Aligning Airport Infrastructure to Meet Customer Needs
Chief Administrative Officer/Managing Deputy Commissioner
Tracey Payne

October 26, 2023
Chicago’s airports are focused on the future.

The future of transportation, the future of the sustainable development, and the future of Chicago’s youth.

This means that we are transparent, equitable and accountable in all that we do.

We have a profound understanding of our role in the economic health of the entire Chicago region.
CDA OVERVIEW –
TWO AIRPORTS, ONE DEPARTMENT

O’Hare and Midway are owned and operated by the City of Chicago.

The Chicago Department of Aviation (CDA) administers all aspects of the Airports.

O’Hare and Midway Airports operate financially as two separate enterprise funds per federal regulations.

Both Airports are financially self-sustaining per federal regulations.

All 77 neighborhoods are represented in CDA’s workforce.

CDA employs over 1,600 City residents.

More than 50,000 badged employees at O’Hare and Midway.

Chicago’s Airport System is critical to the local economy.

Provides 730,000 full-time equivalent jobs across nine counties.

NO STATE OR LOCAL TAXPAYER DOLLARS ARE USED TO PAY FOR AIRPORT OPERATIONS.
UNPARALLELED SERVICE AND CONNECTIVITY

Over 255,000 passengers are served on an average day.

In 2022, Chicago Airports served 88.1 million passengers.

<table>
<thead>
<tr>
<th>Airport</th>
<th>Passengers Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>O'Hare</td>
<td>68.3M</td>
</tr>
<tr>
<td>Midway</td>
<td>19.9M</td>
</tr>
</tbody>
</table>

In Jan-Jul 2023, Chicago Airports served 90% of the passengers served pre-COVID (Jan-Jul 2019).

<table>
<thead>
<tr>
<th>Airport</th>
<th>Passengers Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>O'Hare</td>
<td>86%</td>
</tr>
<tr>
<td>Midway</td>
<td>106%</td>
</tr>
</tbody>
</table>

O'Hare was the second busiest airport in US and world for total aircraft operations.

- O'Hare offers service to 246 destinations on 45 airlines:
  - 176 domestic
  - 70 international

Midway was the fourth busiest in US and world in for total passengers.

- Midway offers service to 93 destinations on 7 airlines:
  - 84 domestic
  - 11 international

Midway’s service resumed faster than many US airports, due to serving more leisure and regional business travel.
Airports are dynamic places with many stakeholders. Other city departments include:

- **Budget & Management**
- **Business Affairs & Consumer Protection**
- **Fire, Fleet & Facility Management**
- **Human Resources**
- **Law**
- **Procurement**
- **Emergency Management & Communications**
- **Mayor’s Office for People with Disabilities**

Other users include:

- **Airlines**: 60 U.S. and foreign flag carriers
- **Other Users**: Cargo, ground transportation providers, concessionaires, fixed based operators
- **Passengers**: Business, leisure

Assist agencies include:

- US Minority Contractors Association
- Women’s Business Development Center
- Illinois Black Chamber of Commerce
- HIRE 360
- Contractor Advisors Business Development
- Breaking Barriers/Monroe Foundation
- AAABNA and Chatham Business Association
- Revolution Workshop
- Chicago Women in Trades
- National Black Wall Street
AIR CARGO HAS BEEN SOARING — RECORD-SETTING CARGO GROWTH IN RECENT YEARS

#1 port in all the Americas by value, processing over $300 billion in freight in 2022

Processed approximately 2.2 million metric tonnes of cargo in 2022

O'Hare consistently ranks in the top 5 ports in the United States by freight value and in the top 20 airports in the world by tonnage

Approximately two million square feet of airside cargo facilities, supported by about 5,000 cargo jobs and able to handle over 40 jumbo freighters at one time

Chicago is a top air cargo gateway thanks to its central geography, massive infrastructure, and business climate
TRANSFORMS O’HARE INTO A 21ST CENTURY GLOBAL GATEWAY
Historic Airfield Reconfiguration Reduced System Impact Delays by 67%

O’Hare - 2001

O’Hare - 2011

O’Hare - 2021

O’HARE MODERNIZATION PROGRAM
KEY O'HARE 21 PROJECTS

- Terminal 5 Expansion
- O'Hare Global Terminal and Concourse
- Satellite 1
- Satellite 2
- Consolidated Automated People Mover, Pedestrian, and Utility Tunnel
- Concourse L Expansion
- Multi-Modal Facility
- Terminal 5 Parking and Landside Improvements
- Terminal 5 Expansion
- Western Access
THE TERMINAL AREA PLAN (TAP) IS A CRITICAL ELEMENT OF O'HARE 21

Improved Curb-to-gate Travel Experience at O’Hare

Addresses five long-term needs:
- Operational efficiency for existing and future demand
- Increased gate flexibility
- Reduced aircraft taxiing and time waiting for a gate
- Integrated terminal facilities
- Improved domestic and international airline and passenger connections

Main project elements include:
- O’Hare Global Terminal (OGT)
- Satellite Concourses 1 and 2
- Consolidated Tunnel for passenger movement between the OGT and Satellite Concourses
O’HARE GLOBAL TERMINAL AND CONCOURSE

The new Terminal and Concourse will replace Terminal 2 and Concourses E and F with:

- Expanded arrivals hall
- More space for concessions, lounges and public amenities
- State-of-the-art baggage system
- New technologies to streamline the security process
- Collocation of domestic and international operations
- Increased international passenger processing
SATELLITE 1 AND SATELLITE 2

Satellite 1
- Multilevel concourse, including a two-level, 65-foot-long connecting walkway between Concourse C and the Satellite 1 Concourse
- All gates will be capable of accommodating international arriving flights
- Accommodates a mix of aircraft sizes

Satellite 2
- All gates will be configured to accommodate a mix of aircraft sizes
TERMINAL 5 EXPANSION

- 10 additional gates
- 350,000 additional square feet
- Expanded core area for additional amenities
- New 22,000 square-foot Delta Sky Lounge
  - Reconfigured international arrivals facility and security checkpoint
  - Baggage handling system to increase throughput capacity to be completed this year
High-performance, electrochromic ("Smartglass") technology installed in approximately 40,000 square feet of the extension.

