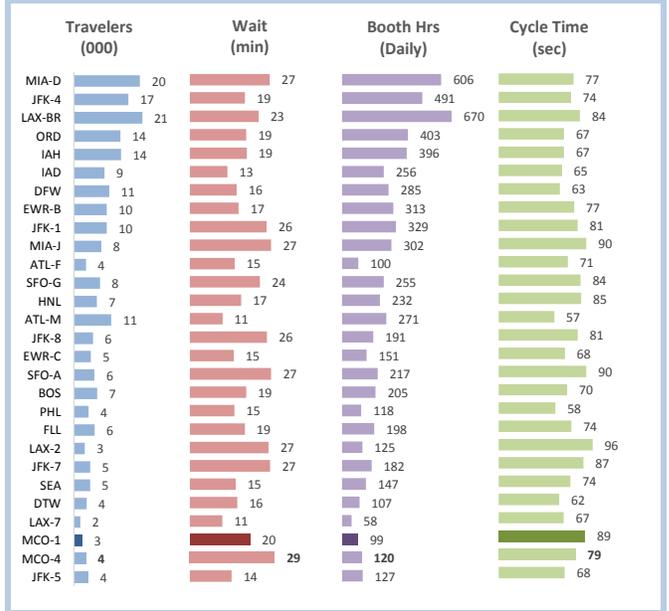


Key Metrics

| | YTD 2016 | YTD 2015 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers | 2,531 | 3,022 | -491 | -16% |
| Global Entry, APC, & MPC | 22% | 16% | 6% | 38% |
| Non-Automated | 78% | 84% | -6% | -7% |
| United States Citizens | 27.4% | 20.3% | +7.1% | 35% |
| Non-immigrants | 68.4% | 76.6% | -8.3% | -11% |
| Legal Permanent Residents | 4.2% | 3.0% | +1.2% | 39% |
| Average Daily Flights (#) | 19 | 22 | -3 | -13% |
| Wait Time | | | | |
| Average Primary Wait (m) | 20.4 | 19.5 | 0.9 | 5% |
| % Travelers < 60 minutes | 96% | 96% | 0% | 0% |
| % Travelers > 120 mins | 0.10% | 0.09% | +0.0% | 1% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 99 | 126 | -28 | -22% |
| Efficiency | | | | |
| Average Cycle Time (s) | 88.7 | 93.9 | -5.1 | -5% |
| Max Hourly Throughput / booth | 40.6 | 38.3 | 2.2 | 6% |
| Average Utilization | 63% | 62% | 1% | 1% |

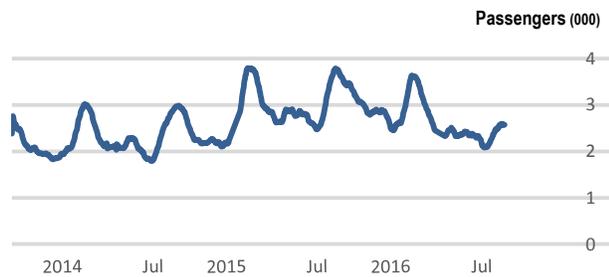
Compared to other major airports ...



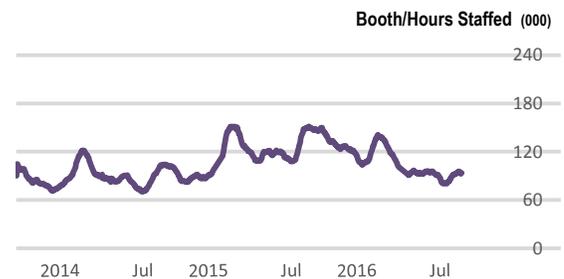
Airside 1 traffic continues to shift to Airside 4

- **Travel is down 16% at Orlando Airside 1.** Traveler volume (year to date) has decreased 16% compared to last year as traffic migrates to MCO-4. Today, 22% of passengers are confirmed with Global Entry and APC.
- **Wait times increased by 5%.** A decrease in booth hours has increased the average wait time from 19.5 minutes last year to 20.4 minutes this year.
- **Fewer booths to meet demand.** Booth hours have decreased to meet traveler volume demand. Average daily booth hours decreased 22% from 126 hours last year to 99 hours this year.
- **Cycle time decreased.** Average cycle time is 5.1 seconds faster this year, while max hourly throughput increased by 2.2 passenger per booth, per hour. If APC is extended to non-immigrants (68% traffic share), cycle time should improve.

