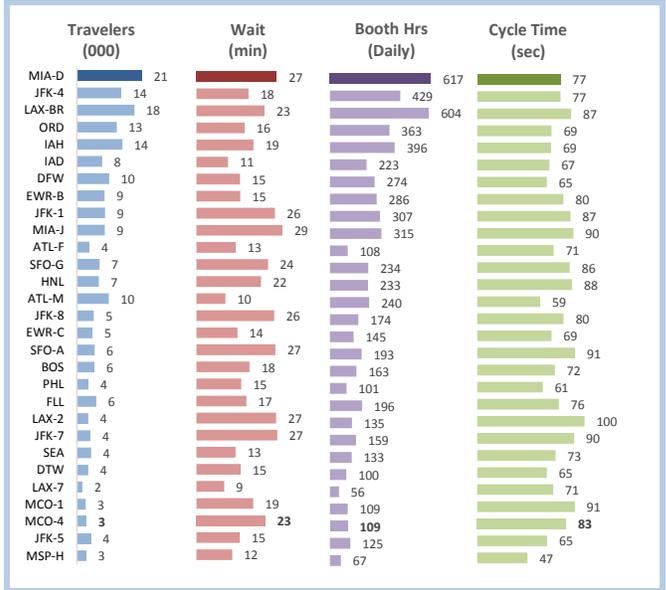


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	20,505	21,013	-508	-2%
Global Entry, APC, & MPC	42%	31%	11%	35%
Non-Automated	58%	69%	-11%	-16%
United States Citizens	39.9%	39.3%	+0.6%	2%
Non-immigrants	53.1%	54.3%	-1.2%	-2%
Legal Permanent Residents	7.0%	6.4%	+0.6%	9%
Average Daily Flights (#)	142	138	4	3%
Wait Time				
Average Primary Wait (m)	27.2	26.3	0.9	3%
% Travelers < 60 minutes	90%	92%	-2%	-2%
% Travelers > 120 mins	0.90%	0.35%	+0.56%	161%
Primary Booth Hours				
Average Daily Booth Hours	617	640	-23	-4%
Efficiency				
Average Cycle Time (s)	77.5	80.0	-2.5	-3%
Max Hourly Throughput / booth	46.5	45.0	1.5	3%
Average Utilization	71%	73%	-1%	-2%

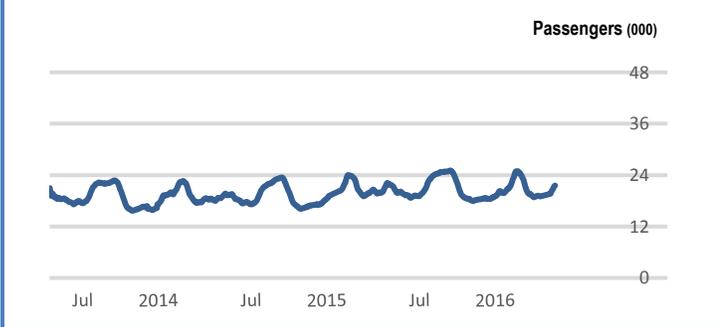
Compared to other major airports ...



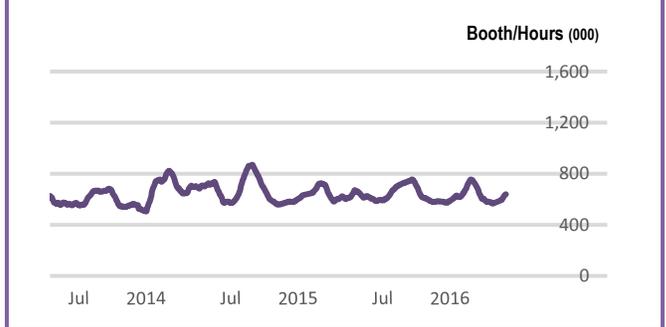
Fewer travelers, fewer booths, longer waits

