



Houston Airports Update

Jim Szczesniak, A.A.E.

Director of Aviation

George Bush Intercontinental Airport (IAH)

William P. Hobby Airport (HOU)

Ellington Airport (EFD)

Houston Spaceport

Today's Presentation

- Overview of Houston Airports
- How we Monitor the Passenger Experience in Real Time
- Update on Record Memorial Day Holiday Weekend
- Update on a Record Summer 2024
- Update on Airport Redevelopment Programs

Our Impact

- 193 Destinations
- 60.1 million passengers in 2023
- Responsible for 190,000 jobs
- \$36.4B to local economy in 2019
- Self-Sustaining Enterprise Fund
- Underway: Economic Impact Study



Success in 2024



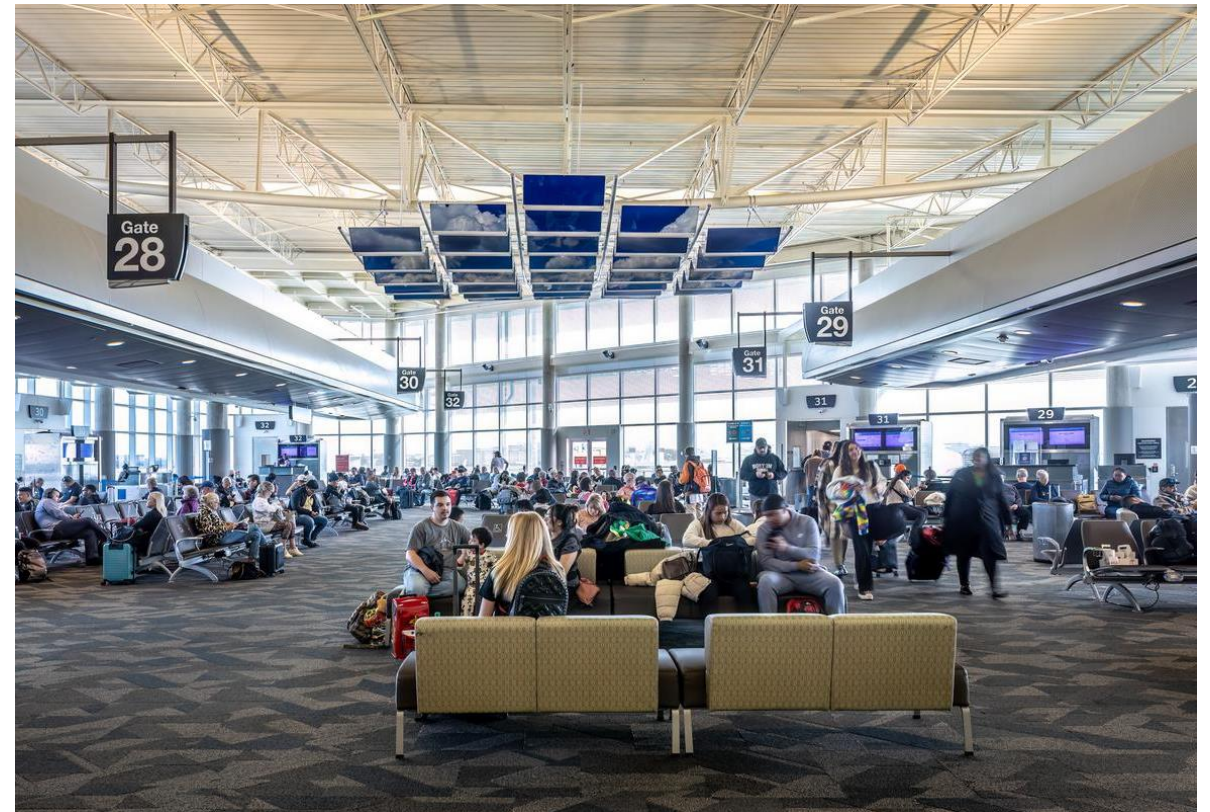
- World's Best Airport Art Program
- HOU Maintains 5-Star Skytrax Rating
- HOU is Best Regional Airport in North America
- HOU: Top 10 Best Airport Staff
- IAH Maintains 4-Star Skytrax Rating
- IAH: Top 10 Best Dining Experience

