Economic Development Committee

Jim Szczesniak, Director of Aviation

Houston Airports

April 15, 2026

Agenda

- New Air Service Coming Soon
- Updates from Q1 2026
- Preparing for the World Cup
- Major Construction Projects
- United Airlines MOA
- Passenger Feedback

New Air Service

Expanding Houston’s reach around the world.

Coming Soon: Nonstop to Rome

- ITA Airways
- Beginning May 1, 2026
- First historical direct connection
  - IAH and Rome Fiumicino
  - 3-5 flights a week



Coming Soon: Volaris to Expand at IAH

- Beginning June 1 and June 2
- Nonstop routes:
  - Houston/Querétaro
  - Houston/Puebla

- 2015: Volaris launched operations at IAH
- Currently operates:
  - 5 routes in Mexico
  - 1 route in El Salvador



New Routes for United Airlines at IAH

- Chattanooga, TN (Began in March)
- Montgomery, AL (Began this month)
- Alexandria, LA (Begins in May)
- Natchez, MS (Begins in July)

Houston is a primary gateway to the South-Central Region of the U.S.



First Quarter of 2026

Continued improvements to the passenger experience.

New Dining Options

Now Open in IAH Terminal A





Now Open in IAH Terminal D



Now Open in IAH Terminal E



Coming Soon to IAH Terminal E







IAH: Top 10 Best Airport Dining Experiences in the World









HOU: Best Overall Concessions Program AX Awards







Coming Soon to HOU





New HFD Station

HFD Station 92 at IAH





Ground Transportation

METRO 500 Downtown Direct Now at IAH and HOU

- $4.50 one way between **HOU**/GRB or IAH/GRB
- Departs daily every 30 minutes
  - 5:30 a.m. to 8 p.m.
- Nonstop route between IAH/GRB began April 2025





Updates to Signage in IAH C/D/E Garage







Subway Tunnel Renovation at IAH



Subway Tunnel Renovation at IAH

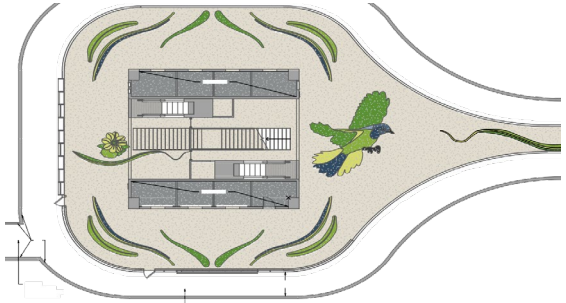
BEFORE



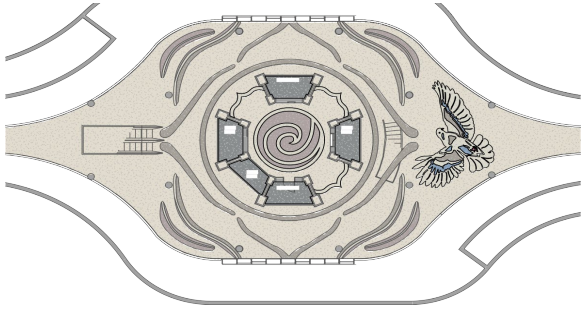
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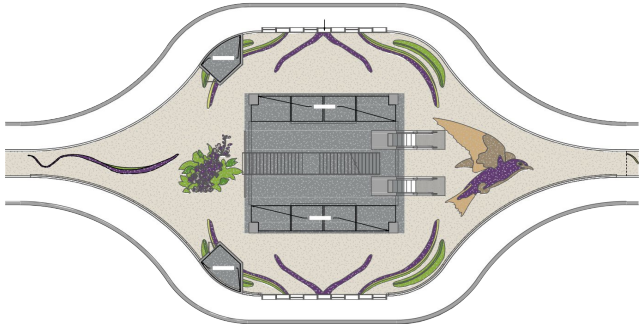
IAH Subway Tunnel Renovation



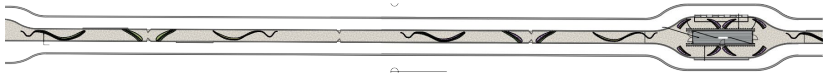
TERMINAL A



TERMINAL B



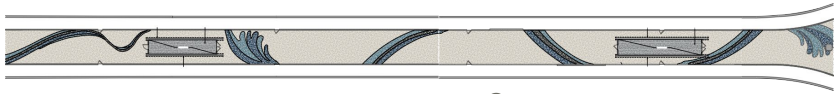
MARRIOTT



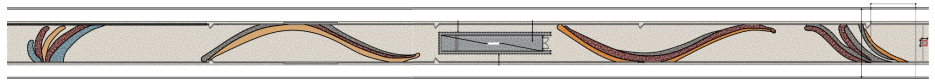
WALKWAY BETWEEN TERMINAL A & B



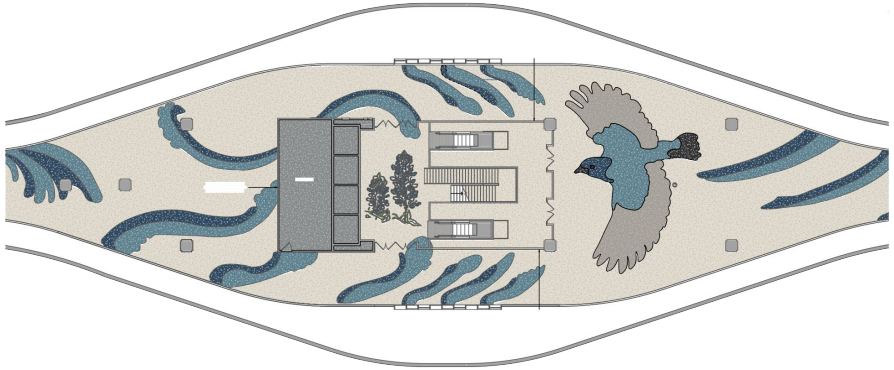
WALKWAY BETWEEN TERMINAL B & C



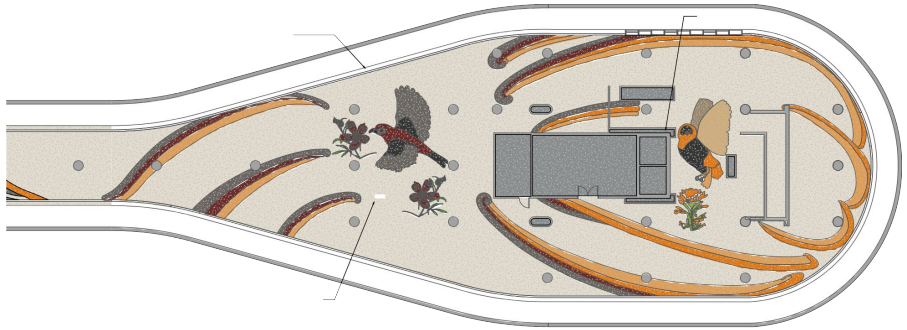
WALKWAY BETWEEN MARRIOTT & TERMINAL C



WALKWAY BETWEEN TERMINAL C & D



TERMINAL C



TERMINAL D & E

IAH Subway Tunnel Renovation

A	B	C	D	E
				
				

Birds

1. Green Jay
2. Purple Martin
3. Indigo Bunting
4. Scarlet Tanager
5. Orange Bishop

Flowers

1. Texas Green Eyes
2. False Indigo
3. Blue Bonnet
4. Texas Star Hibiscus
5. Indian Paintbrush

Subway Tunnel Renovation at IAH

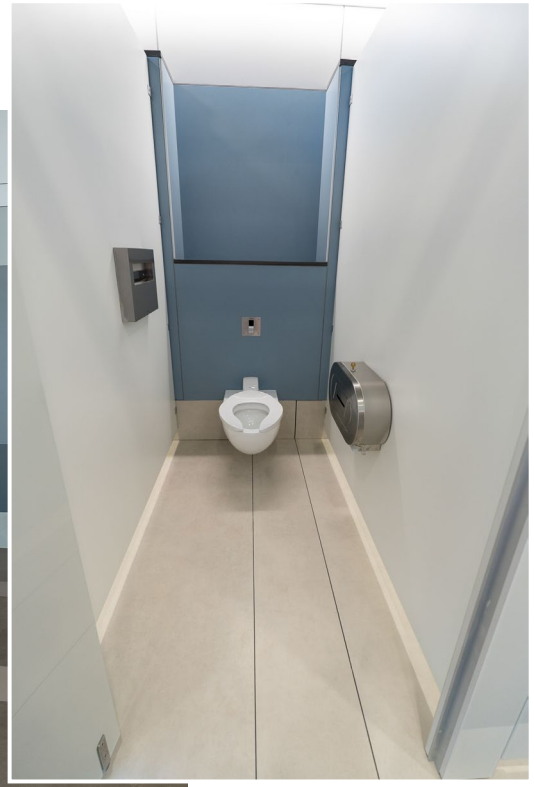


$30 Million Restroom Renovation

Modern Restrooms Open at HOU in January

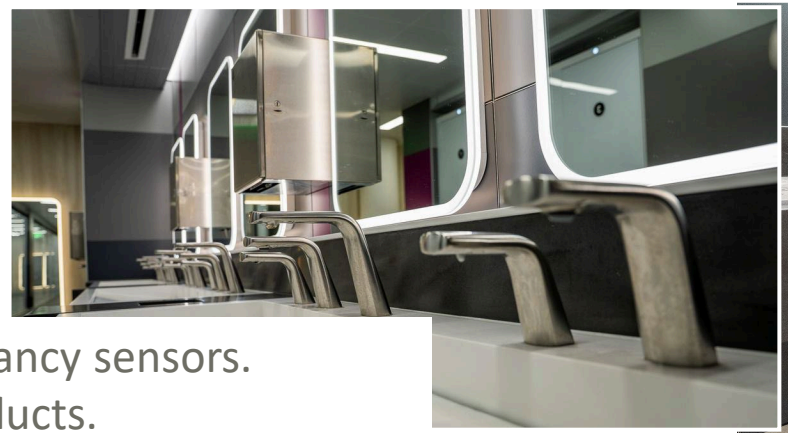














- Larger stalls with full-length doors and occupancy sensors.
- Changing tables, stools and free hygiene products.
- Touchless handwashing stations.

