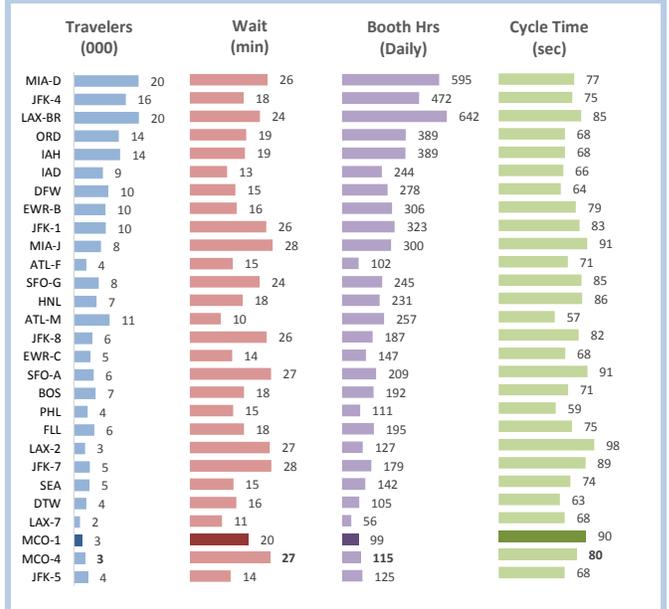


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	2,525	2,911	-386	-13%
Global Entry, APC, & MPC	22%	15%	7%	47%
Non-Automated	78%	85%	-7%	-8%
United States Citizens	26.7%	20.0%	+6.7%	33%
Non-immigrants	69.0%	76.9%	-7.9%	-10%
Legal Permanent Residents	4.3%	3.1%	+1.2%	39%
Average Daily Flights (#)	19	21	-2	-9%
Wait Time				
Average Primary Wait (m)	19.8	19.0	0.7	4%
% Travelers < 60 minutes	96%	96%	0%	0%
% Travelers > 120 mins	0.09%	0.04%	+0.1%	127%
Primary Booth Hours				
Average Daily Booth Hours	99	122	-23	-19%
Efficiency				
Average Cycle Time (s)	89.8	94.2	-4.4	-5%
Max Hourly Throughput / booth	40.1	38.2	1.9	5%
Average Utilization	63%	62%	1%	2%

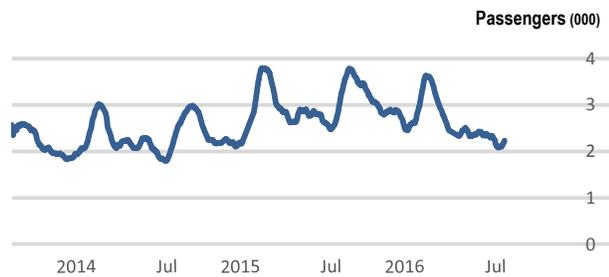
Compared to other major airports ...



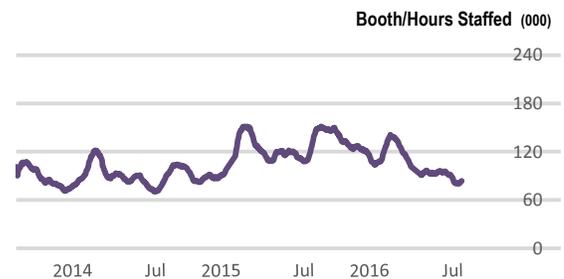
Airside 1 traffic continues to shift to Airside 4

- **Travel is down 13% at Orlando Airside 1.** Traveler volume (year to date) has decreased 13% compared to last year as traffic migrates to MCO-4. Today, 22% of passengers are confirmed with Global Entry and APC.
- **Wait times increased by 4%.** A decrease in booth hours has increased the average wait time from 19 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 19% from 122 hours last year to 99 hours this year.
- **Cycle time decreased.** Average cycle time is 4.4 seconds faster this year, while max hourly throughput increased by 1.9 passenger per booth, per hour. If APC is extended to non-immigrants (69% traffic share), cycle time should improve.

