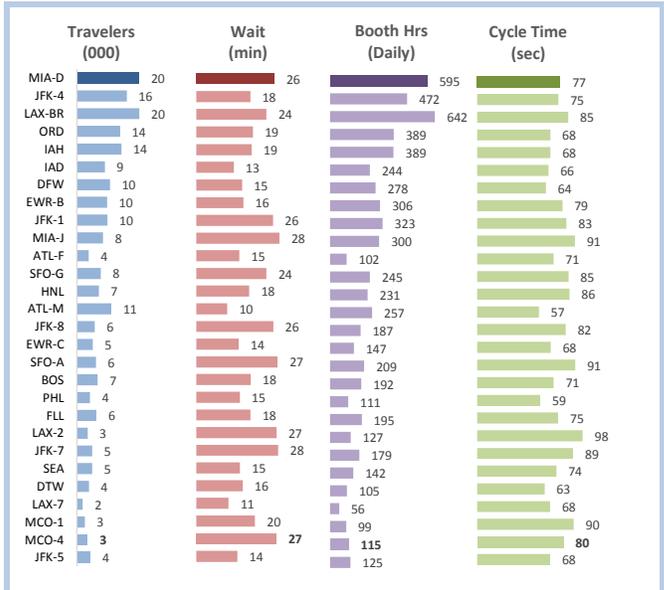


Key Metrics

| | YTD 2016 | YTD 2015 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers | 19,624 | 20,595 | -971 | -5% |
| Global Entry, APC, & MPC | 42% | 34% | 8% | 24% |
| Non-Automated | 58% | 66% | -8% | -12% |
| United States Citizens | 40.4% | 40.7% | -0.3% | -1% |
| Non-immigrants | 52.5% | 53.0% | -0.4% | -1% |
| Legal Permanent Residents | 7.0% | 6.3% | +0.7% | 11% |
| Average Daily Flights (#) | 141 | 136 | 4 | 3% |
| Wait Time | | | | |
| Average Primary Wait (m) | 26.3 | 26.1 | 0.2 | 1% |
| % Travelers < 60 minutes | 91% | 92% | 0% | 0% |
| % Travelers > 120 mins | 0.74% | 0.39% | +0.35% | 90% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 595 | 629 | -34 | -5% |
| Efficiency | | | | |
| Average Cycle Time (s) | 77.3 | 79.5 | -2.2 | -3% |
| Max Hourly Throughput / booth | 46.6 | 45.3 | 1.3 | 3% |
| Average Utilization | 71% | 72% | -1% | -2% |

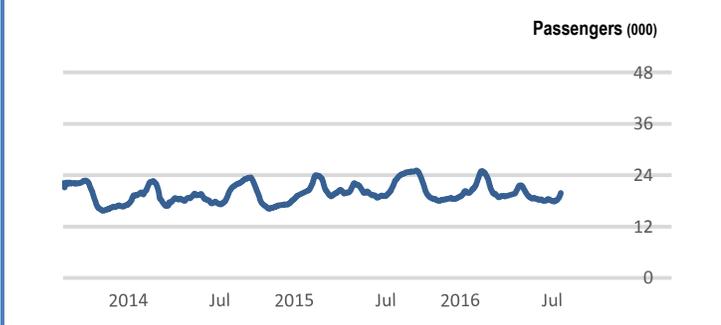
Compared to other major airports ...



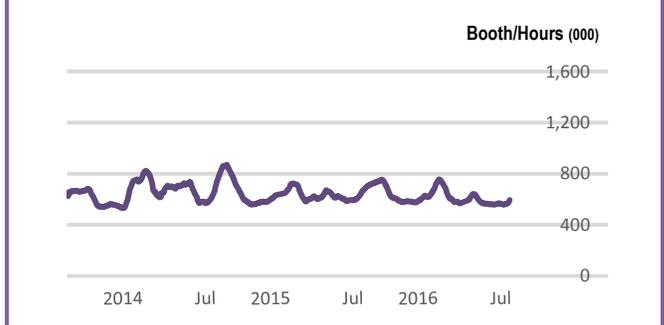
Fewer travelers, fewer booths

- **Travel decreased at Miami Terminal D.** Traveler volume (year to date) has slightly decreased compared to last year. Today, 42% of passengers are confirmed with automated solutions such as Global Entry, APC, and MPC, up from 34% last year.
- **Fewer booth hours compared to last year.** Booth hours have decreased 5% compared to a year ago, from 629 hours to 595 hours per day.
- **Wait times unchanged.** Year to date, average wait is 26.3 minutes, compared to 26.1 minutes last year. Fewer booth hours have kept waits unchanged despite 5% fewer travelers.
- **Cycle time is faster this year.** APC, Global Entry, and MPC growth have combined to reduce average cycle time. Average cycle time is 2.2 seconds faster than a year ago, increasing max hourly throughput by 1.3 passengers per booth, per hour.