Traveler Volume ... recent decrease



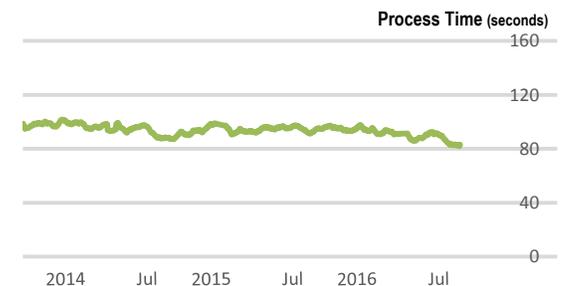
Booth Hours ... 22% fewer booth hours than last year



Wait Time ... downward trend since the spike

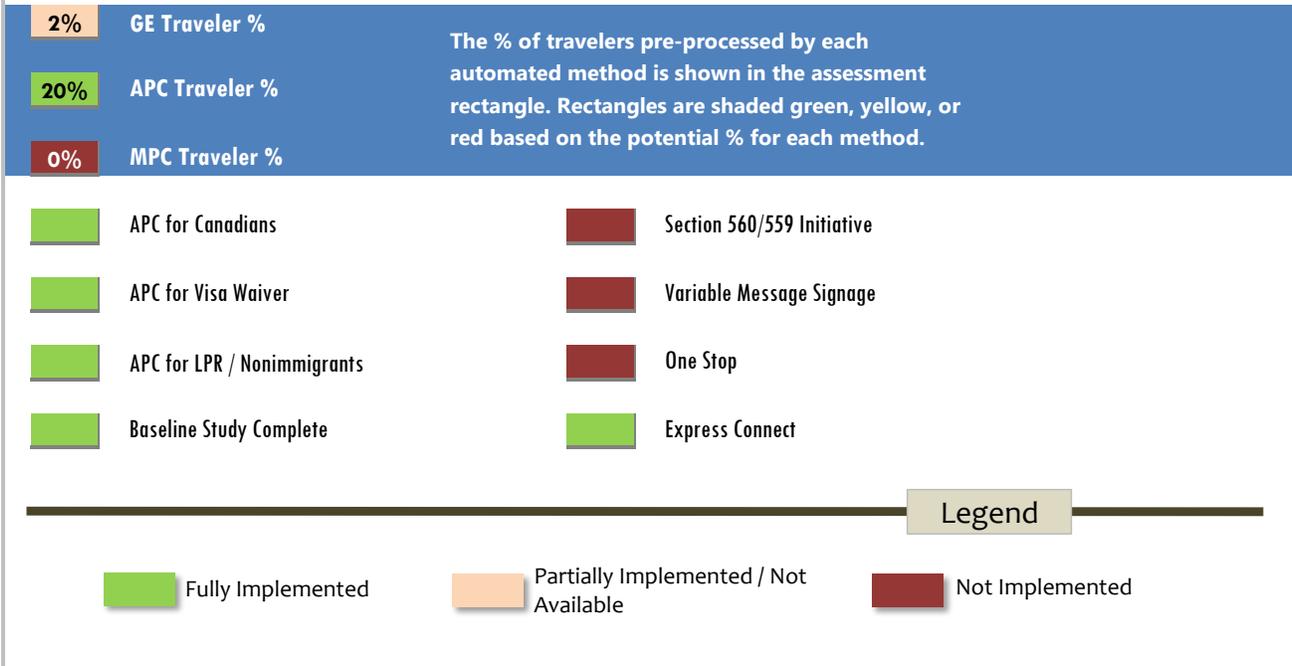


Cycle Time ... slowly decreasing



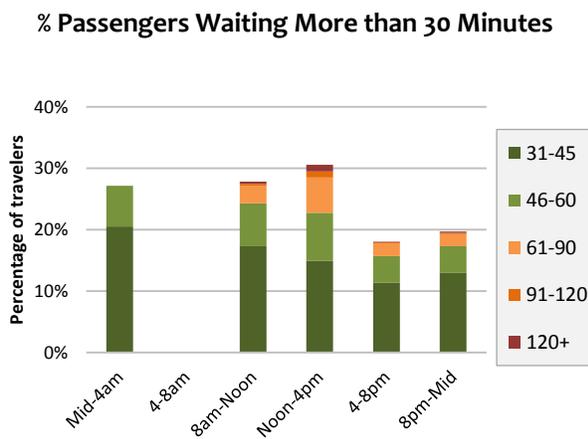
Best Practice Inventory

MCO-1 Best Practice Assessment: MCO Airside 1 has implemented many of the available best practices. Most notably, 22% of MCO Airside 1 passengers are now processed by automated technologies like Global Entry and APC. APC is available at MCO-1 not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

