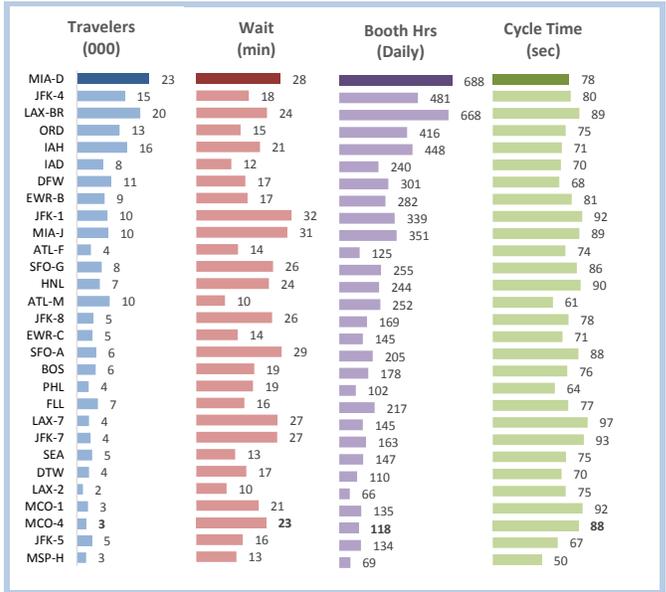


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	22,854	22,854	0	0%
Global Entry, APC, & MPC	40%	28%	12%	43%
Non-Automated	60%	72%	-12%	-17%
United States Citizens	40.9%	39.6%	+1.4%	3%
Non-immigrants	50.9%	52.9%	-2.0%	-4%
Legal Permanent Residents	8.2%	7.6%	+0.6%	9%
Average Daily Flights (#)	148	146	2	2%
Wait Time				
Average Primary Wait (m)	28.4	25.5	2.9	11%
% Travelers < 60 minutes	89%	93%	-4%	-4%
% Travelers > 120 mins	1.04%	0.26%	+0.79%	305%
Primary Booth Hours				
Average Daily Booth Hours	688	701	-12	-2%
Efficiency				
Average Cycle Time (s)	78.4	80.4	-2.1	-3%
Max Hourly Throughput / booth	45.9	44.8	1.2	3%
Average Utilization	72%	73%	-1%	-1%

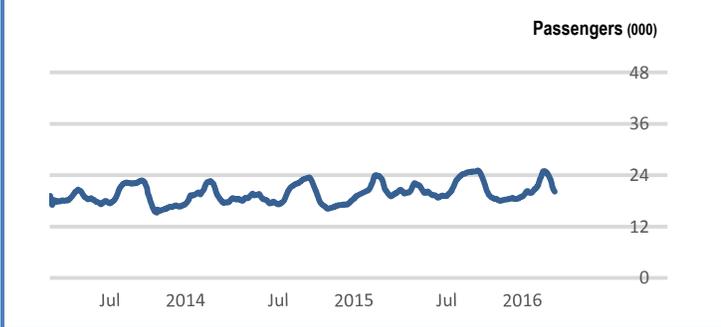
Compared to other major airports ...



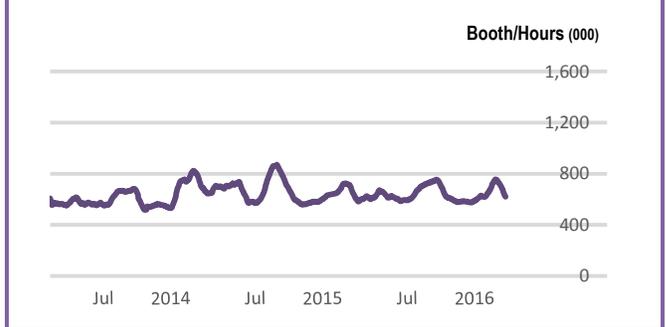
Miami volume unchanged, but fewer booths have increased waits

- **Travel is unchanged at Miami Terminal D.** Traveler volume (year to date) has not increased compared to last year. Today, 40% of passengers are confined with automated solutions such as Global Entry, APC, and MPC, up from 28% last year.
- **Fewer booth hours compared to last year.** Booth hours have decreased 2% compared to a year ago, from 701 hours to 688 hours per day.
- **Wait times have increased by 11%.** Year to date, average wait is 28.4 minutes, compared to 25.5 minutes last year. Fewer booth hours have increased average waits, despite 3% faster processing.
- **Cycle time is 2.1 seconds faster this year.** APC and Global Entry growth have combined to reduce average cycle time. Average cycle time is 2.1 seconds faster than a year ago, increasing max hourly throughput by 1.2 passengers per booth, per hour.

