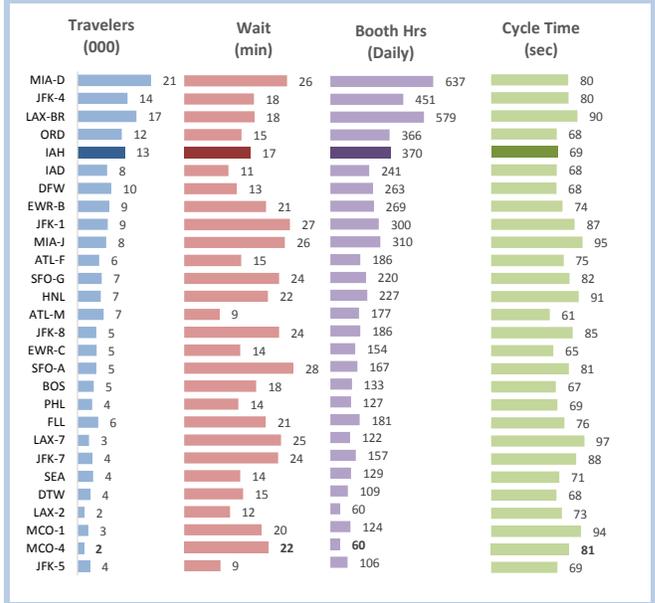


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	13,213	12,062	1,151	10%
Global Entry, APC, & MPC	44%	37%	7%	19%
Non-Automated	56%	63%	-7%	-11%
United States Citizens	52.0%	51.0%	+1.0%	2%
Non-immigrants	41.7%	42.2%	-0.5%	-1%
Legal Permanent Residents	6.3%	6.8%	-0.5%	-7%
Average Daily Flights (#)	113	108	6	5%
<b>Wait Time</b>				
Average Primary Wait (m)	17.1	22.9	-5.9	-26%
% Travelers < 60 minutes	96%	91%	6%	6%
% Travelers > 120 mins	0.15%	0.53%	-0.39%	-72%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	370	413	-43	-10%
<b>Efficiency</b>				
Average Cycle Time (s)	69.1	69.1	0.0	0%
Max Hourly Throughput / booth	52.1	52.1	0.0	0%
Average Utilization	69%	56%	13%	22%

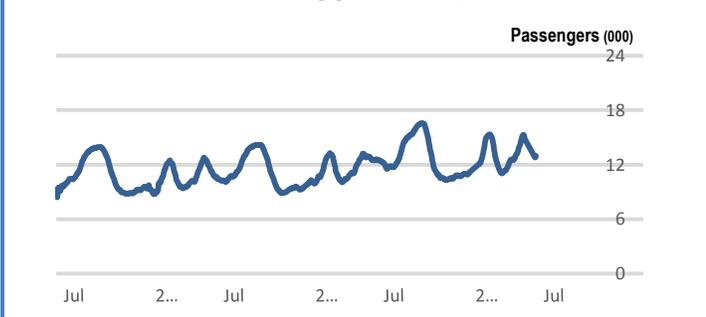
### Compared to other major airports ...



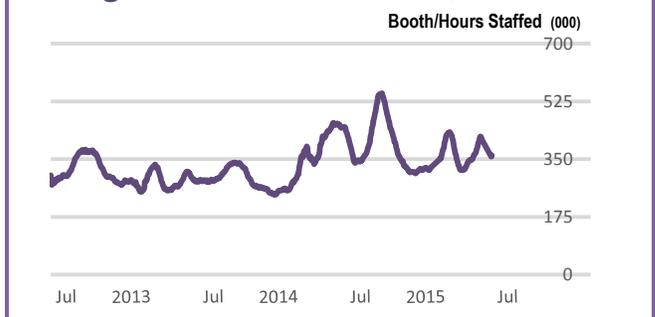
### Shorter Waits despite more traffic and fewer booth hours

- **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 10% compared to last year. The decrease in booth hours has not led to increase waits.
- **Wait times are 26% lower despite higher volume.** Year to date, Houston's average wait is down 5.9 minutes (from 22.9 minutes last year to 17.1 minutes this year).
- **Cycle time is the same as last year.** Although APC and Global Entry growth has increased by 7%, average cycle time (69.1 seconds) has had no change compared to a year ago.

