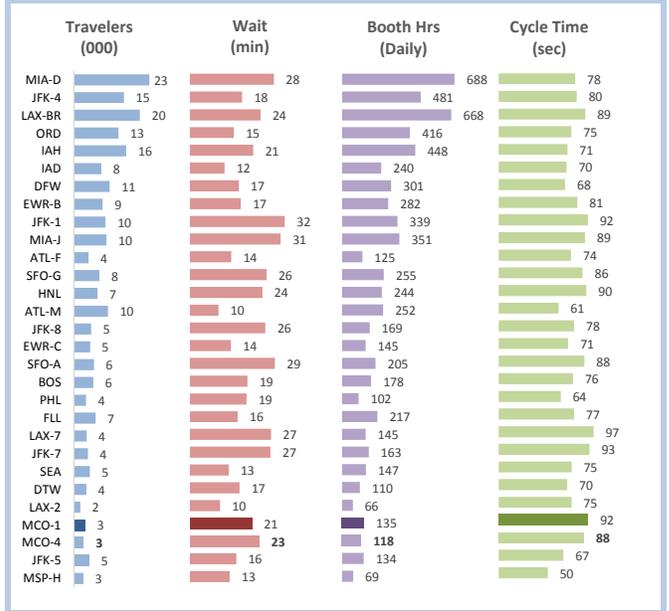


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	3,463	3,678	-216	-6%
Global Entry, APC, & MPC	17%	12%	5%	42%
Non-Automated	83%	88%	-5%	-6%
United States Citizens	24.4%	18.4%	+6.0%	33%
Non-immigrants	70.3%	77.8%	-7.6%	-10%
Legal Permanent Residents	5.3%	3.8%	+1.6%	41%
Average Daily Flights (#)	23	23	0	-1%
Wait Time				
Average Primary Wait (m)	21.0	21.6	-0.6	-3%
% Travelers < 60 minutes	96%	95%	1%	1%
% Travelers > 120 mins	0.04%	0.09%	-0.0%	-55%
Primary Booth Hours				
Average Daily Booth Hours	135	149	-14	-10%
Efficiency				
Average Cycle Time (s)	91.9	92.1	-0.1	0%
Max Hourly Throughput / booth	39.2	39.1	0.1	0%
Average Utilization	65%	63%	2%	4%

Compared to other major airports ...



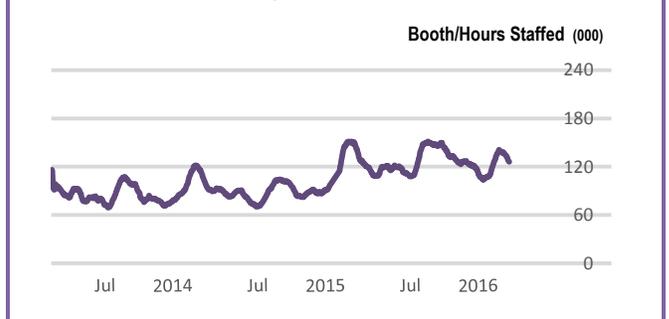
Wait times drop due to a reduction in traveler volume

- **Travel is down 6% at Orlando Terminal 1.** Traveler volume (year to date) has decreased 6% compared to last year. Today, 17% 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 21.6 minutes last year to 21 minutes this year.
- **Fewer booths to meet demand.** Booth hours have decreased to meet traveler volume demand. Average daily booth hours decreased 10% from 149 hours last year to 135 hours this year.
- **Staff efficiency unchanged.** Average cycle time and max hourly throughput unchanged compared to last year. As APC share (15%) grows, cycle time should improve.