$30 Million Restroom Renovation Project

- IAH Terminal A
  - 2 sets of restrooms in concourses to open this month
  - 1 set in Baggage Claim to open before FIFA
- IAH Terminal D
  - **Gates D16-Complete**
  - 2 additionalsets of restrooms in concourses to open before FIFA
- United E11 Under construction with early summer completion

- HOU Phase 2 Restrooms:
  - **Gates 20-23 – Completed**
  - **Gates 28-32 – Completed**
  - Gates 24-27 – May 2026
- HOU Phase 3 Restrooms:
  - RR 3-4 – April 2026
  - RR 5-6 – September 2026
  - RR 58-69 – April 2027

Operational Challenges

Anticipating Freezing Weather in January











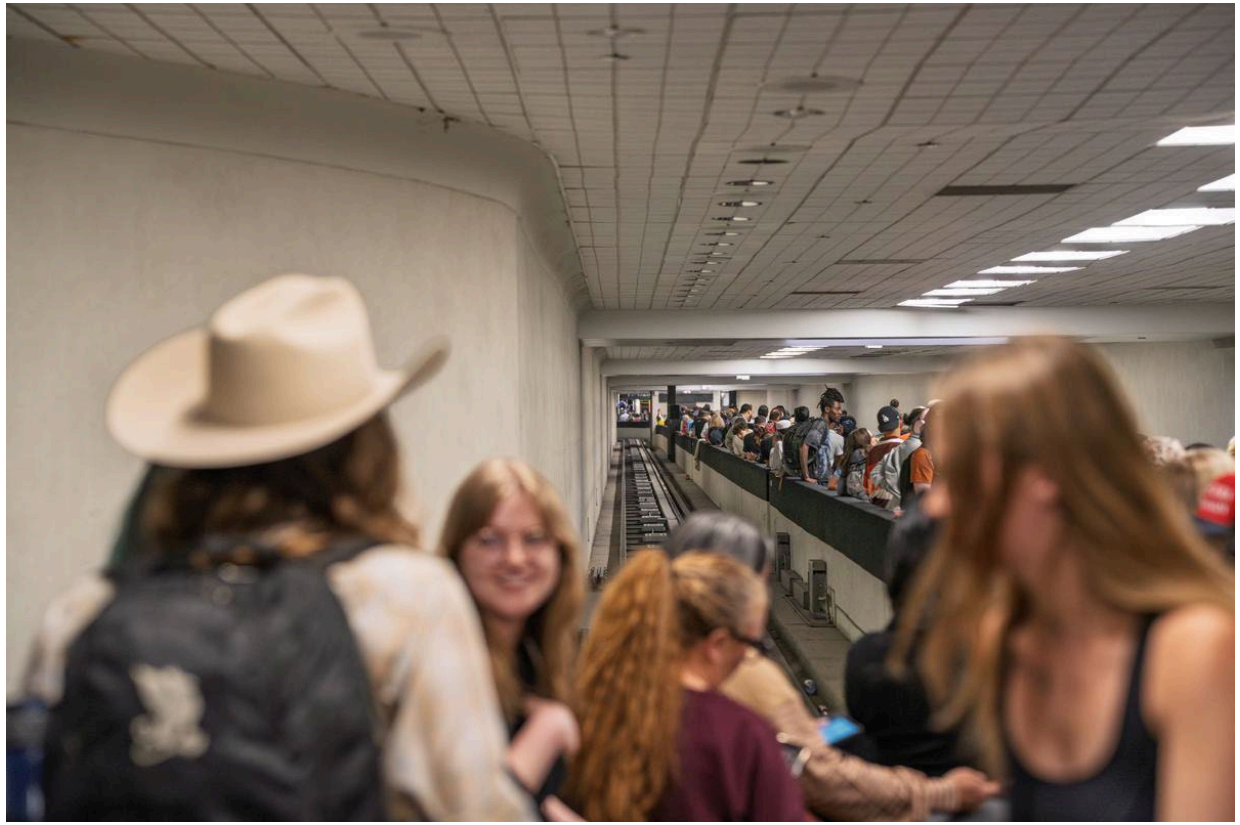
Responding to the Federal Government Shutdown at HOU



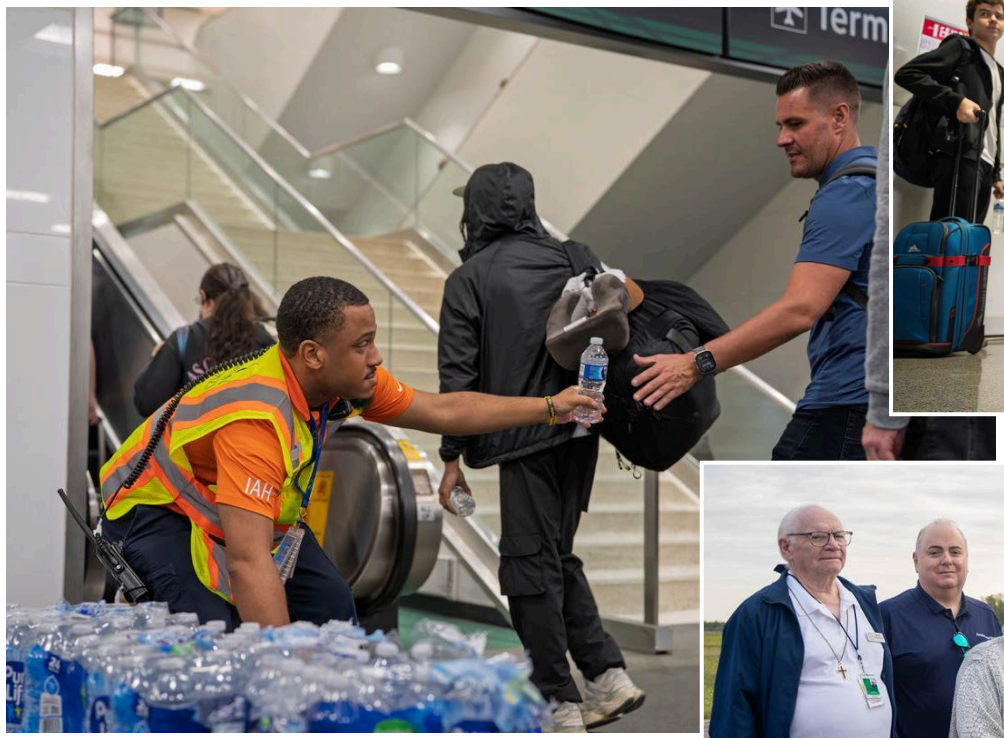


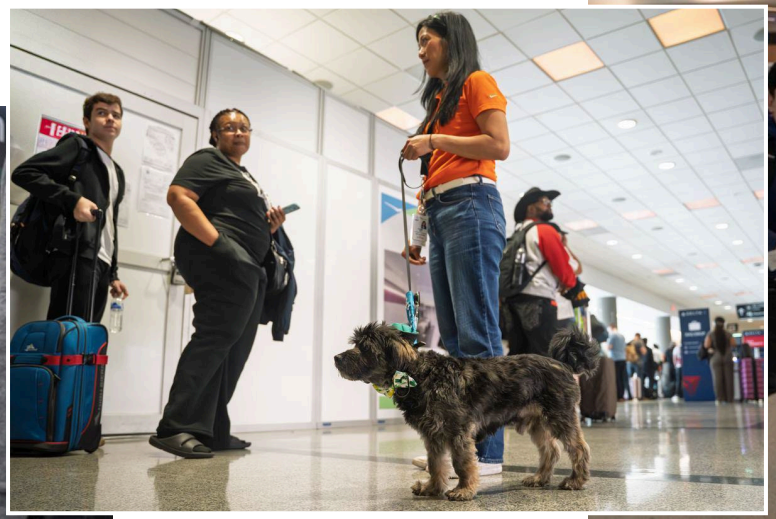
Responding to the Federal Government Shutdown at IAH





#HoustonStrong











Preparing for the 2026 World Cup

Houston Airports is ready to welcome the world.