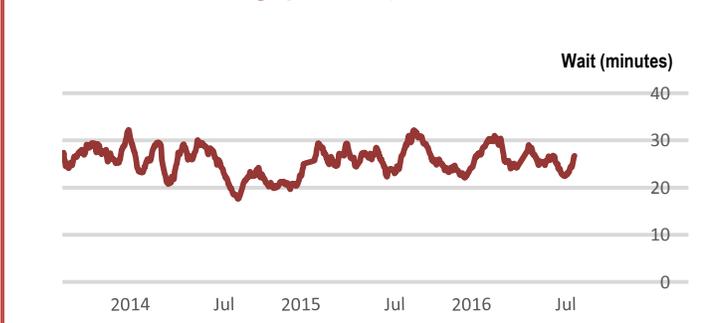
Traveler Volume ... modest growth since 2014



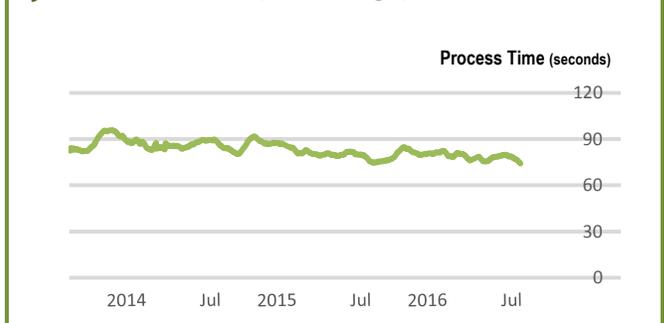
Booth hours ... 5% fewer booths staffed than last year



