



AIRPORTS FOR THE 21ST CENTURY

Presentation to the 2016
Travelers Aid International
Annual Conference

Chicago Department of Aviation

June 14, 2016

CHICAGO



O'HARE & MIDWAY
INTERNATIONAL AIRPORTS

CHICAGO'S STRONG AIR SERVICE MARKET



✈ **Third Largest Air Trade Area** in the U.S.- approximately 9.7 million

✈ **Hub to 3 of the 4 Largest U.S. Carriers**

✈ **Midway** - a leading point-to-point airport and Southwest's busiest airport

✈ **O'Hare** - consistently one of the busiest airports in the world and one of the few dual hub airports in the U.S.

CHICAGO DEMAND FOR AIR TRAVEL



CENTRALLY
LOCATED

DIVERSIFIED
ECONOMY

DEMAND FOR
BUSINESS TRAVEL

29 FORTUNE
500 COMPANIES

SIGNIFICANT
CONVENTION
& TOURISM
ATTRACTIONS

50 MILLION
VISITORS

HIGH
INCOMES



TRAVEL AND TOURISM

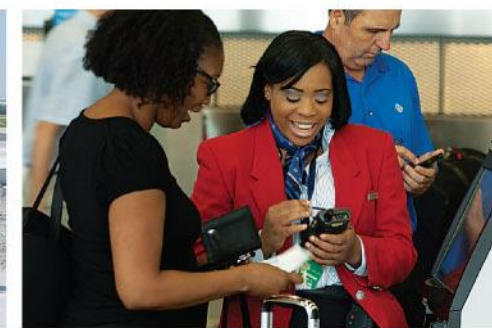
- ✈ By 2020:
- ✈ Increase annual visitation to 55 million visitors
- ✈ Elevate Chicago to among the top five U.S. cities for inbound international travel



“I am committed to ensuring that people around the world have a chance to experience our magnificent city firsthand.”

- Mayor Rahm Emanuel

CHICAGO DEPARTMENT OF AVIATION



**\$1 BILLION
BUDGET**

\$45 BILLION
IN ANNUAL ECONOMIC ACTIVITY

**1.3 million tons
of cargo each year**

**99 million
PASSENGERS**

**540,000
JOBS**

**1,350
CDA EMPLOYEES**

**1.1 million
OPERATIONS**



O'HARE AT A GLANCE

- ✈ Nonstop service to over 200 cities worldwide
- ✈ 54 passenger carriers operating out of 188 gates
- ✈ Over 76 million passengers served in 2015
- ✈ 875,100 operations in 2015