Traveler Volume ... modest growth since 2014



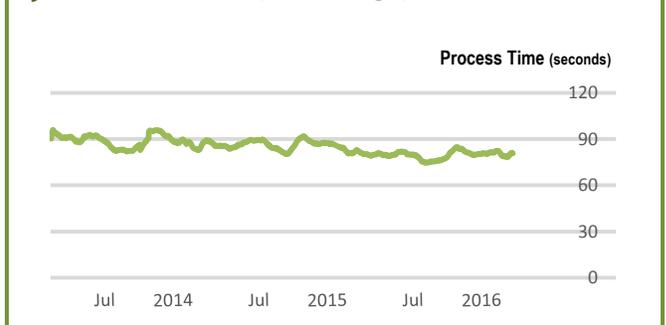
Booth hours ... 2% fewer booths staffed than last year



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, 40% 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.

7%	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.
32%	APC Traveler %	
1%	MPC Traveler %	

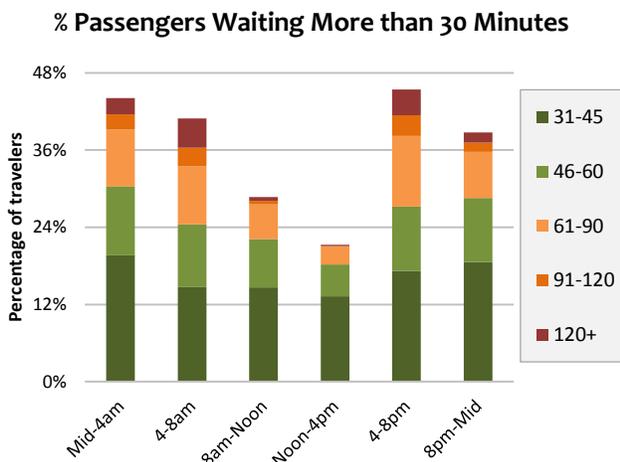
	APC for Canadians		Section 560/559 Initiative
	APC for Visa Waiver		Variable Message Signage
	APC for LPR / Nonimmigrants		One Stop
	Baseline Study Complete		Express Connect

Legend

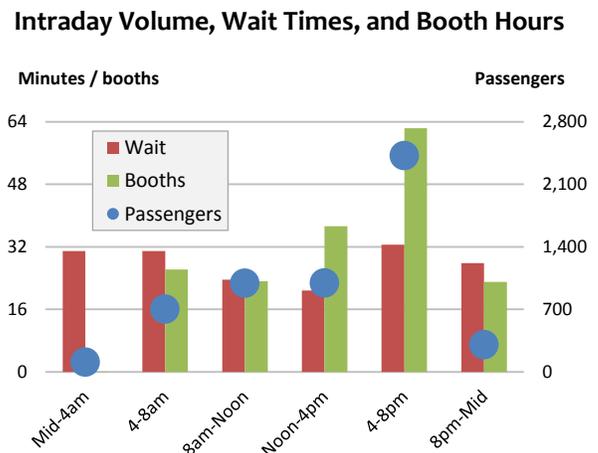
	Fully Implemented		Partially Implemented / Not Available		Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices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

37% of passengers wait more than 30 minutes
 Year to date, approximately 13% MIA of Terminal D passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 45% of passengers wait more than 30 minutes.



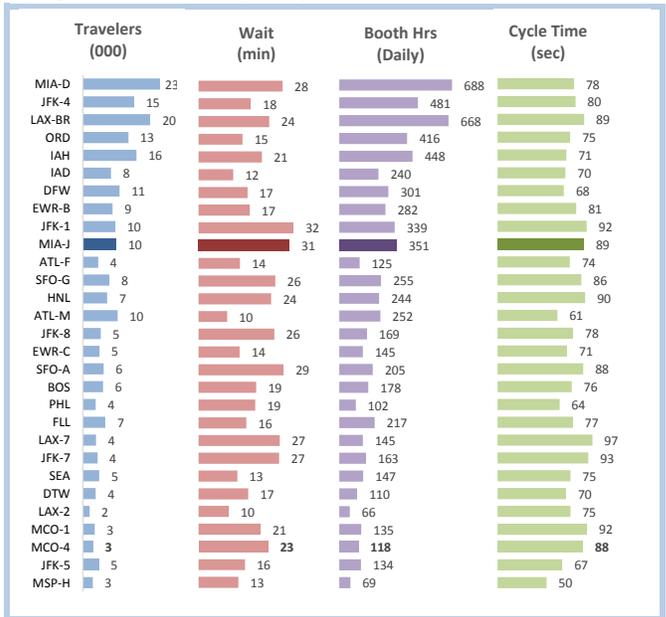
MIA-D staffs well to traffic volume
 Over 2,410 passengers (on average) arrive at MIA Terminal D every hour between 4pm and 8pm. MIA-D staffs 62 booth hours to peak (4-8pm) where wait times are higher than average (28.4 minutes).



