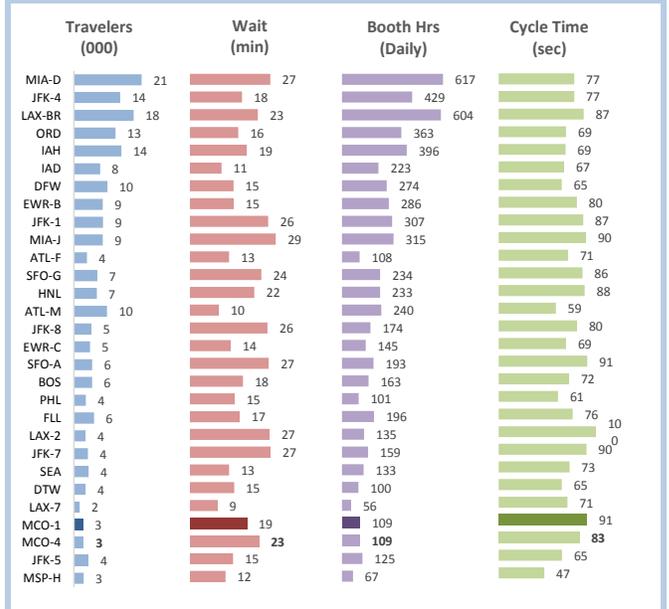


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	2,759	3,052	-293	-10%
Global Entry, APC, & MPC	19%	15%	4%	27%
Non-Automated	81%	85%	-4%	-5%
United States Citizens	24.7%	18.1%	+6.6%	36%
Non-immigrants	70.8%	78.8%	-8.0%	-10%
Legal Permanent Residents	4.6%	3.1%	+1.4%	46%
Average Daily Flights (#)	20	21	-1	-3%
Wait Time				
Average Primary Wait (m)	19.2	19.8	-0.6	-3%
% Travelers < 60 minutes	97%	96%	1%	1%
% Travelers > 120 mins	0.05%	0.06%	-0.0%	-14%
Primary Booth Hours				
Average Daily Booth Hours	109	126	-17	-14%
Efficiency				
Average Cycle Time (s)	90.8	92.9	-2.1	-2%
Max Hourly Throughput / booth	39.7	38.7	0.9	2%
Average Utilization	64%	62%	1%	2%

Compared to other major airports ...



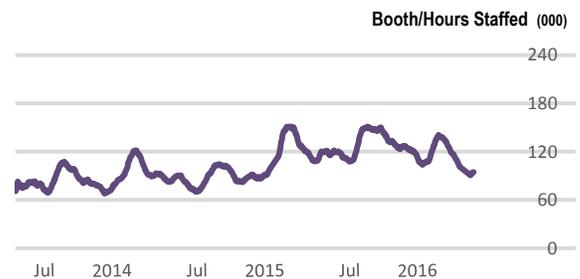
Wait times drop as new flights go to Airside 4

- **Travel is down 10% at Orlando Terminal 1.** Traveler volume (year to date) has decreased 10% compared to last year. Today, 19% of passengers are confirmed with Global Entry and APC.
- **Wait times decreased by 3%.** A decrease in traffic volume has helped the average wait time decrease from 19.8 minutes last year to 19.2 minutes this year.
- **Fewer booths to meet demand.** Booth hours have decreased to meet traveler volume demand. Average daily booth hours decreased 14% from 126 hours last year to 109 hours this year.
- **Cycle time decreased.** Average cycle time is 2.1 second faster this year, while max hourly throughput increased by 0.9 passenger per booth, per hour. If APC is extended to non-immigrants (70% traffic share), cycle time should improve.