Monitoring the Passenger Experience

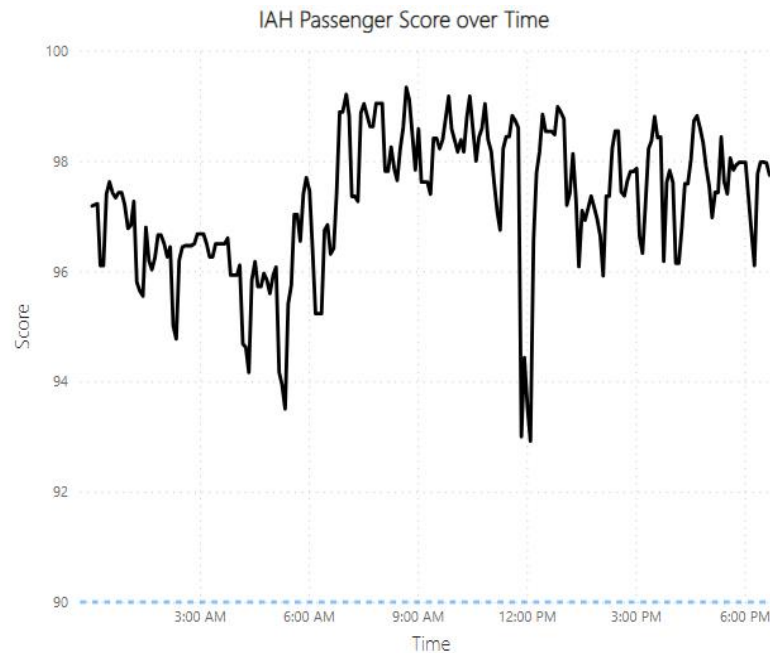
Leveraging our data for smart, swift and significant actions that improve the airport experience.

Monitoring Passenger Experience

- Passenger Journey Scorecard
 - Constant
- Airport Service Quality (ASQ) Survey
 - Quarterly
- Skytrax Audit
 - Annual



Passenger Journey Scorecard



- Implemented in 2023
- Our data prompts proactive response
- 12 Data Sources
 - Restrooms
 - Roadway Traffic
 - Wi-Fi
 - TSA Checkpoint Wait Times
 - CBP/FIS Processing Times
 - Temperature
 - Conveyances
 - Water Pressure
 - Flight Status Data
 - ASP Doors
 - Lift Stations
 - Parking Status

Security Wait Times

- TSA
 - Goal: <22 minutes
 - Goal met: >90% of time
- CBP at IAH
 - Goal: <30 minutes
 - Goal met: >90% of time
- CBP at HOU
 - Goal: <20 minutes
 - Goal met: nearly 100% of time





Summer 2024

We are prioritizing the passenger experience during summer vacations, holidays, Copa America, and construction.

Summer 2024 Forecast

- Memorial Day Holiday Weekend
 - 1.3 Million Passengers (Up 7% from 2023)
- July 4 Holiday Weekend
 - 1.9 Million Passengers (Up 8% from 2023)
- Summer | Memorial Day to Labor Day
 - 19 Million Passengers (Up 7% from 2023)

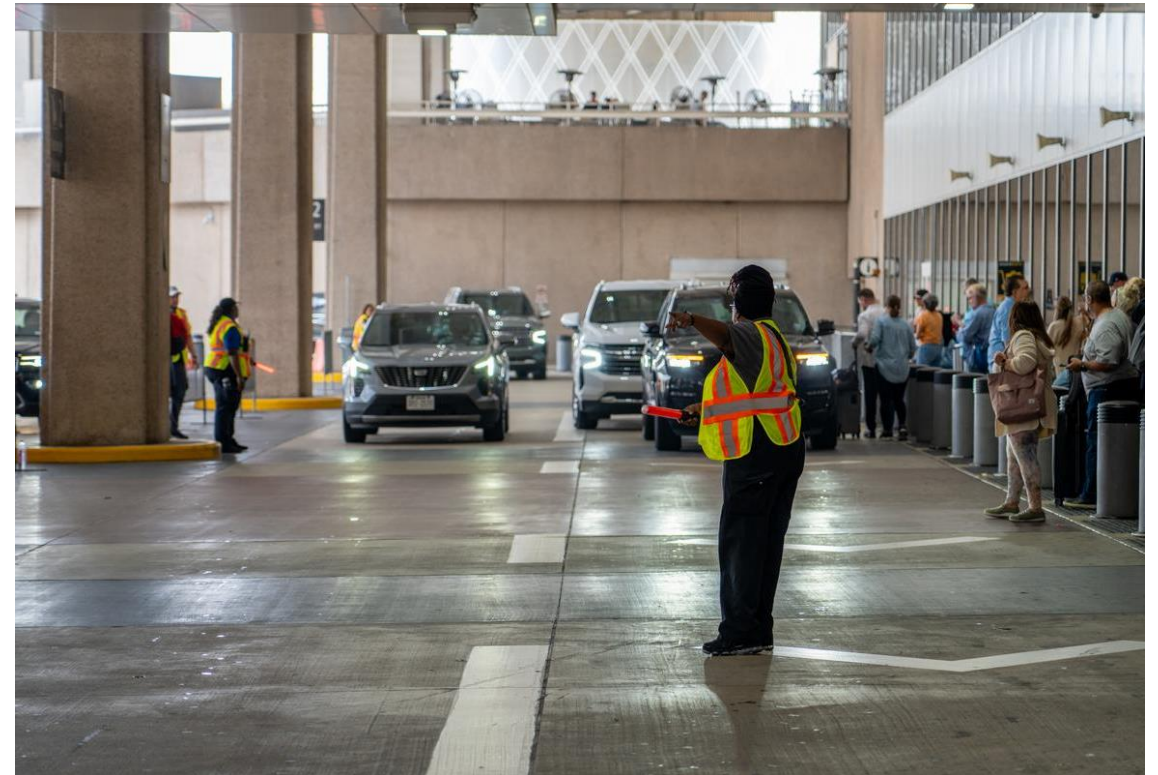


'Houston ranks in Top 10 for Best U.S. Cities for Summer Travel'

- *Forbes Advisor*

Summer 2024 | Our Plan of Action

- Overtime for more police, employees.
- Additional funding for CBP Officers.
- Hiring 40 additional Landside Agents.
- Active loading only along our curbs.
- QR codes direct to Cell Phone Lots.
- Simplification of roadway signage.
- Mitigating construction during holidays.
- Airlines bringing in additional staff.
- Additional TSA officers and K9's available.



