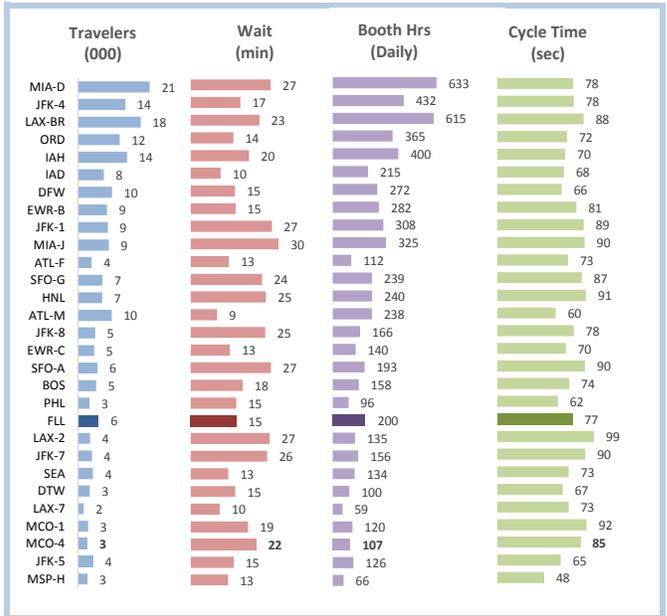


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	6,106	5,785	321	6%
Global Entry, APC, & MPC	38%	34%	4%	12%
Non-Automated	62%	66%	-4%	-6%
United States Citizens	45.8%	45.0%	+0.8%	2%
Non-immigrants	44.6%	45.0%	-0.5%	-1%
Legal Permanent Residents	9.6%	9.9%	-0.3%	-3%
Average Daily Flights (#)	51	48	4	7%
Wait Time				
Average Primary Wait (m)	15.5	21.0	-5.5	-26%
% Travelers < 60 minutes	98%	93%	4%	5%
% Travelers > 120 mins	0.13%	0.30%	-0.2%	-57%
Primary Booth Hours				
Average Daily Booth Hours	200	183	17	9%
Efficiency				
Average Cycle Time (s)	77.1	76.8	0.3	0%
Max Hourly Throughput / booth	46.7	46.9	-0.2	0%
Average Utilization	65%	67%	-2%	-3%

Compared to other major airports ...



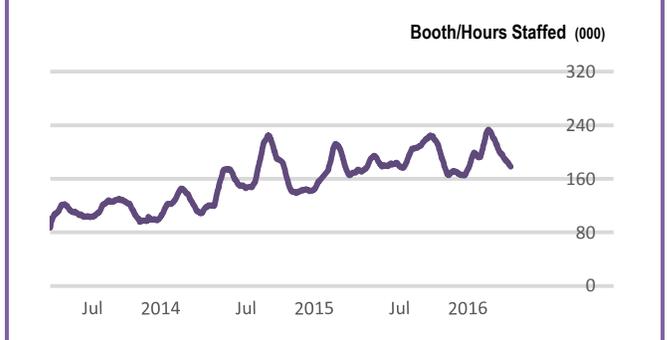
More booths lead to decreased wait time despite more volume

- **Travel is up at Fort Lauderdale.** Traveler volume (year to date) has increased 6% compared to last year. Today, 38% of FLL's passengers are confirmed with Global Entry and APC, up from 34% last year.
- **Wait times decreased by 26%.** Increased booth staffing has helped to greatly decrease wait time. FLL wait times have dropped from 21 minutes a year ago to 15.5 minutes year to date.
- **More booths being staffed to meet demand.** Booth hours have increased to meet traveler volume. Average daily booth hours have increased 9%, from 183 hours last year to 200 hours this year.
- **Staff efficiency virtually unchanged.** Average cycle time and max hourly throughput virtually unchanged compared to a year ago, from 76.8 last year to 77.1 this year.

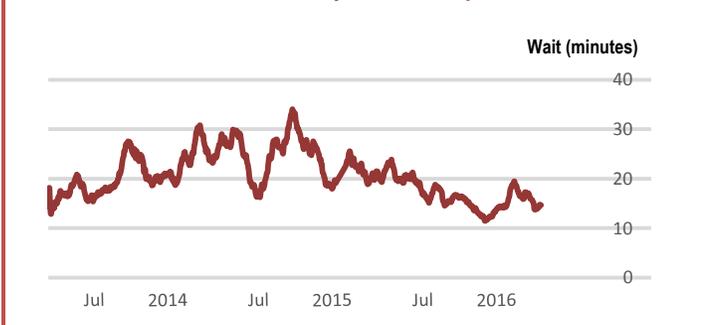
Traveler Volume ... rapidly increasing



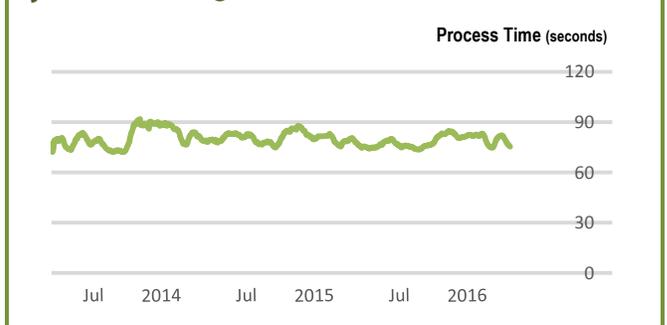
Booth Hours ... sharp rise compared to last year