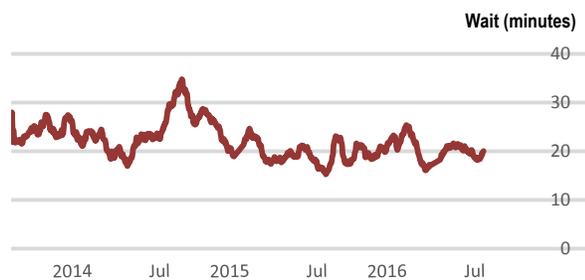
Traveler Volume ... recent decrease



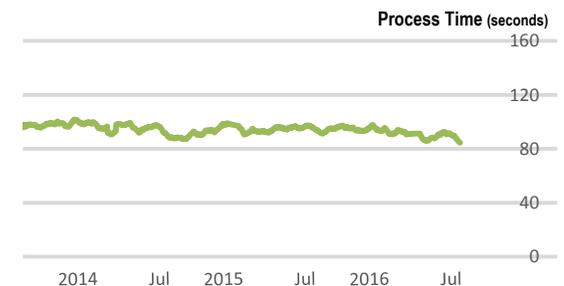
Booth Hours ... 19% fewer booth hours than last year



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, 22% 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.

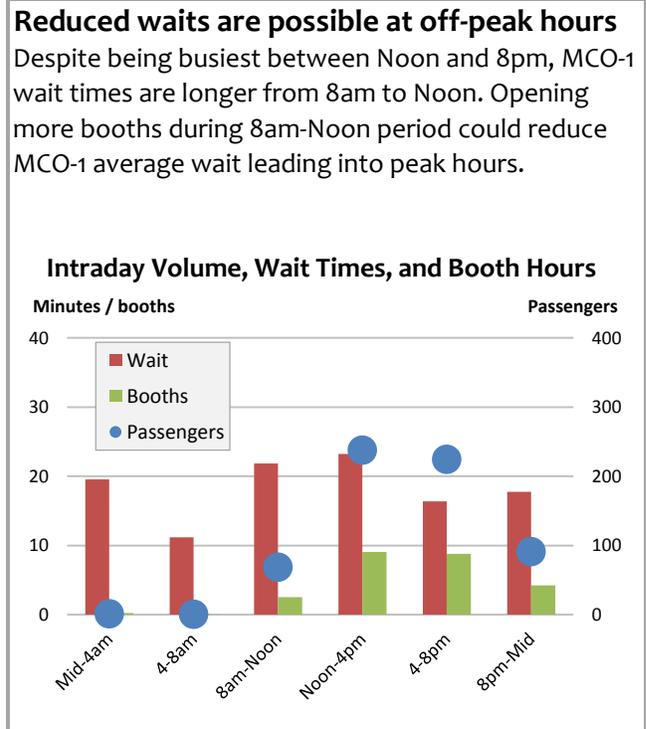
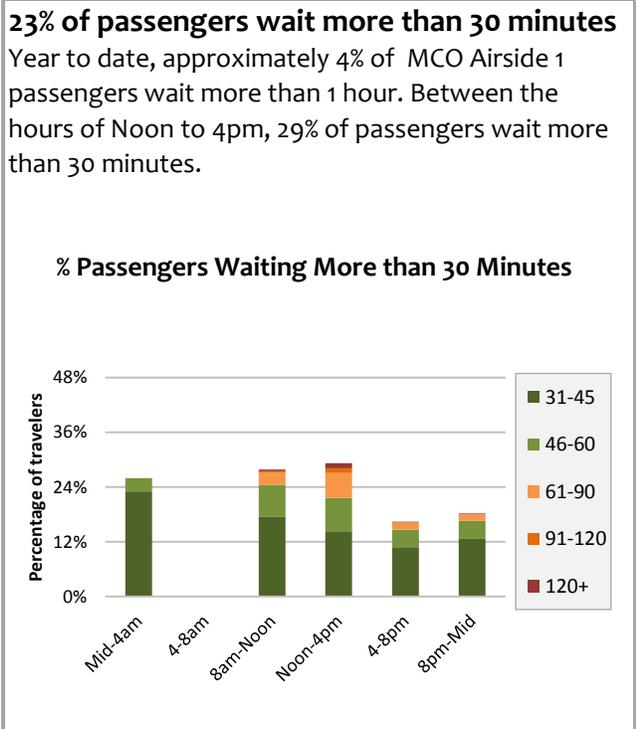
2%	GE Traveler %	The % of travelers pre-processed by each automated method is shown in the assessment rectangle. Rectangles are shaded green, yellow, or red based on the potential % for each method.
20%	APC Traveler %	
0%	MPC Traveler %	