Summer 2024 | Our Plan of Action



In May, we opened more than 600 new spaces in the IAH C/D/E Parking Garage.

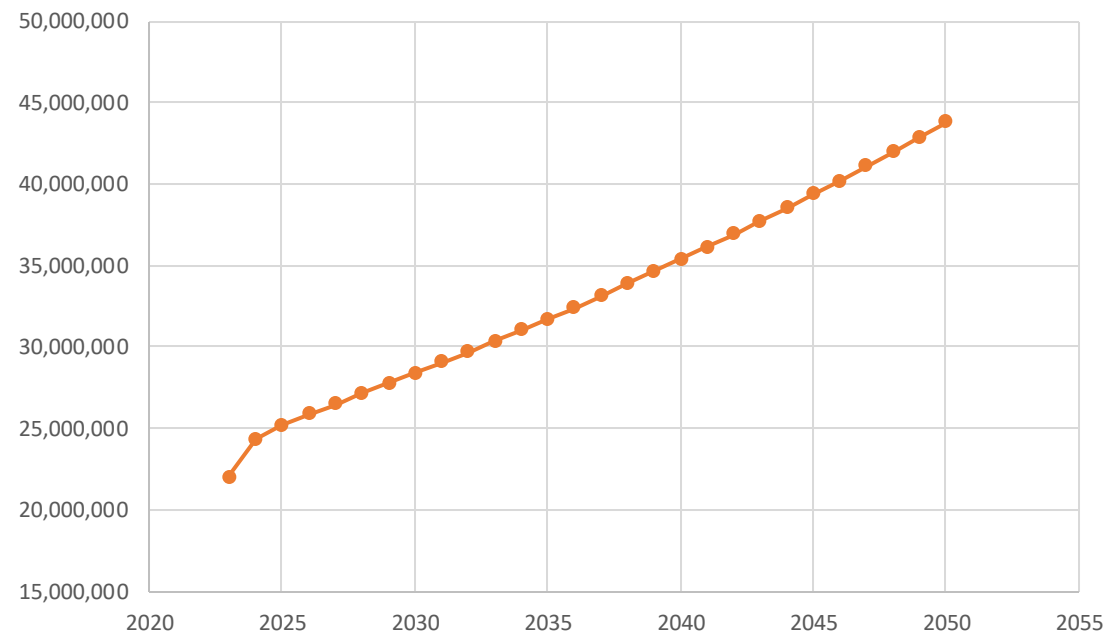
Growth Projects

Houston Airports is expanding in 2024 and in the years to come.

Houston is a Growing Market

- We need new facilities to meet demand
 - FAA forecast vs 2023
 - 38% increase by 2033
 - 71% increase by 2043
 - 99% increase by 2050