Integrated Coordination Center (ICC) at IAH





Building Excitement for the World Cup







Inbound/Outbound Fan Movements

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
6/7	**6/8**	**6/9**	**6/10**	**6/11**	**6/12** Germany & Curacao Fans Inbound from Home County	**6/13** Germany & Curacao Fans Inbound from Home County
6/14 **Germany v. Curacao (12 pm)** ***Late/Overnight Departures***	**6/15** Germany & Curacao Fans Outbound to Kansas City and Toronto	**6/16** Portugal & TBD Fans Inbound from Home County	**6/17** **Portugal v. TBD (12 pm)** ***Late/Overnight Departures***	**6/18** Portugal (stays in Houston) & TBD Fans Outbound to Guadalajara	**6/19** Netherlands & TBD Fans Inbound from Dallas and Monterrey	**6/20** **Netherlands v. TBD (12 pm)** ***Late/Overnight Departures***
6/21 Netherlands & TBD Outbound Fans to Dallas and Kansas City	**6/22** Portugal (already in Houston) & Uzbekistan Fans Inbound from Mexico City	**6/23** **Portugal v. Uzbekistan (12 pm)** ***Late/Overnight Departures***	**6/24** Portugal & Uzbekistan Fans Outbound to Atlanta and Miami	**6/25** Cabo Verde & Saudi Arabia Fans Inbound from Atlanta and Miami	**6/26** **Cabo Verde v. Saudi Arabia (7 pm)**	**6/27** Cabo Verde & Saudi Arabia Fans Outbound to TBD (last group match)
6/28 Round of 32 Inbound Fans from Atlanta or Miami, and Dallas or KC	**6/29** **Round of 32 (Potential Brazil v. Netherlands/Japan) (12 pm)** ***Late/Overnight Departures***	**6/30** Round of 32 Outbound Fans to New York and Home County	**7/1**	**7/2** Round of 16 Inbound Fans from Los Angeles and Monterrey	**7/3** Round of 16 Inbound Fans from Los Angeles and Monterrey	**7/4** **Round of 16 (Potential Canada/Mexico v. Netherlands/Morocco) (12 pm)** ***Late/Overnight Departures***
7/5 Outbound Fans to Boston and Home County	**7/6** Outbound Fans to Boston and Home County	**7/7**	**7/8**	**7/9**	**7/10**	**7/11**

- Peak Inbound
- Peak Outbound
- Match Day
- Holiday

Note: Days between matches will have overlapping outbound and inbound fan movements, with outbound peaking MD+1 and inbound peaking MD-1.

Round of 32 (June 29th)

High likelihood that **Brazil** (1C) plays **Netherlands** or **Japan** (2F) in this game

Round of 16 (July 4th)

Could include **Canada** or **Mexico** (2A vs 2B)

Could include **Netherlands** or **Morocco**

Other World Cup Destinations Will Flow Through Houston

Host Cities and Participating South American Countries



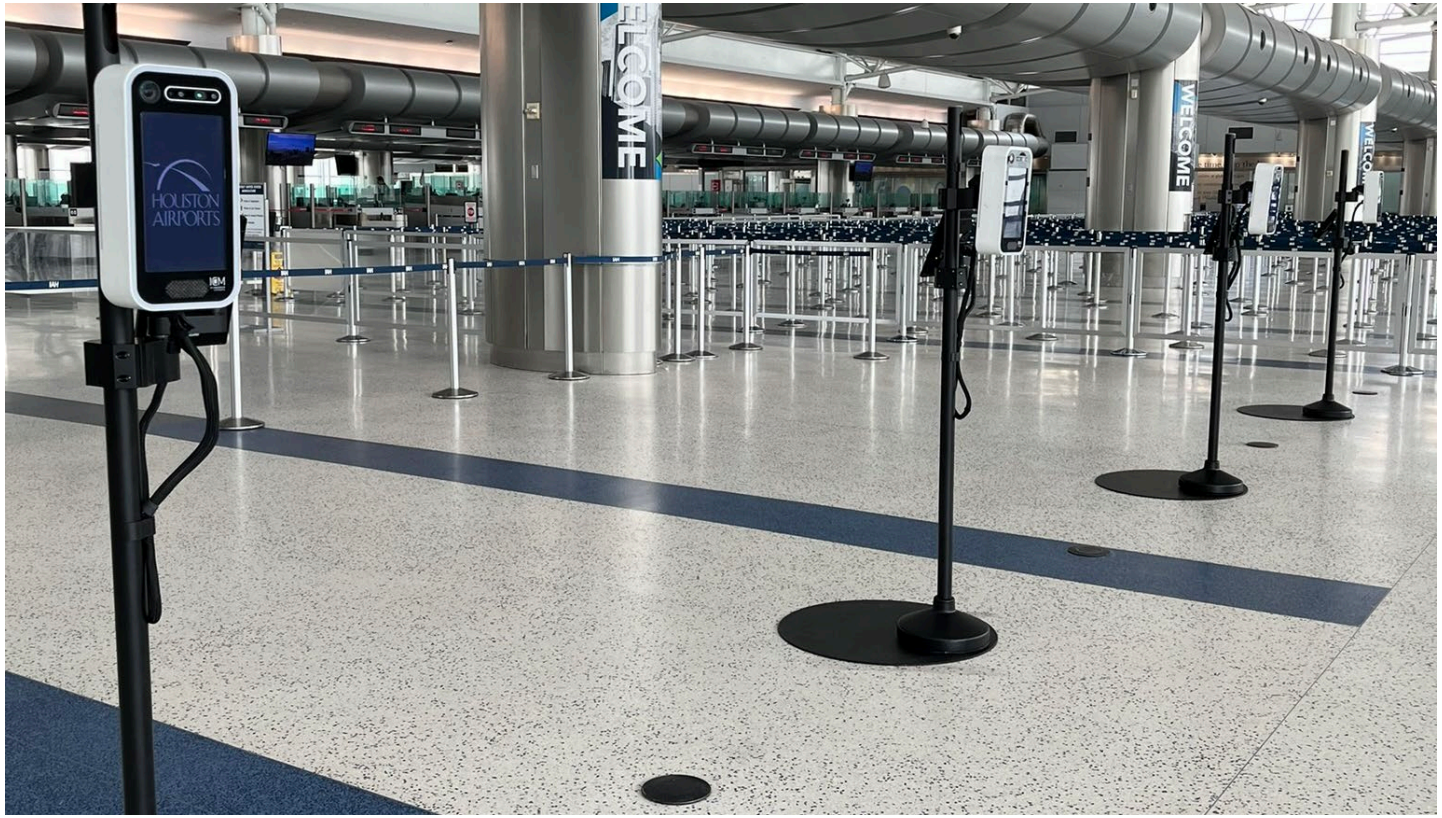


- Argentina
- Brazil
- Colombia
- Ecuador
- Paraguay
- Uruguay
- Panama
- Haiti
- Curacao

All host cities, other than Kansas City (MCI) have an FIS

Enhanced Passenger Processing at IAH for International Arrivals

- IAH now offers every expedited option for International Arrivals
  - Mobile Passport
  - Global Entry
  - EPP



Major Construction Projects

Expanding IAH and HOU to meet future passenger demand.

HOU West Concourse Expansion

IAH Terminal B Transformation

New Signage Along South Terminal Road



IAH Terminal B Transformation





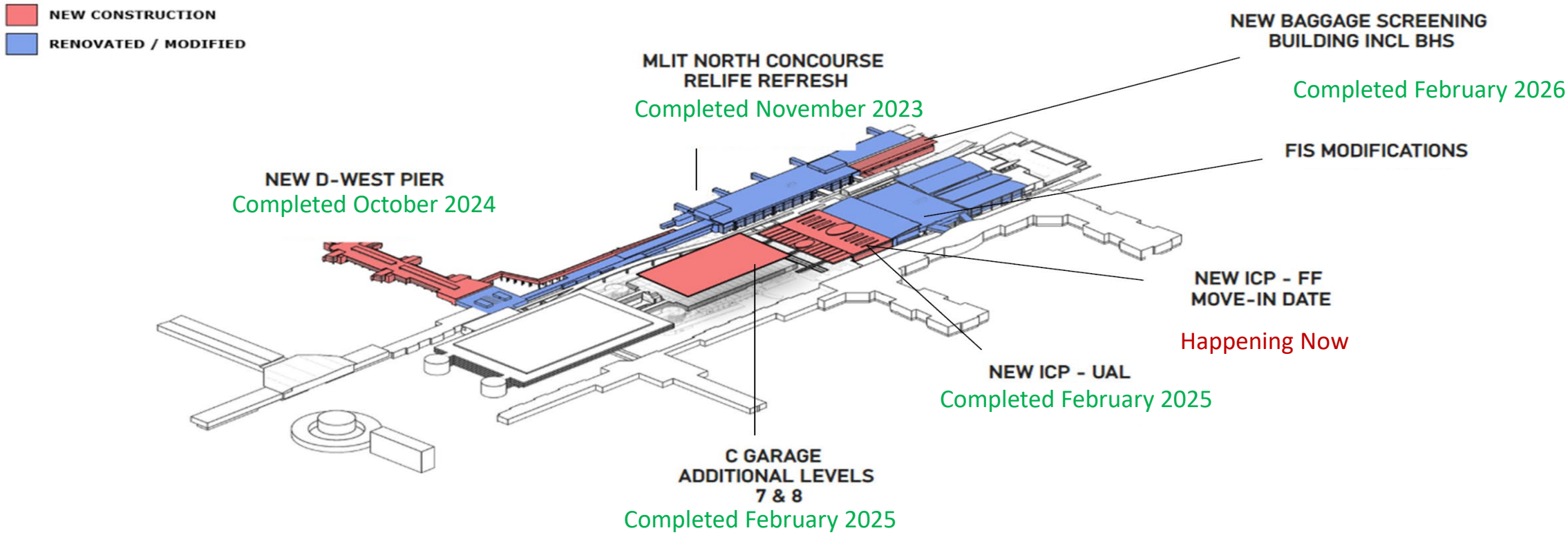
IAH Terminal B





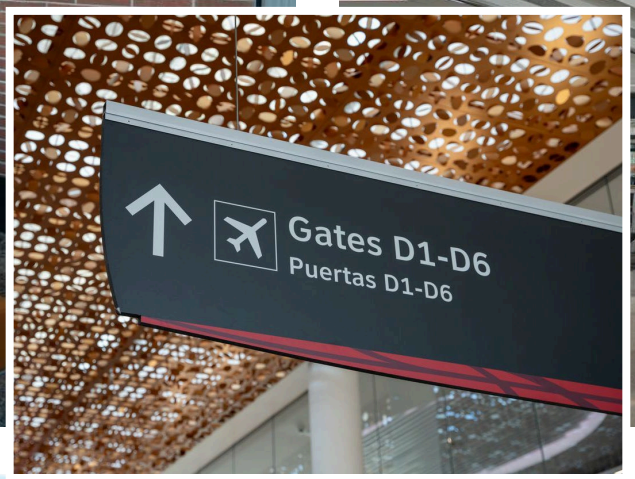
IAH Terminal Redevelopment Program (ITRP)