 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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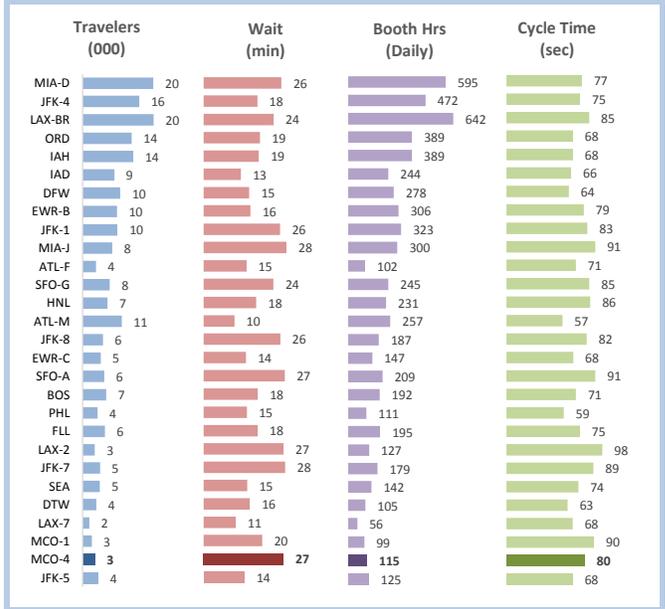
Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. 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.



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	3,393	2,040	1,353	66%
Global Entry, APC, & MPC	27%	15%	12%	80%
Non-Automated	73%	85%	-12%	-14%
United States Citizens	13.3%	12.8%	+0.5%	4%
Non-immigrants	84.9%	85.9%	-0.9%	-1%
Legal Permanent Residents	1.8%	1.4%	+0.4%	32%
Average Daily Flights (#)	13	7	6	94%
Wait Time				
Average Primary Wait (m)	27.0	22.0	5.0	23%
% Travelers < 60 minutes	91%	95%	-4%	-4%
% Travelers > 120 mins	0.78%	0.24%	+0.5%	219%
Primary Booth Hours				
Average Daily Booth Hours	115	68	46	68%
Efficiency				
Average Cycle Time (s)	80.2	79.6	0.6	1%
Max Hourly Throughput / booth	44.9	45.2	-0.3	-1%
Average Utilization	66%	66%	0%	0%

Compared to other major airports ...



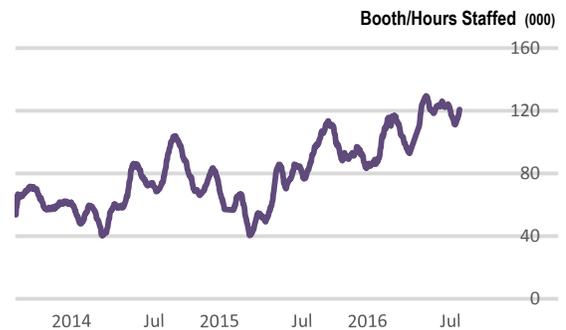
23% longer waits amid 66% more volume

- **Travel nearly doubles at Orlando Terminal 4.** Traveler volume (year to date) has substantially increased (66%) compared to last year, and daily flights increased from 7 to 13. Today, 27% 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 68%, MCO-4 can improve booth timing to reduce waits.
- **Wait time increased by 23%.** The average wait time increased by 23%, from 22 minutes last year to 27 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 0.3 passengers per hour compared to a year ago as average cycle time increased by 0.6 seconds.

Traveler Volume ... rebounding from 2014



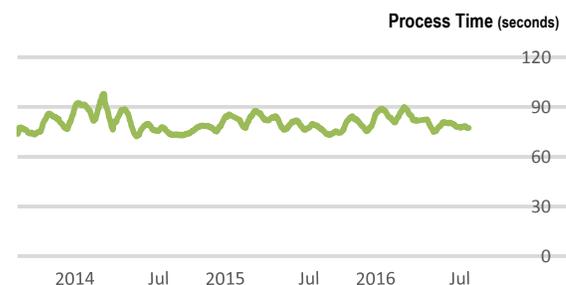
Booth Hours ... 68% more booth hours than last year