- **Travel decreased at Miami Terminal D.** Traveler volume (year to date) has slightly decreased compared to last year. Today, 42% of passengers are confirmed with automated solutions such as Global Entry, APC, and MPC, up from 31% last year.
- **Fewer booth hours compared to last year.** Booth hours have decreased 4% compared to a year ago, from 640 hours to 617 hours per day.
- **Wait times have increased by 3%.** Year to date, average wait is 27.2 minutes, compared to 26.3 minutes last year. Fewer booth hours have increased average waits, despite 3% faster processing, and 2% fewer travelers.
- **Cycle time is 2.5 seconds faster this year.** APC and Global Entry growth have combined to reduce average cycle time. Average cycle time is 2.5 seconds faster than a year ago, increasing max hourly throughput by 1.5 passengers per booth, per hour.

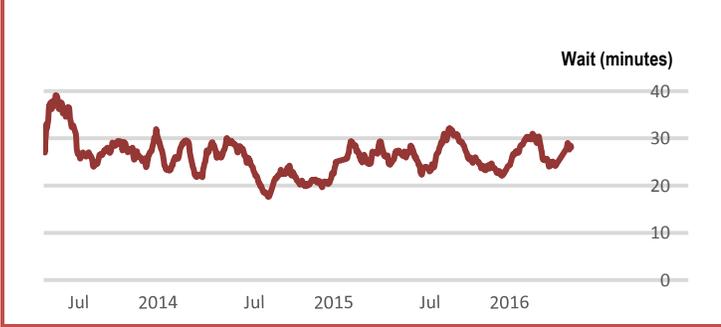
Traveler Volume ... modest growth since 2014



Booth hours ... 4% fewer booths staffed than last year



Wait Time ... trending up since July 2014



Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

MIA Terminal D Best Practice Assessment: Terminal D has implemented many of the available best practices. Most notably, 42% of passengers are now processed by automated technologies like Global Entry and APC. MPC has recently been introduced. APC is available at Terminal D not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

8%	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.
33%	APC Traveler %	
1%	MPC Traveler %	

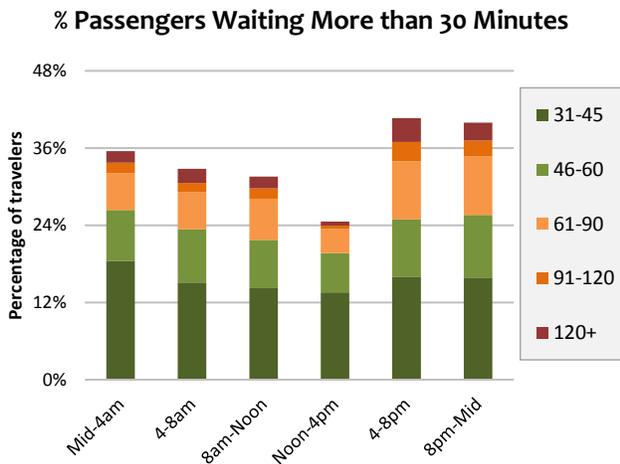
	APC for Canadians		Section 560/559 Initiative
	APC for Visa Waiver		Variable Message Signage
	APC for LPR / Nonimmigrants		One Stop
	Baseline Study Complete		Express Connect

Legend

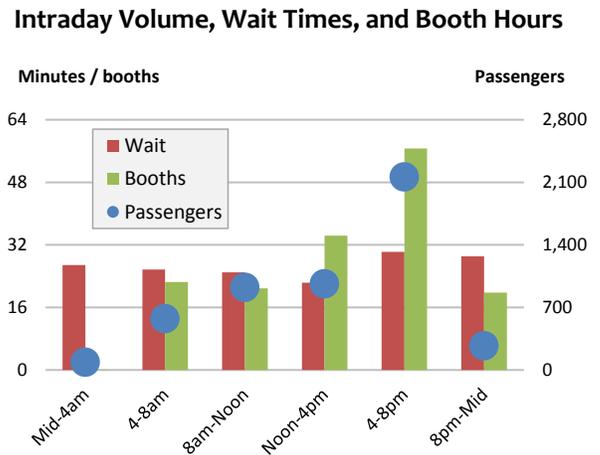
	Fully Implemented		Partially Implemented / Not Available		Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices 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.