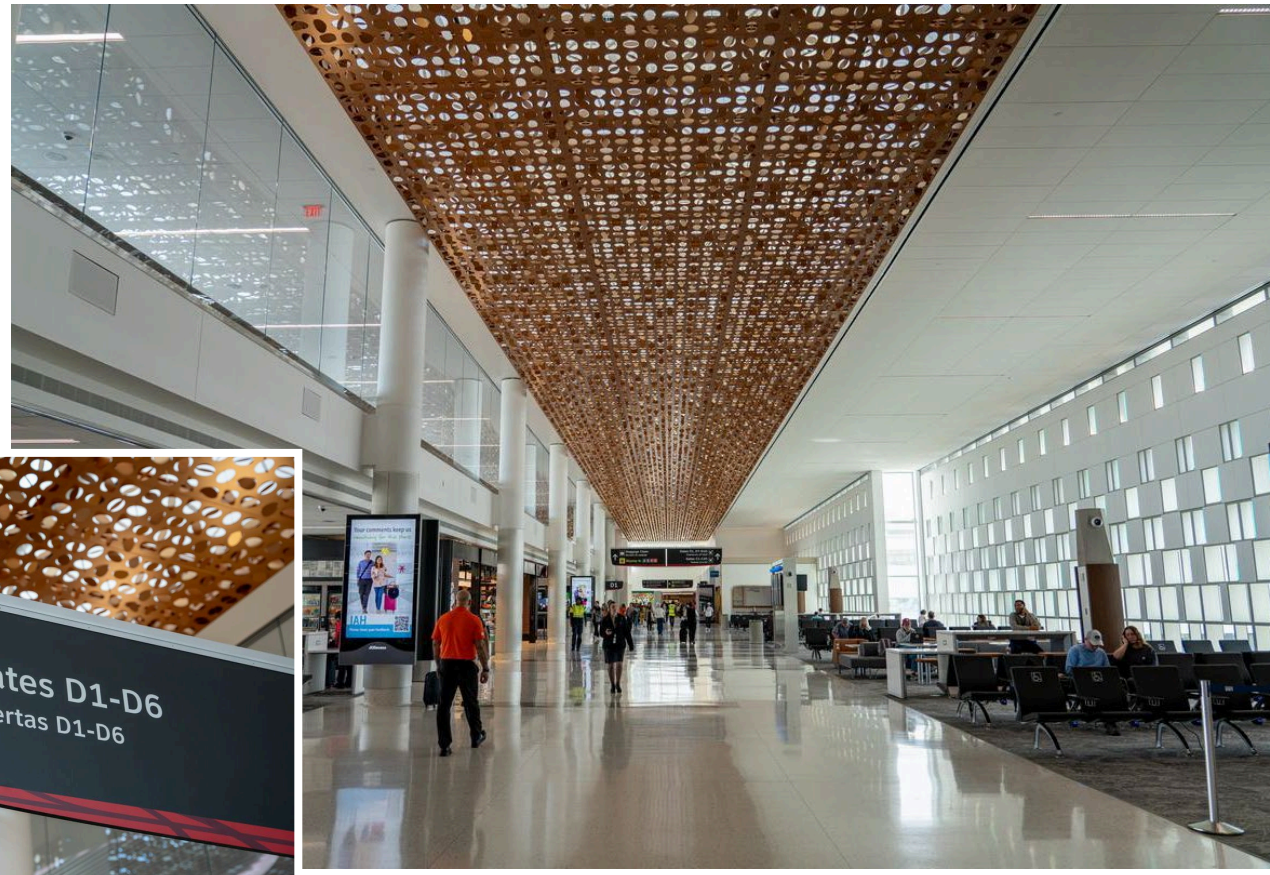
IAH Terminal Redevelopment Program (ITRP)



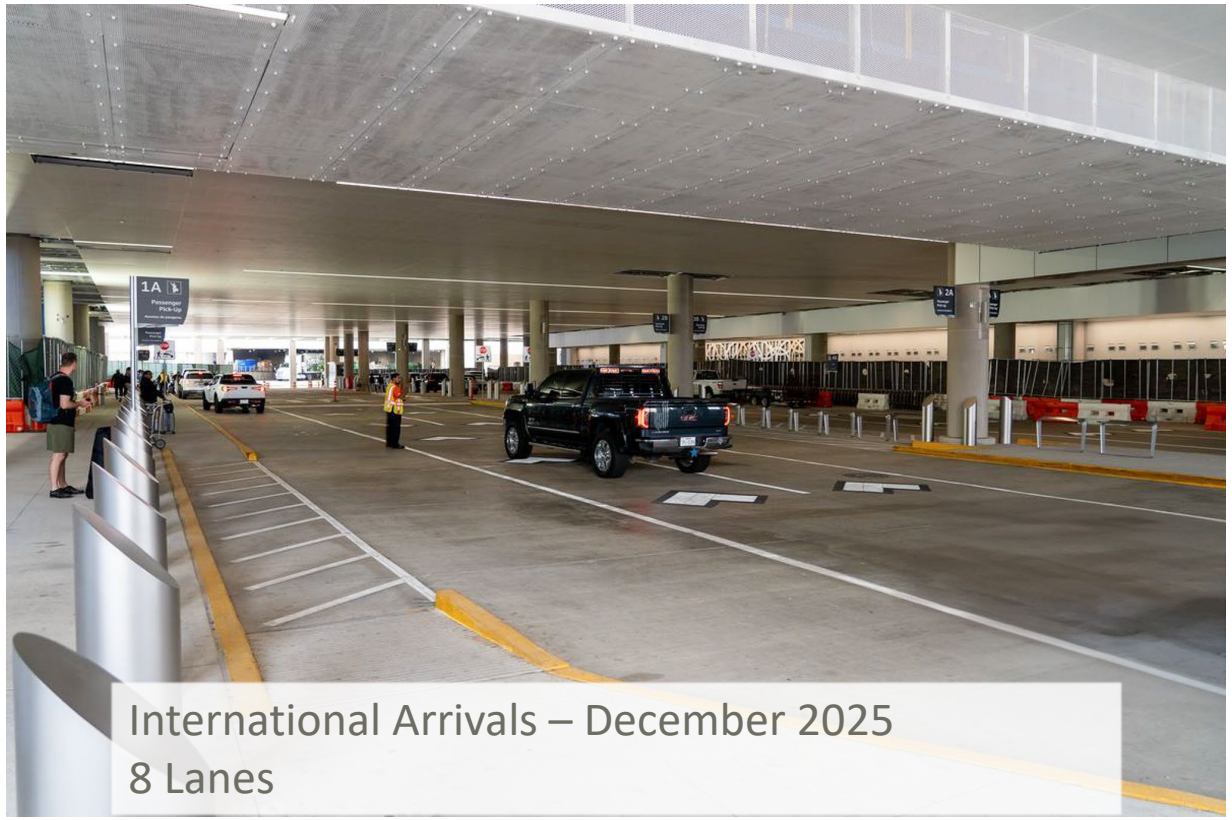
Terminal D-West Concourse (October 2024)







Terminal E Curbs (December 2024)



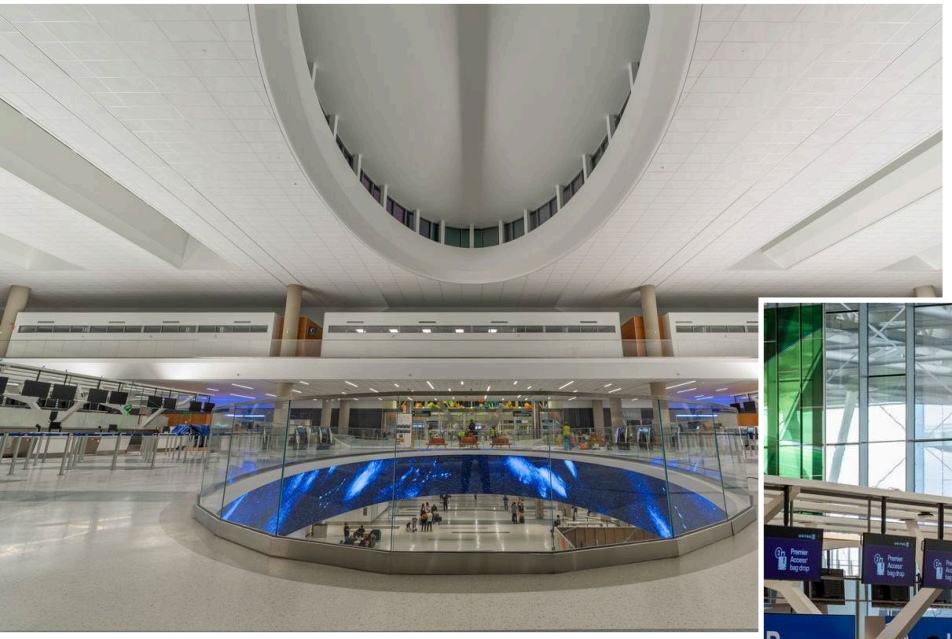
International Arrivals – December 2025
8 Lanes