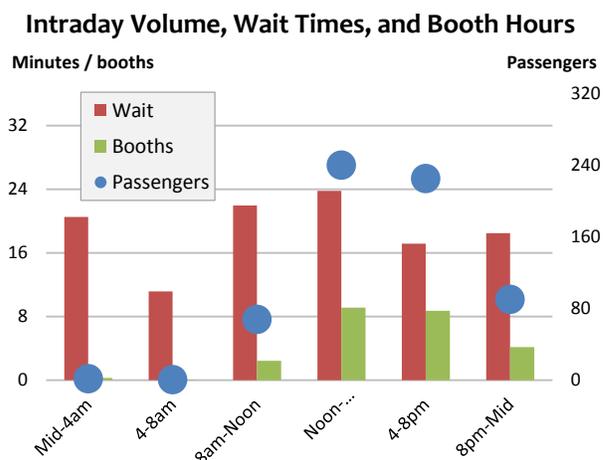


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. 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.

24% of passengers wait more than 30 minutes
 Year to date, approximately 5% of MCO Airside 1 passengers wait more than 1 hour. Between the hours of Noon to 4pm, 31% of passengers wait more than 30 minutes.



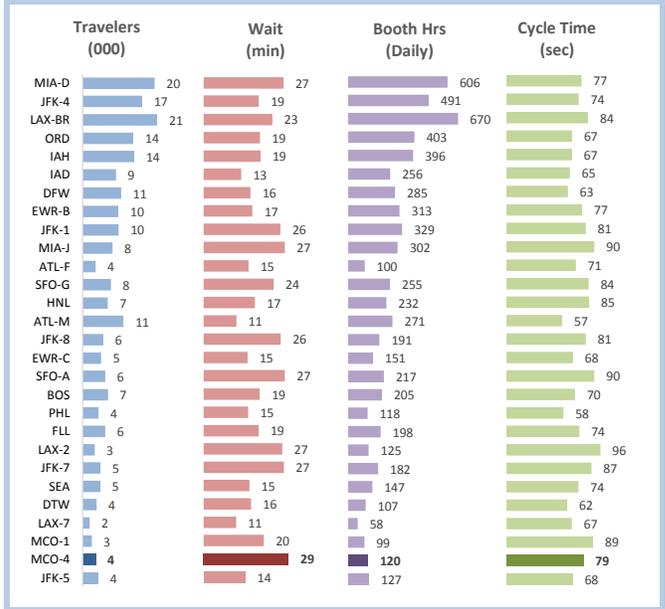
Reduced waits are possible at off-peak hours
 Despite being busiest between Noon and 8pm, MCO-1 wait times are longer from 8am to Noon. Opening more booths during the 8am-Noon period could reduce MCO-1 average wait leading into peak hours.



