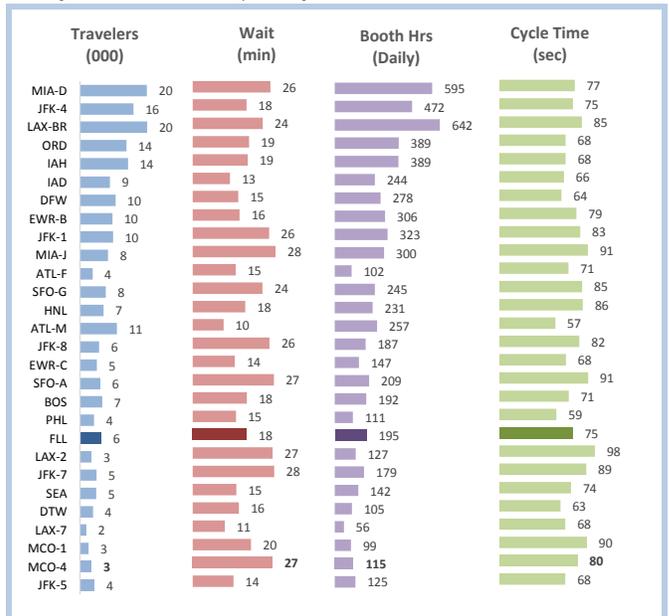


### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	6,161	5,798	363	6%
Global Entry, APC, & MPC	43%	35%	8%	23%
Non-Automated	57%	65%	-8%	-12%
United States Citizens	49.5%	48.5%	+1.0%	2%
Non-immigrants	41.7%	42.5%	-0.8%	-2%
Legal Permanent Residents	8.8%	9.0%	-0.2%	-2%
Average Daily Flights (#)	53	49	4	9%
<b>Wait Time</b>				
Average Primary Wait (m)	18.3	20.0	-1.7	-8%
% Travelers < 60 minutes	95%	93%	2%	2%
% Travelers > 120 mins	0.23%	0.24%	-0.0%	-6%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	195	183	12	7%
<b>Efficiency</b>				
Average Cycle Time (s)	75.2	76.3	-1.1	-1%
Max Hourly Throughput / booth	47.9	47.2	0.7	1%
Average Utilization	66%	67%	-1%	-2%

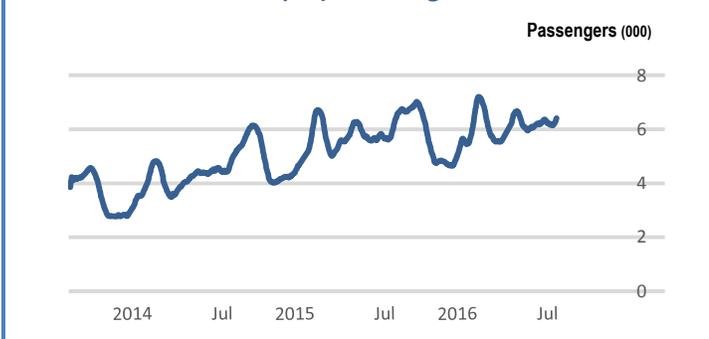
### Compared to other major airports ...



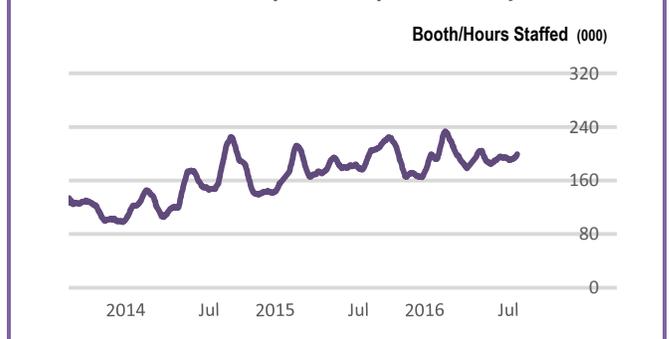
### More booths lead to decreased wait time despite more volume

- Travel is up at Fort Lauderdale.** Traveler volume (year to date) has increased 6% compared to last year. Today, 43% of FLL's passengers are confirmed with Global Entry, APC, and MPC, up from 35% last year.
- Wait times decreased by 8%.** Increased booth staffing has helped to decrease wait time. FLL wait times have dropped from 20 minutes a year ago to 18.3 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 7%, from 183 hours last year to 195 hours this year.
- Staff efficiency increased.** Average cycle time has decreased by 1.1 seconds, while max throughput has increased by 0.7 travelers per booth, per hour since last year.