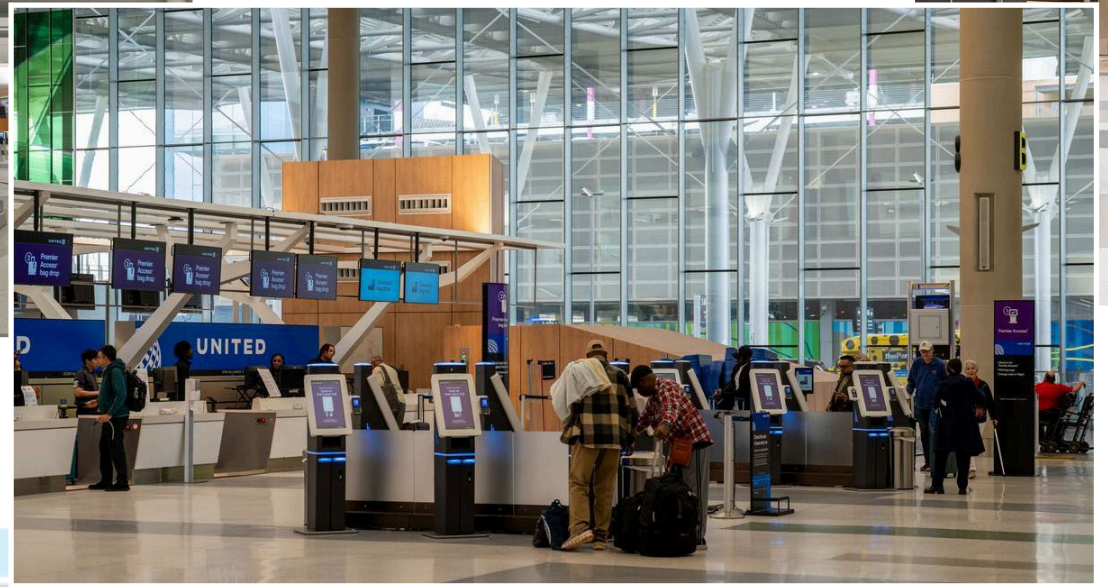


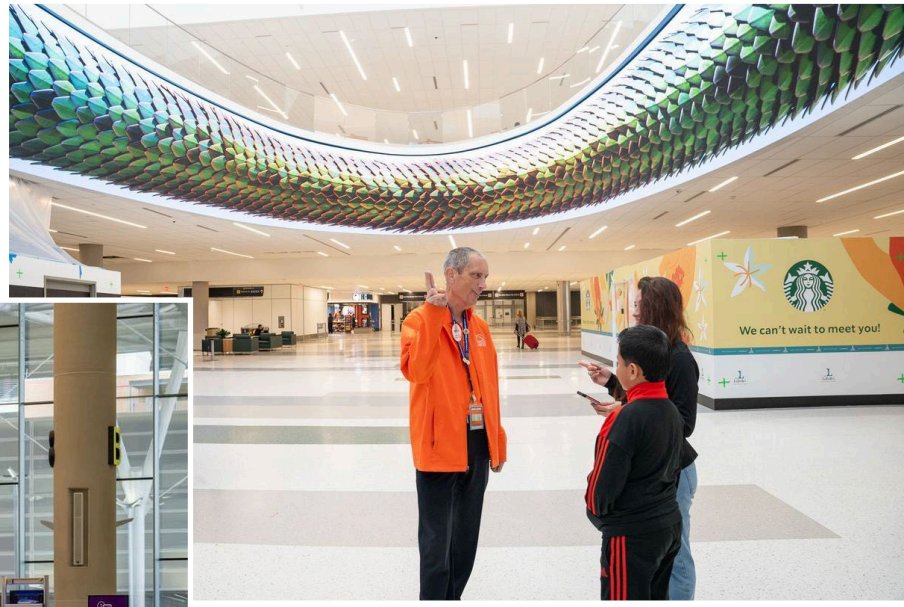
Terminal E International Departures – January 2025
11 Lanes

Terminal E Ticketing Lobby (January 2025)

