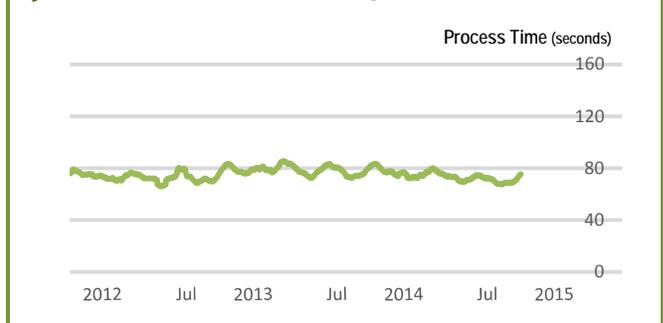
Staffing ... 15% more booths staffed than last year



Wait Time ... much reduced since July 2013

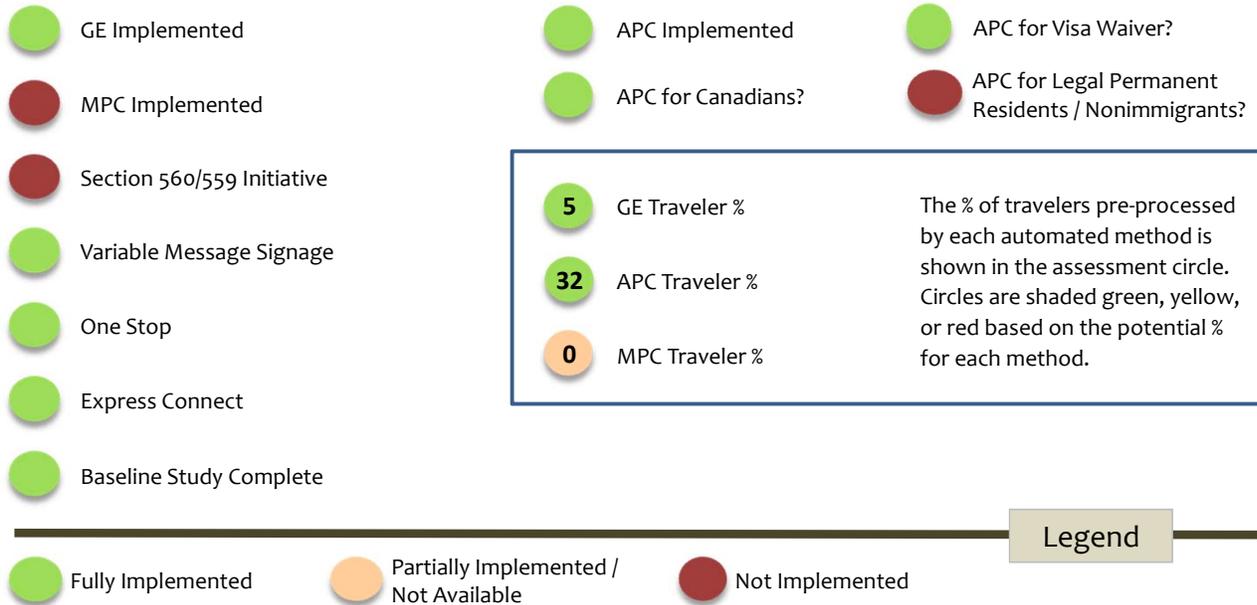


Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

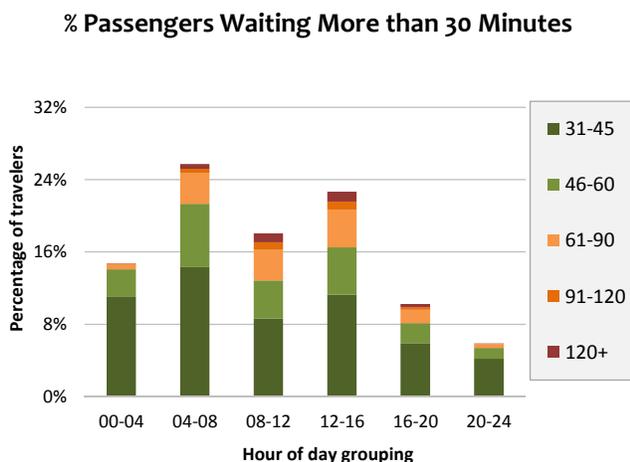
Chicago O'Hare Main Terminal Best Practice Assessment: O'Hare's Main Terminal has implemented many of the available best practices. Most notably, more than 1 in 3 passengers are now processed by automated technologies like Global Entry and APC. APC is available not only to US Citizens, but also Canadians 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.

18% of passengers wait more than 30 minutes

While very few O'Hare's passengers wait more than 1 hour (about 4%), approximately 18% wait more than 30 minutes. Between the hours of 12 pm and 4 pm, 23% of O'Hare's passengers wait more than 30 minutes.



ORD staffs well to peak traffic

More than 1,500 passengers (on average) arrive at O'Hare's Main Terminal every hour between 12 pm and 4 pm. Average waits during this period (21 minutes) are only slightly higher than any other time period. Peak waits occur between 4am and 8am when only 5 booths are staffed, on average.