FAA Enplanement Forecast

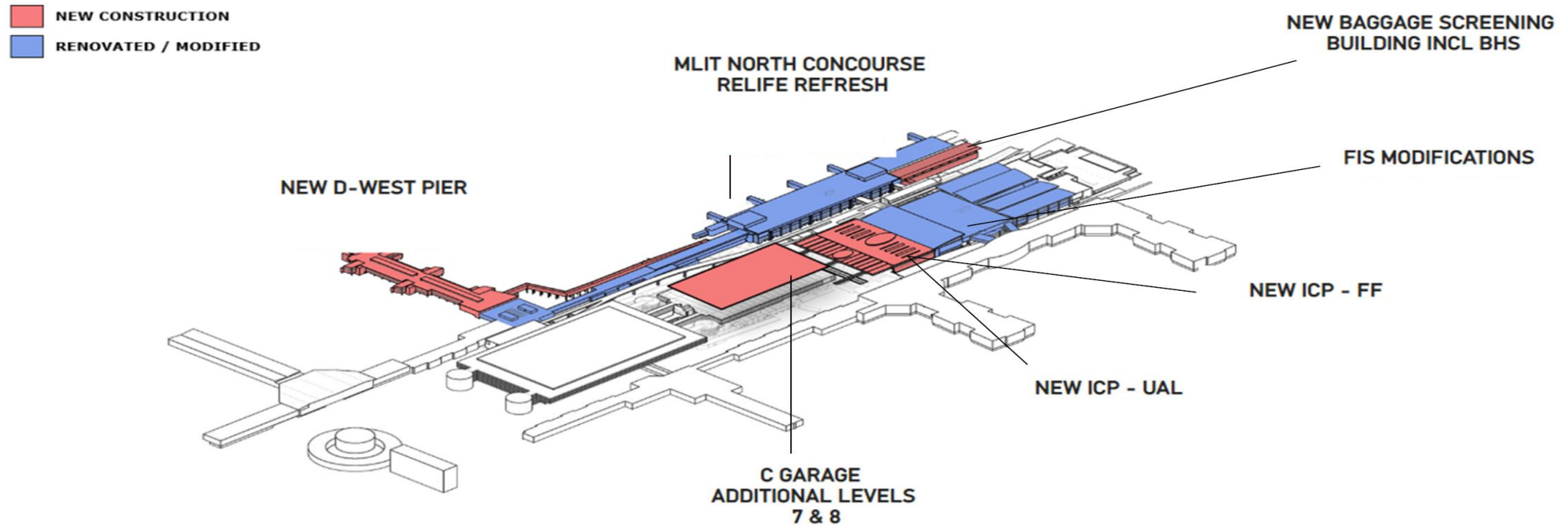


CHANGE IS COMING TO IAH

NEW TERMINAL IN THE MAKING



IAH Terminal Redevelopment Program (ITRP)



- \$1.458 billion investment

ITRP | Terminal D Refresh (COMPLETED)

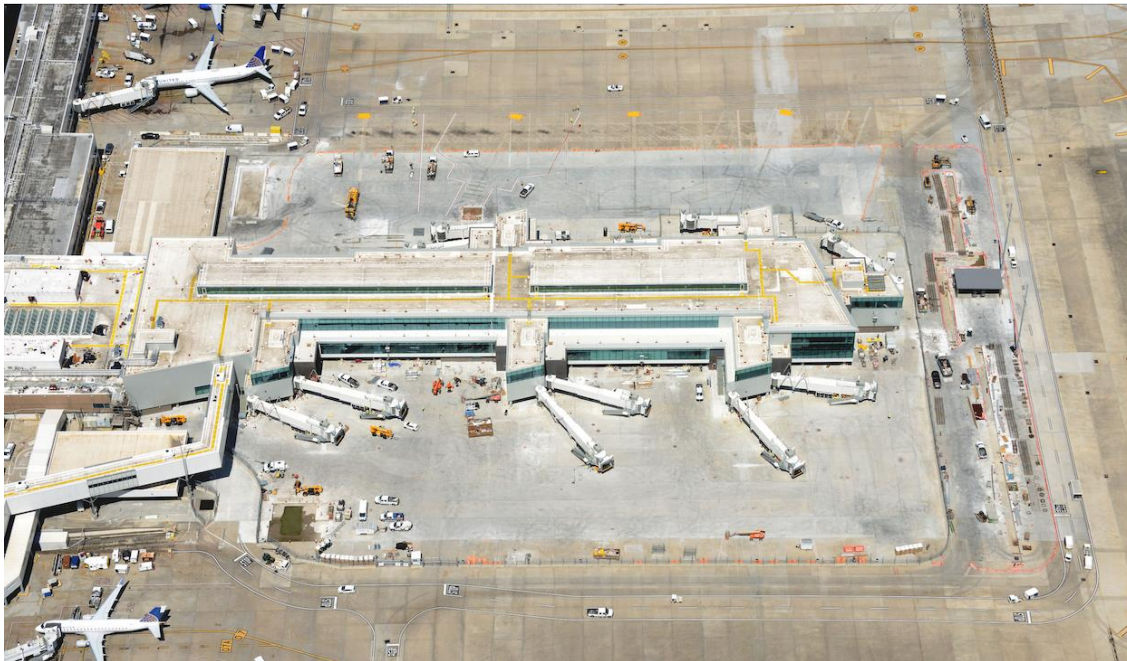


ITRP | Terminal D Refresh (COMPLETED)



ITRP | D-West Pier (SUMMER 2024)

