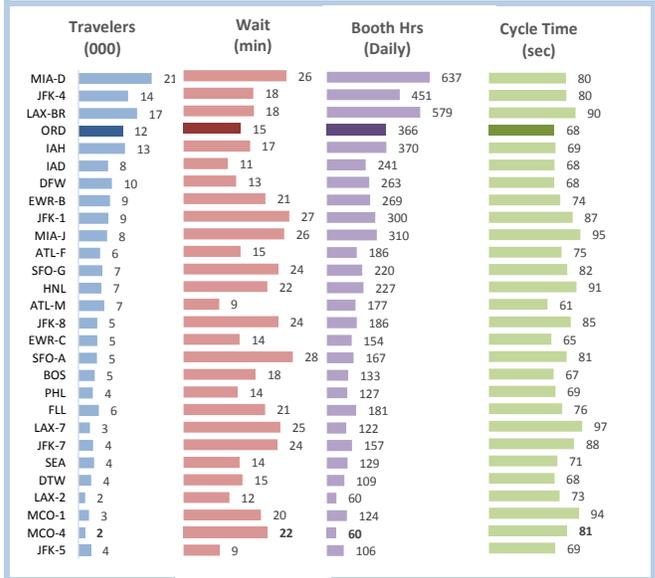


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	12,478	11,646	832	7%
Global Entry, APC, & MPC	44%	34%	10%	29%
Non-Automated	56%	66%	-10%	-15%
United States Citizens	52.7%	51.6%	+1.0%	2%
Non-immigrants	41.2%	41.7%	-0.5%	-1%
Legal Permanent Residents	6.1%	6.7%	-0.6%	-9%
Average Daily Flights (#)	70	72	-3	-4%
<b>Wait Time</b>				
Average Primary Wait (m)	14.7	15.9	-1.2	-7%
% Travelers < 60 minutes	97%	97%	0%	0%
% Travelers > 120 mins	0.17%	0.10%	+0.07%	71%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	366	452	-86	-19%
<b>Efficiency</b>				
Average Cycle Time (s)	68.1	73.2	-5.1	-7%
Max Hourly Throughput / booth	52.9	49.2	3.7	8%
Average Utilization	64%	52%	12%	23%

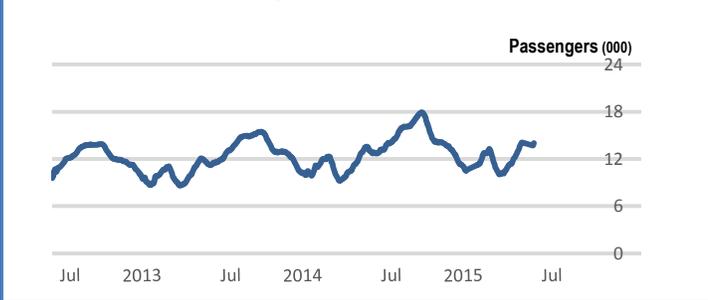
### Compared to other major airports ...



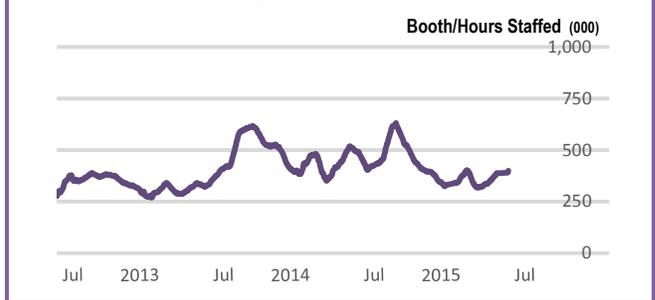
### Automated processing shortens ORD wait times

- 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 pre-processed with automated solutions like Global Entry and APC.
- Fewer booths hours compared to last year.** Booth hours at O'Hare have decreased 19% compared to a year ago. This decrease in staffing has been offset by the increase in staff efficiency.
- Wait times have been reduced since 2014.** Year to date, O'Hare's average wait is down 1.2 minutes (from 15.9 minutes last year to 14.7 minutes this year). Further, 97% of passengers are being processed in under 60 minutes.
- Cycle time is 5 seconds faster.** APC and Global Entry growth have likely combined to reduce average cycle time. Average cycle time (68.1 seconds) is down from 73.2 seconds a year ago, increasing max hourly throughput by 3.7 passengers per hour.

### Traveler Volume ... upward trend



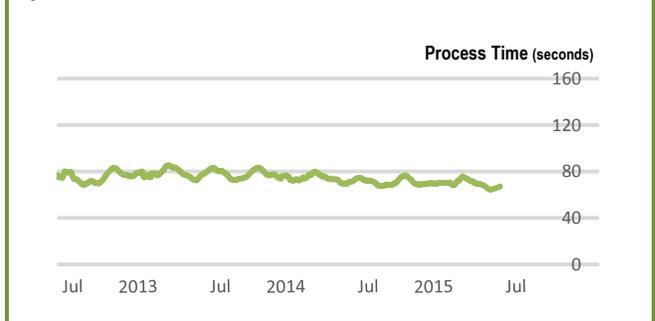
### Booth Hours ... sharp decline recently



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

-  GE Implemented
-  APC Implemented
-  APC for Visa Waiver
-  MPC Implemented
-  APC for Canadians
-  APC for Legal Permanent Residents / Nonimmigrants
-  Section 560/559 Initiative
-  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.
-  Variable Message Signage
-  APC Traveler %
-  MPC Traveler %
-  One Stop
-  Express Connect
-  Baseline Study Complete

### Legend

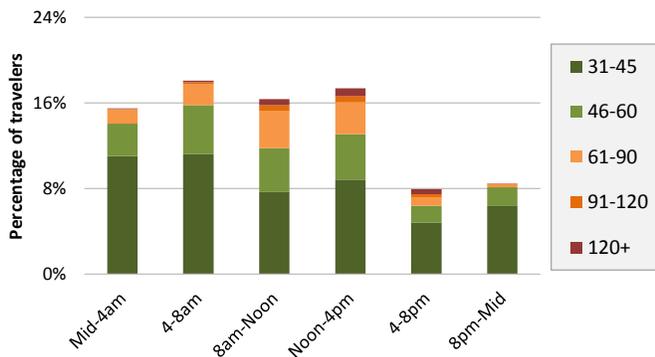
-  Fully Implemented
-  Partially Implemented / Not Available
-  Not Implemented

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.

### 13% of passengers wait more than 30 minutes

While very few O'Hare passengers wait more than 1 hour (about 3%), approximately 13% wait more than 30 minutes. Between the hours of 4am to 8am, 18% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### ORD staffs well to peak traffic

Over 1,200 passengers (on average) arrive at O'Hare's Main Terminal every hour between Noon and 4pm. Average waits during this period (17 minutes) are only slightly higher than ORD's average of 14.7 minutes.

**Intraday Volume, Wait Times, and Booth Hours**