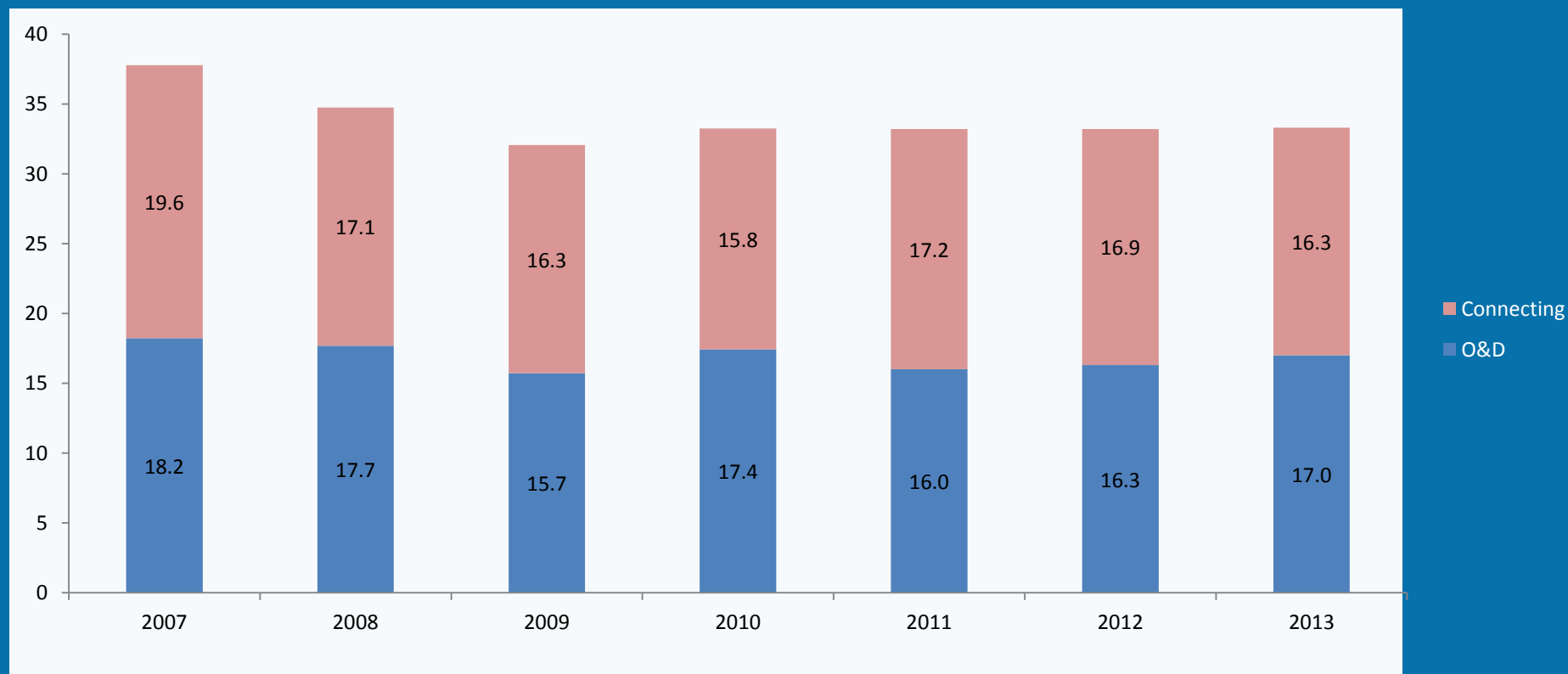
***BEST AIRPORT IN
NORTH AMERICA
11 CONSECUTIVE YEARS***



SIGNIFICANT O&D TRAFFIC & STRONG INTERNATIONAL DEMAND

- ✈ Slightly more than half of enplaned passengers at O'Hare are O&D
- ✈ Enplaned passengers from 2011 to 2013 remained relatively flat
- ✈ 84.8% of O'Hare passengers are domestic and 15.2% international

Total Enplaned Passengers – O&D v. Connecting (millions)



Note: 2013 data, consistent with the financial statement, reflects the four quarters ending Q3 2013

GROWTH AT O'HARE

- ✧ Historically, O'Hare's growth has been limited by flight caps and industry-wide factors
 - ✧ Flight caps expired in 2008
- ✧ Rebound of passenger activity is projected
 - ✧ Based on historic trends, passenger traffic will rebound as economic recovery occurs
 - ✧ Airport is a critical hub for UA and AA
 - ✧ UA and AA are well-positioned to drive activity
 - ✧ Recession-era discipline makes carriers well positioned to take advantage of growth
 - ✧ Airport is ready to accept growth due to the OMP
- ✧ Passenger activity is up 4.1% through June 2014



NEW INTERNATIONAL TERMINAL 5

- ✈️ \$26 million transformation
 - ✈️ Sales up 43% to \$19.5 million
- ✈️ 24 new dining and retail destinations
- ✈️ 10,000 s.f. flagship duty-free store
- ✈️ Redesigned TSA checkpoint
- ✈️ Renovated interior, new restrooms



