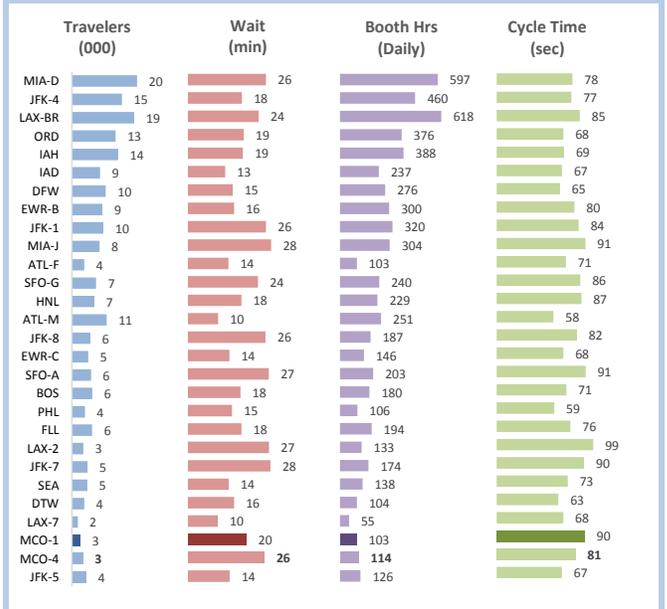


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	2,595	2,924	-328	-11%
Global Entry, APC, & MPC	21%	15%	6%	40%
Non-Automated	79%	85%	-6%	-7%
United States Citizens	25.4%	18.9%	+6.4%	34%
Non-immigrants	70.3%	78.0%	-7.7%	-10%
Legal Permanent Residents	4.3%	3.0%	+1.3%	42%
Average Daily Flights (#)	20	21	-1	-7%
Wait Time				
Average Primary Wait (m)	19.8	19.6	0.2	1%
% Travelers < 60 minutes	96%	96%	0%	0%
% Travelers > 120 mins	0.10%	0.05%	+0.0%	98%
Primary Booth Hours				
Average Daily Booth Hours	103	122	-19	-16%
Efficiency				
Average Cycle Time (s)	90.4	93.8	-3.4	-4%
Max Hourly Throughput / booth	39.8	38.4	1.4	4%
Average Utilization	64%	62%	1%	2%

Compared to other major airports ...



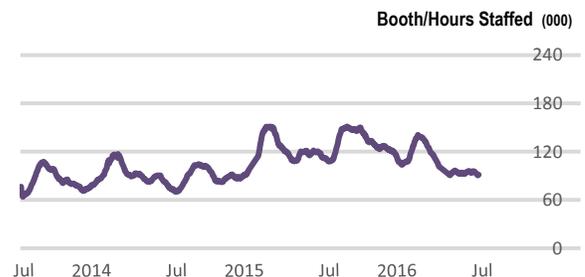
Declining traffic and booth hours

- **Travel is down 11% at Orlando Terminal 1.** Traveler volume (year to date) has decreased 11% compared to last year as traffic migrates to MCO-4. Today, 21% of passengers are confirmed with Global Entry and APC.
- **Wait times slightly increased by 1%.** A decrease in booth hours has increased the average wait time from 19.6 minutes last year to 19.8 minutes this year.
- **Fewer booths to meet demand.** Booth hours have decreased to meet traveler volume demand. Average daily booth hours decreased 16% from 122 hours last year to 103 hours this year.
- **Cycle time decreased.** Average cycle time is 3.4 seconds faster this year, while max hourly throughput increased by 1.4 passenger per booth, per hour. If APC is extended to non-immigrants (70% traffic share), cycle time should improve.