Opened with United Airlines



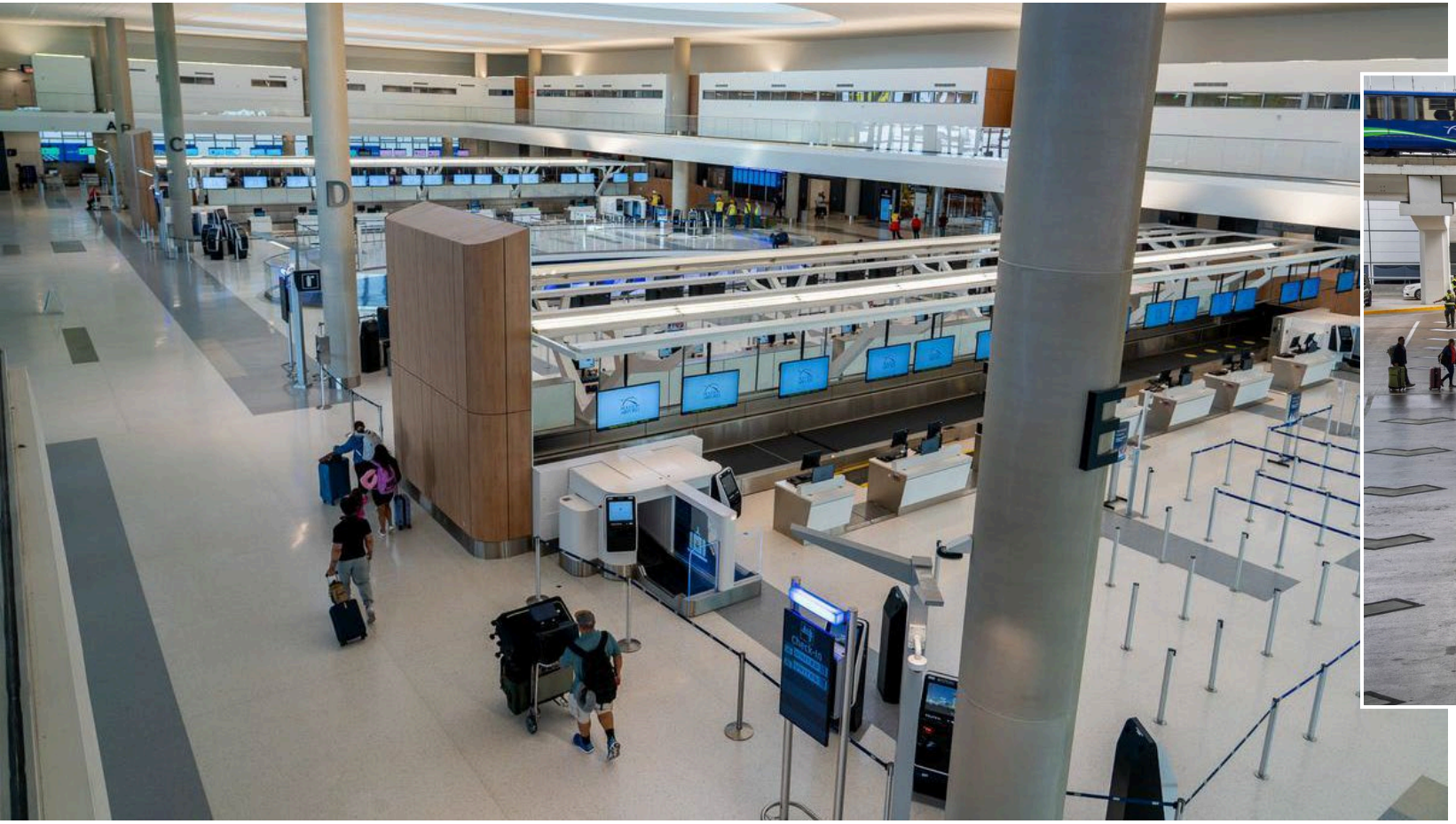


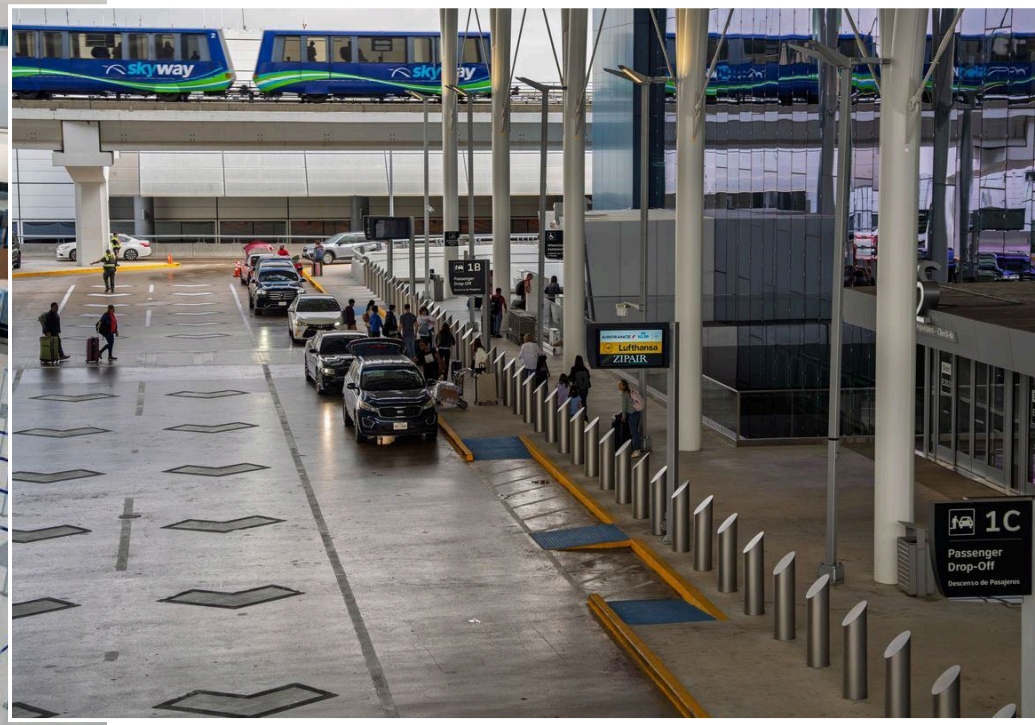


IAH - New Baggage Handling System



Foreign Flag Air Carriers Move into Terminal E (February 2026)





Terminal E Self-Service Technology





Closing Out ITRP

- Substantial completion on Terminal E Building as of March 10, 2026
- **Upcoming Council Action:**
  - Executive Program Management (EPM) & Program Management Support Services (PMSS)
- Next Steps
  - Warranty Items
  - Punchlist
  - Closeout
  - Document Transfer
  - MWBE Close Out
  - Transition to new EPM

Upcoming Council Action

- Executive Program Management for Major Projects Portfolio

  Projects include:
  - IAH Terminal B Expansion Coordination
  - IAH Terminal A Expansion/Replacement
  - IAH Central Utility Plant (CUP)
  - IAH Skyway Service Life Renewal
  - IAH Subway/Inter-Terminal Train Tunnel Service Life Renewal
  - HOU West Concourse Expansion

Additonal Expansion Projects for IAH

Capital Improvement Projects at IAH

HAS/United Airlines MOA

- **Scope:** Framework for projects supporting IAH growth.
- **Execution:** UA to design, manage, and construct on behalf of the City.
- **Funding:** Capped at $229.9M using up to $150M of funds potentially redesignated from the existing Terminal B MOA (not yet appropriated).

  – Aircraft holding, remote employee parking, stormwater detention, A/B garage entrance, North Terminal Road enabling utilities, airfield checkpoint expansion and Terminal C pedestrian bridge repair

MOA-East Cargo Hold Pad/Aircraft Parking

Rough Order of Magnitude: $70M

- **Location:** Taxiway EA, near East Cargo complex.
- **Capacity:**
  - 9 narrowbody aircraft (Holding)
  - **OR** 14 narrowbody aircraft (overnight parking)
- **Scope:** New concrete aircraft pad construction.



MOA- New Airport Terminal Employee Parking Lot

Rough Order of Magnitude: $75M

- **Location:** International Plaza Drive
- **Capacity:** 8,100-space employee lot
- **Scope:** Also includes a 3,000 sq. ft. administration building, integrated security fencing and additional ecopark canopies.

The new facility will return:

- 1,850 parking spaces in the A/B Garage
- 4,250 parking spaces at ecopark on JFK Blvd

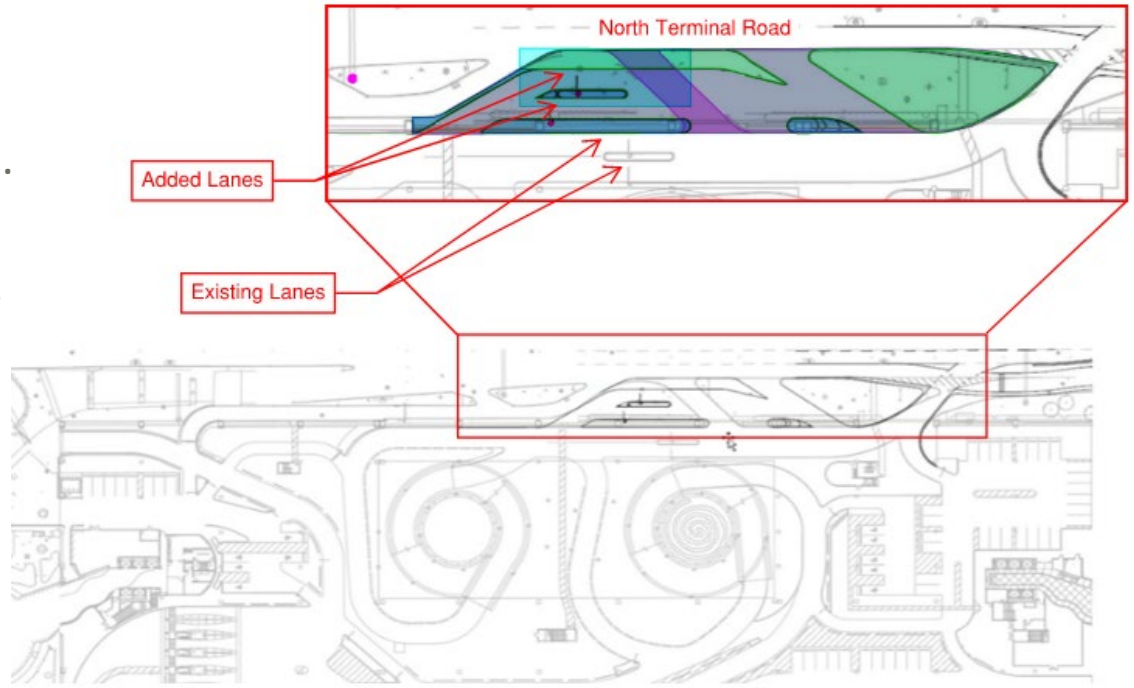
This allows Houston Airports to meet parking needs based on projected enplanement growth



MOA-A/B Garage Entrance Expansion

Rough Order of Magnitude: $2.8M

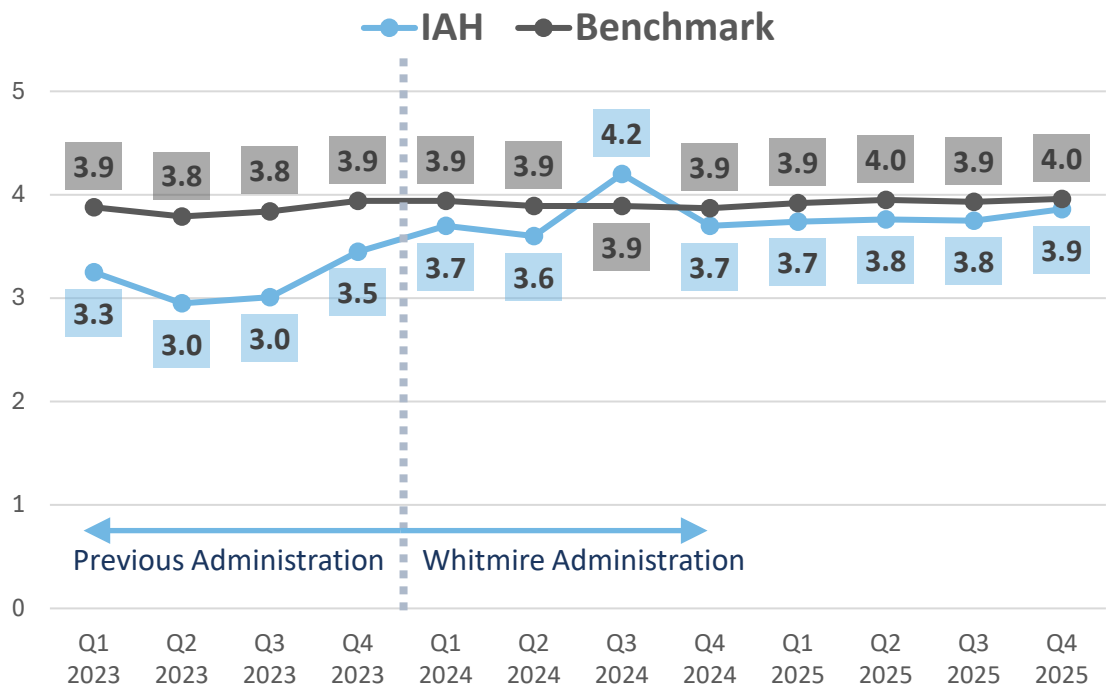
- **Lane Expansion:** Increase from two to four lanes to support increased capacity from Terminal B connection.
- **Systems Integration:** Full design and construction, including integration with HAS revenue access systems.
- **Infrastructure:** Installation of a new covered canopy over expanded exterior lanes.