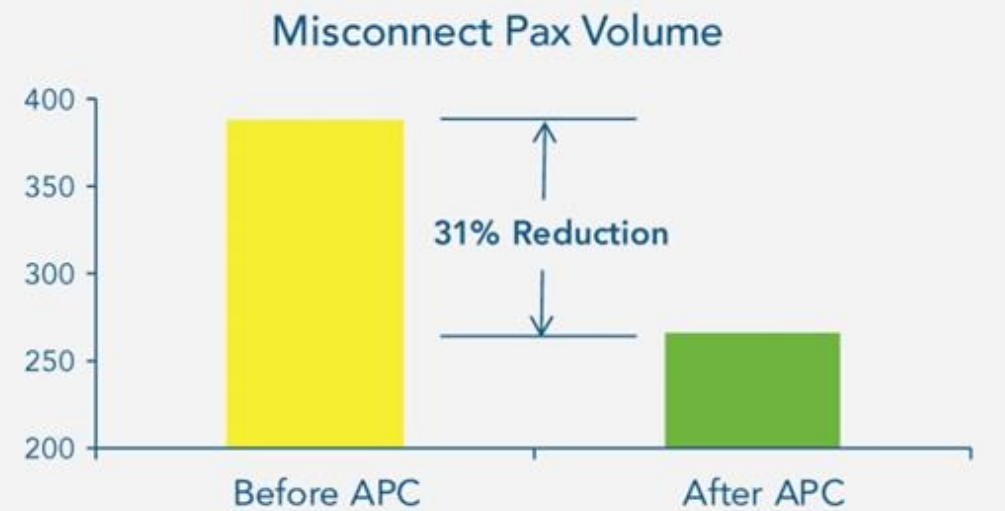
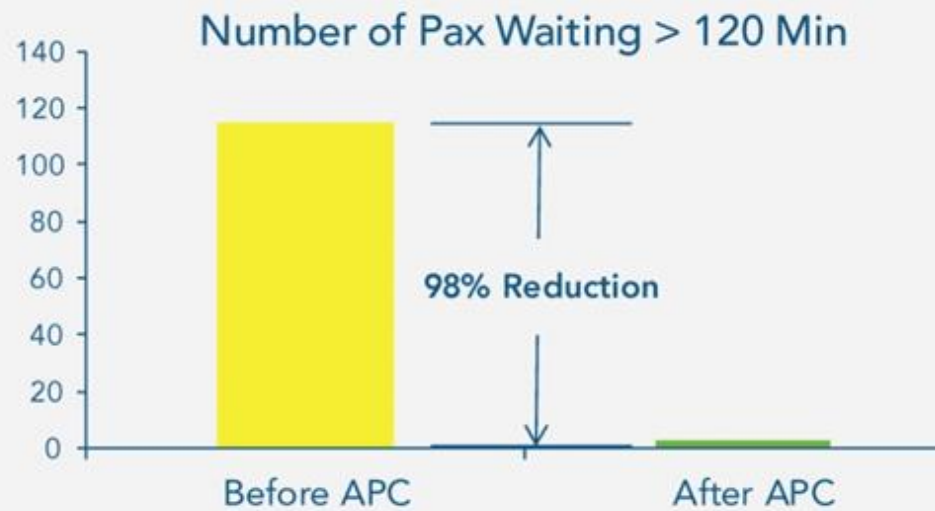