Key Metrics

| | YTD 2016 | YTD 2015 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers | 3,642 | 2,232 | 1,410 | 63% |
| Global Entry, APC, & MPC | 27% | 15% | 12% | 80% |
| Non-Automated | 73% | 85% | -12% | -14% |
| United States Citizens | 12.8% | 12.2% | +0.6% | 5% |
| Non-immigrants | 85.5% | 86.6% | -1.1% | -1% |
| Legal Permanent Residents | 1.7% | 1.3% | +0.4% | 33% |
| Average Daily Flights (#) | 14 | 7 | 7 | 90% |
| Wait Time | | | | |
| Average Primary Wait (m) | 28.7 | 22.7 | 6.0 | 26% |
| % Travelers < 60 minutes | 90% | 95% | -5% | -5% |
| % Travelers > 120 mins | 1.08% | 0.25% | +0.8% | 328% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 120 | 74 | 46 | 63% |
| Efficiency | | | | |
| Average Cycle Time (s) | 78.9 | 78.4 | 0.5 | 1% |
| Max Hourly Throughput / booth | 45.6 | 45.9 | -0.3 | -1% |
| Average Utilization | 67% | 66% | 1% | 1% |

Compared to other major airports ...



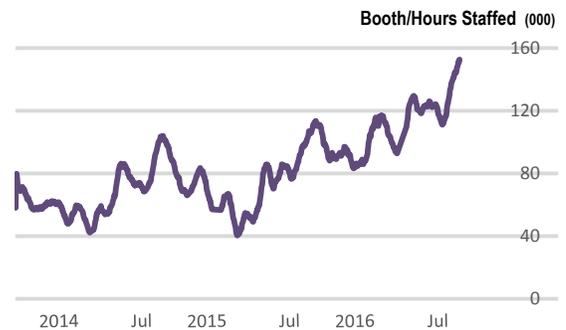
63% more volume results in the longest average wait time nationally

- **Travel doubles at Orlando Terminal 4.** Traveler volume (year to date) has substantially increased (63%) compared to last year, and daily flights increased from 7 to 14. Today, 27% of passengers are confirmed with Global Entry and APC, up from 15% last year.
- **Increased booth hours to meet demand.** While booth hours have increased by 63%, MCO-4 can improve booth timing to reduce waits.
- **Wait time increased by 26%.** The average wait time increased by 26%, from 22.7 minutes last year to 28.7 minutes this year. While MCO-4 is still adjusting to its new traffic patterns, it now has the longest average wait in the nation.
- **Slower processing and slightly decreased throughput.** Throughput decreased by 0.3 passengers per hour compared to a year ago as average cycle time increased by 0.5 seconds.

Traveler Volume ... rebounding from 2014



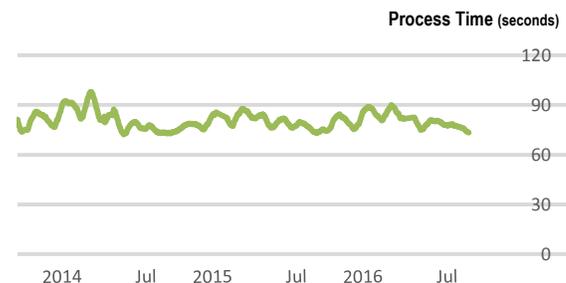
Booth Hours ... 63% more booth hours than last year