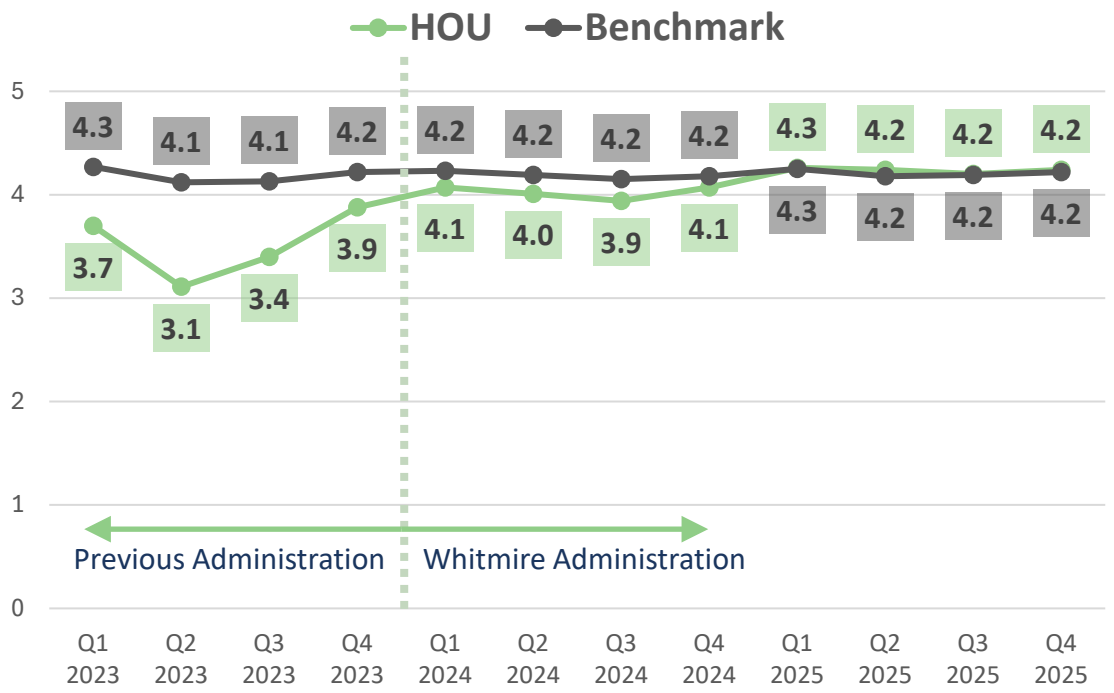


Passenger Feedback

ACI Airport Service Quality Survey

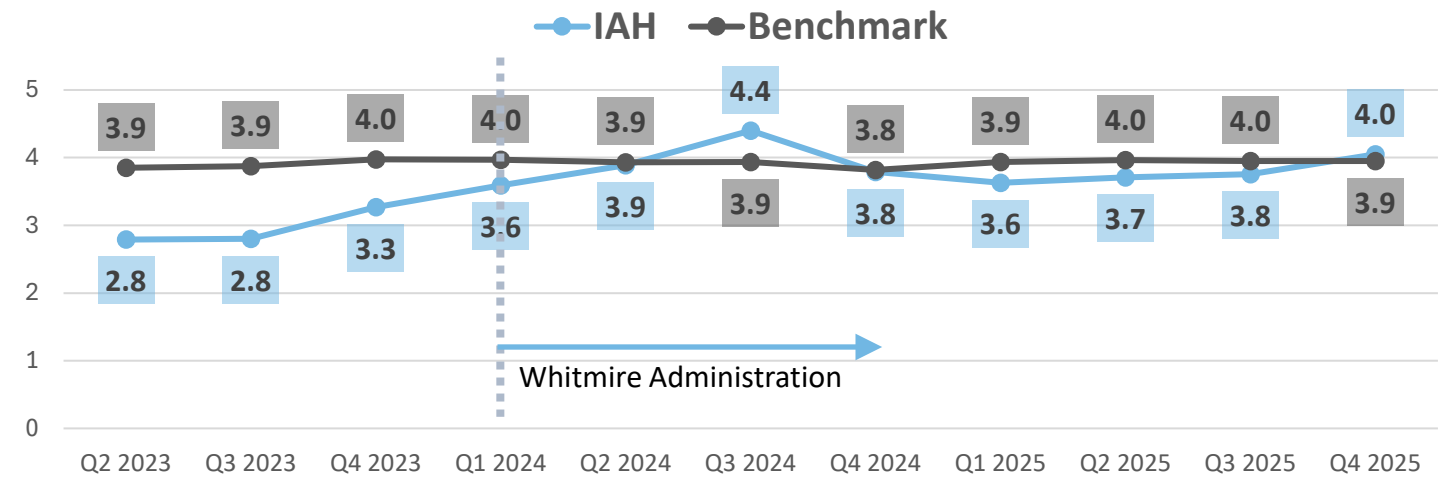
Overall Satisfaction Trend vs. Benchmark



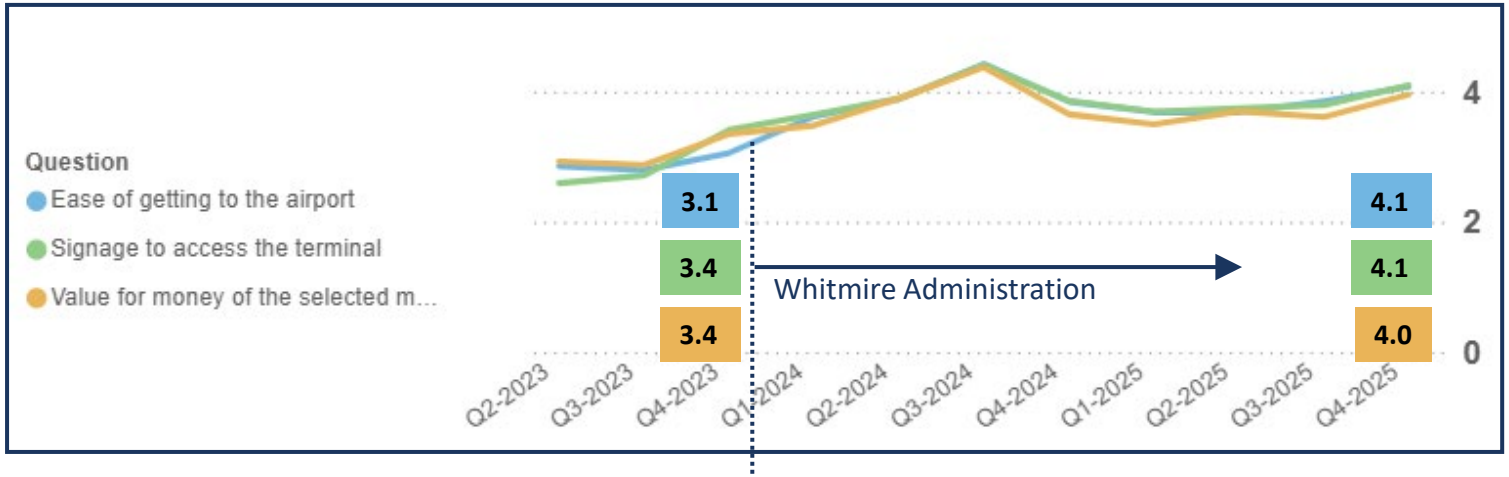


Airport Arrival Experience Improved Q4 2023 vs. Q4 2025

Arrival at the Airport
- Increased from 3.3 to 4.0

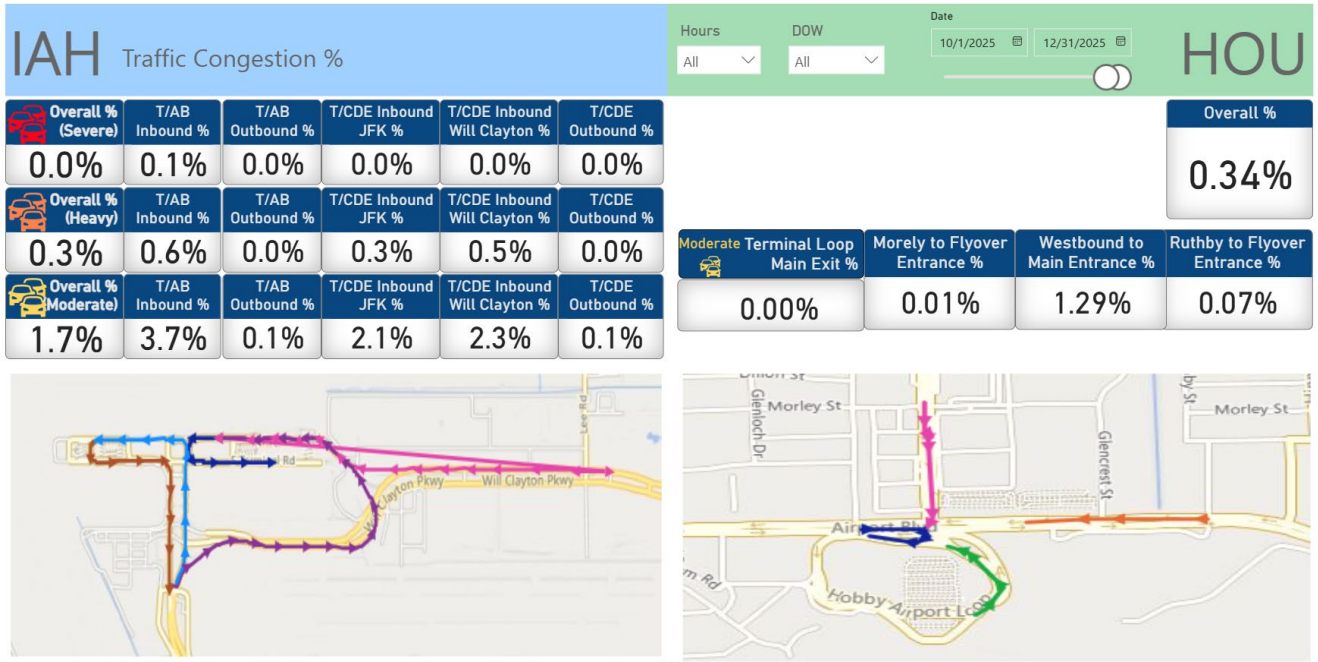


Ease of Getting to the Airport
- Increased by +1.0



Q4 2025: Restroom scores remain high, traffic delays remain low

- 2025 vs 2023
- Severe traffic down 99%
- Heavy traffic down 92%
- Moderate traffic down 79.9%
- IAH Restrooms have **92% positive** score
  - +5M passengers used them in the quarter
- HOU Restrooms have a **95.4% positive** score
  - +3M passengers used them in the quarter