Wait Time ... decreased compared to last year

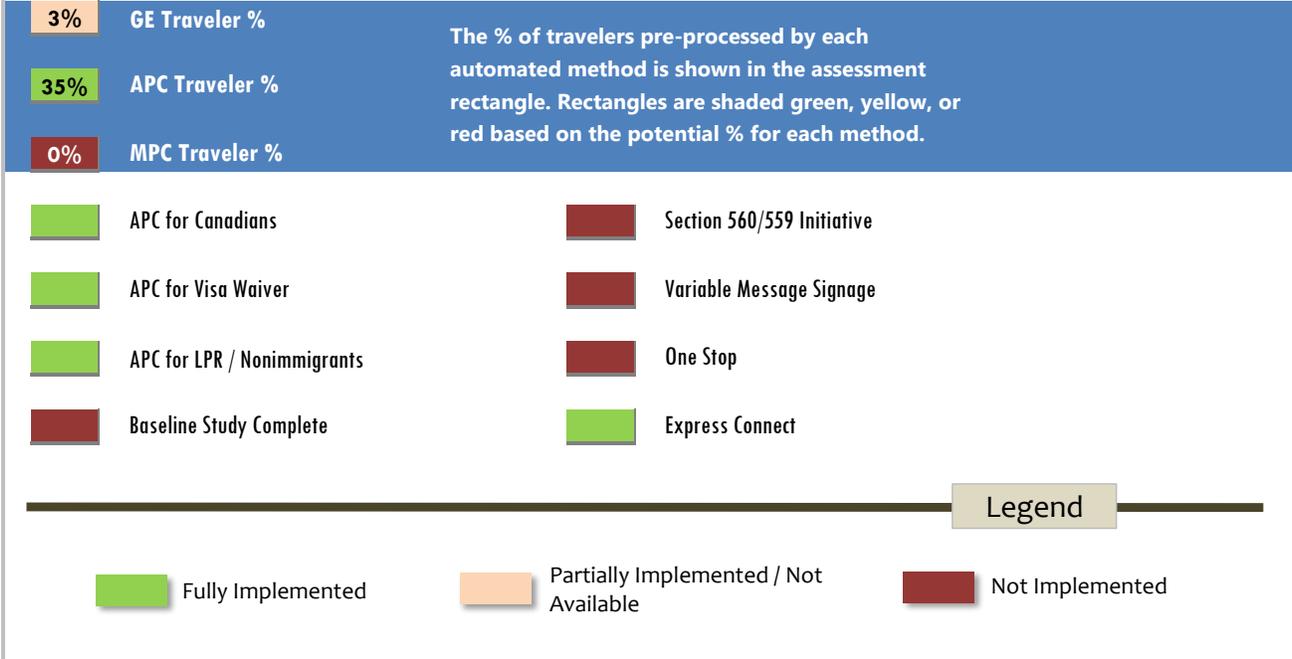


Cycle Time ... slight downward trend



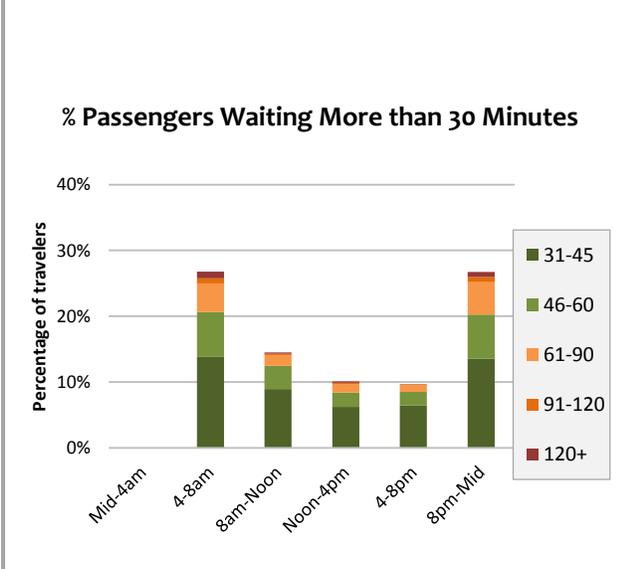
Best Practice Inventory

FLL Best Practice Assessment: FLL has implemented some of the available best practices. Most notably, 38% of FLL passengers are now processed by automated technologies like Global Entry and APC. APC is available at FLL 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.

15% of passengers wait more than 30 minutes
 While very few Ft. Lauderdale passengers wait more than 1 hour (about 3%), approximately 15% wait more than 30 minutes. During multiple time periods, 27% of passengers wait more than 30 minutes



Waits are highest in off peak hours
 FLL is busiest between 4pm and 8pm, when over 530 passengers arrive per hour, but average wait is just 13 minutes. In contrast, fewer than 300 passengers per hour arrive from 4am to 8am, and fewer than 150 arrive between 8pm-Midnight, but waits exceed 20 minutes.