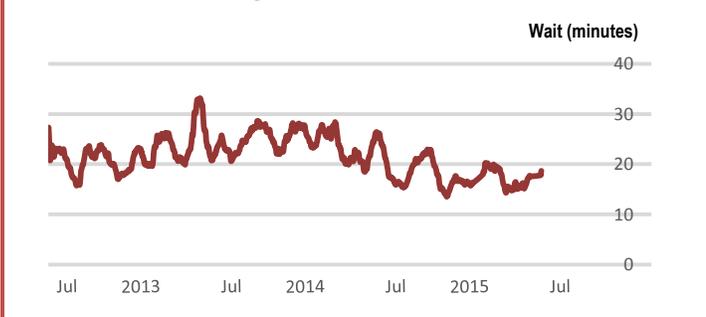
### Traveler Volume ... strong growth compared to 2013



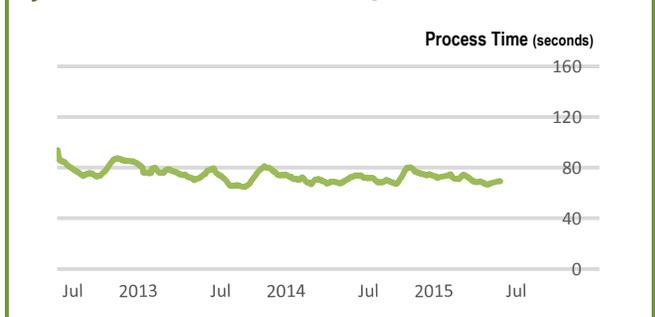
### Staffing ... 10% fewer booths staffed compared last year



### Wait Time ... trending down since 2014

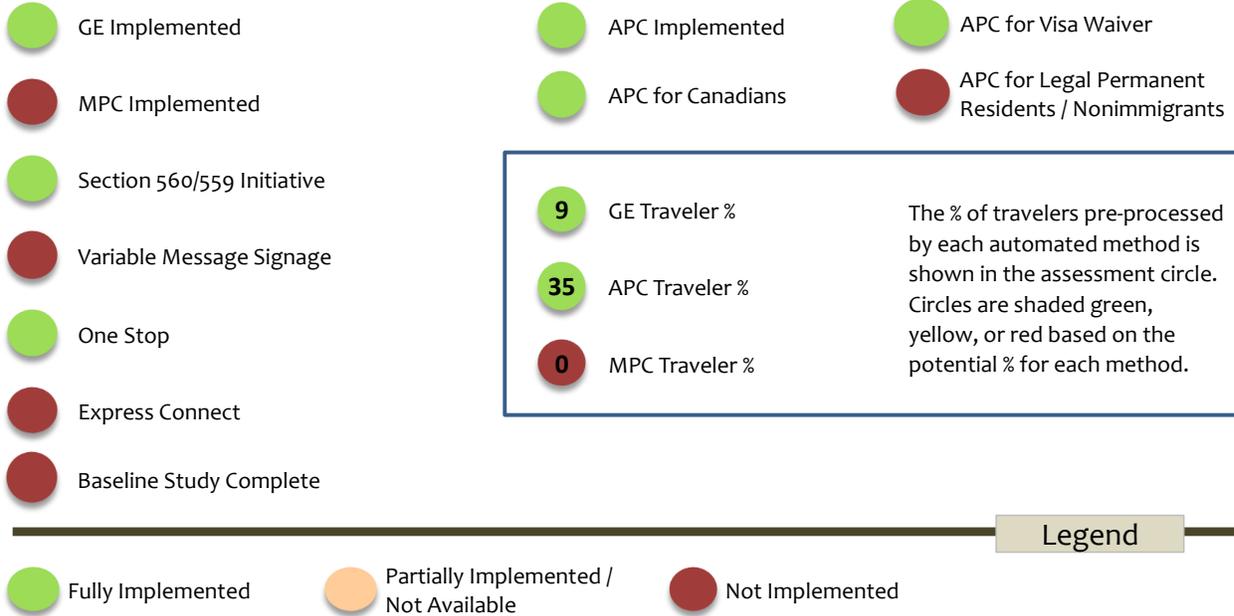


### Cycle Time ... steadily decreasing cycle times



## Best Practice Inventory

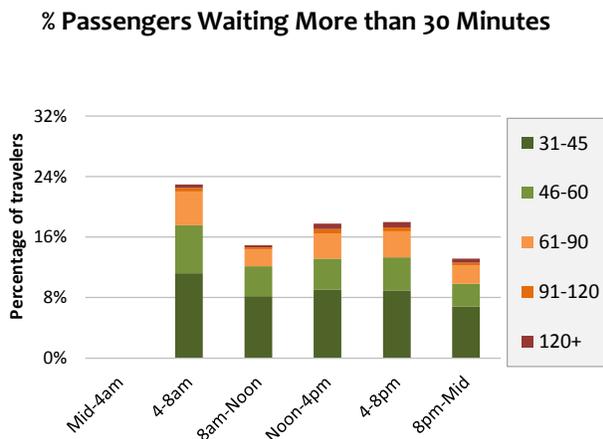
**Houston Best Practice Assessment:** Houston has implemented many of the available best practices. Most notably, Houston has utilized Section 560, APC technology, and Global Entry. Today, 44% of passengers are processed by automated technologies like Global Entry and APC.



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.



### 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 during peak times are marginally (0.1 minutes) below the average wait time (17.1 minutes).