Traveler Volume ... recent decrease



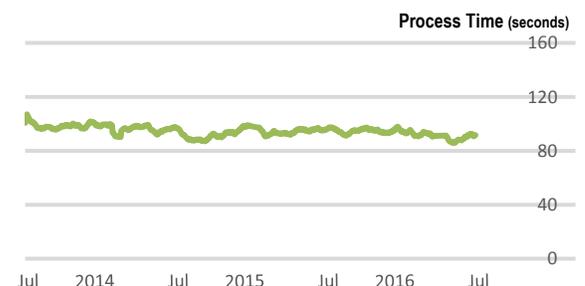
Booth Hours ... 16% fewer booth hours than last year



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, 21% 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.
19%	APC Traveler %	
0%	MPC Traveler %	

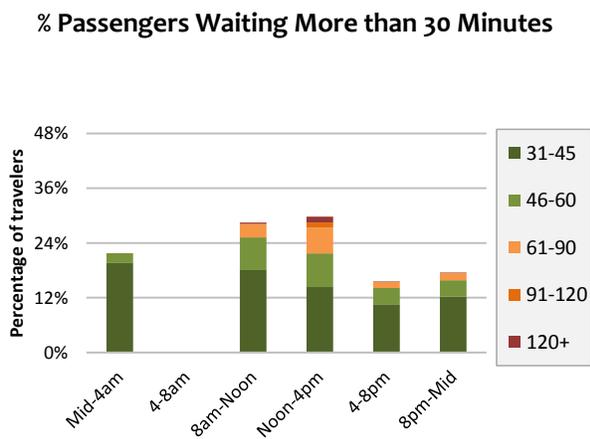
 APC for Canadians	 Section 560/559 Initiative
 APC for Visa Waiver	 Variable Message Signage
 APC for LPR / Nonimmigrants	 One Stop
 Baseline Study Complete	 Express Connect

Legend

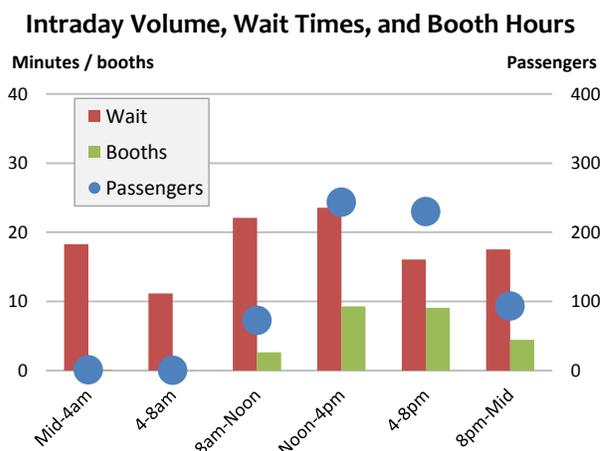
 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices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

23% 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 Noon to 4pm, 30% of passengers wait more than 30 minutes.



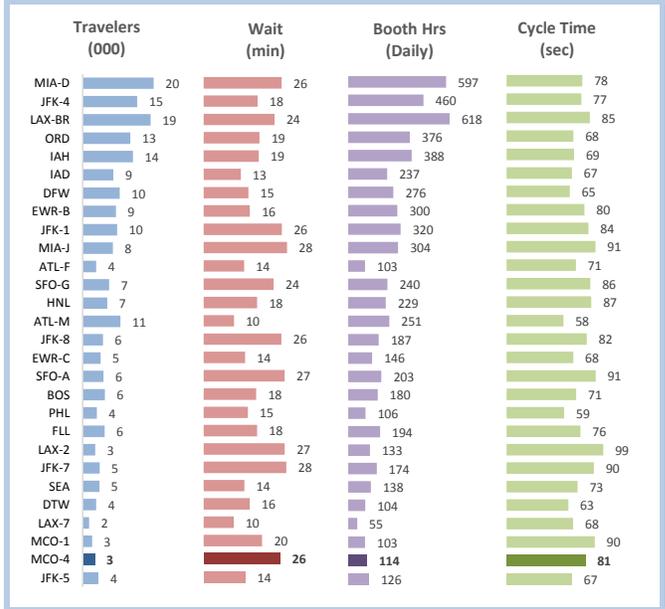
Reduced waits are possible at off-peak hours
 Despite being busiest between Noon and 8pm, MCO-1 wait times are longer from 8am to Noon. Opening more booths during 8am-Noon period could reduce MCO-1 average wait leading into peak hours.



