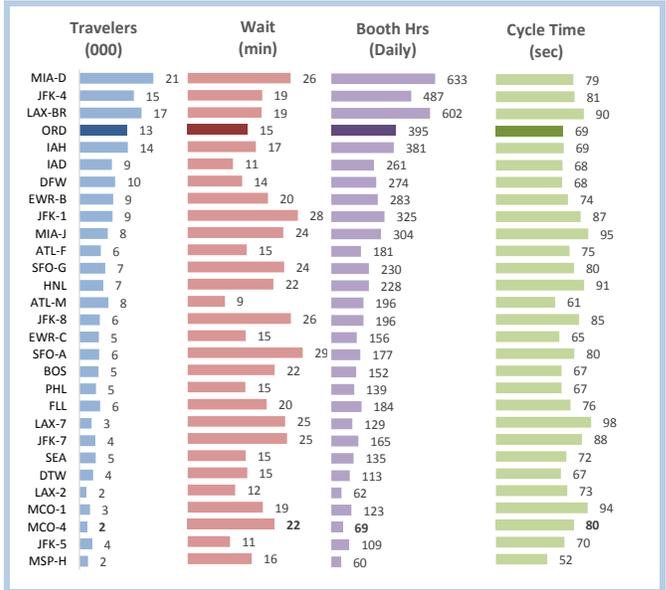


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	13,398	12,575	823	7%
Global Entry, APC, & MPC	43%	35%	8%	23%
Non-Automated	57%	65%	-8%	-12%
United States Citizens	51.2%	50.9%	+0.3%	1%
Non-immigrants	43.1%	43.0%	+0.1%	0%
Legal Permanent Residents	5.7%	6.1%	-0.4%	-7%
Average Daily Flights (#)	72	74	-2	-3%
Wait Time				
Average Primary Wait (m)	15.2	16.4	-1.3	-8%
% Travelers < 60 minutes	97%	97%	0%	0%
% Travelers > 120 mins	0.16%	0.09%	+0.07%	75%
Primary Booth Hours				
Average Daily Booth Hours	395	445	-50	-11%
Efficiency				
Average Cycle Time (s)	68.9	72.5	-3.6	-5%
Max Hourly Throughput / booth	52.3	49.7	2.6	5%
Average Utilization	65%	57%	8%	14%

Compared to other major airports ...



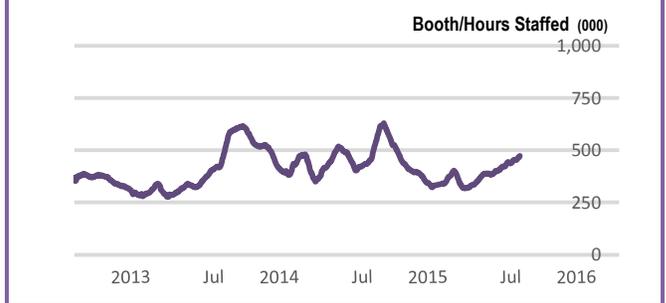
More traffic, shorter waits, faster processing

- 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 43% 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 11% 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 1.3 minutes (from 16.4 minutes last year to 15.2 minutes this year). Further, 97% of passengers are being processed in under 60 minutes.
- Cycle time is 3.6 seconds faster.** APC and Global Entry growth have combined to reduce average cycle time. Average cycle time (68.9 seconds) is down from 72.5 seconds a year ago, increasing max hourly throughput by 2.6 passengers per booth, per hour.

Traveler Volume ... upward trend



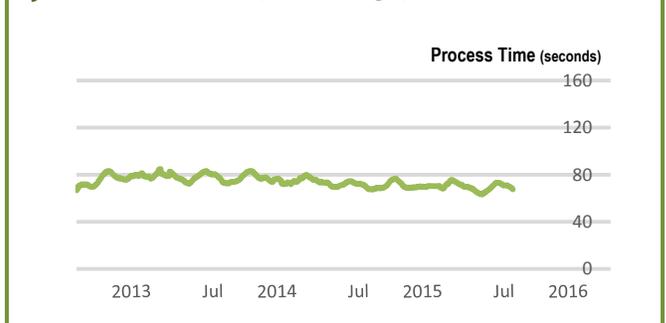
Booth Hours ... lower in 2015



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, 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.

6%	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.
37%	APC Traveler %	
0%	MPC Traveler % (Actual 0.0524%)	

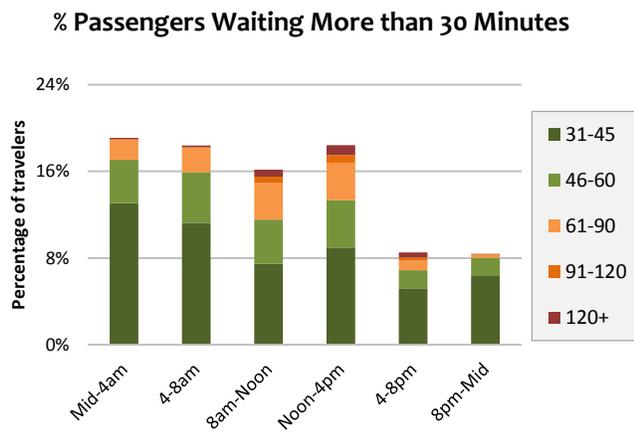
	APC for Canadians		Section 560/559 Initiative
	APC for Visa Waiver		Variable Message Signage
	APC for LPR / Nonimmigrants		One Stop
	Baseline Study Complete		Express Connect

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.

14% of passengers wait more than 30 minutes
 Year to date, approximately 3% of O'Hare passengers wait more than 1 hour. Between the hours of Midnight to 4am, 19% of passengers wait more than 30 minutes.



ORD staffs well to peak traffic
 Over 1,220 passengers (on average) arrive at O'Hare's Main Terminal every hour between Noon and 4pm. Average waits during this period (15 minutes) are lower than ORD's average of 15.2 minutes. The longest waits occur at ORD's lowest traffic period: Midnight-4am.