Wait Time ... trending up since July 2014

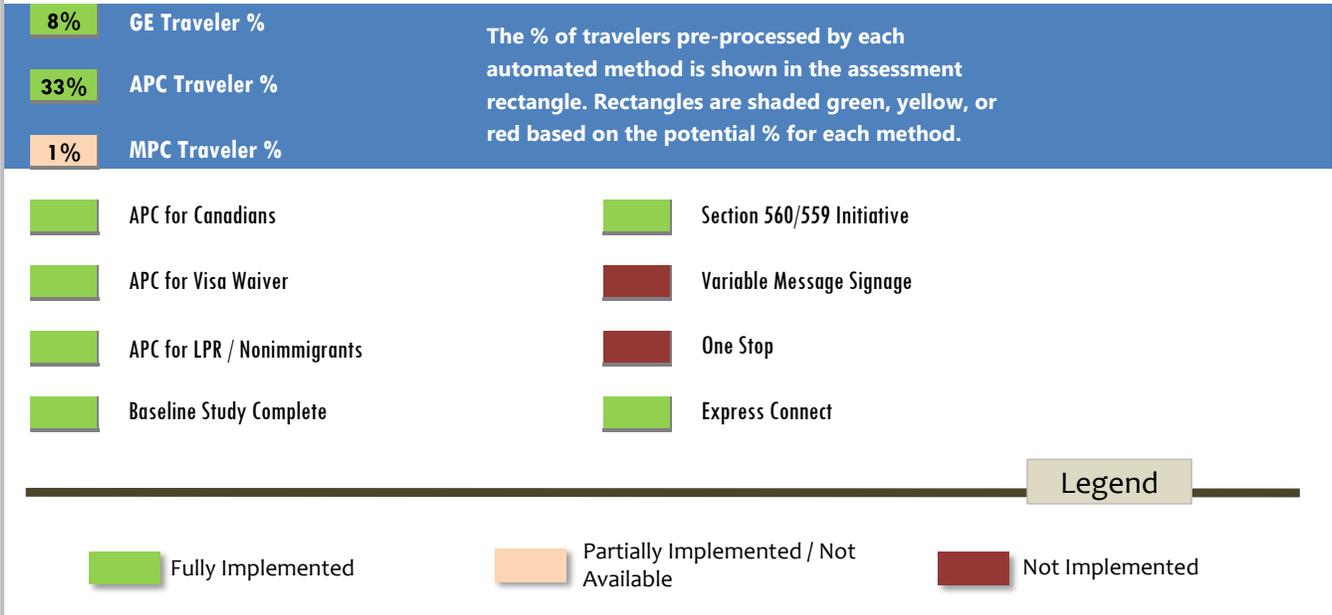


Cycle Time ... steadily decreasing cycle times



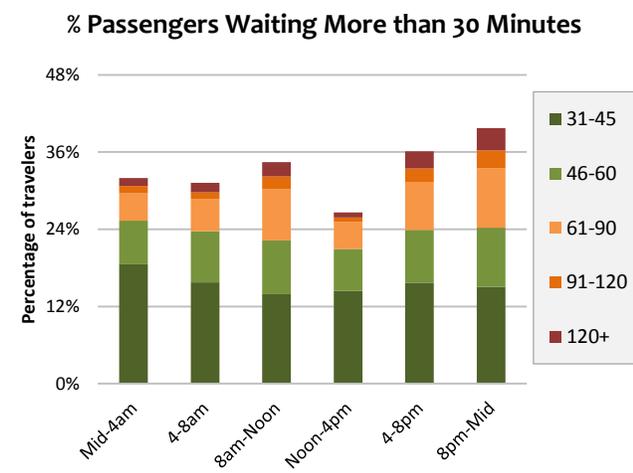
Best Practice Inventory

MIA Terminal D Best Practice Assessment: Terminal D has implemented many of the available best practices. Most notably, 42% of passengers are now processed by automated technologies like Global Entry and APC. MPC has recently been implemented. APC is available at Terminal D not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

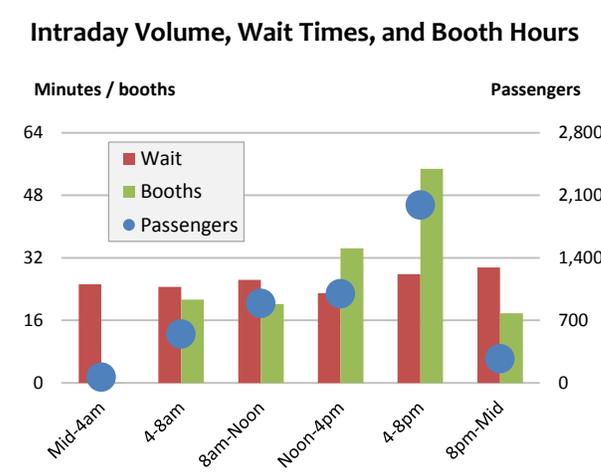


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

33% of passengers wait more than 30 minutes
 Year to date, approximately 10% MIA of Terminal D passengers wait more than 1 hour. Between the hours of 8pm to Midnight, 40% of passengers wait more than 30 minutes.



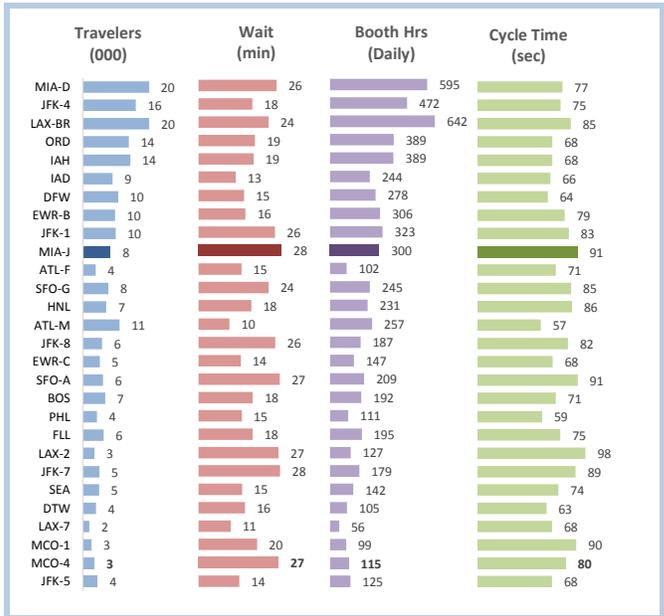
MIA-D staffs well to traffic volume
 Nearly 2,030 passengers (on average) arrive at MIA Terminal D every hour between 4pm and 8pm. MIA-D staffs 55 booth hours to peak (4-8pm) when wait times are slightly higher than average (27 minutes).



Key Metrics

| | YTD 2016 | YTD 2015 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers | 8,248 | 7,886 | 361 | 5% |
| Global Entry, APC, & MPC | 20% | 10% | 10% | 100% |
| Non-Automated | 80% | 90% | -10% | -11% |
| United States Citizens | 18.2% | 16.9% | +1.4% | 8% |
| Non-immigrants | 77.2% | 78.8% | -1.6% | -2% |
| Legal Permanent Residents | 4.5% | 4.3% | +0.2% | 5% |
| Average Daily Flights (#) | 46 | 44 | 2 | 3% |
| Wait Time | | | | |
| Average Primary Wait (m) | 28.0 | 24.2 | 3.8 | 16% |
| % Travelers < 60 minutes | 89% | 93% | -4% | -4% |
| % Travelers > 120 mins | 0.66% | 0.19% | +0.47% | 244% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 300 | 302 | -2 | -1% |
| Efficiency | | | | |
| Average Cycle Time (s) | 90.8 | 94.6 | -3.8 | -4% |
| Max Hourly Throughput / booth | 39.6 | 38.0 | 1.6 | 4% |
| Average Utilization | 69% | 69% | 1% | 1% |

Compared to other major airports ...



