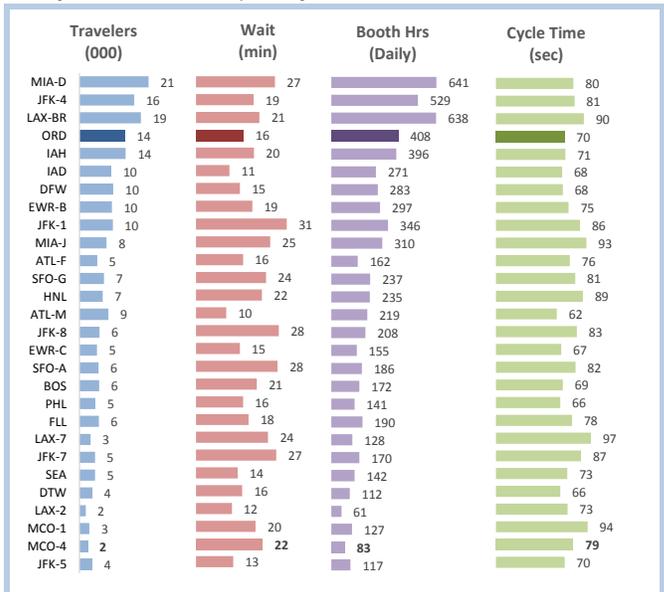


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	13,751	13,137	614	5%
Global Entry, APC, & MPC	44%	36%	8%	22%
Non-Automated	56%	64%	-8%	-13%
United States Citizens	49.9%	49.4%	+0.5%	1%
Non-immigrants	44.5%	44.9%	-0.4%	-1%
Legal Permanent Residents	5.6%	5.7%	-0.1%	-2%
Average Daily Flights (#)	70	73	-3	-4%
<b>Wait Time</b>				
Average Primary Wait (m)	16.1	17.4	-1.2	-7%
% Travelers < 60 minutes	96%	96%	0%	0%
% Travelers > 120 mins	0.26%	0.17%	+0.09%	50%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	408	439	-31	-7%
<b>Efficiency</b>				
Average Cycle Time (s)	70.5	71.4	-0.9	-1%
Max Hourly Throughput / booth	51.1	50.4	0.7	1%
Average Utilization	66%	59%	7%	11%

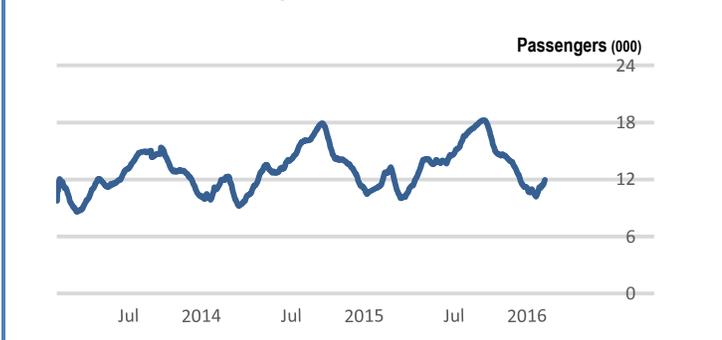
### Compared to other major airports ...



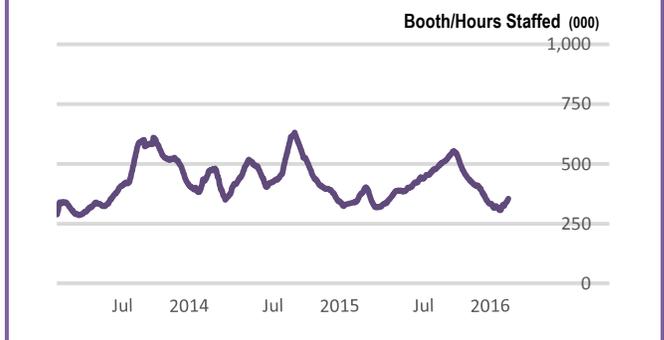
### Faster processing reduces wait despite more volume and fewer booths

- **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 44% 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 7% compared to a year ago. This decrease in staffing has been offset by the increase in staff efficiency (as evidenced by shorter waits).
- **Wait times have been reduced.** Year to date, O'Hare's average wait is down 1.2 minutes (from 17.4 minutes last year to 16.1 minutes this year). Further, 96% of passengers are being processed in under 60 minutes.
- **Cycle time is 0.9 second faster.** APC and Global Entry growth have combined to reduce average cycle time. Average cycle time (70.5 seconds) is down from 71.4 seconds a year ago, increasing max hourly throughput by 0.7 passenger per booth, per hour.

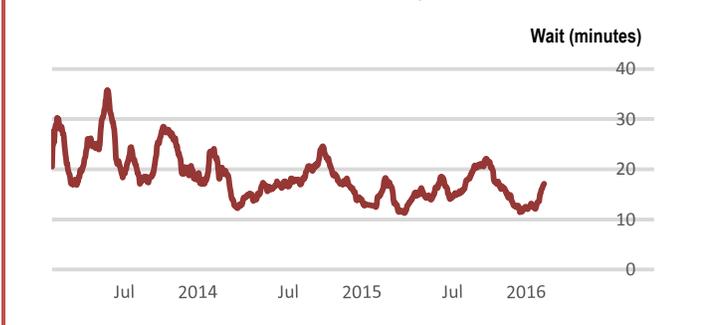
### Traveler Volume ... upward trend



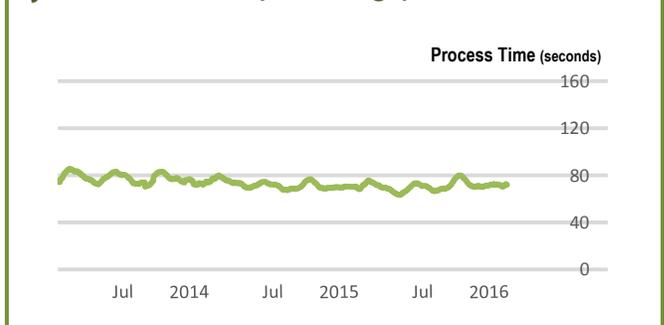
### Booth Hours ... fewer booth hours in 2015



### 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 most of the available best practices. Most notably, 44% 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.

<b>6%</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>38%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler % (Actual 0.1101%)</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

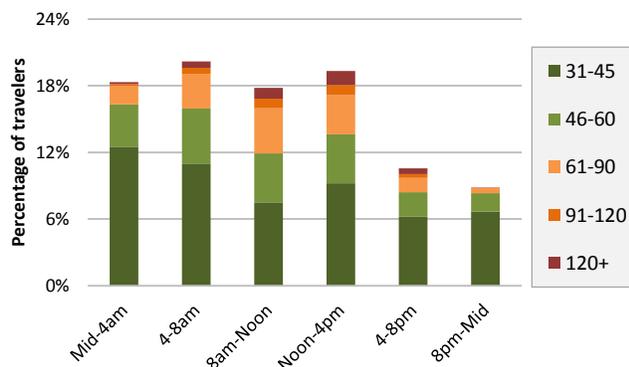
 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices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

### 16% of passengers wait more than 30 minutes

Year to date, approximately 4% of O'Hare passengers wait more than 1 hour, approximately 16% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 20% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### ORD staffs well to peak traffic

Over 1,450 passengers (on average) arrive at O'Hare's Main Terminal every hour between Noon and 4pm. Average waits during this period (18 minutes) are slightly higher than ORD's average of 16.1 minutes. An extra booth from 8am to Noon may help reduce waits leading into peak hours.

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

