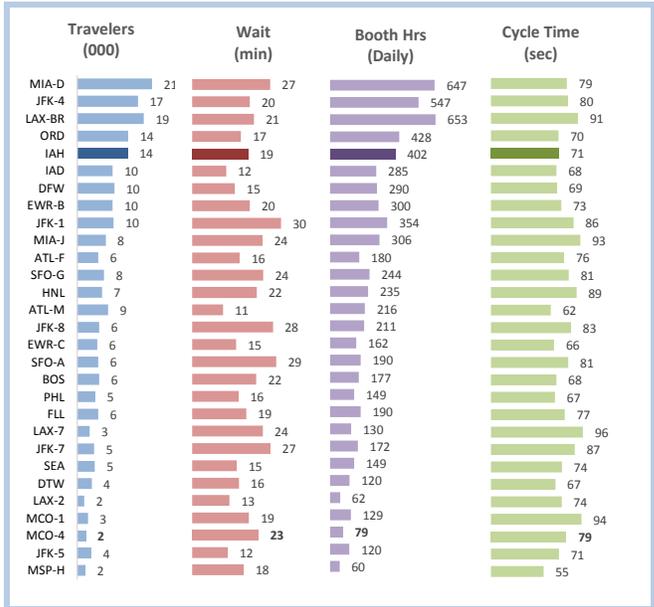


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	14,251	12,764	1,487	12%
Global Entry, APC, & MPC	43%	36%	7%	19%
Non-Automated	57%	64%	-7%	-11%
United States Citizens	53.4%	52.4%	+1.1%	2%
Non-immigrants	40.2%	41.1%	-0.9%	-2%
Legal Permanent Residents	6.4%	6.5%	-0.2%	-3%
Average Daily Flights (#)	112	109	4	3%
Wait Time				
Average Primary Wait (m)	19.2	20.4	-1.2	-6%
% Travelers < 60 minutes	95%	94%	2%	2%
% Travelers > 120 mins	0.21%	0.27%	-0.07%	-24%
Primary Booth Hours				
Average Daily Booth Hours	402	409	-7	-2%
Efficiency				
Average Cycle Time (s)	70.7	70.6	0.0	0%
Max Hourly Throughput / booth	50.9	51.0	0.0	0%
Average Utilization	70%	61%	8%	13%

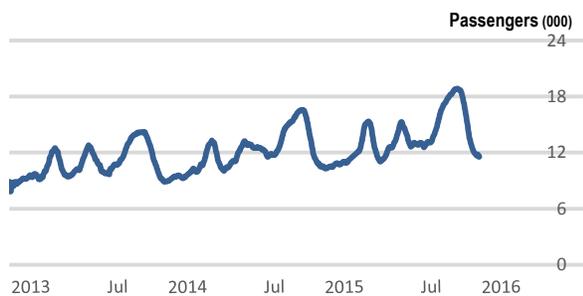
Compared to other major airports ...



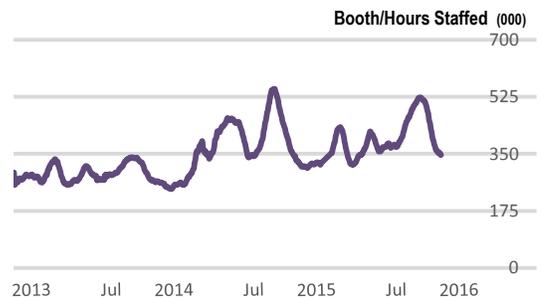
Shorter waits despite more traffic and fewer booth hours

- Travel is up 12% at Houston Intercontinental.** Traveler volume at Houston has increased 12% compared to last year. Average daily flights have increased to 112 from 109. Today, 43% of IAH's passengers are confirmed with Global Entry and APC.
- Booth hours decreased.** Booth hours have decreased by 2% from 409 hours last year to 402 hours this year. The decrease in booth hours has not led to longer waits, due to better matching of booth openings with traffic demand.
- Wait times are 6% lower despite higher volume.** Year to date, Houston's average wait is down 1.2 minutes (from 20.4 minutes last year to 19.2 minutes this year), despite more traffic and fewer booths. Houston has been doing a better job of staffing booths to meet demand throughout the day.
- Cycle time unchanged.** Although APC and Global Entry growth has increased by 19%, average cycle time (70.7 seconds) this year is unchanged from a year ago.

Traveler Volume ... strong growth in 2015



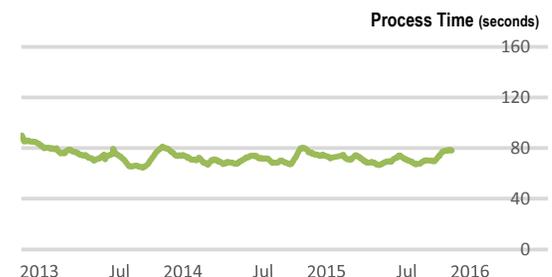
Staffing ... 2% fewer booths staffed compared last year



Wait Time ... trending down since 2014



Cycle Time ... slightly trending down



Best Practice Inventory

Houston Best Practice Assessment: Houston has implemented many of the available best practices. Most notably, Houston has utilized APC and Global Entry. Today, 43% of passengers are processed by automated technologies like Global Entry and APC. APC is available not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

9%	GE Traveler %	The % of travelers pre-processed by each automated method is shown in the assessment rectangle. Rectangles are shaded green, yellow, or red based on the potential % for each method.
34%	APC Traveler %	
0%	MPC Traveler %	

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

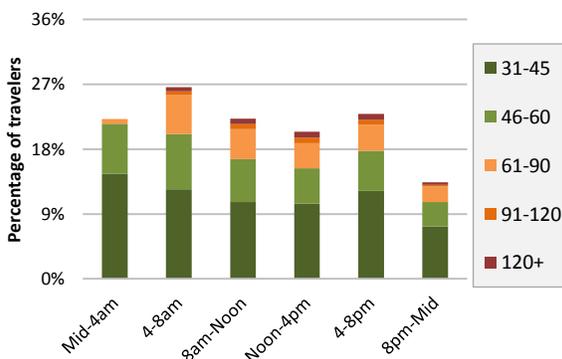
Fully Implemented	Partially Implemented / Not Available	Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A green "assessment rectangle" 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.

22% of passengers wait more than 30 minutes

Year to date, approximately 5% of Houston passengers wait more than 1 hour, approximately 22% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 27% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



IAH matches booth hours well to peak traffic

Nearly 65% of daily passengers arrive between Noon and 8pm. By staffing up to 31 booths during this time period, average waits are kept in check and close to the daily average. The longest waits are from 4am to 8am when passenger volume is less than 460 per hour.

Intraday Volume, Wait Times, and Booth Hours