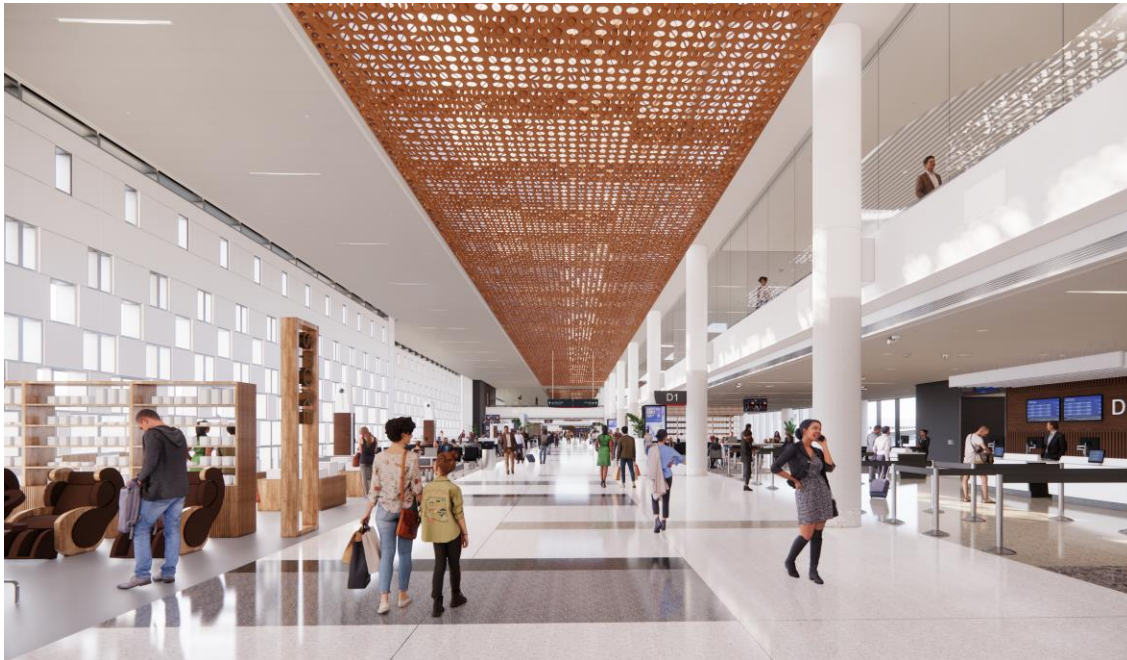
Overhead view taken June 2024



ITRP | D-West Pier (SUMMER 2024)

Rendering

July 9, 2024



ITRP | D-West Pier (SUMMER 2024)

Carpeting, Wayfinding Signs Installed



Customer Service Counters Installed



ITRP | D-West Pier (SUMMER 2024)

Sterile Corridor



Elevator, Escalator, Stairs Installed

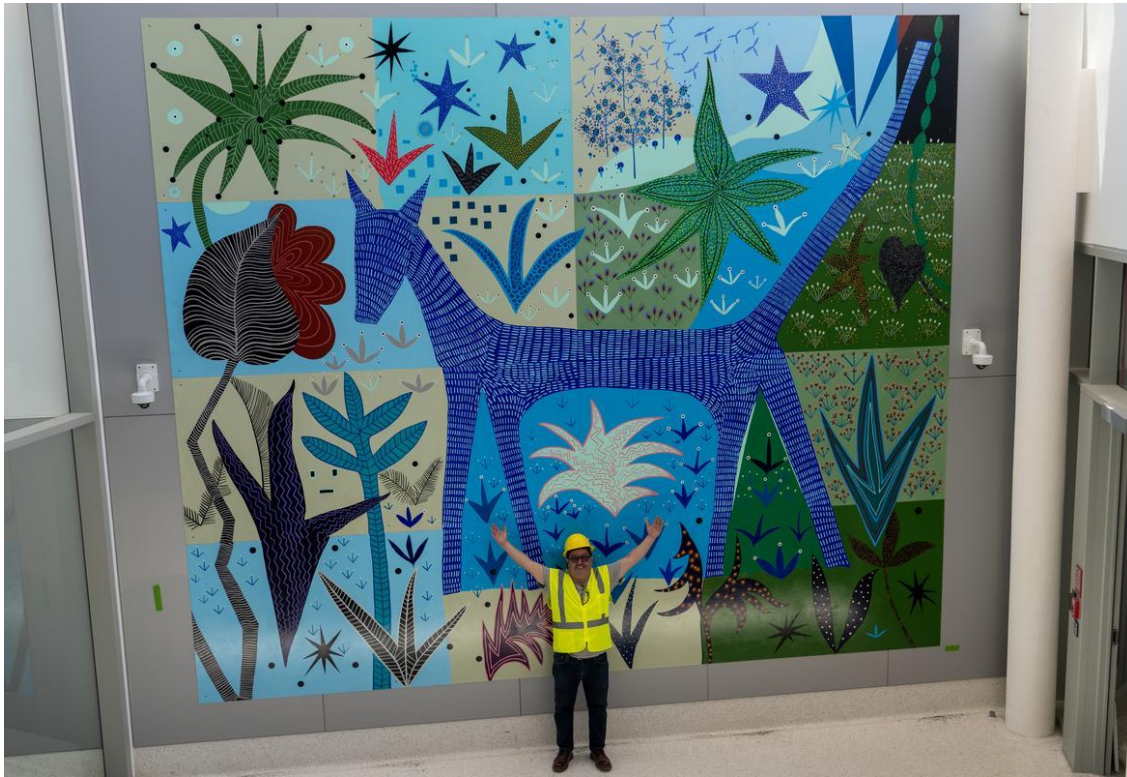


ITRP | D-West Pier Concessions (SUMMER 2024)

- **The Annie Cafe (local)**
- **The Kitchen (local)**
- **Semi-Sweet Confectionary**
- **Jamba Juice**
- **Einstein Bagels**
- **Jetero Market**
- **Houston Supply Company**
- **LEGO Store**
- **Popeyes**
- **Mod Pizza**
- **Urban Crave**
- **Be Relax**
- **iShoppes Duty Free (3 locations)**



ITRP | Commissioned Art



International Central Processor

Phased opening begins winter 2024/2025.

