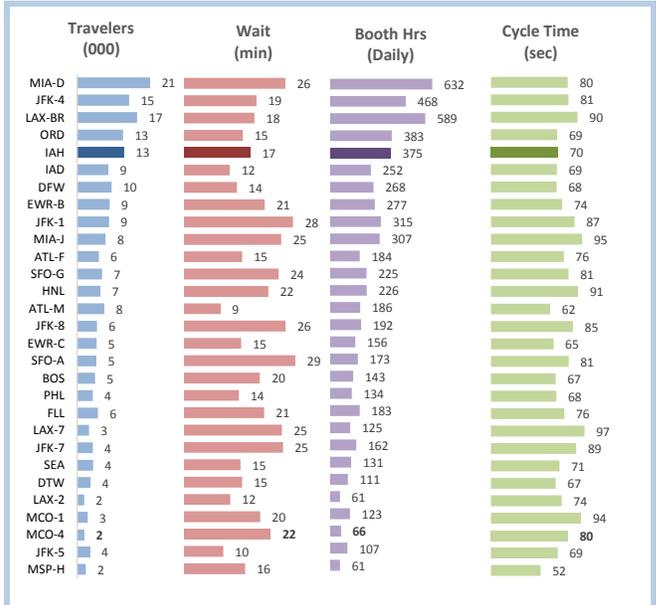


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	13,271	12,044	1,226	10%
Global Entry, APC, & MPC	44%	36%	8%	22%
Non-Automated	56%	64%	-8%	-13%
United States Citizens	51.8%	50.6%	+1.2%	2%
Non-immigrants	41.9%	42.8%	-0.8%	-2%
Legal Permanent Residents	6.3%	6.7%	-0.4%	-6%
Average Daily Flights (#)	113	108	6	5%
Wait Time				
Average Primary Wait (m)	17.1	22.1	-5.0	-23%
% Travelers < 60 minutes	96%	91%	5%	5%
% Travelers > 120 mins	0.13%	0.44%	-0.30%	-70%
Primary Booth Hours				
Average Daily Booth Hours	375	400	-25	-6%
Efficiency				
Average Cycle Time (s)	69.8	69.8	0.0	0%
Max Hourly Throughput / booth	51.5	51.6	0.0	0%
Average Utilization	69%	58%	10%	18%

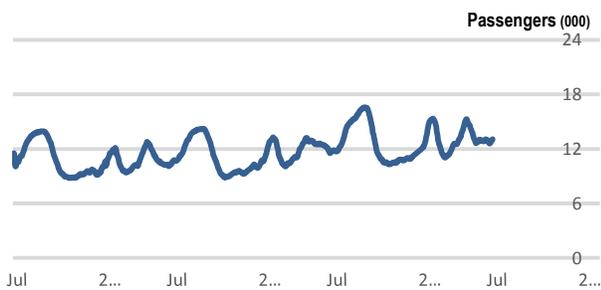
Compared to other major airports ...



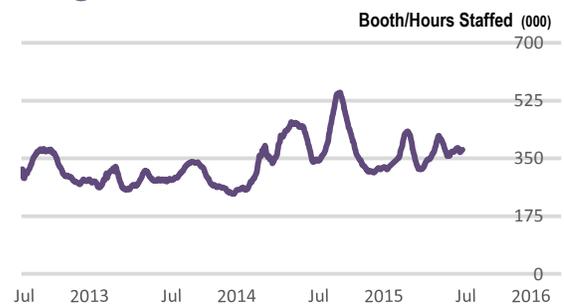
Shorter Waits despite more traffic and fewer booth hours

- **Travel is up 10% at Houston Intercontinental.** Traveler volume at Houston has increased 10% compared to last year. Average daily flights have increased to 113 from 108.
- **Booth hours decreased.** Booth hours have decreased by 6% compared to last year. The decrease in booth hours has not led to increase waits.
- **Wait times are 23% lower despite higher volume.** Year to date, Houston's average wait is down 5 minutes (from 22.1 minutes last year to 17.1 minutes this year), despite more traffic and fewer booths. Houston may be doing better job of staffing booths to meet demand throughout the day.
- **Cycle time is the same as last year.** Although APC and Global Entry growth has increased by 8%, average cycle time (69.8 seconds) has not changed compared to a year ago.

Traveler Volume ... strong growth compared to 2013



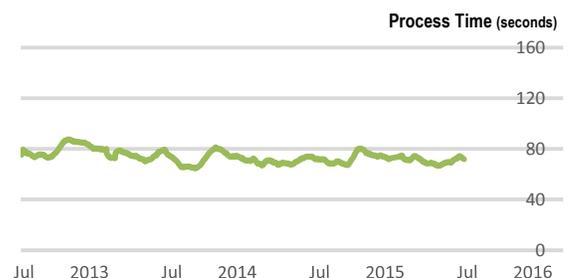
Staffing ... 6% fewer booths staffed compared last year



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

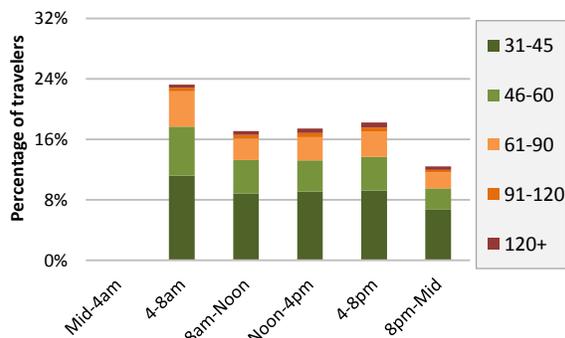
- Fully Implemented
- Partially Implemented / Not Available
- Not Implemented

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.

18% 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, 23% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



IAH staffs well to peak traffic

Nearly 65% of daily passengers arrive between Noon and 8pm. By staffing up to 29 booths during this time period, average waits are kept in check and close to the daily average. The biggest waits are from 4am to 8am when passenger volume is less than 600 per hour.

Intraday Volume, Wait Times, and Booth Hours