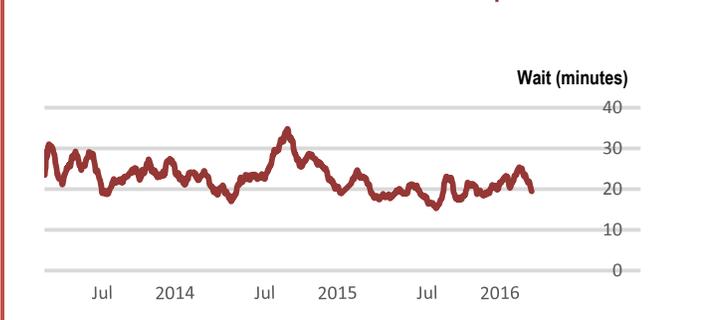
Traveler Volume ... significant increase since 2014



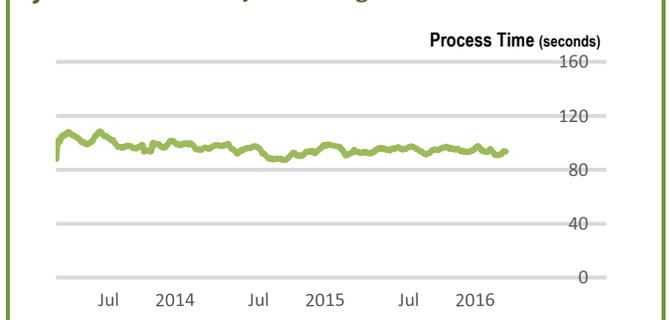
Booth Hours ... sharp increase in 2015



Wait Time ... downward trend since recent spike

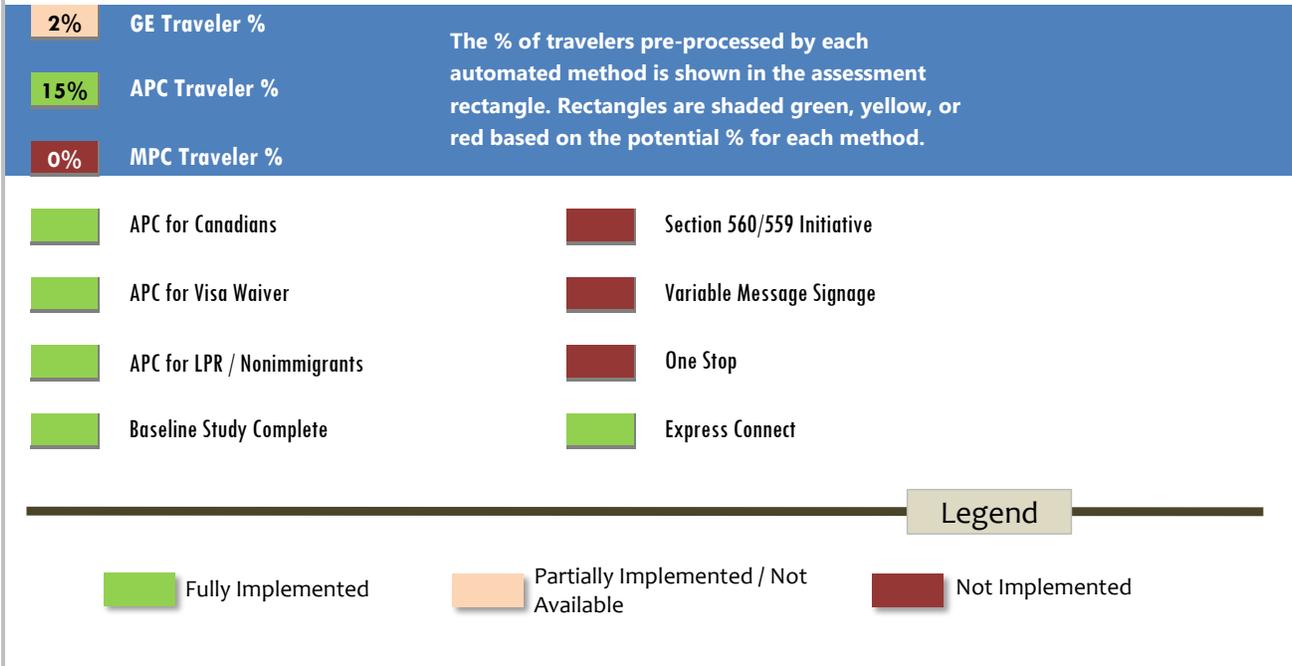


Cycle Time ... slowly decreasing



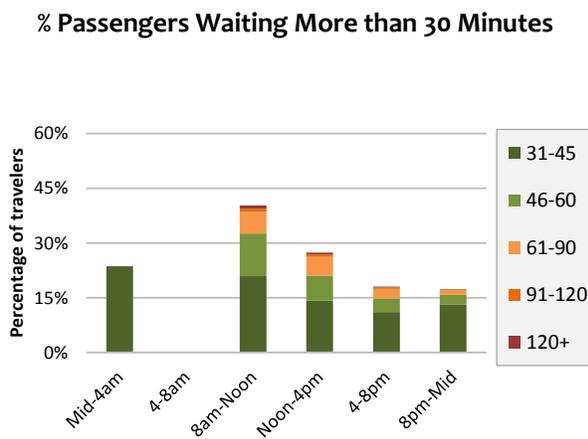
Best Practice Inventory

MCO-1 Best Practice Assessment: MCO Airside 1 has implemented many of the available best practices. Most notably, 17% 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.

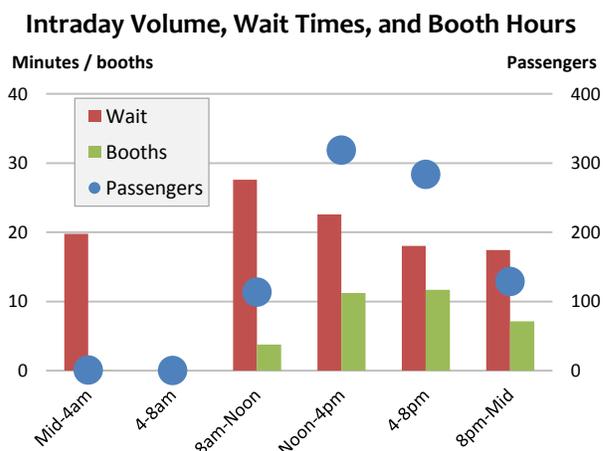


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. 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 8am to Noon, 40% of passengers wait more than 30 minutes.



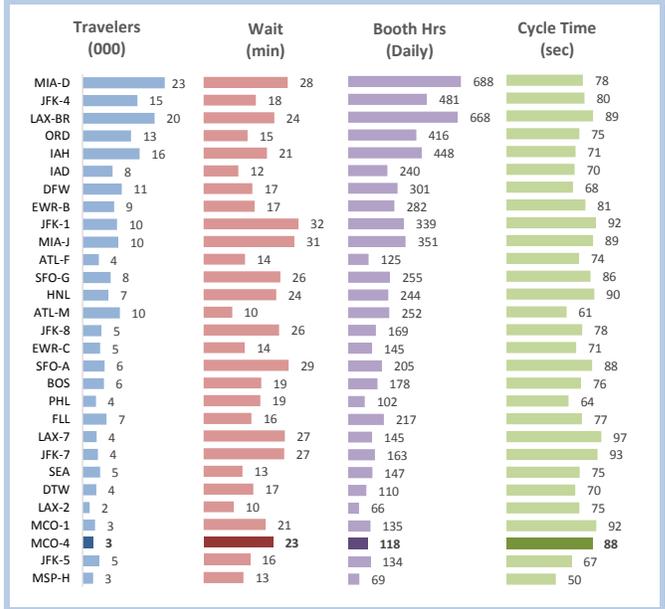
Wait times are highest from 8am to Noon
 Despite being busiest between Noon and 8pm, MCO-1 wait times are longer from 8am to Noon. Opening more booths during 8am-Noon period could reduce MCO-1 average wait.



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	3,019	1,374	1,645	120%
Global Entry, APC, & MPC	25%	14%	11%	79%
Non-Automated	75%	86%	-11%	-13%
United States Citizens	18.1%	21.0%	-2.9%	-14%
Non-immigrants	79.0%	75.9%	+3.2%	4%
Legal Permanent Residents	2.9%	3.1%	-0.2%	-8%
Average Daily Flights (#)	13	5	8	138%
Wait Time				
Average Primary Wait (m)	23.5	18.2	5.3	29%
% Travelers < 60 minutes	94%	97%	-3%	-3%
% Travelers > 120 mins	1.12%	0.01%	+1.1%	9103%
Primary Booth Hours				
Average Daily Booth Hours	118	50	68	135%
Efficiency				
Average Cycle Time (s)	87.7	85.1	2.6	3%
Max Hourly Throughput / booth	41.0	42.3	-1.2	-3%
Average Utilization	63%	65%	-2%	-4%