### Traveler Volume ... rapidly increasing



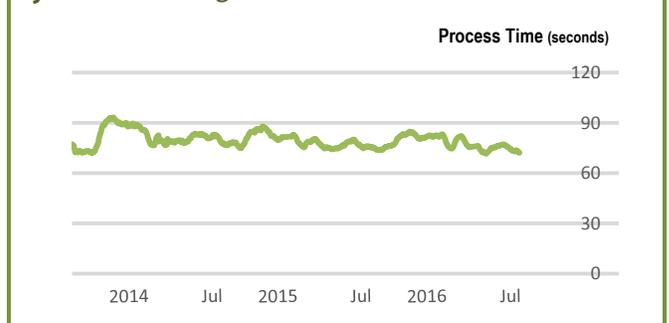
### Booth Hours ... sharp rise compared to last year



### Wait Time ... decreased compared to last year

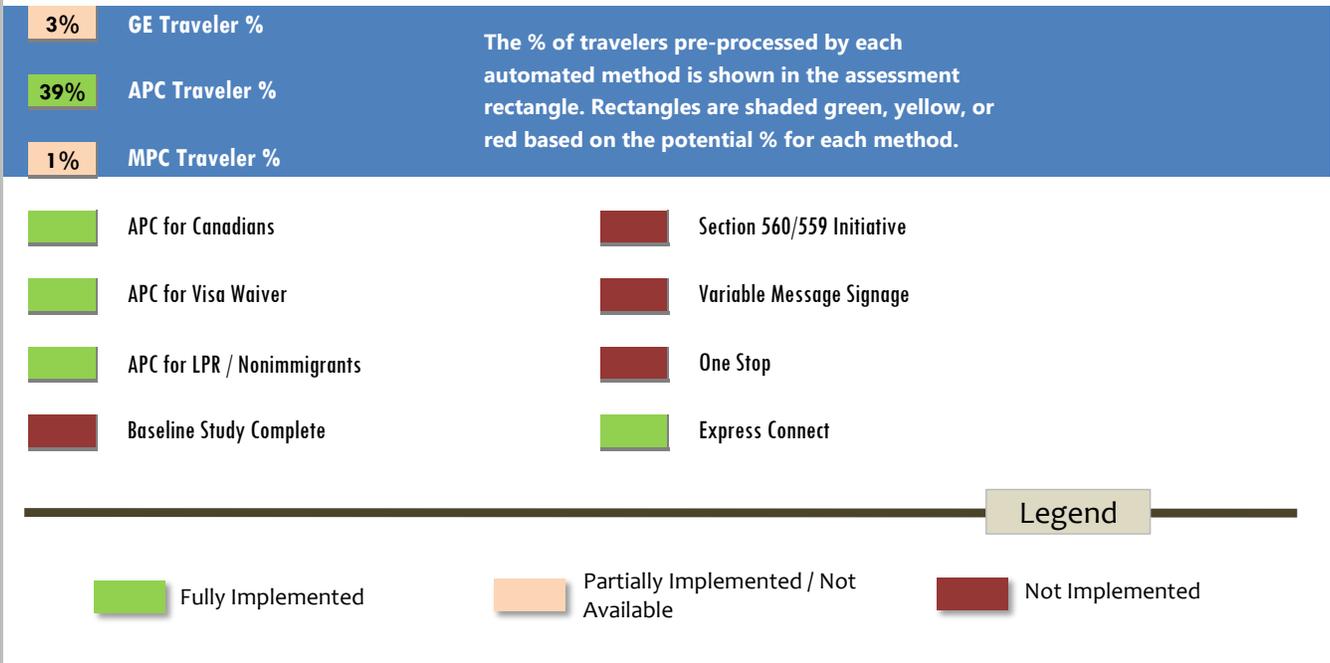


### Cycle Time ... slight downward trend



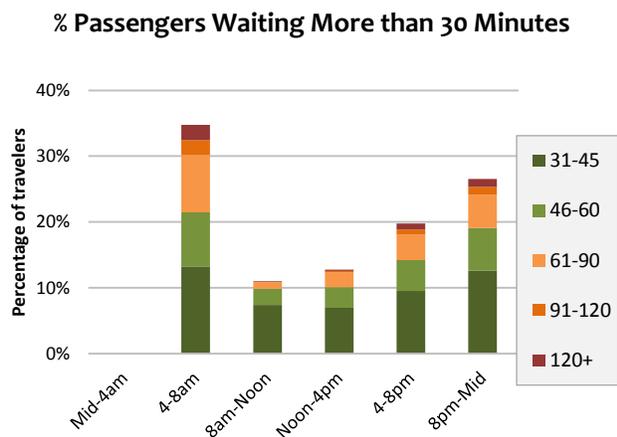
## Best Practice Inventory

**FLL Best Practice Assessment:** FLL has implemented some of the available best practices. Most notably, 43% of FLL passengers are now processed by automated technologies like Global Entry and APC. MPC has recently been implemented. 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.

**21% of passengers wait more than 30 minutes**  
 Year to date, approximately 6% of Ft. Lauderdale passengers wait more than 1 hour, approximately 21% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 35% of passengers wait more than 30 minutes.



**Waits are highest in off peak hours**  
 FLL is busiest between 4pm and 8pm, when over 590 passengers arrive per hour, but average wait is just 18 minutes. In contrast, fewer than 270 passengers per hour arrive from 4am to 8am, and fewer than 120 arrive between 8pm-Midnight, but waits exceed 20 minutes.

