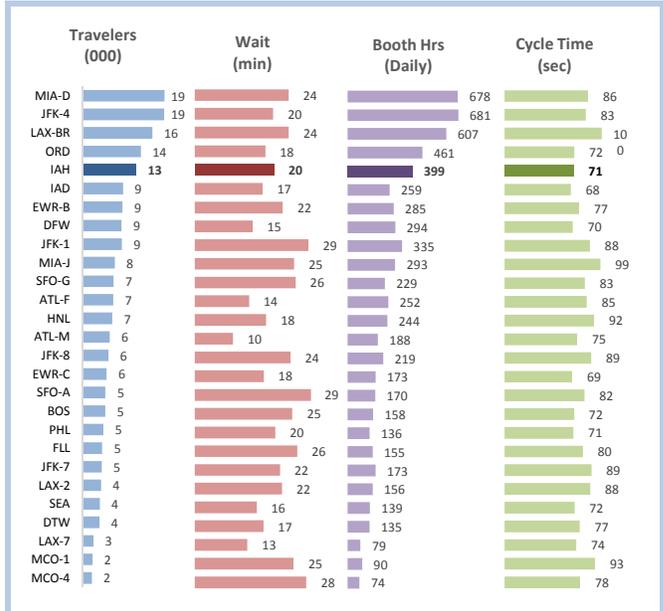


Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers	12,543	11,162	1,381	12%
Global Entry & APC	40%	5%	35%	747%
Non-Automated	60%	95%	-35%	-37%
United States Citizens	53.2%	54.1%	-0.9%	-2%
Non-immigrants	44.2%	42.8%	+1.4%	3%
Legal Permanent Residents	2.6%	3.1%	-0.5%	-16%
Average Daily Flights (#)	108	103	5	4%
Wait Time				
Average Primary Wait (m)	20.1	25.1	-5.0	-20%
% Travelers < 60 minutes	94%	93%	1%	1%
% Travelers > 120 mins	0.26%	0.19%	+0.06%	33%
Primary Booth Hours				
Average Daily Booth Hours	399	291	108	37%
Efficiency				
Average Cycle Time (s)	71.0	72.6	-1.6	-2%
Max Hourly Throughput / booth	50.7	49.6	1.1	2%
Average Utilization	62%	77%	-15%	-20%

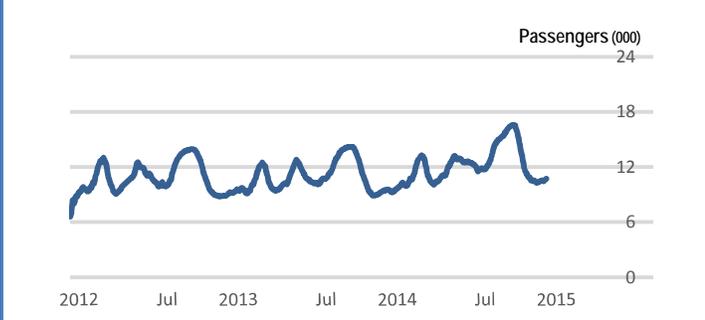
Compared to other major airports ...



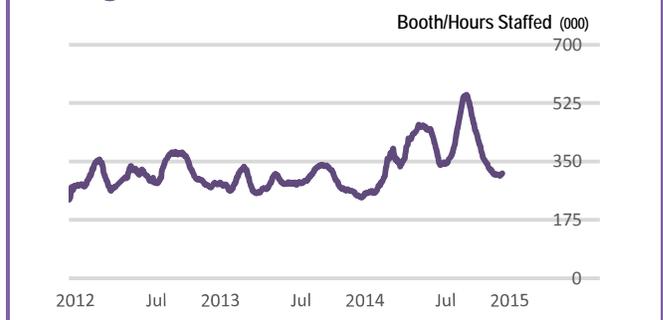
Increased booth hours have improved wait times greatly

- **Travel is up 12% at Houston Intercontinental.** Traveler volume at Houston is increased 12% compared to last year. Houston's non-immigrant travelers share has also increased 3%
- **More booths hours to meet demand.** Booth hours at Houston have increased 37% compared to a year ago. This increase has more than offset the increase in traveler volume.
- **Wait times are 20% lower despite higher volume.** Year to date, Houston's average wait is down 5 minutes (from 25.1 minutes last year to 20.1 minutes this year).
- **Cycle time is 1.6 seconds faster compared to last year.** APC and Global Entry growth have likely combined to reduce average cycle time. Average cycle time (71 seconds) is down from 72.6 seconds a year ago.

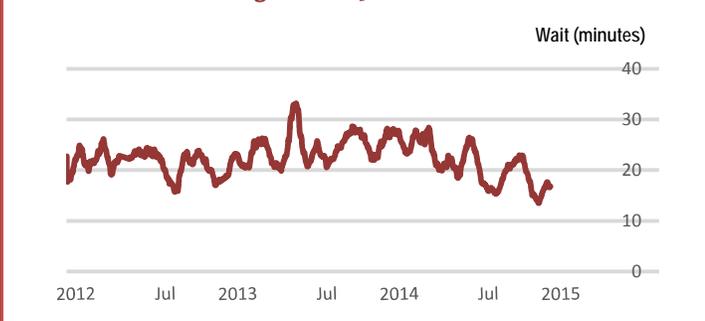
Traveler Volume ... strong growth compared to 2013



Staffing ... 37% more booths staffed than last year



Wait Time ... declining since 2013



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 and APC technology. 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		
 Variable Message Signage		
 One Stop		
 Express Connect		
 Baseline Study Complete		

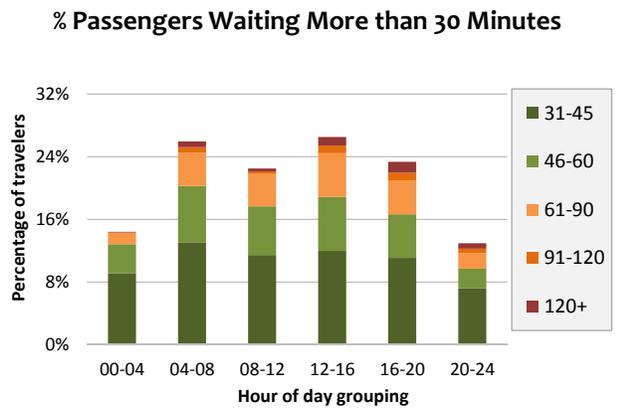
 7 GE Traveler %	The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method.
 33 APC Traveler %	
 0 MPC Traveler %	

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 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.

23% of passengers wait more than 30 minutes
 While few of Houston's passengers wait more than 1 hour (about 6%), approximately 23% wait more than 30 minutes. During peak hours, 23% of Houston's passengers wait more than 30 minutes.



IAH staffs well to peak traffic
 70% of daily passengers arrive between 12 pm and 8 pm. By staffing 30-35 booths during this time period, average wait during peak times are about 1 minute above the overall daily wait time (20.1 minutes).