Wait Time ... recently increasing

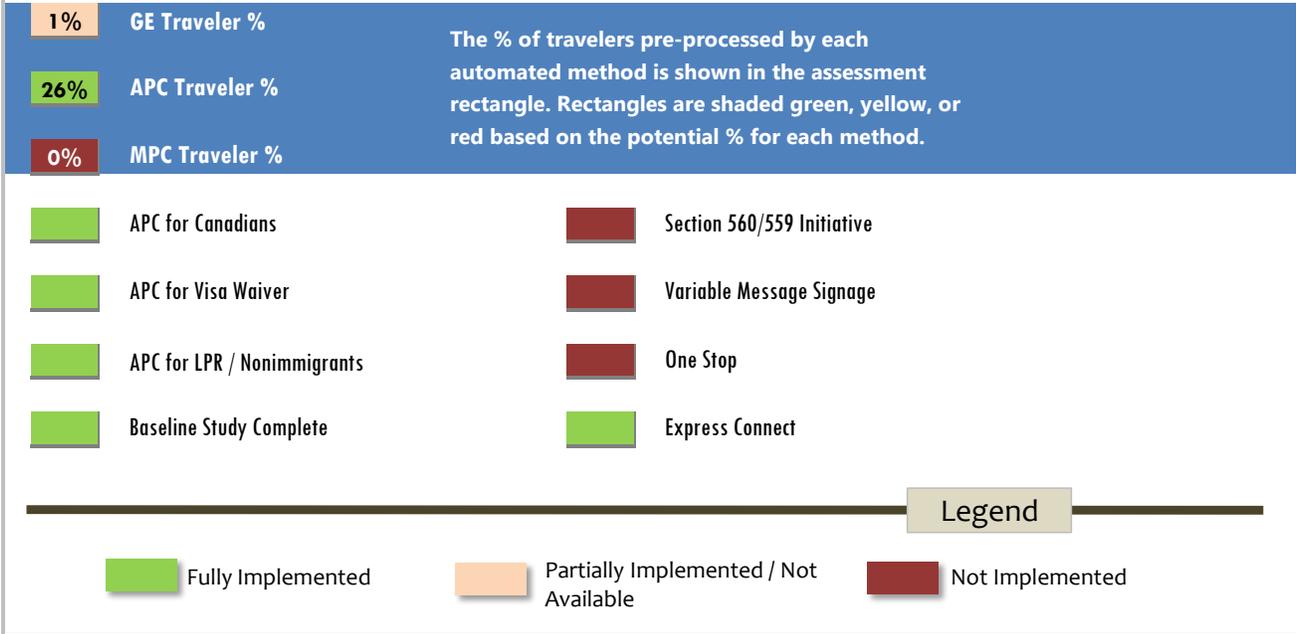


Cycle Time ... up compared to last year



Best Practice Inventory

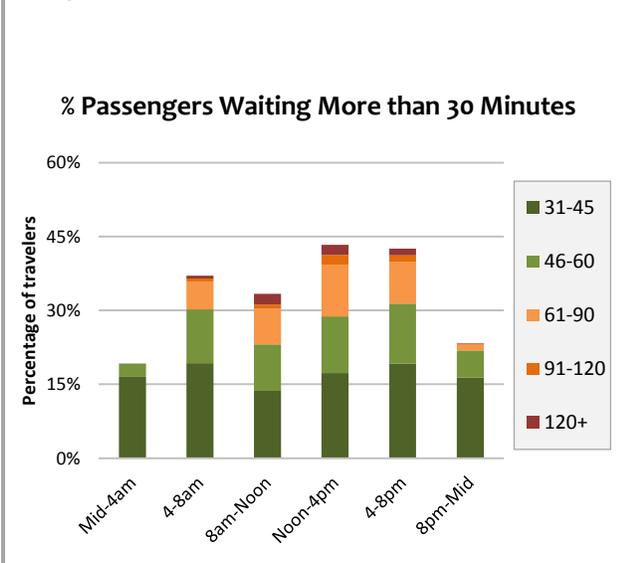
MCO-4 Best Practice Assessment: MCO-4 has implemented many of the available best practices. Most notably, 27% of MCO Airside 4 passengers are now processed by automated technologies like Global Entry and APC. APC is available at MCO-4 not only to US Citizens, but also Canadians, Visa Waiver country travelers, 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.

41% of passengers wait more than 30 minutes

Year to date, approximately 12% of MCO Airside 4 passengers wait more than 1 hour, approximately 41% of passengers wait more than 30 minutes. During multiple time periods, 43% of passengers wait more than 30 minutes



Full booth openings from Noon to 8pm

82% of MCO-4 traffic arrives between Noon and 8pm. More than twice as many booths are opened from 4-8am (16 booths) compared to Noon-4pm. Recommend opening 16 booths from Noon to 8pm to greatly reduce MCO-4 average wait time.