ITRP | International Central Processor (SUMMER 2025)



ITRP | Increased Curb Capacity (WINTER 2024/2025)

8 Dedicated Lanes for Arrivals/Pick-ups



11 Dedicated Lanes for Departures/Drop-offs



ITRP | International Central Processor

United Airlines (1st QUARTER 2025)

*Rendering



Foreign Airlines (SUMMER 2025)

*Rendering

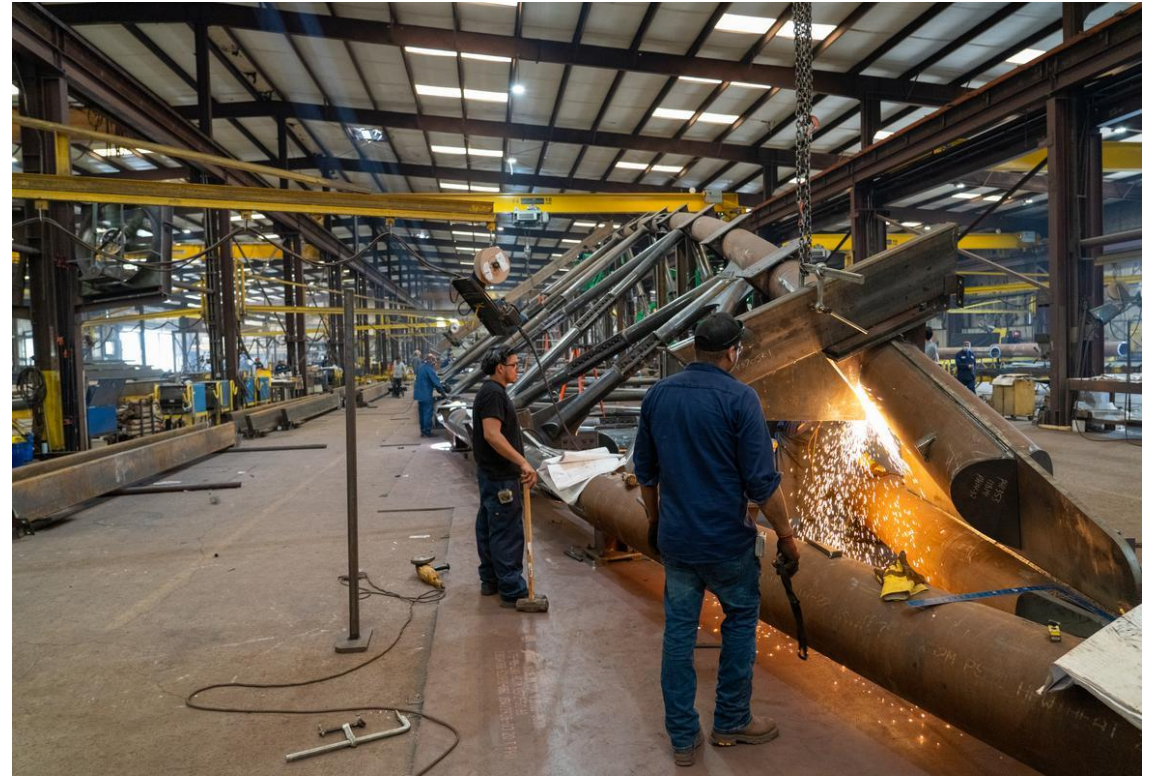
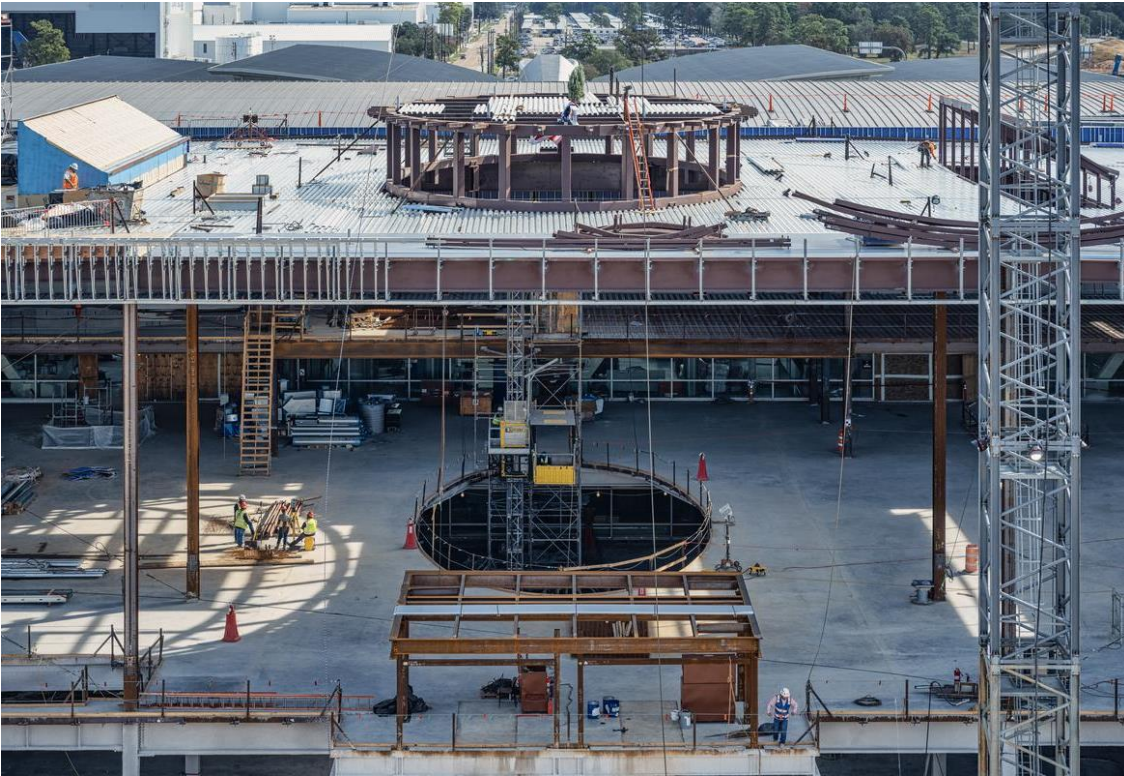


