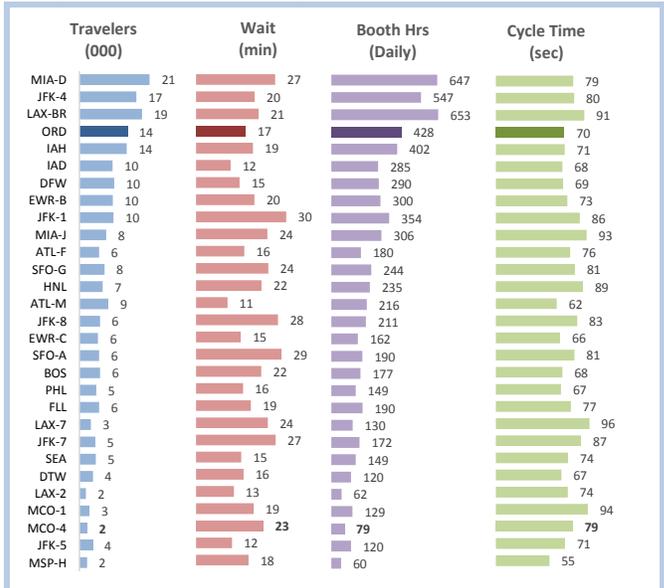


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	14,427	13,695	732	5%
Global Entry, APC, & MPC	42%	35%	7%	20%
Non-Automated	58%	65%	-7%	-11%
United States Citizens	49.8%	49.6%	+0.2%	0%
Non-immigrants	44.5%	44.5%	+0.0%	0%
Legal Permanent Residents	5.6%	5.8%	-0.2%	-3%
Average Daily Flights (#)	71	75	-4	-5%
Wait Time				
Average Primary Wait (m)	16.8	18.1	-1.3	-7%
% Travelers < 60 minutes	96%	96%	0%	0%
% Travelers > 120 mins	0.27%	0.18%	+0.09%	50%
Primary Booth Hours				
Average Daily Booth Hours	428	470	-41	-9%
Efficiency				
Average Cycle Time (s)	70.3	72.0	-1.6	-2%
Max Hourly Throughput / booth	51.2	50.0	1.2	2%
Average Utilization	66%	58%	8%	13%

Compared to other major airports ...



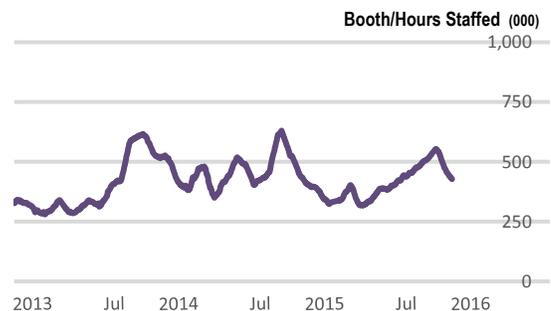
Faster processing helps shorter waits despite more volume and fewer booths

- Travel is up at Chicago O'Hare Main Terminal.** Traveler volume at Chicago O'Hare (year to date) has increased 5% compared to last year. About 42% 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 9% 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 18.1 minutes last year to 16.8 minutes this year). Further, 96% of passengers are being processed in under 60 minutes.
- Cycle time is 1.6 seconds faster.** APC and Global Entry growth have combined to reduce average cycle time. Average cycle time (70.3 seconds) is down from 72 seconds a year ago, increasing max hourly throughput by 1.2 passengers per booth, per hour.

Traveler Volume ... upward trend



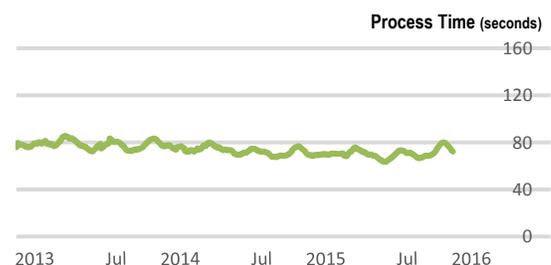
Booth Hours ... fewer booth hours in 2015



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, 42% 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 rectangle. Rectangles are shaded green, yellow, or red based on the potential % for each method.
37%	APC Traveler %	
0%	MPC Traveler % (Actual 0.0854%)	

 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

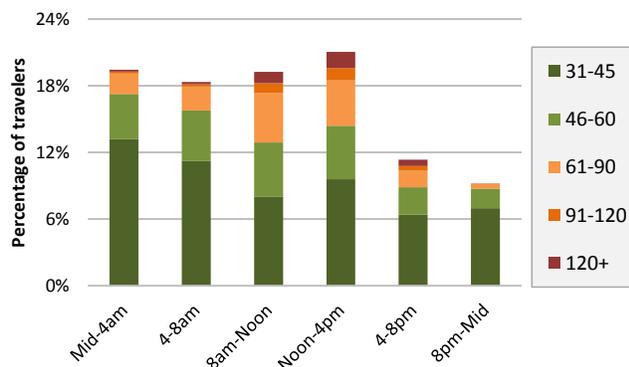
 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices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

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.

% Passengers Waiting 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.

Intraday Volume, Wait Times, and Booth Hours