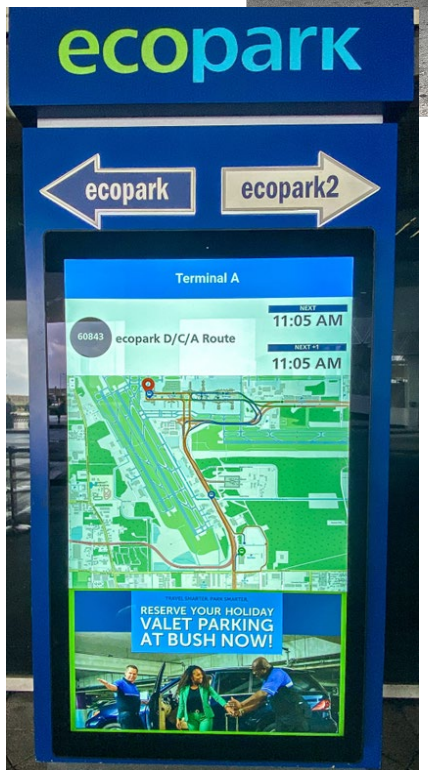


Congestion % is calculated based on (number of times the traffic duration went above the set benchmark within the selected time period) divided by (the total number of reported traffic data within the selected time period).

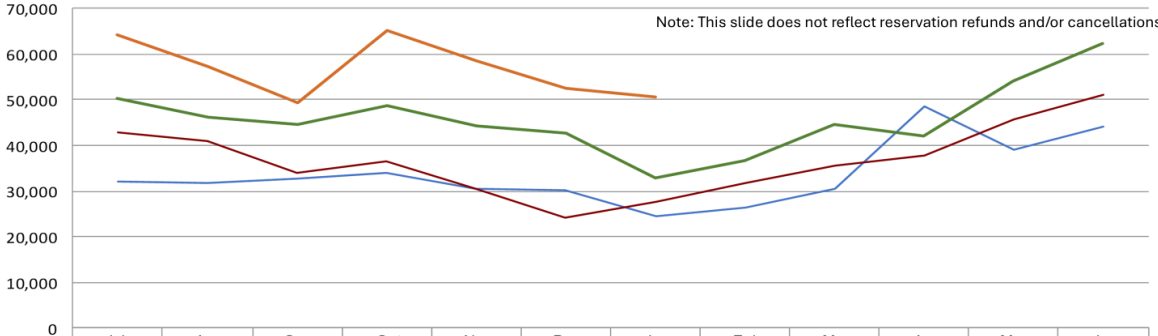
Parking Upgrades

- 36 **new** shuttles replaced old fleet
- **More** shuttles on road during peak travel periods
- Digital signage tracks ETA of ecopark buses
- Reservations period **dropped from 12 hours to 2 hours**



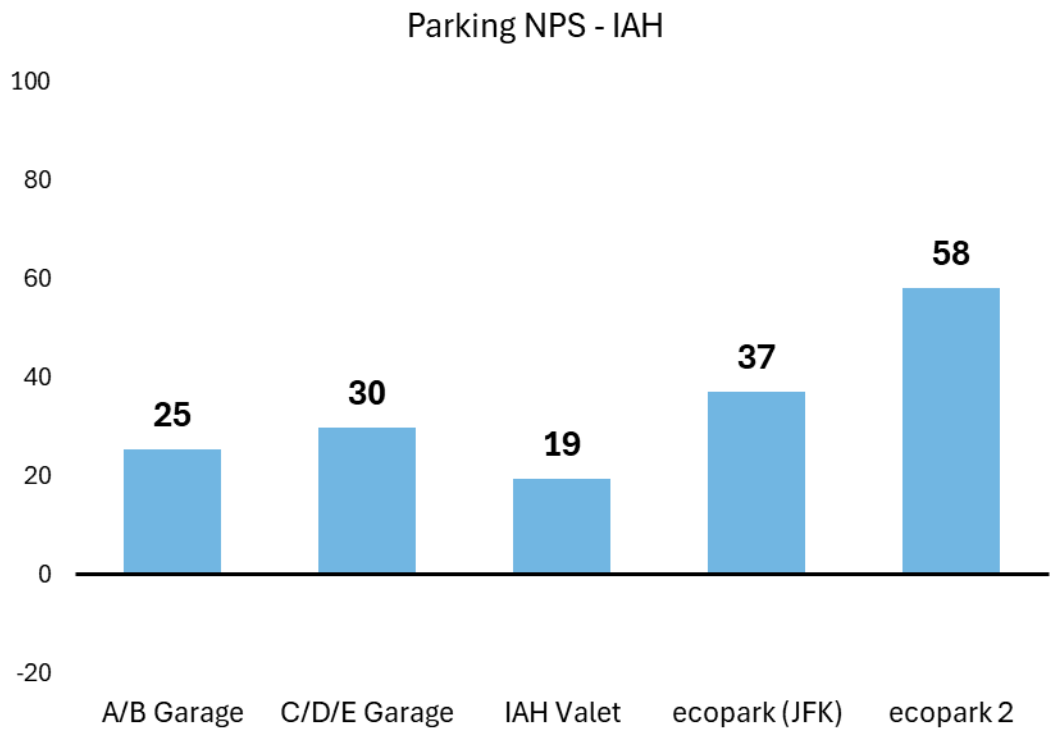


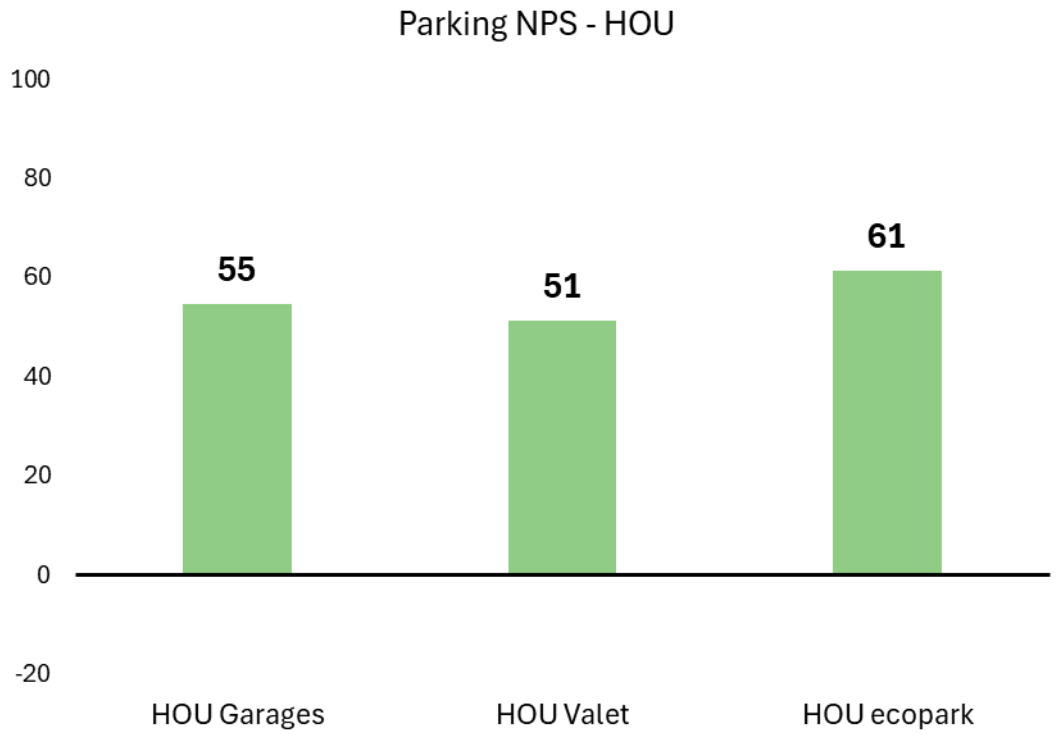
Reservations :: Transactions



	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY23	32,230	31,687	32,756	33,908	30,642	30,208	24,372	26,403	30,585	48,437	39,109	43,963
FY24	42,720	40,960	34,076	36,473	30,550	24,062	27,649	31,840	35,666	37,704	45,673	50,923
FY25	50,164	46,138	44,681	48,759	44,184	42,741	32,803	36,658	44,514	42,194	54,074	62,126
FY26	64,143	57,349	49,443	65,216	58,418	52,401	50,562					

Post-Parking Survey
Q4 2025 vs. Q2 2024





vs. Q2 2024:	**+19**	**+64**	**+11**	**+38**	**+19**	**+4**	**+3**	**+18**

IAH: 5,349 surveys

HOU: 1,176 surveys

Passengers Choose HOU as Cleanest Airport in North America



Additional Questions

Jim Szczesniak

Director of Aviation