Next generation glazing that maximizes natural light while reducing heat gain and glare through thermochromic and photochromic technologies that change based on temperature and light.

Benefits:
- Energy use reduction
- Glare control
- Heat gain reduction
- Access to daylight and views
- Peak load reduction
- No need for additional shade/heat materials
CHICAGO ARTISTS SHARE THEIR WORK TO PROVIDE A WARM WELCOME FOR PASSENGERS IN TERMINAL 5

- The City of Chicago's Department of Cultural Affairs and Special Events and the Chicago Department of Aviation commissioned the largest single acquisition of works by Chicago artists in 30 years.
- This $3.5 million project presents a unique opportunity to invest in Chicago artists and creative professionals while providing international visitors a dynamic and welcoming first impression of our city.
THE FOUR PILLARS: SUPPORT ACCOUNTABILITY IN ALL WE DO

- **Educational Sessions**
- **Multi-Departmental**
- **Raising Awareness**

- **Educating the Staff of CDA**

- **Documentation of Principles**
- **Focus on O'Hare 21 Project Delivery**
- **All CDA staff has been trained on the Code of Conduct**
- **Expanding virtual training to the wider airport community**

- **The Code of Conduct**

- **Best-in-the-nation Integrity Monitoring Services**
- **Vendor and Project Oversight**
- **Ensure Compliance with Laws**
- **Highest Standards of Professionalism**

- **Integrity Monitors**

- **Hire Business Diversity and Economic Inclusion Team**
- **Last line of Defense**
- **Community Outreach and M/W/DBE Compliance Reporting**

- **Compliance Staffing**
CDA HAS IMPLEMENTED NUMEROUS INDUSTRY-LEADING SUSTAINABILITY INITIATIVES AND ADOPTED SUSTAINABLE DEVELOPMENT GOALS IN LINE WITH THE UNITED NATION’S SUSTAINABLE DEVELOPMENT GOALS

### Category and Goal

<table>
<thead>
<tr>
<th>Category</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Water Use Reduction</strong></td>
<td>Reduce potable water usage per passenger by 15% from 2010 baseline by 2030</td>
</tr>
<tr>
<td><strong>Waste Reduction</strong></td>
<td>Reduce landfill waste per passenger by 25% from 2017 baseline by 2030</td>
</tr>
<tr>
<td><strong>Energy Use and Supply</strong></td>
<td>Reduce energy usage per passenger by 30% from 2010 baseline by 2030</td>
</tr>
<tr>
<td></td>
<td>Procure 100% renewable electricity by 2025</td>
</tr>
<tr>
<td><strong>Carbon Emissions</strong></td>
<td>Reduce carbon emissions by 50% from 2019 baseline by 2030</td>
</tr>
<tr>
<td></td>
<td>Achieve net zero carbon emissions by 2050</td>
</tr>
</tbody>
</table>

### Community

Provide sustainability initiatives that support the surrounding communities

### New Construction

All new construction projects to achieve LEED certification (or equivalent) by 2030

### Fleet Improvements

Optimize the transition to an electric vehicle fleet and facilitate stakeholders to electrify their fleets

Source: Preliminary Official Statement. City of Chicago Department of Aviation.
CDA IS FOCUSED ON ENSURING ACCESSIBILITY FOR ALL PASSENGERS

- Terminal facilities comply with Americans with Disabilities Act (ADA)
- Service Animal Relief Areas
- Accessible drop-off areas
- Accessible parking spaces
- “Changing Places Facility”
- Homelessness and mental health services
- Lactation Pods

The TAP will increase accessibility for persons with disabilities through:

- Modern facilities compliant with federal, state, and local accessibility requirements
- Equal opportunities for all
- Increased vertical circulation capacity
- Accessible and highly visible signage
- Direct passenger circulation
- Minimal floor level changes and travel distance

For more information, please visit Accessibility Guide on flychicago.com
USHERING IN A NEW GENERATION OF AVIATION EMPLOYEES

EDUCATION AND OUTREACH INITIATIVES

- Elementary school-level engagement activity
- High school airfield visits
- CDA internship programs for high school and college students
- Airport expos and job fairs in partnership with CPS and City Colleges of Chicago
- Airline training academies (United Aviate)
- Aerostar: Local group with aviation-based curriculum for African Americans, Latinos, women, and underserved youth
- ORD21 CMRs engage persons from historically underrepresented communities in building trades careers and create awareness of airport construction job opportunities

COMMUNITY OUTREACH VEHICLE

- Four flight simulators
- Children’s activities
- Video presentations
- Computer demos on careers in aviation
- Employment at the airports
- Procurement opportunities and guidance
- Technical assistance for small business
- Fun Facts about O’Hare and Midway