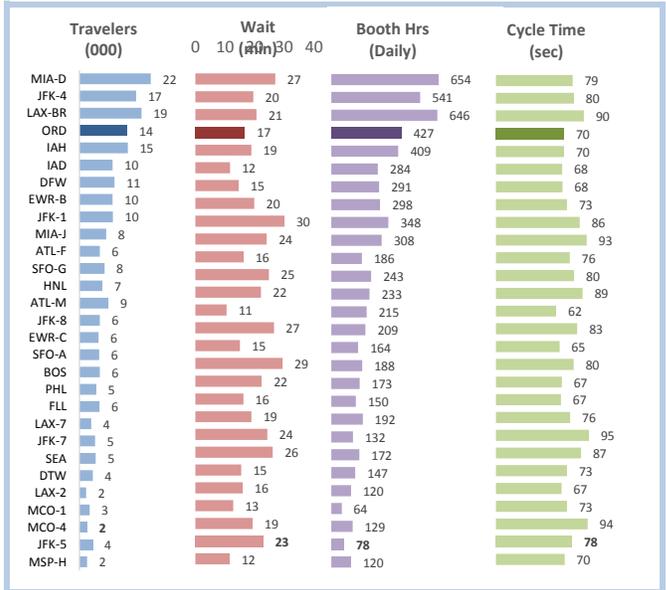


Key Metrics

| | YTD 2015 | YTD 2014 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers | 14,423 | 13,633 | 790 | 6% |
| Global Entry, APC, & MPC | 43% | 35% | 8% | 23% |
| Non-Automated | 57% | 65% | -8% | -12% |
| United States Citizens | 50.3% | 50.2% | +0.1% | 0% |
| Non-immigrants | 44.1% | 43.9% | +0.2% | 0% |
| Legal Permanent Residents | 5.6% | 5.9% | -0.3% | -5% |
| Average Daily Flights (#) | 71 | 76 | -4 | -6% |
| Wait Time | | | | |
| Average Primary Wait (m) | 16.7 | 17.9 | -1.2 | -7% |
| % Travelers < 60 minutes | 96% | 96% | 0% | 0% |
| % Travelers > 120 mins | 0.30% | 0.18% | +0.11% | 61% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 427 | 475 | -48 | -10% |
| Efficiency | | | | |
| Average Cycle Time (s) | 69.9 | 72.0 | -2.1 | -3% |
| Max Hourly Throughput / booth | 51.5 | 50.0 | 1.5 | 3% |
| Average Utilization | 66% | 57% | 8% | 14% |

Compared to other major airports ...



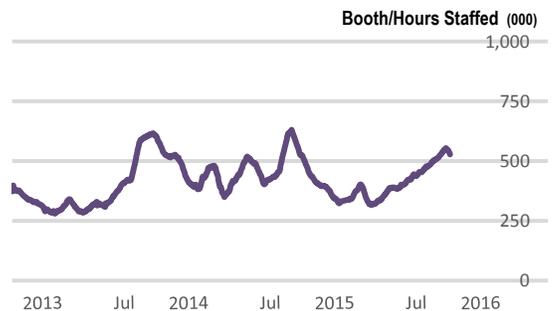
Faster processing helps shorter waits despite more volume and fewer booths

- **Travel is up at Chicago O'Hare Main Terminal.** Traveler volume at Chicago O'Hare (year to date) has increased 6% compared to last year. About 43% of O'Hare's passengers are confirmed with automated solutions like Global Entry and APC.
- **Fewer booth hours compared to last year.** Booth hours at O'Hare have decreased 10% 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 1.2 minutes (from 17.9 minutes last year to 16.7 minutes this year). Further, 96% of passengers are being processed in under 60 minutes.
- **Cycle time is 2.1 seconds faster.** APC and Global Entry growth have combined to reduce average cycle time. Average cycle time (69.9 seconds) is down from 72 seconds a year ago, increasing max hourly throughput by 1.5 passengers per booth, per hour.

Traveler Volume ... upward trend



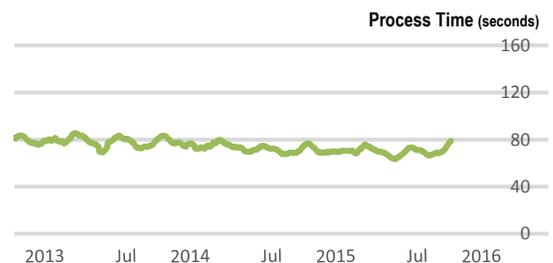
Booth Hours ... fewer booth hours in 2015



Wait Time ... much reduced since 2013



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, 43% 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.

| | | |
|------------|--|---|
| 5% | 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. |
| 38% | APC Traveler % | |
| 0% | MPC Traveler % (Actual 0.0735%) | |

| | | | |
|--|-----------------------------|--|----------------------------|
| | 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 |

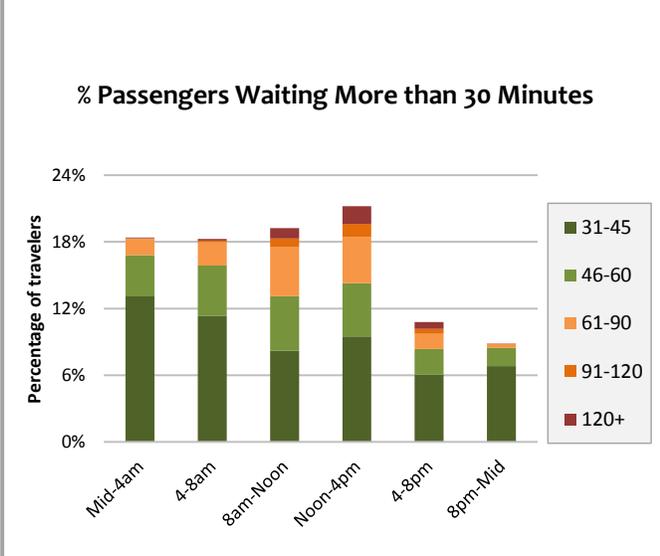
Legend

| | | |
|-------------------|---------------------------------------|-----------------|
| 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.

17% of passengers wait more than 30 minutes

Year to date, approximately 5% of O'Hare passengers wait more than 1 hour, approximately 17% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 21% of passengers wait more than 30 minutes.



ORD staffs well to peak traffic

Over 1,500 passengers (on average) arrive at O'Hare's Main Terminal every hour between Noon and 4pm. Average waits during this period (19 minutes) are slightly higher than ORD's average of 17 minutes.