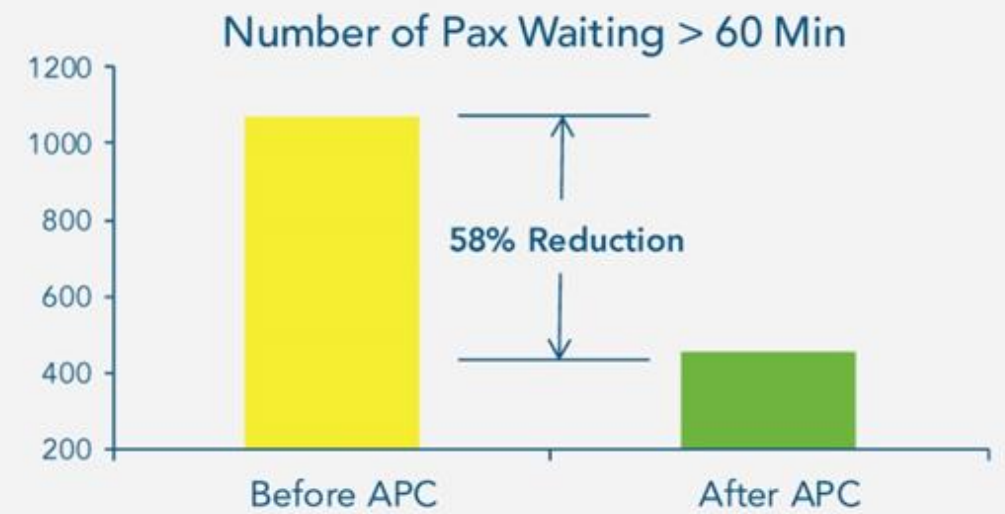
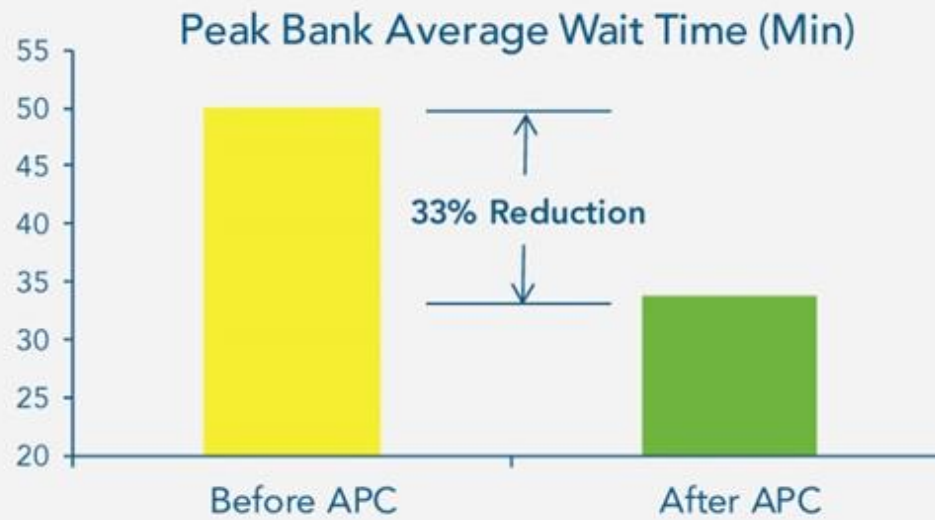
AUTOMATED PASSPORT CONTROL



