



Presented by:  
Houston Airports Chief Operations Officer  
Jesus Saenz



**Mission:**

We exist to connect the people, businesses, cultures and economies of the world to Houston.

**Our Vision:**

Establish the Houston Airport System as a five-star global air service gateway where the magic of flight is celebrated.

Power Circle Ratings  
for Consumers

"Better Than Most"



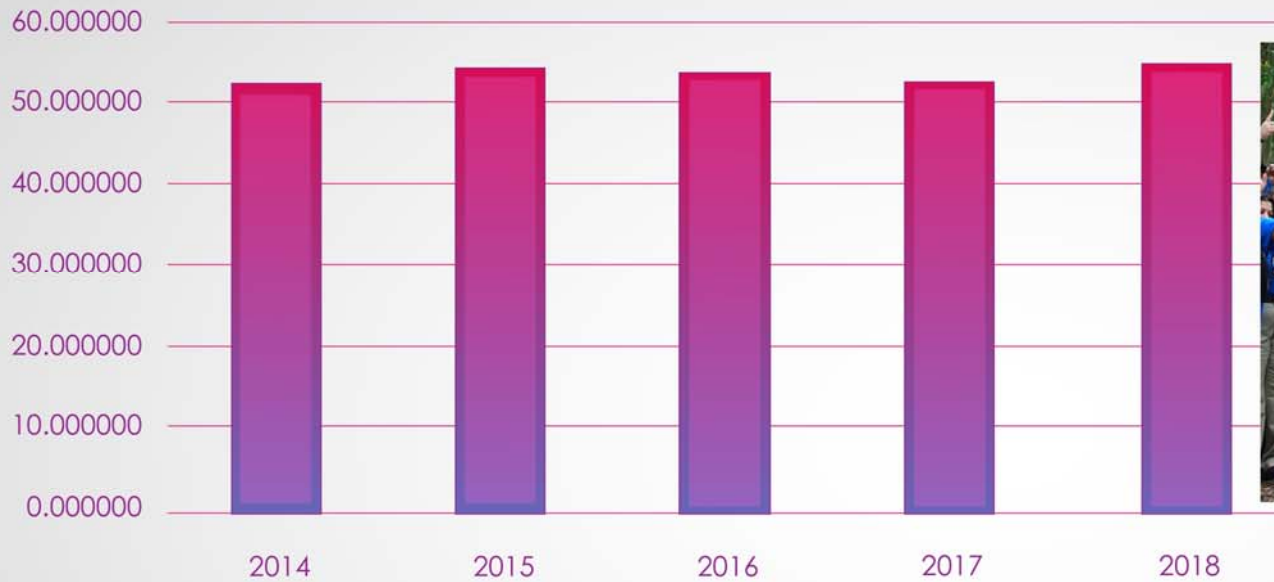
IAH



J.D. Power 2018 North America Airport