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	3,333	1,953	1,380	71%
Global Entry, APC, & MPC	26%	15%	11%	73%
Non-Automated	74%	85%	-11%	-13%
United States Citizens	13.0%	12.2%	+0.9%	7%
Non-immigrants	85.2%	86.5%	-1.3%	-1%
Legal Permanent Residents	1.8%	1.4%	+0.4%	31%
Average Daily Flights (#)	13	7	7	100%
Wait Time				
Average Primary Wait (m)	25.9	22.3	3.7	16%
% Travelers < 60 minutes	93%	95%	-3%	-3%
% Travelers > 120 mins	0.60%	0.25%	+0.3%	139%
Primary Booth Hours				
Average Daily Booth Hours	114	65	49	75%
Efficiency				
Average Cycle Time (s)	80.8	80.0	0.8	1%
Max Hourly Throughput / booth	44.6	45.0	-0.4	-1%
Average Utilization	65%	66%	-1%	-2%

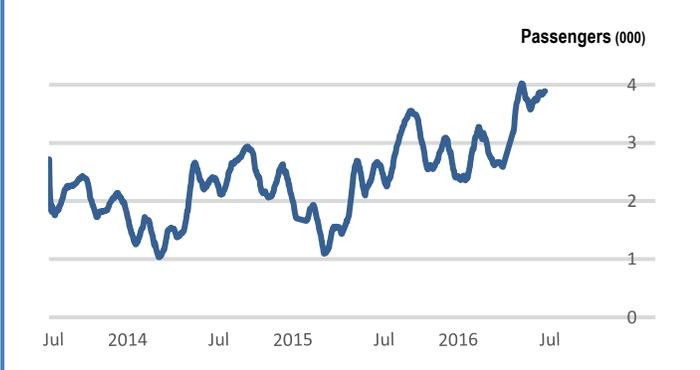
Compared to other major airports ...



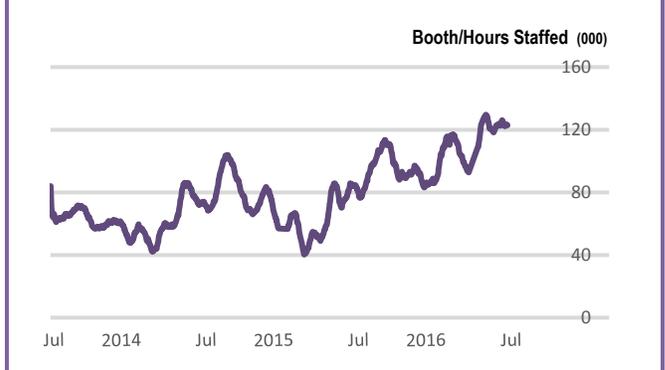
16% longer waits amid 71% more volume

- Travel nearly doubles at Orlando Terminal 4.** Traveler volume (year to date) has substantially increased (71%) compared to last year, and daily flight increased from 7 to 13. Today, 26% 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 75%, MCO-4 can improve booth timing to reduce waits.
- Wait time increased by 16%.** The average wait time increased by 16%, from 22.3 minutes last year to 25.9 minutes this year with strong growth in traffic and slightly increased cycle time. MCO-4 is still adjusting to its new traffic patterns.
- Slower processing and slightly decreased throughput.** Throughput decreased by 0.8 passengers per hour compared to a year ago as average cycle time increased by 0.4 seconds.