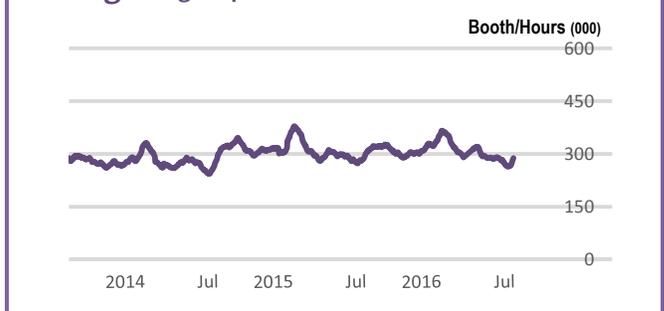
More traffic and fewer booths lead to longer waits

- Travel is up at Miami (Terminal J).** Traveler volume increased 5% compared to last year. 20% of passengers are confirmed with automated solutions like Global Entry, APC, and MPC, up from 10% last year. Non-immigrant share is 77.2% this year (Non-immigrants take roughly twice as long to process than US citizens).
- Booth hours slightly decreased compared to last year.** Booth hours are slightly decreased compared to a year ago.
- Wait times have increased.** Year to date, average wait time is up 3.8 minutes (from 24.2 minutes to 28 minutes). The number of passengers that were processed in under 60 minutes has decreased from 93% last year to 89% this year.
- Cycle time is 3.8 seconds faster.** Although average cycle time is down 3.8 seconds from last year, MIA Terminal J has one of the highest cycle times at 90.8 seconds. This is due to the high proportion of non-immigrant travelers (77.2%). However, MIA-J's APC share (17%) is expected to increase if APC is applied to non-immigrants.

Traveler Volume ... steady growth



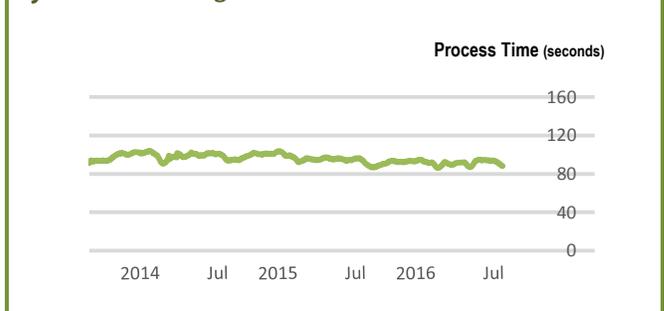
Staffing ... slight upward trend



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, 20% 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.

| | | |
|-----|--|---|
| 3% | 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 0.0755%) | |

- | | | | |
|--|-----------------------------|--|----------------------------|
| | 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 |

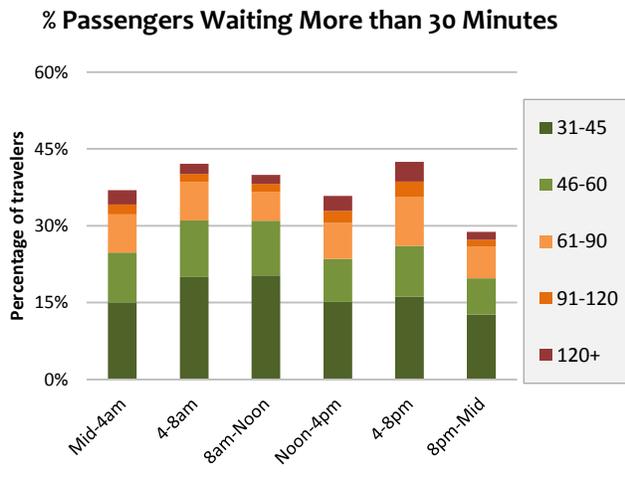
Legend

- | | | | | | |
|--|-------------------|--|---------------------------------------|--|-----------------|
| | Fully Implemented | | Partially Implemented / Not Available | | Not Implemented |
|--|-------------------|--|---------------------------------------|--|-----------------|

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.

39% of passengers wait more than 30 minutes

Year to date, approximately 13% MIA of Terminal J passengers wait more than 1 hour. During multiple time periods, 42% 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.