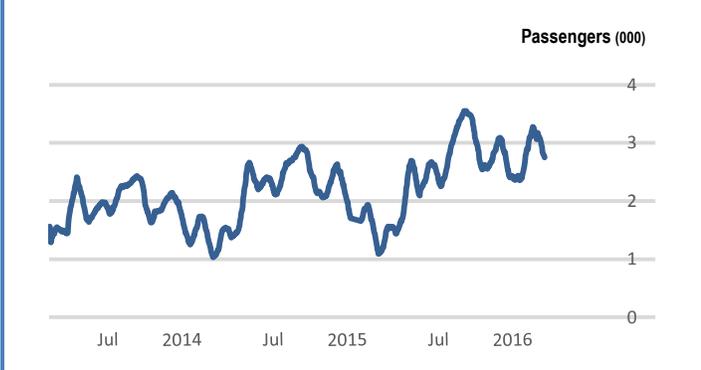
Compared to other major airports ...



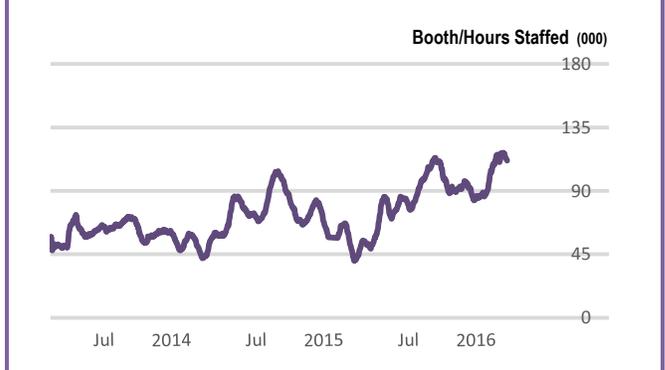
Sharp increase in wait times as traffic doubles

- Travel doubles at Orlando Terminal 4.** Traveler volume (year to date) has substantially increased (120%) compared to last year. Today, 25% of passengers are confirmed with Global Entry and APC, up from 14% last year.
- Increased booth hours to meet demand.** Booth hours have increased by 135%, from 50 hours last year to 118 hours this year.
- Wait time increased by 29%.** The average wait time increased by 29%, from 18.2 minutes last year to 23.5 minutes this year as 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 1.2 passengers per hour compared to a year ago as average cycle time increased by 2.6 seconds.

Traveler Volume ... rebounding from 2014



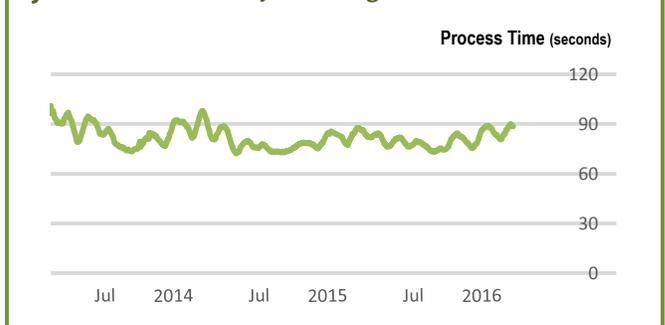
Booth Hours ... 135% more booth hours than last year