Traveler Volume ... rebounding from 2014



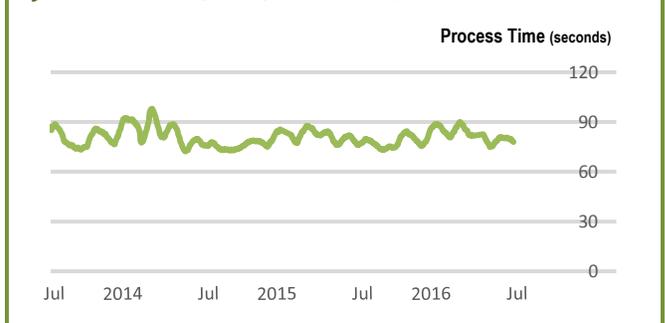
Booth Hours ... 75% more booth hours than last year



Wait Time ... recently increasing

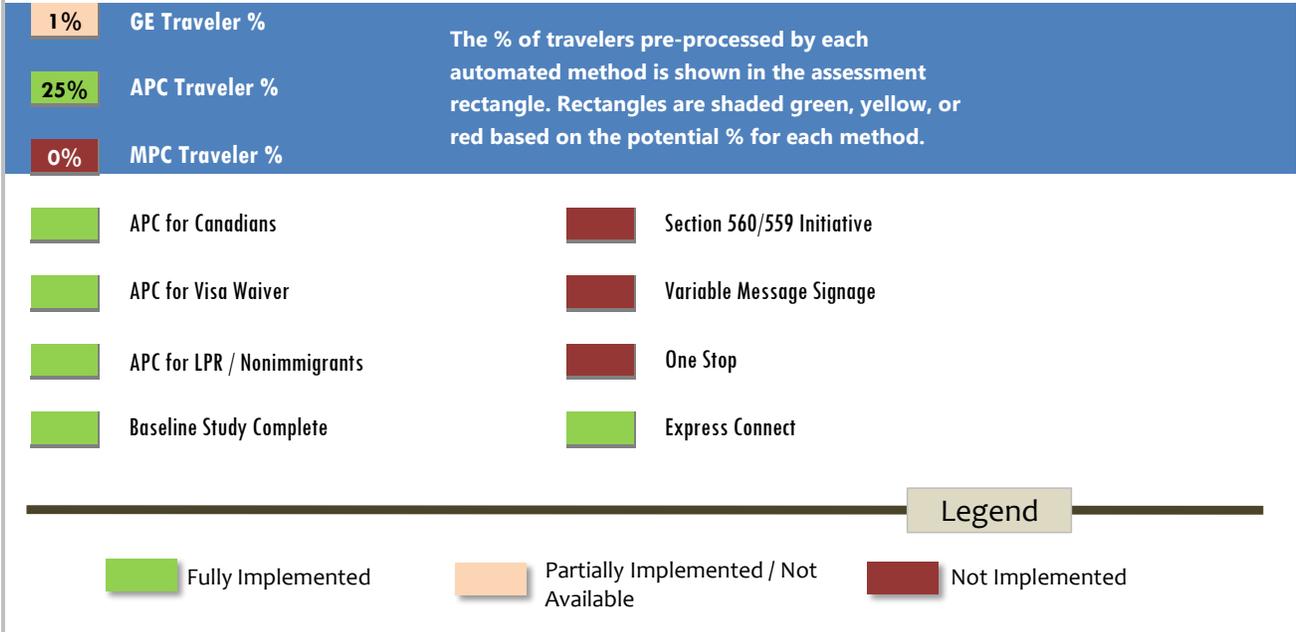


Cycle Time ... up compared to last year



Best Practice Inventory

MCO-4 Best Practice Assessment: MCO-4 has implemented many of the available best practices. Most notably, 26% 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.

36% of passengers wait more than 30 minutes

Year to date, approximately 8% of MCO Airside 4 passengers wait more than 1 hour, approximately 36% of passengers wait more than 30 minutes. Between the hours of 4pm to 8pm, 38% of passengers wait more than 30 minutes.



A few more booths needed in the morning

The busiest hours are between 4pm and 8pm, when more than 400 passengers arrive per hour. An average of 15 booths per hour are open during this time and wait time is 27 minutes. With an average of 3 booths open from 4am to Noon, waits average 25 minutes. Opening a couple extra booths from 4am to Noon may reduce average wait.