Key Metrics

Volume	YTD 2016	YTD 2015	Change	% Change
Average Daily Travelers	9,885	9,352	533	6%
Global Entry, APC, & MPC	19%	9%	10%	111%
Non-Automated	81%	91%	-10%	-11%
United States Citizens	21.9%	19.8%	+2.1%	11%
Non-immigrants	71.7%	74.3%	-2.6%	-3%
Legal Permanent Residents	6.4%	5.9%	+0.5%	9%
Average Daily Flights (#)	52	49	3	5%
Wait Time				
Average Primary Wait (m)	30.7	27.2	3.5	13%
% Travelers < 60 minutes	87%	90%	-4%	-4%
% Travelers > 120 mins	0.74%	0.19%	+0.55%	296%
Primary Booth Hours				
Average Daily Booth Hours	351	355	-5	-1%
Efficiency				
Average Cycle Time (s)	88.6	94.1	-5.5	-6%
Max Hourly Throughput / booth	40.6	38.2	2.4	6%
Average Utilization	69%	69%	1%	1%

Compared to other major airports ...



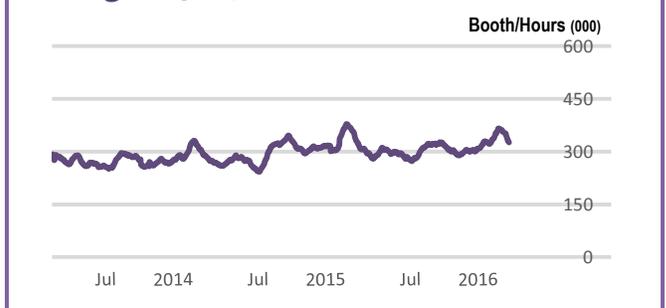
Fewer booth hours have increased waits, especially during off peak hours

- 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 71.7% this year (Non-immigrants take roughly 2x longer to process than US citizens).
- Fewer booths compared to last year.** Booth hours decreased 1% compared to a year ago, from 355 hours to 351 hours per day. 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 3.5 minutes (from 27.2 minutes to 30.7 minutes). The number of passengers that were processed in under 60 minutes has decreased from 90% last year to 87% this year.
- Cycle time is 5.5 seconds faster.** Although average cycle time is down 5.5 seconds from last year, MIA Terminal J has one of the highest cycle times at 88.6 seconds. This is due to the high proportion of non-immigrant travelers (71.7%). 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 0.0624%)	

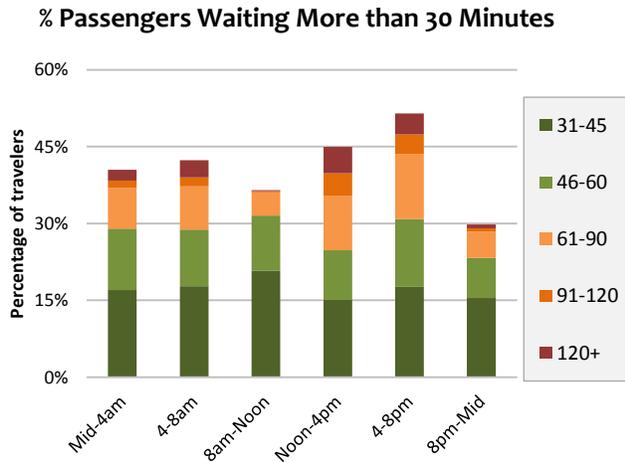
	APC for Canadians		Section 560/559 Initiative
	APC for Visa Waiver		Variable Message Signage
	APC for LPR / Nonimmigrants		One Stop
	Baseline Study Complete		Express Connect

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.

44% of passengers wait more than 30 minutes
 Year to date, approximately 16% MIA of Terminal J passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 51% 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.