Wait Time ... downward trend

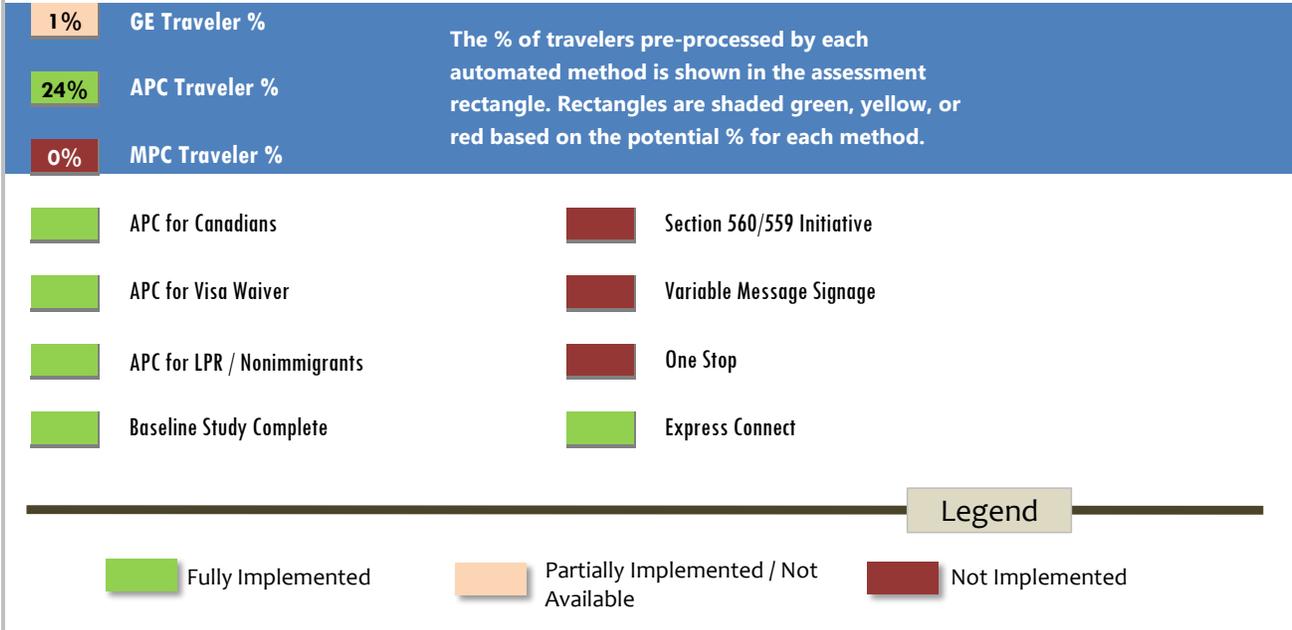


Cycle Time ... recently increasing



Best Practice Inventory

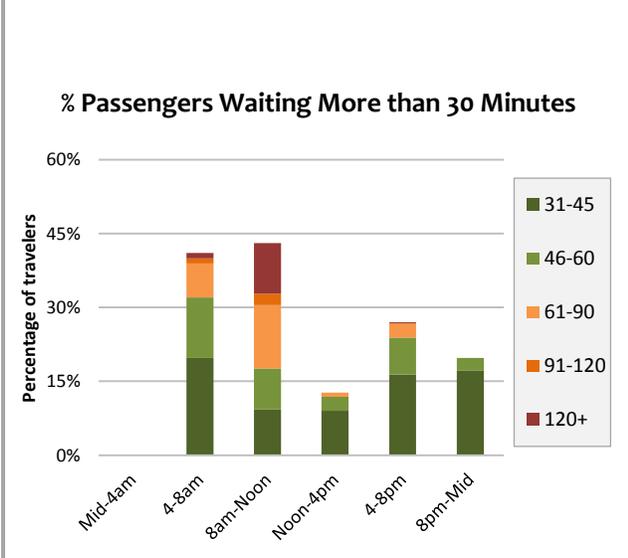
MCO-4 Best Practice Assessment: MCO-4 has implemented many of the available best practices. Automated processing such as Global Entry and APC are implemented. With 25% travelers utilizing them, there is room for growth. APC is available at MCO-4 not only to US Citizens, but also Canadians, Visa Waiver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

28% of passengers wait more than 30 minutes

Year to date, approximately 6% of MCO Airside 4 passengers wait more than 1 hour, approximately 28% of passengers wait more than 30 minutes. Between the hours of 8am to Noon, 43% 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 320 passengers arrive per hour. An average of 13 booths per hour are open during this time and wait time is 21 minutes. With an average 4 booths open from 4am to Noon, waits average 39 minutes. Opening a couple extra booths from 4am to Noon may reduce average wait.