ITRP | ICP Concessions

- Chili's
- Chili's To-Go
- Chick-fil-A
- Einstein Bagels
- Starbucks
- Relay News and Convenience
- iStore
- H-Town News and Convenience



Program Safety | 5 Million Hours Worked, No Lost Time Injuries



IAH Central Utilities Plant (CUP) Renovation & Upgrade



- \$134 Million Project
- To increase capacity, we must replace:
 - 4 of the 7 Chillers
 - Increase flow from 35,400 GPM to 43,400 GPM
 - All chilled water pumps
 - 3 of the 4 Cooling Towers
 - 9 Air Handling Units
 - Mechanical & Electrical Equipment
 - Replace CUP Roof
 - Repair Utility tunnel leaks

IAH Terminal B Transformation

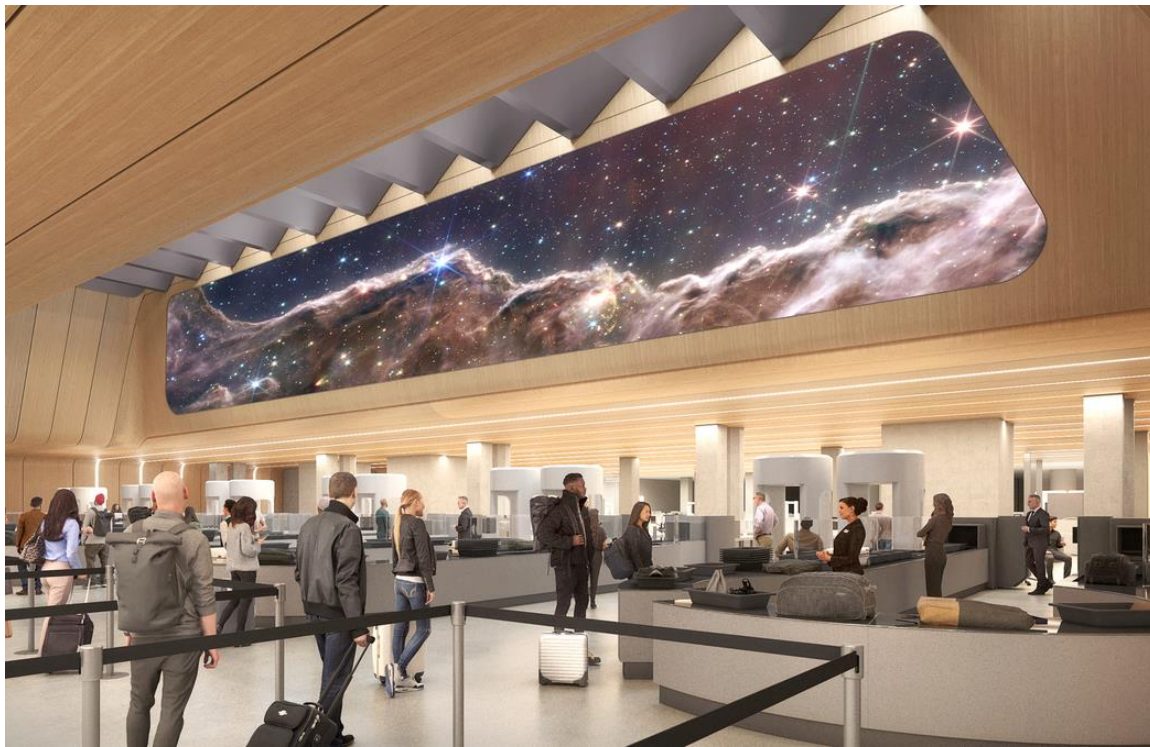


- \$2.55 Billion Investment

IAH Terminal B Transformation



IAH Terminal B Transformation



IAH Terminal B Transformation

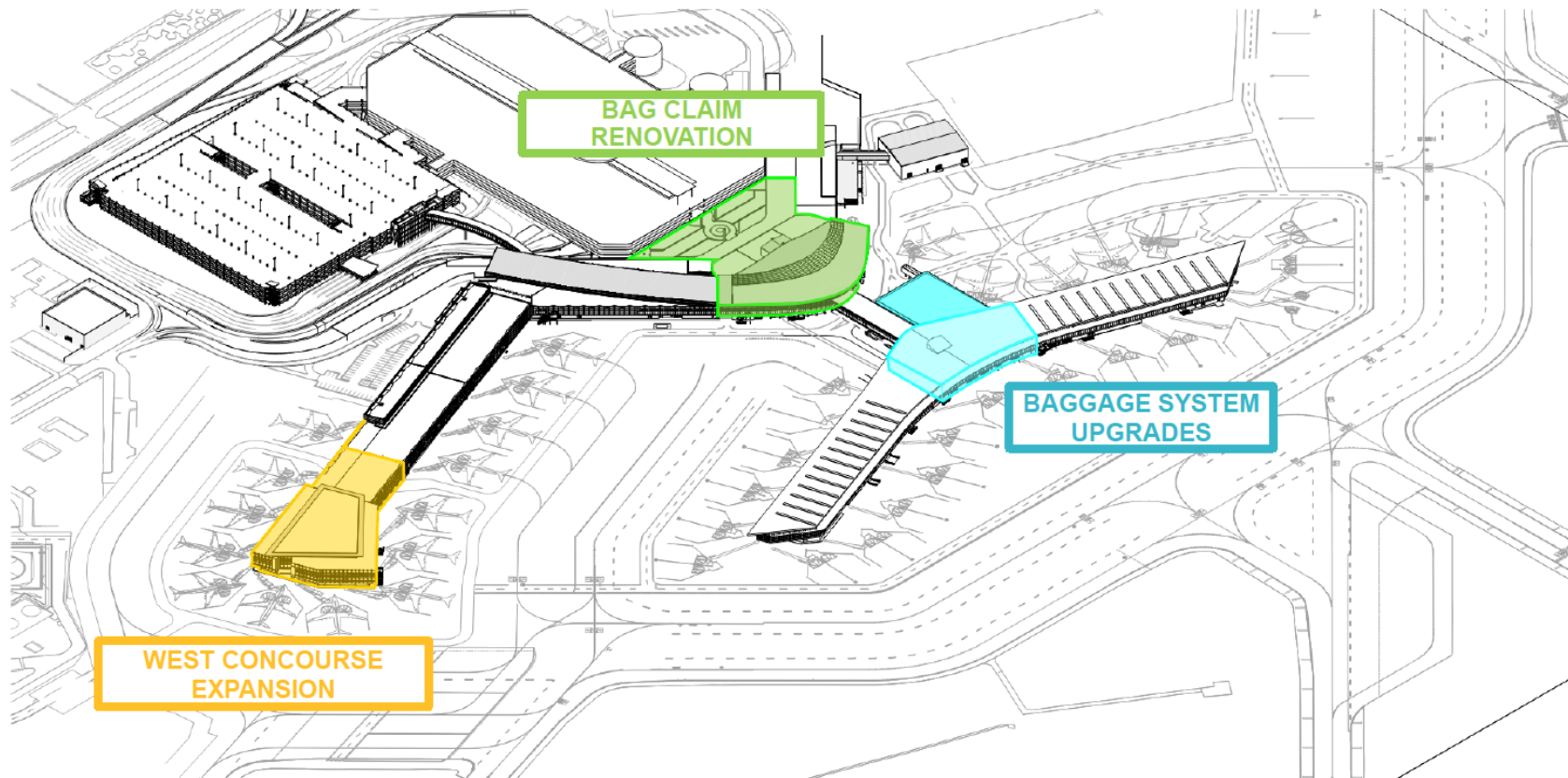


HOU West Concourse Expansion



- \$470 Million Investment

HOU West Concourse Expansion



HOU West Concourse Expansion



HOU West Concourse Expansion



HOU West Concourse Expansion



Restroom Renovations at IAH and HOU

- \$30 Million total investment
 - \$23 Million at IAH Terminals A and D
 - \$8 Million at HOU
- Men's, Women's and Family Restrooms
 - Designed to better meet ADA Requirements
 - Larger stalls
 - New flooring and fixtures
 - Smart technology
 - Occupancy sensors, supply sensors
 - Custodial closets will be next to restrooms



Restroom Renovations at IAH and HOU



- Adding Adult Change Room at IAH Terminal A
 - Rooms are already in Terminal D and HOU
- Phased construction plan at IAH
 - First construction phase to begin by Q1 2025
- Phase 2 of 3 underway at HOU
 - Total project to be complete by 2026.

Upcoming Council Actions

- Central Utilities Plant Renovation and Upgrade Project
 - 08/2025 Construction Begins
 - Future Appropriations Required in 2025
- United Terminal B Transformation
 - Lease Amendment- August 2024
 - United Airlines Bond Financing – SFRB Issuance Projected in August/September 2024
 - Houston Airports Bond Financing – GARB Issuance Projected in August/September 2024
 - Second Appropriation for HAS Enabling Projects to Total \$250M per United/HAS Agreement
- Southwest West Concourse Expansion
 - Houston Airports Bond Financing GARB Issuance Projected in August/September 2024

Questions?