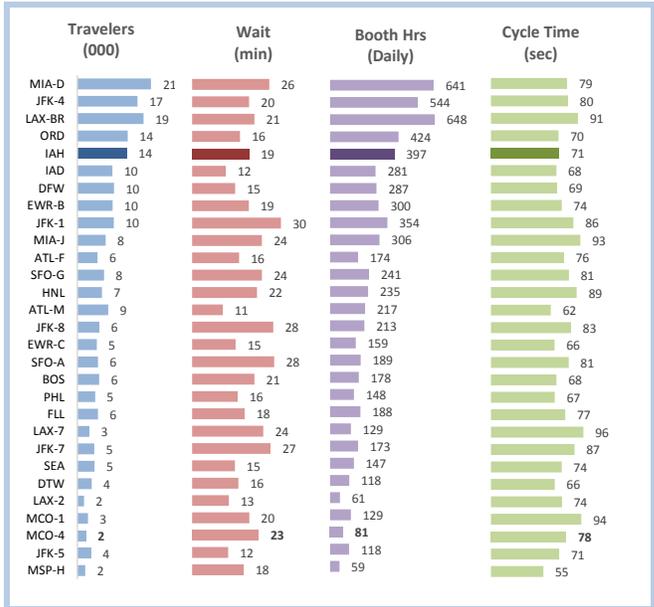


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	14,025	12,543	1,482	12%
Global Entry, APC, & MPC	43%	36%	7%	19%
Non-Automated	57%	64%	-7%	-11%
United States Citizens	52.8%	51.9%	+0.9%	2%
Non-immigrants	40.8%	41.6%	-0.8%	-2%
Legal Permanent Residents	6.3%	6.5%	-0.2%	-3%
Average Daily Flights (#)	111	108	4	3%
<b>Wait Time</b>				
Average Primary Wait (m)	19.5	20.1	-0.6	-3%
% Travelers < 60 minutes	95%	94%	1%	1%
% Travelers > 120 mins	0.23%	0.26%	-0.03%	-10%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	397	399	-2	0%
<b>Efficiency</b>				
Average Cycle Time (s)	71.1	71.0	0.1	0%
Max Hourly Throughput / booth	50.6	50.7	-0.1	0%
Average Utilization	70%	62%	8%	13%

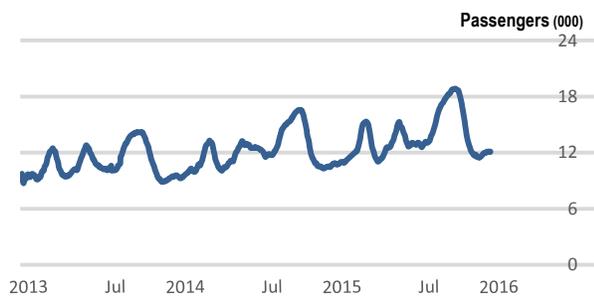
### Compared to other major airports ...



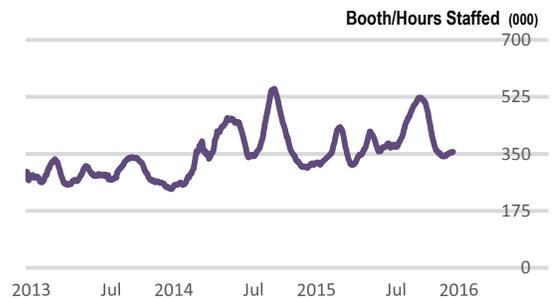
### Shorter waits despite more traffic and fewer booth hours

- Travel is up 12% at Houston Intercontinental.** Traveler volume at Houston has increased 12% compared to last year. Average daily flights have increased to 111 from 108. Today, 43% of IAH's passengers are confirmed with Global Entry and APC.
- Booth hours virtually unchanged.** Booth hours have decreased from 399 hours last year to 397 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 3% lower despite higher volume.** Year to date, Houston's average wait is down 0.6 minutes (from 20.1 minutes last year to 19.5 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 (71 seconds) this year is unchanged from a year ago.

### Traveler Volume ... strong growth in 2015



### Staffing ... unchanged 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 several 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.

<b>9%</b>	<b>GE Traveler %</b>	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.
<b>34%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler %</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

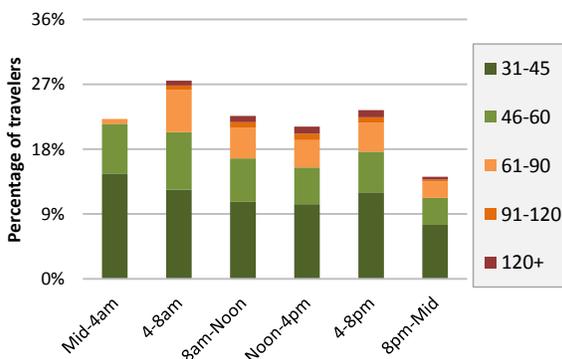
 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices 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.

### 23% of passengers wait more than 30 minutes

Year to date, approximately 6% of Houston passengers wait more than 1 hour, approximately 23% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 28% 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