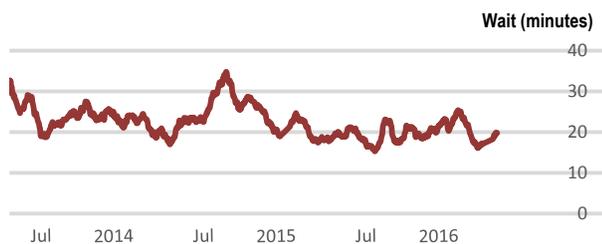
Traveler Volume ... recent decrease



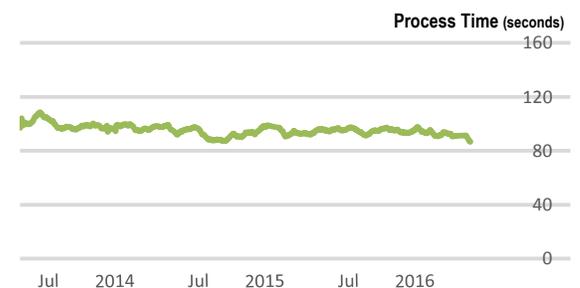
Booth Hours ... 14% fewer booth hours than last year



Wait Time ... downward trend since recent spike



Cycle Time ... slowly decreasing



Best Practice Inventory

MCO-1 Best Practice Assessment: MCO Airside 1 has implemented many of the available best practices. Most notably, 19% of MCO Airside 1 passengers are now processed by automated technologies like Global Entry and APC. MCO Airside 1 could achieve further efficiencies as more passengers utilize APC.

2%	GE Traveler %	The % of travelers pre-processed by each automated method is shown in the assessment rectangle. Rectangles are shaded green, yellow, or red based on the potential % for each method.
17%	APC Traveler %	
0%	MPC Traveler %	

	APC for Canadians		Section 560/559 Initiative
	APC for Visa Waiver		Variable Message Signage
	APC for LPR / Nonimmigrants		One Stop
	Baseline Study Complete		Express Connect

Legend

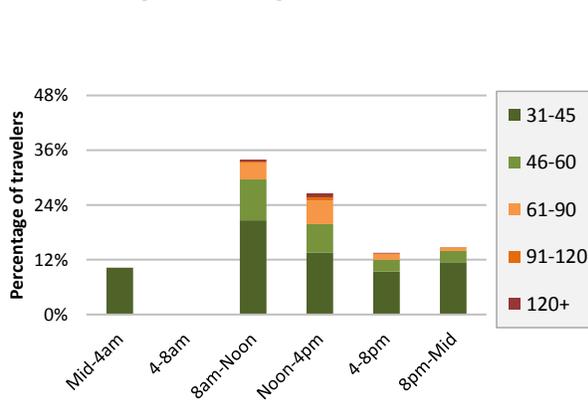
	Fully Implemented		Partially Implemented / Not Available		Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A Green "assessment rectangle" indicates the practice is properly and fully implemented; Red means the practice is not in place; and Orange indicates implementation is limited and achieves less than intended results.

22% of passengers wait more than 30 minutes

Year to date, approximately 4% of MCO Airside 1 passengers wait more than 1 hour. Between the hours of 8am to Noon, 34% of passengers wait more than 30 minutes.

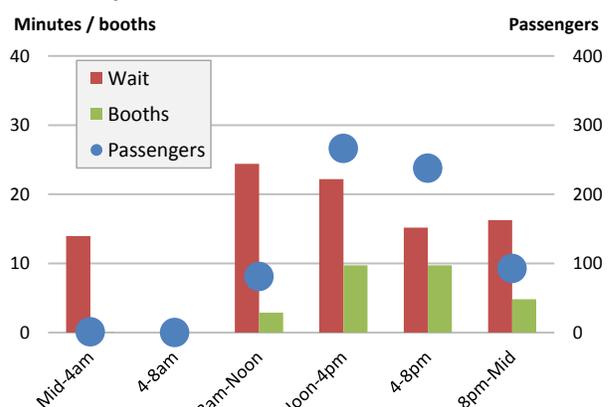
% Passengers Waiting More than 30 Minutes



Wait times are highest from 8am to Noon

Despite being busiest between Noon and 8pm, MCO-1 wait times are longer from 8am to Noon. Opening more booths during 8am-Noon period could reduce MCO-1 average wait.