# Passenger Traffic

## Total Passengers (in millions)



# Passenger Performance



# Global Connections

**Africa**



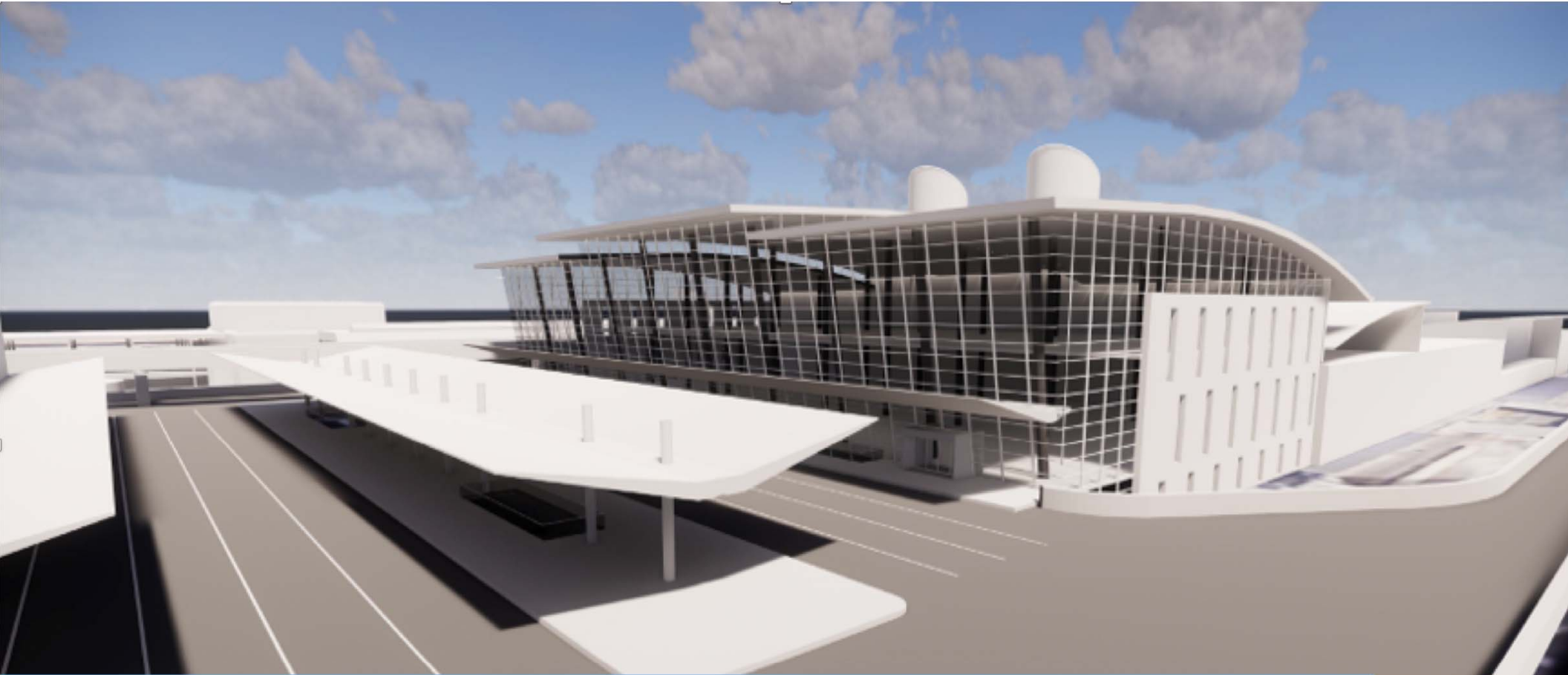
**India**



**New Possibilities**

# Accommodating the Growth



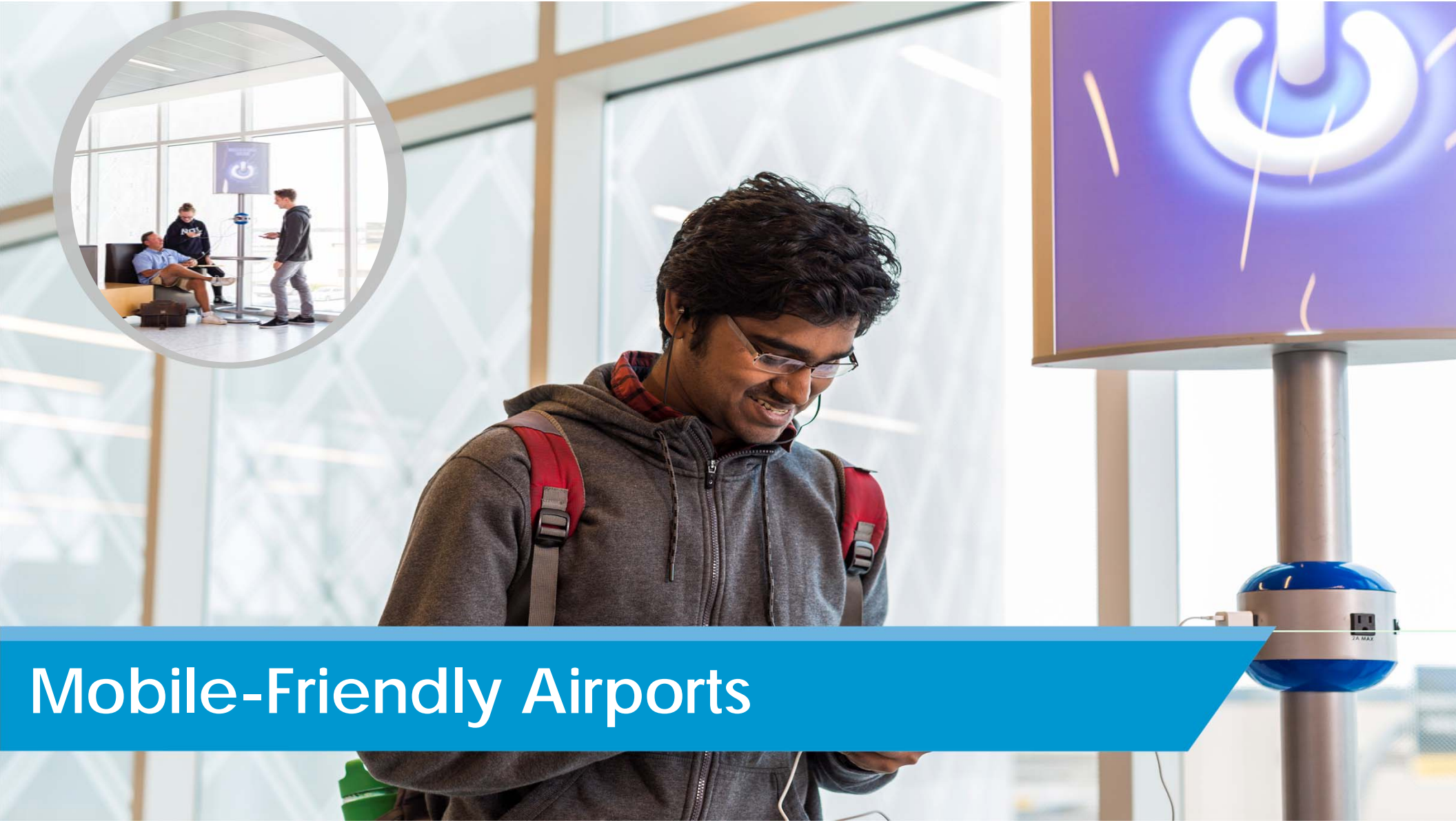


# IAH Terminal Redevelopment Program

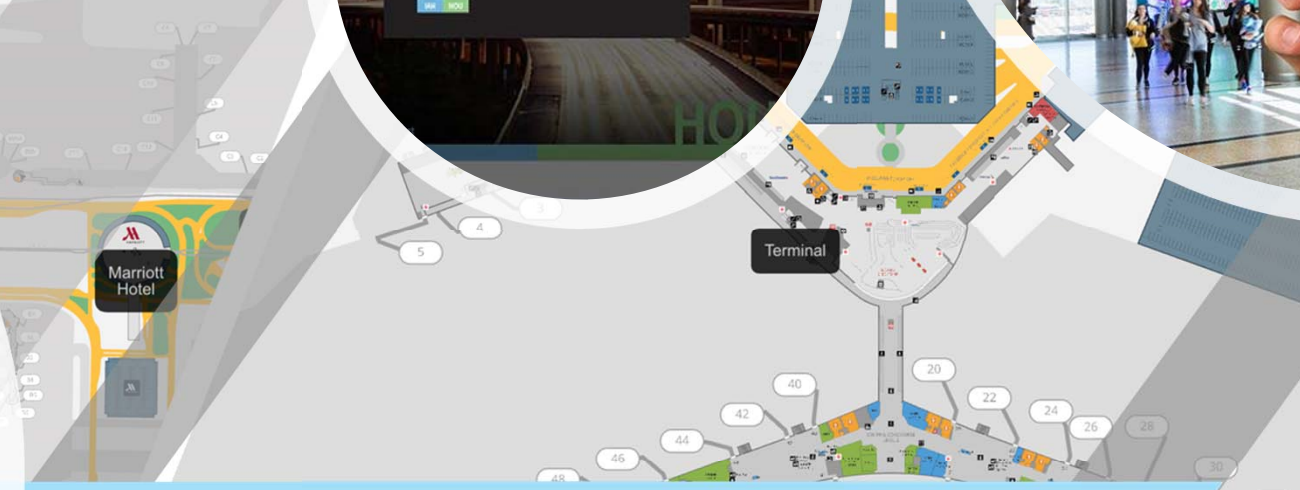


# Hobby International Terminal

# A Modern Airport System



# Mobile-Friendly Airports



fly2houston.com