35% of passengers wait more than 30 minutes
 Year to date, approximately 12% MIA of Terminal D passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 41% of passengers wait more than 30 minutes.



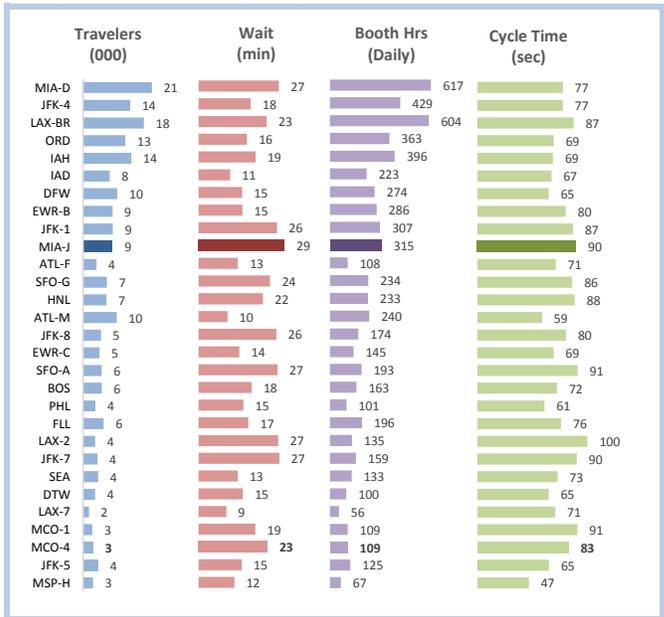
MIA-D staffs well to traffic volume
 Over 2,160 passengers (on average) arrive at MIA Terminal D every hour between 4pm and 8pm. MIA-D staffs 57 booth hours to peak (4-8pm) where wait times are higher than average (30 minutes).



Key Metrics

Volume	YTD 2016	YTD 2015	Change	% Change
Average Daily Travelers	8,768	8,295	473	6%
Global Entry, APC, & MPC	19%	9%	10%	111%
Non-Automated	81%	91%	-10%	-11%
United States Citizens	18.5%	16.7%	+1.8%	11%
Non-immigrants	76.6%	78.8%	-2.2%	-3%
Legal Permanent Residents	4.9%	4.5%	+0.4%	9%
Average Daily Flights (#)	48	45	2	5%
Wait Time				
Average Primary Wait (m)	29.0	26.6	2.4	9%
% Travelers < 60 minutes	88%	91%	-2%	-3%
% Travelers > 120 mins	0.73%	0.34%	+0.39%	114%
Primary Booth Hours				
Average Daily Booth Hours	315	314	1	0%
Efficiency				
Average Cycle Time (s)	89.6	94.9	-5.3	-6%
Max Hourly Throughput / booth	40.2	37.9	2.3	6%
Average Utilization	69%	70%	0%	-1%

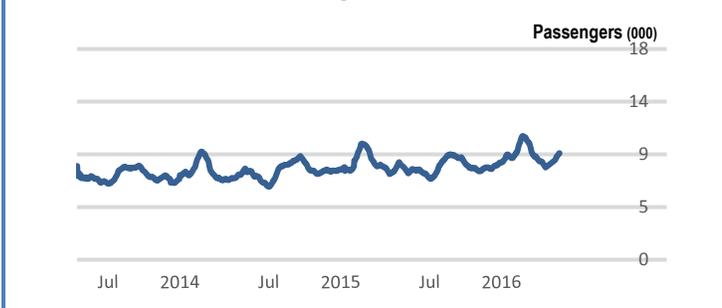
Compared to other major airports ...