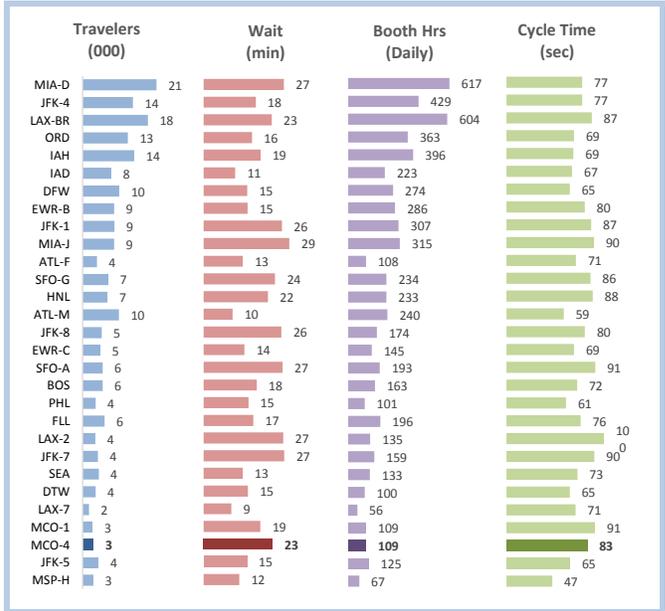
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	3,007	1,604	1,403	87%
Global Entry, APC, & MPC	25%	14%	11%	79%
Non-Automated	75%	86%	-11%	-13%
United States Citizens	14.8%	13.9%	+0.9%	6%
Non-immigrants	83.1%	84.3%	-1.2%	-1%
Legal Permanent Residents	2.1%	1.7%	+0.4%	22%
Average Daily Flights (#)	13	6	7	126%
Wait Time				
Average Primary Wait (m)	23.3	20.4	2.9	14%
% Travelers < 60 minutes	94%	97%	-3%	-3%
% Travelers > 120 mins	0.58%	0.04%	+0.5%	1262%
Primary Booth Hours				
Average Daily Booth Hours	109	55	54	97%
Efficiency				
Average Cycle Time (s)	82.8	81.9	0.9	1%
Max Hourly Throughput / booth	43.5	44.0	-0.5	-1%
Average Utilization	64%	66%	-3%	-4%

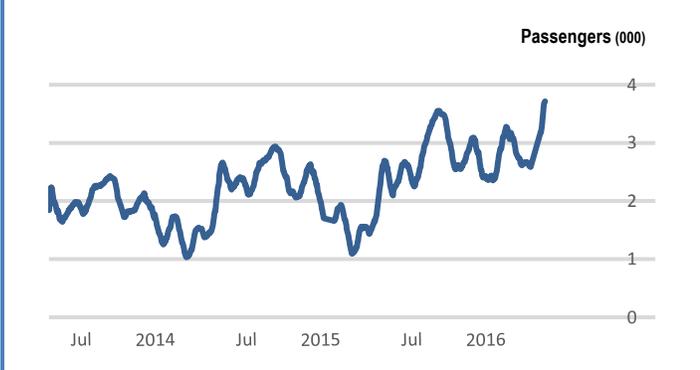
Compared to other major airports ...



