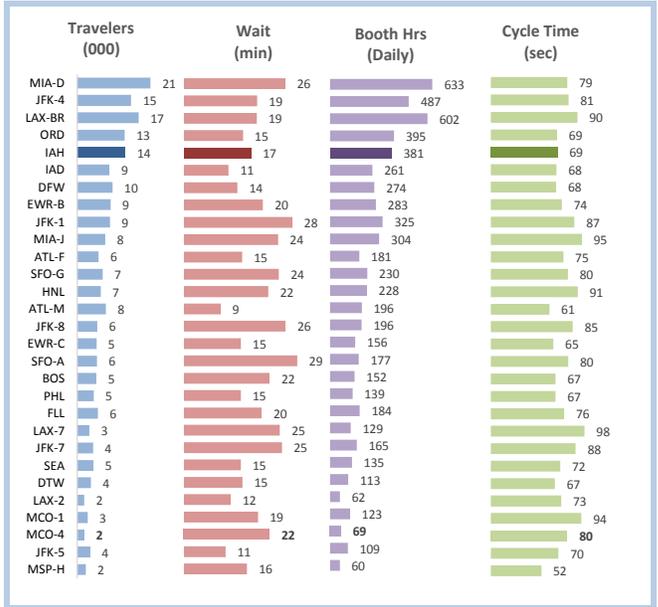


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	13,579	12,268	1,311	11%
Global Entry, APC, & MPC	44%	37%	7%	19%
Non-Automated	56%	63%	-7%	-11%
United States Citizens	53.3%	52.2%	+1.2%	2%
Non-immigrants	40.5%	41.3%	-0.8%	-2%
Legal Permanent Residents	6.2%	6.5%	-0.4%	-5%
Average Daily Flights (#)	115	109	6	6%
Wait Time				
Average Primary Wait (m)	17.2	21.0	-3.7	-18%
% Travelers < 60 minutes	96%	92%	4%	4%
% Travelers > 120 mins	0.15%	0.38%	-0.23%	-61%
Primary Booth Hours				
Average Daily Booth Hours	381	397	-16	-4%
Efficiency				
Average Cycle Time (s)	69.5	69.8	-0.3	0%
Max Hourly Throughput / booth	51.8	51.6	0.2	0%
Average Utilization	69%	60%	9%	15%

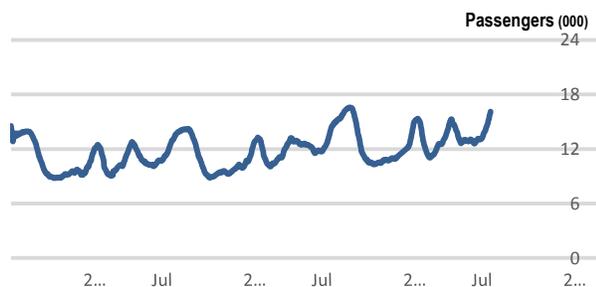
Compared to other major airports ...



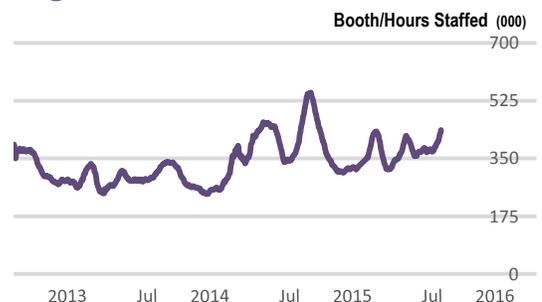
Shorter Waits despite more traffic and fewer booth hours

- **Travel is up 11% at Houston Intercontinental.** Traveler volume at Houston has increased 11% compared to last year. Average daily flights have increased to 115 from 109. Today, 44% of JFK-5's passengers are confirmed with Global Entry and APC.
- **Booth hours decreased.** Booth hours have decreased by 4% from 397 hours last year to 381 hours this year. The decrease in booth hours has not led to increase waits, due to better matching of booth openings with traffic demand.
- **Wait times are 18% lower despite higher volume.** Year to date, Houston's average wait is down 3.7 minutes (from 21 minutes last year to 17.2 minutes this year), despite more traffic and fewer booths. Houston has been doing a better job of staffing booths to meet demand throughout the day.
- **Cycle time virtually unchanged.** Although APC and Global Entry growth has increased by 19%, average cycle time (69.5 seconds this year) is virtually unchanged from a year ago (69.8 seconds).