Wait Time ... recently increasing

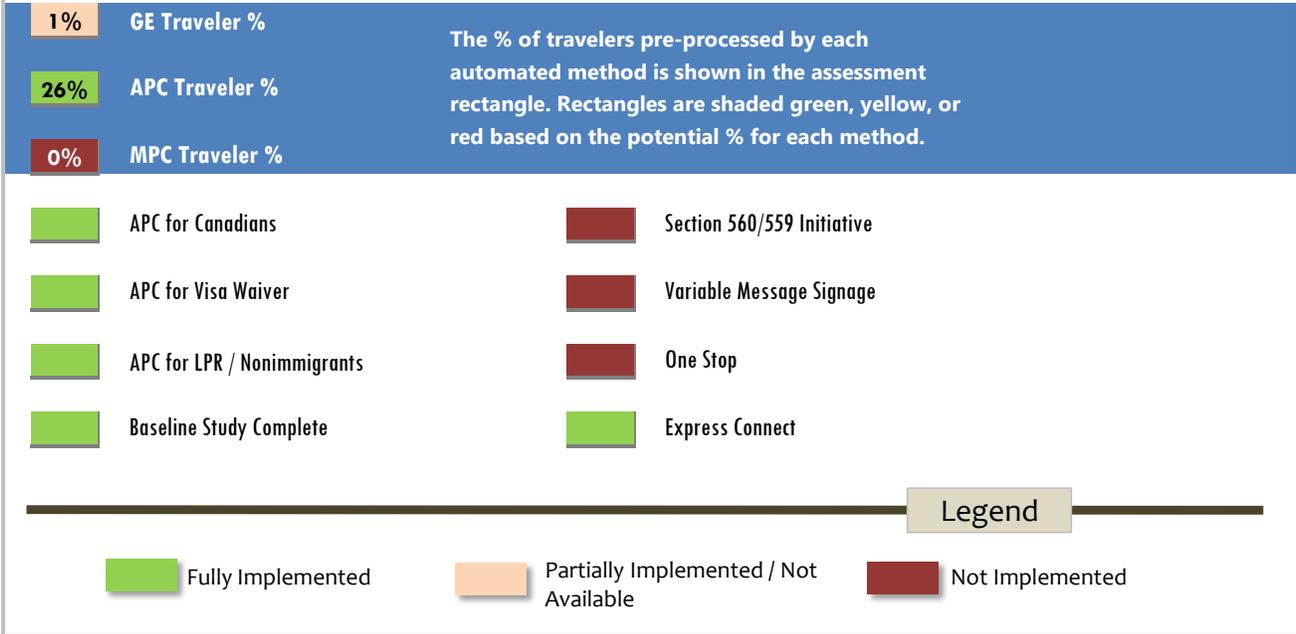


Cycle Time ... up compared to last year



Best Practice Inventory

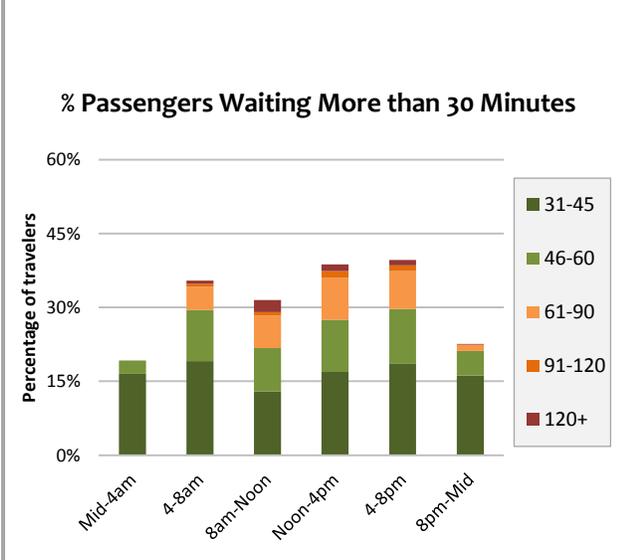
MCO-4 Best Practice Assessment: MCO-4 has implemented many of the available best practices. Most notably, 27% of MCO Airside 4 passengers are now processed by automated technologies like Global Entry and APC. APC is available at MCO-4 not only to US Citizens, but also Canadians, Visa Waiver country travelers, 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.

38% of passengers wait more than 30 minutes

Year to date, approximately 10% of MCO Airside 4 passengers wait more than 1 hour, approximately 38% of passengers wait more than 30 minutes. Between the hours of 4pm to 8pm, 40% of passengers wait more than 30 minutes.



Full booth openings from Noon to 8pm

80% of MCO-4 traffic arrives between Noon to 8pm. From 4-8pm (15 booths) more than twice as many booths are opened compared to Noon-4pm. Recommend opening 15 booths from Noon to 8pm to greatly reduce MCO-4 average wait time.