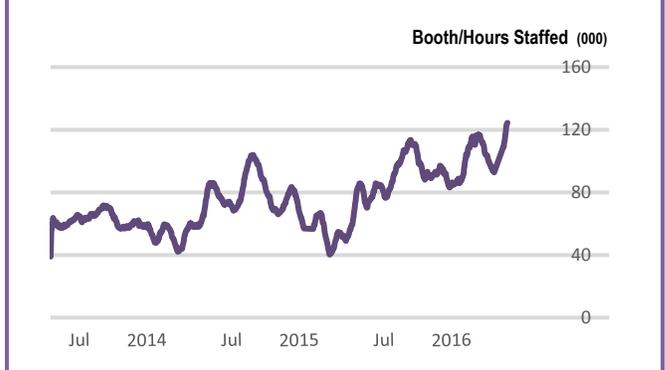
Sharp increase in wait times as new flights are added

- Travel doubles at Orlando Terminal 4.** Traveler volume (year to date) has substantially increased (87%) compared to last year, and daily flight increased from 6 to 13. Today, 25% of passengers are confirmed with Global Entry and APC, up from 14% last year.
- Increased booth hours to meet demand.** While booth hours have increased by 97%, MCO-4 can improve booth timing to reduce waits.
- Wait time increased by 14%.** The average wait time increased by 14%, from 20.4 minutes last year to 23.3 minutes this year with strong growth in traffic and slightly increased cycle time. MCO-4 can improve booth allocation during low volume periods to reduce waits.
- Slower processing and slightly decreased throughput.** Throughput decreased by 0.5 passenger per hour compared to a year ago as average cycle time increased by 0.9 seconds.

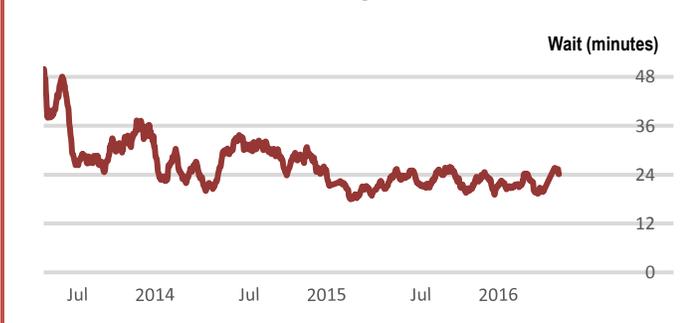
Traveler Volume ... rebounding from 2014



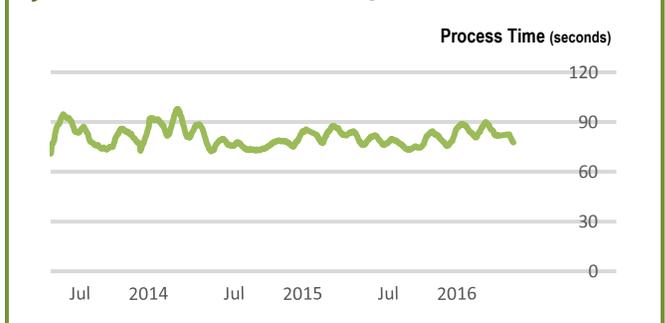
Booth Hours ... 97% more booth hours than last year