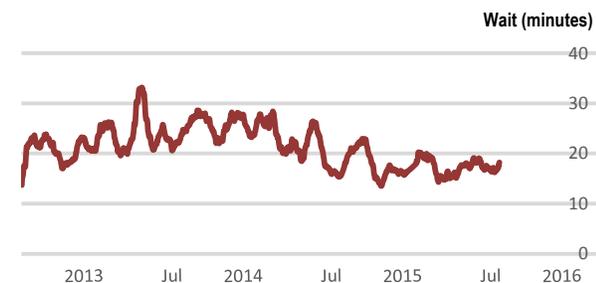
Traveler Volume ... strong growth compared to 2013



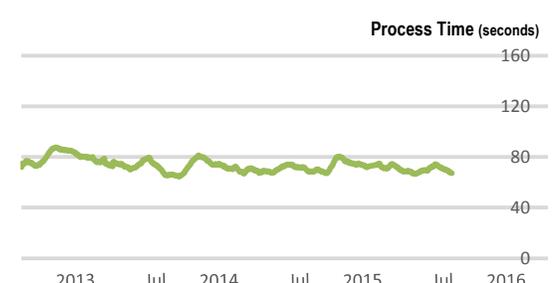
Staffing ... 4% fewer booths staffed compared last year



Wait Time ... trending down since 2014



Cycle Time ... holding steady



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, 44% of passengers are processed by automated technologies like Global Entry and APC.

9%	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.
35%	APC Traveler %	
0%	MPC Traveler %	

 APC for Canadians	 Section 560/559 Initiative
 APC for Visa Waiver	 Variable Message Signage
 APC for LPR / Nonimmigrants	 One Stop
 Baseline Study Complete	 Express Connect

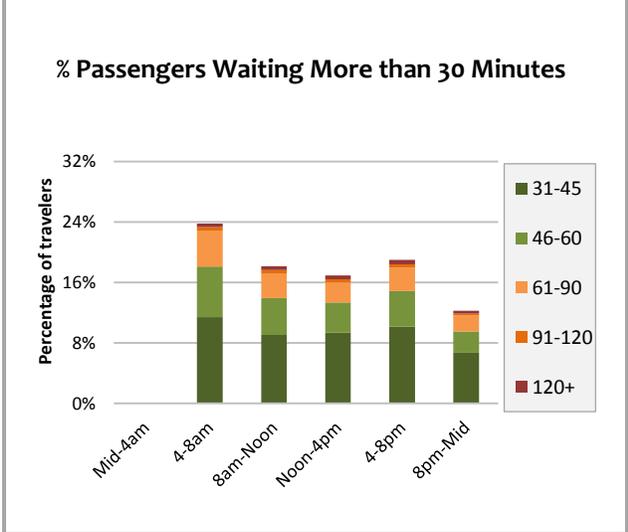
Legend

 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 at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A green "assessment circle" indicates the practice is properly and fully implemented; Red means the practice is not in place; and Orange indicates implementation is limited and achieves less than intended results.

19% of passengers wait more than 30 minutes

Year to date, approximately 4% of Houston passengers wait more than 1 hour. Between the hours of 4am to 8am, 24% of passengers wait more than 30 minutes.



IAH staffs well to peak traffic

Nearly 65% of daily passengers arrive between Noon and 8pm. By staffing up to 30 booths during this time period, average waits are kept in check and close to the daily average. The longest waits are from 4am to 8am when passenger volume is less than 500 per hour.

