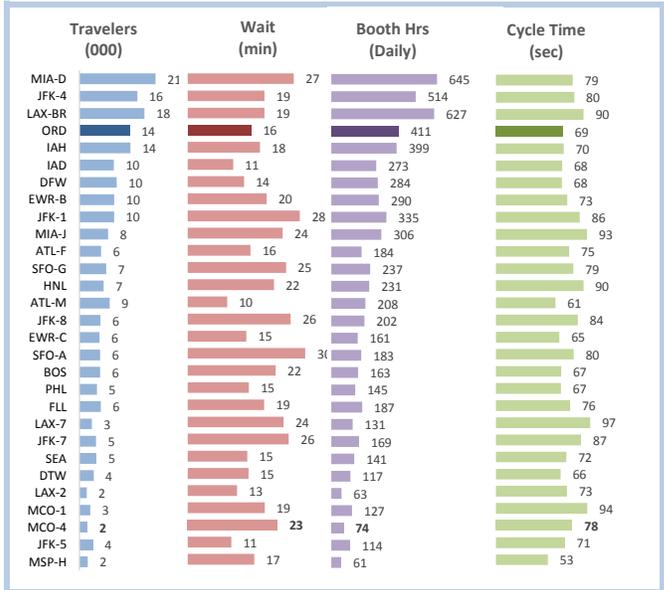


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	14,000	13,136	864	7%
Global Entry, APC, & MPC	44%	35%	9%	26%
Non-Automated	56%	65%	-9%	-14%
United States Citizens	51.0%	51.1%	-0.1%	0%
Non-immigrants	43.4%	42.9%	+0.4%	1%
Legal Permanent Residents	5.6%	6.0%	-0.3%	-6%
Average Daily Flights (#)	70	75	-5	-6%
<b>Wait Time</b>				
Average Primary Wait (m)	16.1	17.0	-1.0	-6%
% Travelers < 60 minutes	96%	97%	0%	0%
% Travelers > 120 mins	0.24%	0.12%	+0.12%	100%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	411	470	-59	-13%
<b>Efficiency</b>				
Average Cycle Time (s)	68.7	71.7	-3.0	-4%
Max Hourly Throughput / booth	52.4	50.2	2.2	4%
Average Utilization	65%	56%	9%	17%

### Compared to other major airports ...



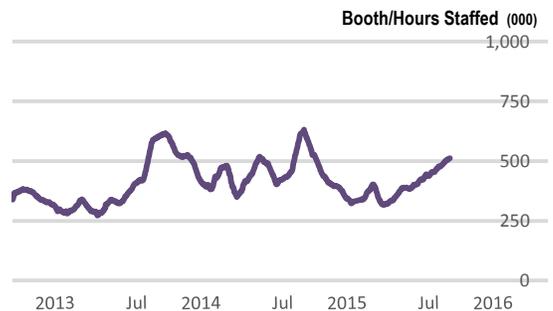
### More traffic, shorter waits, faster processing

- Travel is up at Chicago O'Hare Main Terminal.** Traveler volume at Chicago O'Hare (year to date) has increased 7% compared to last year. About 44% of O'Hare's passengers are confirmed with automated solutions like Global Entry and APC.
- Fewer booths hours compared to last year.** Booth hours at O'Hare have decreased 13% compared to a year ago. This decrease in staffing has been offset by the increase in staff efficiency (as evidence by shorter waits).
- Wait times have been reduced since 2014.** Year to date, O'Hare's average wait is down 1 minute (from 17 minutes last year to 16.1 minutes this year). Further, 96% of passengers are being processed in under 60 minutes.
- Cycle time is 3 seconds faster.** APC and Global Entry growth have combined to reduce average cycle time. Average cycle time (68.7 seconds) is down from 71.7 seconds a year ago, increasing max hourly throughput by 2.2 passengers per booth, per hour.

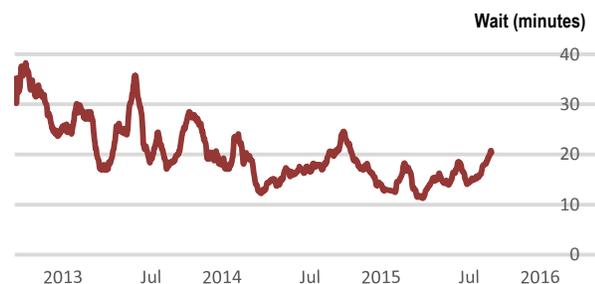
#### Traveler Volume ... upward trend



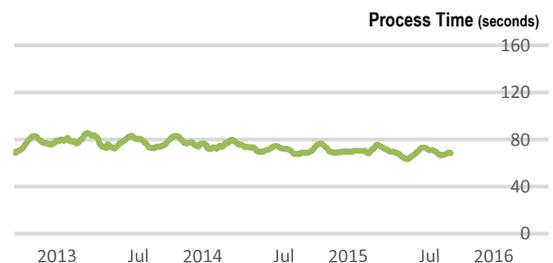
#### Booth Hours ... lower in 2015



#### Wait Time ... much reduced since 2014



#### 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, 44% of passengers are now processed by automated technologies like Global Entry and APC. MPC has recently been introduced. APC is available not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

<b>6%</b>	<b>GE Traveler %</b>	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.
<b>38%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler % (Actual 0.0629%)</b>	

	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

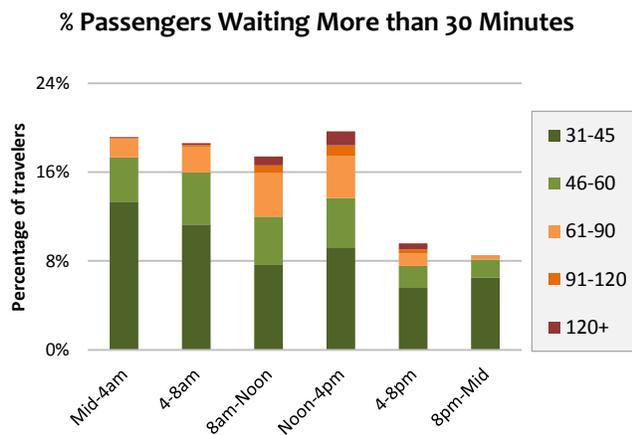
  

Fully Implemented	Partially Implemented / Not Available	Not Implemented
-------------------	---------------------------------------	-----------------

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.

#### 16% of passengers wait more than 30 minutes

Year to date, approximately 4% of O'Hare passengers wait more than 1 hour, approximately 16% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 20% of passengers wait more than 30 minutes.



#### ORD staffs well to peak traffic

Over 1,430 passengers (on average) arrive at O'Hare's Main Terminal every hour between Noon and 4pm. Average waits during this period (18 minutes) are slight higher than ORD's average of 16 minutes. The longest waits occur at ORD's lowest traffic period: Midnight-4am.