Wait Time ... recently increasing

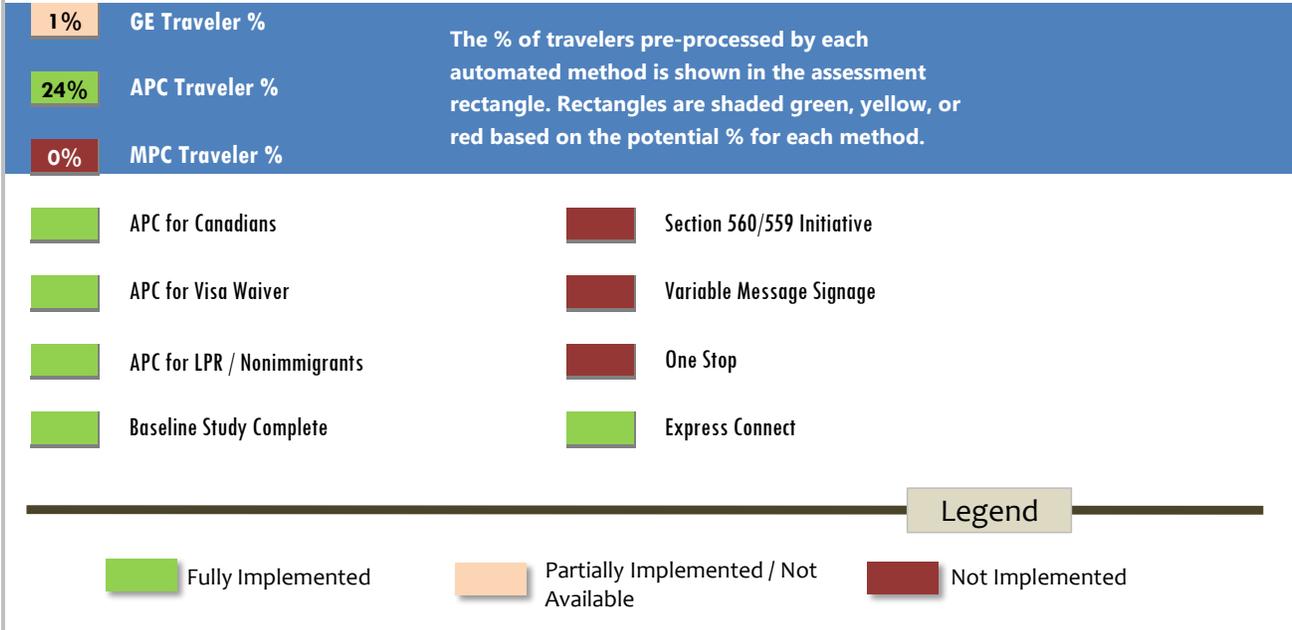


Cycle Time ... recently increasing



Best Practice Inventory

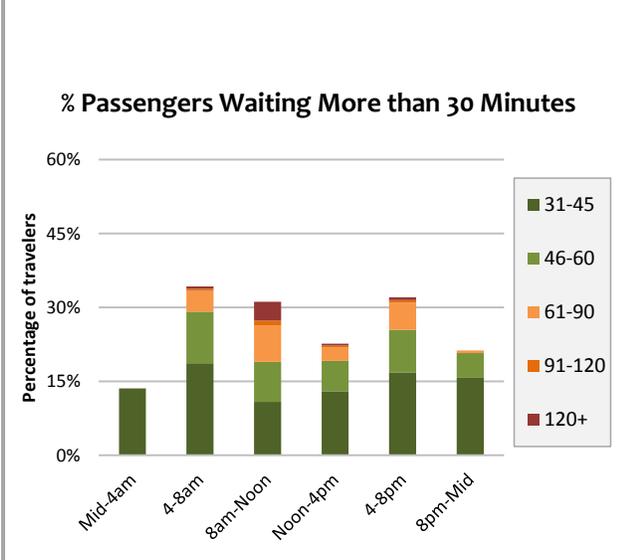
MCO-4 Best Practice Assessment: MCO-4 has implemented many of the available best practices. Automated processing such as Global Entry and APC are implemented. With 25% travelers utilizing them, there is room for growth. APC is available at MCO-4 not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.



Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A Green "assessment rectangle" indicates the practice is properly and fully implemented; Red means the practice is not in place; and Orange indicates implementation is limited and achieves less than intended results.

30% of passengers wait more than 30 minutes

Year to date, approximately 6% of MCO Airside 4 passengers wait more than 1 hour, approximately 30% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 34% of passengers wait more than 30 minutes.



A few more booths needed in the morning

The busiest hours are between 4pm and 8pm, when nearly 360 passengers arrive per hour. An average of 13 booths per hour are open during this time and wait time is 24 minutes. With an average 4 booths open from 4am to Noon, waits average 25 minutes. Opening a couple extra booths from 4am to Noon may reduce average wait.