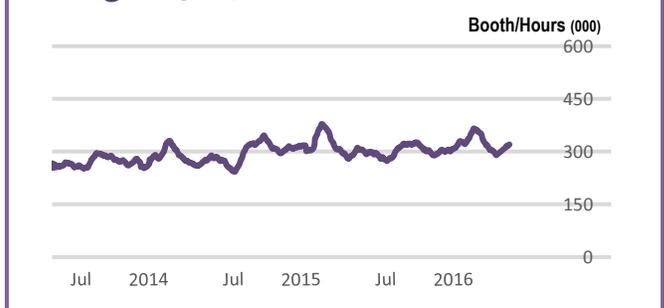
More traffic has increased waits, especially during off peak hours

- Travel is up at Miami (Terminal J).** Traveler volume increased 6% compared to last year. 19% of passengers are confirmed with automated solutions like Global Entry, APC, and MPC, up from 9% last year. Non-immigrant share is 76.6% this year (Non-immigrants take roughly twice as long to process than US citizens).
- Booth hours virtually unchanged compared to last year.** Booth hours are unchanged compared to a year ago. Booth hours have not kept pace with traveler volume, as reflected by longer waits.
- Wait times have increased.** Year to date, average wait time is up 2.4 minutes (from 26.6 minutes to 29 minutes). The number of passengers that were processed in under 60 minutes has decreased from 91% last year to 88% this year.
- Cycle time is 5.3 seconds faster.** Although average cycle time is down 5.3 seconds from last year, MIA Terminal J has one of the highest cycle times at 89.6 seconds. This is due to the high proportion of non-immigrant travelers (76.6%). However, MIA-J's APC share (19%) is expected to increase if APC is applied to non-immigrants.

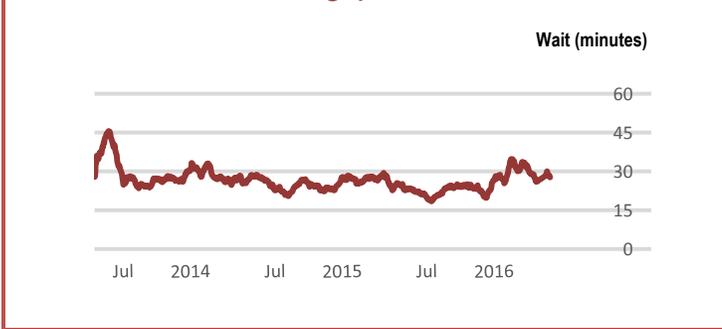
Traveler Volume ... steady growth



Staffing ... slight upward trend



Wait Time ... recent trending up



Cycle Time ... slight downward trend



Best Practice Inventory

MIA Terminal J Best Practice Assessment: MIA Terminal J has implemented many of the available best practices. Most notably, 19% of MIA-J's passengers are now processed by Global Entry, APC and MPC. As more travelers begin to utilize the best practices, MIA-J will continue to show operational improvement.

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 % (Actual 0.0530%)	

	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

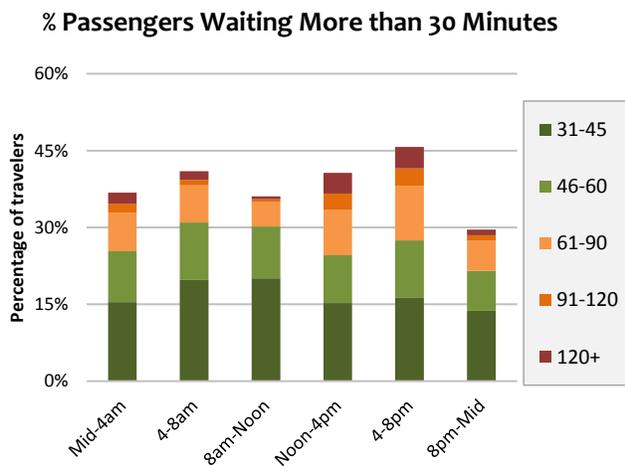
Legend

	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.

41% of passengers wait more than 30 minutes

Year to date, approximately 14% MIA of Terminal J passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 46% of passengers wait more than 30 minutes.



More booths needed from midnight to Noon

MIA-J staffs booths well during the peak Noon-8pm travel period. However, wait times during off-peak periods are nearly as high. Opening a few more booths from midnight to Noon could reduce average waits.