APC
AUTOMATED
PASSPORT
CONTROL

O'Hare is the first
U.S. airport to offer APC

O'Hare Terminal 5 Performance Dashboard



Note: Misconnect passenger volume for UA flights only.

O'HARE MODERNIZATION PROGRAM

✈ Purpose

- ✈ Reduce Delays
- ✈ Increase capacity and efficiency

✈ Scope

- ✈ Reconfigure O'Hare's intersecting runways into modern, parallel layout
- ✈ Six east-west parallel runways and two crosswind runways

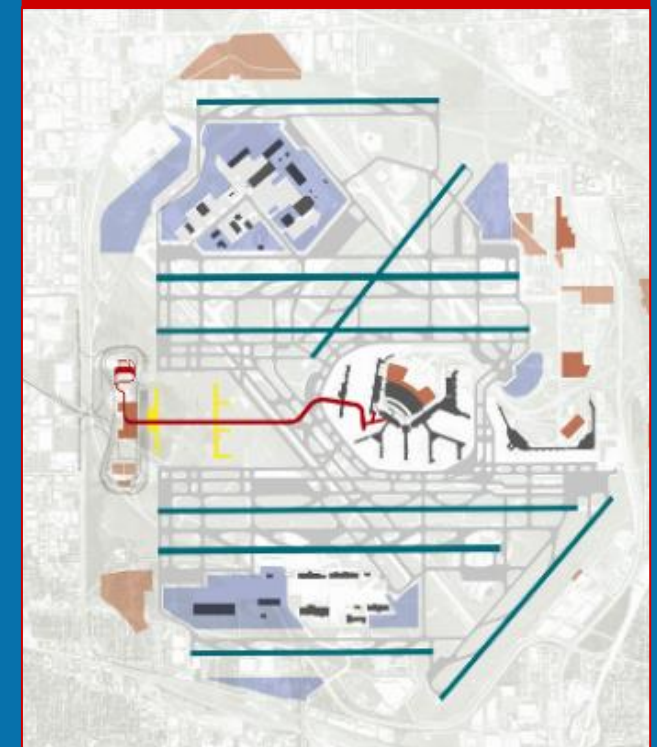
✈ Economic Impact

- ✈ Creates 195,000 jobs and adds \$18 billion in annual economic activity

OLD CONFIGURATION



FUTURE CONFIGURATION



TRAVELERS AID AT O'HARE

- ✈️ A presence at ORD since the mid 1950's
- ✈️ 13 paid staff members
 - ✈️ 2 full-time volunteer coordinators
 - ✈️ 4 full-time social service supervisors
 - ✈️ 4 part-time social service supervisors
 - ✈️ 3 full-time managers
- ✈️ Current contract into 2018



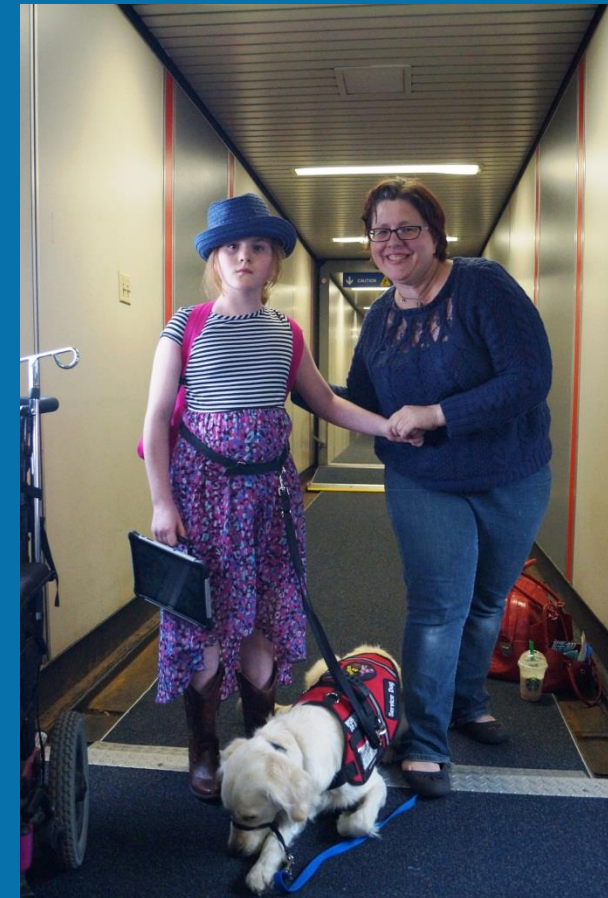
TRAVELERS AID AT O'HARE

- ✈ Over 160 Badged Volunteers
- ✈ Collectively speak over 32 languages
- ✈ Gave more than 30,000 hours in 2015
- ✈ Served over 800,000 passengers in 2015
- ✈ Over 700 hours of one-on-one protective travel service



CONTRACT MANAGEMENT

- ✈️ Why Travelers Aid?
- ✈️ What can you provide that others can't?
- ✈️ "Other duties as related"
- ✈️ Testimonials and stats
- ✈️ Communication



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O'HARE MIDWAY BUSINESS WITH CDA CHOOSE CHICAGO

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Welcome to the Chicago Department of Aviation
Connecting You Everywhere

O'HARE
INTERNATIONAL
AIRPORT



MIDWAY
INTERNATIONAL
AIRPORT



Rahm Emanuel, Mayor
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AWARENESS &
ASSISTANCE



AIRPORTS
GOING GREEN



SIGN UP FOR
WEB ALERTS