# Kiosk Usage in Terminal A & Hobby



# Automated Screening Lanes



# International Processing Technology





# CTE Scanners at Hobby Airport



# Smart Restrooms

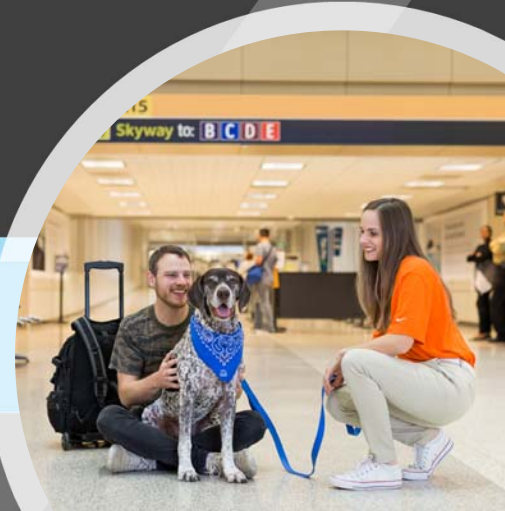
# Enhancing the Passenger Experience



Airport and  
Visitor Information



# Airport Experience





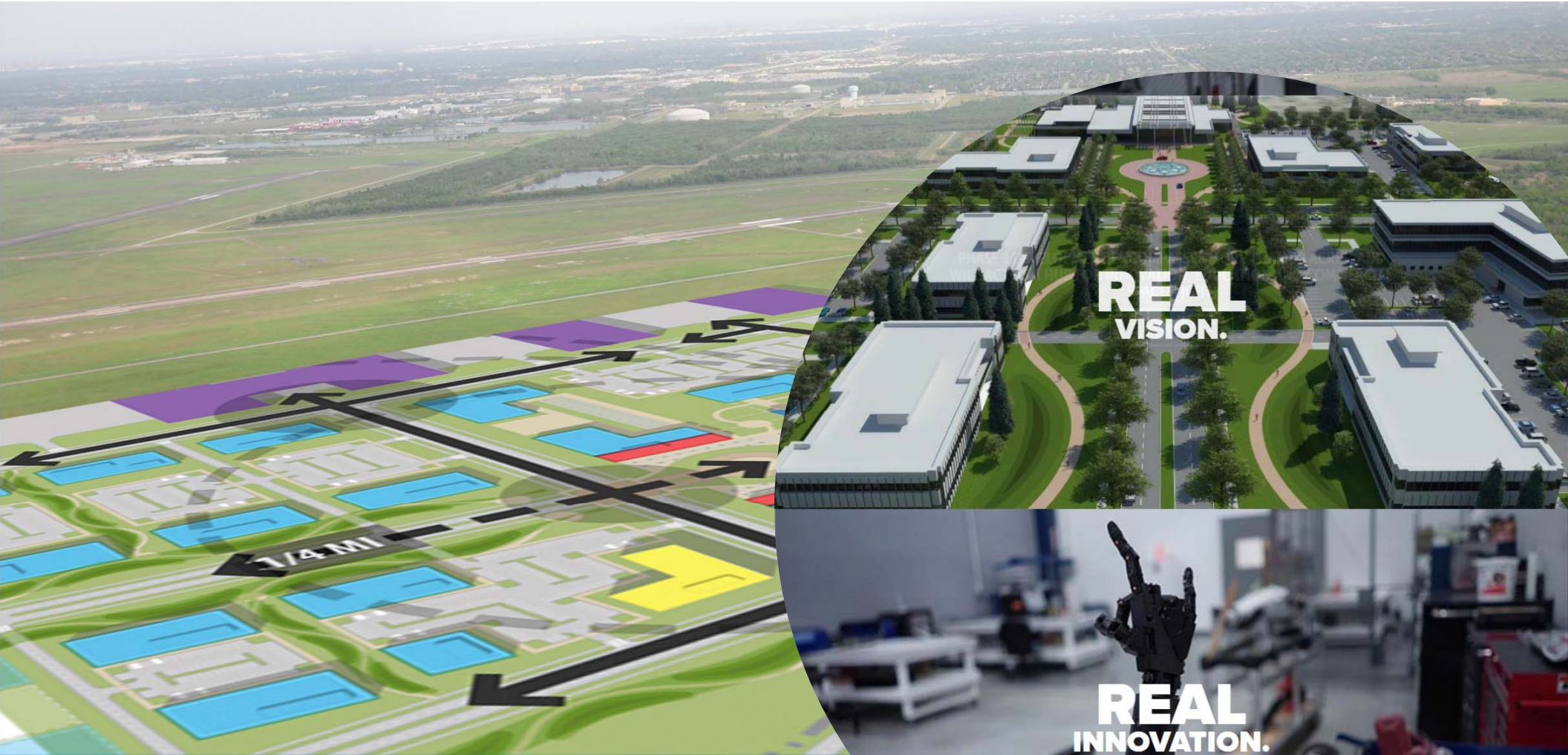
# ADA Improvements



# Concessions



# Ellington Airport



**REAL  
VISION.**



**REAL  
INNOVATION.**

# Houston Spaceport

ON  
ORTS



# THANK YOU



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A graphic for a newsletter subscription. It features a white envelope with a grey card inside, set against a background of white clouds. Two white airplane icons are positioned on either side, with dotted lines connecting them to the top corners of the graphic. The entire graphic is contained within a rounded rectangular frame.