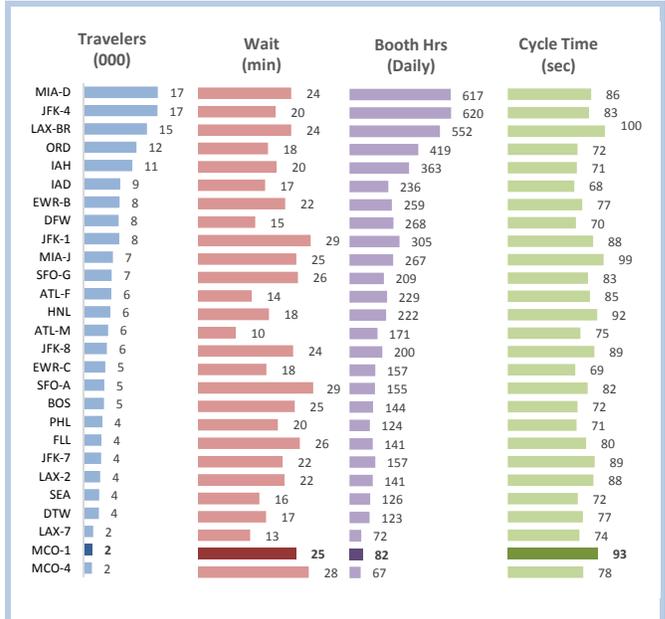


Key Metrics

Volume	YTD 2014	YTD 2013	Change %	Change
Average Daily Travelers	2,128	1,958	170	9%
Global Entry & APC	1%	1%	0%	55%
Non-Automated	99%	99%	-0%	0%
United States Citizens	22.7%	22.4%	+0.3%	1%
Non-immigrants	73.6%	73.8%	-0.2%	0%
Legal Permanent Residents	3.7%	3.7%	-0.1%	-2%
Average Daily Flights (#)	16	17	0	-1%
Wait Time				
Average Primary Wait (m)	25.1	25.2	-0.2	-1%
% Travelers < 60 minutes	92%	92%	0%	0%
% Travelers > 120 mins	0.14%	0.20%	-0.1%	-31%
Primary Booth Hours				
Average Daily Booth Hours	82	79	3	4%
Efficiency				
Average Cycle Time (s)	93.0	100.0	-7.0	-7%
Max Hourly Throughput / booth	38.7	36.0	2.7	7%
Average Utilization	67%	69%	-2%	-3%

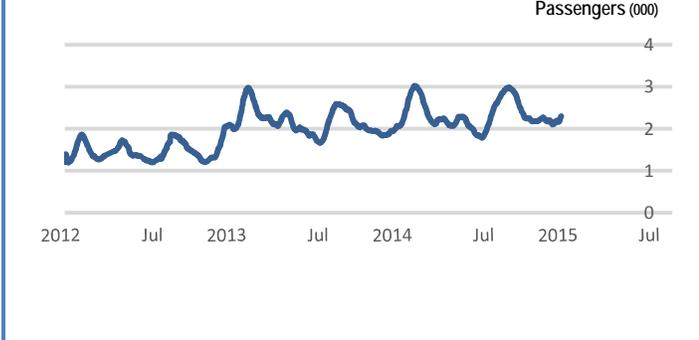
Compared to other major airports ...



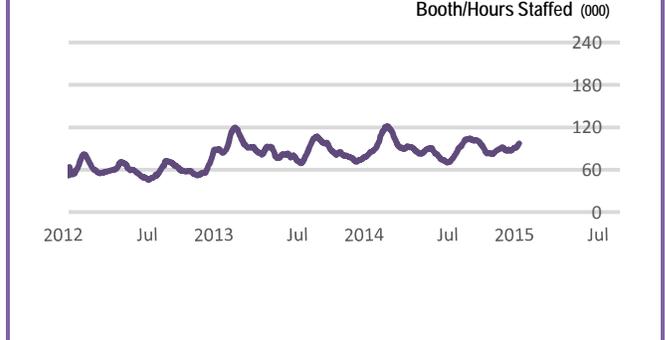
Faster processing prevents longer waits amid more traffic

- Travel is up at Orlando Terminal 1.** Traveler volume (year to date) has increased 9% compared to last year. Today, 1% of passengers are pre-processed with Global Entry and APC, the same as last year.
- More booths being staffed to meet demand.** Booth hours have increased slightly to meet traveler volume demand. The average daily booth hours increased 4% from 79 hours last year to 82 hours this year.
- Staff efficiency improves.** Average cycle time decreased by 7 seconds, allowing for an extra 2.7 passengers to be processed per hour per booth.
- Wait times decreased by 1%.** Despite increased staff efficiencies, average wait time remains the same as last year (about 25 minutes). This is due to the increase in passengers and relatively same amount of booth hours.

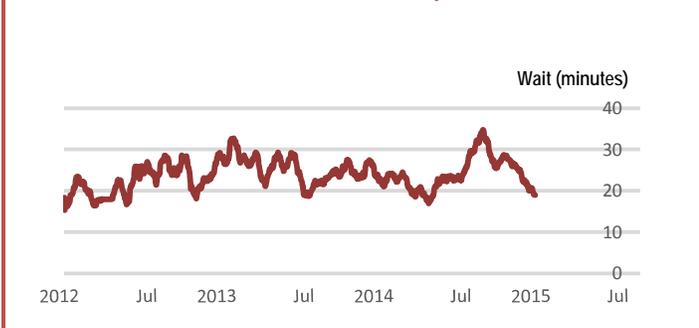
Traveler Volume ... increasing slightly



Booth Hours ... relatively steady



Wait Time ... downward since recent spike



Cycle Time ... slowly decreasing



Best Practice Inventory

MCO-1 Best Practice Assessment: MCO has not implemented many of the available best practices, including the use of automated processing such as APC. MCO could achieve further efficiencies if more best practices are implemented

- GE Implemented
- APC Implemented
- APC for Visa Waiver
- MPC Implemented
- APC for Canadians
- APC for Legal Permanent Residents / Nonimmigrants
- Section 560/559 Initiative
- Variable Message Signage
- One Stop
- Express Connect
- Baseline Study Complete

1 GE Traveler % The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method.

0 APC Traveler %

0 MPC Traveler %

Legend

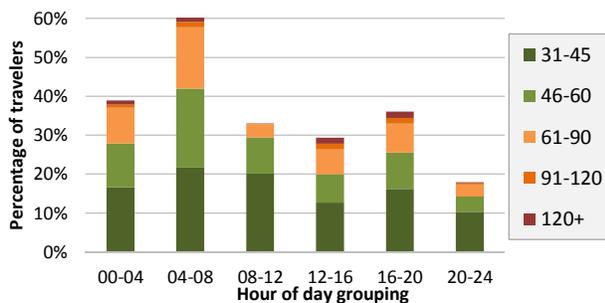
- Fully Implemented
- Partially Implemented / Not Available
- Not Implemented

Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not implementing any of the best practices. A green "assessment circle" indicates the best practice has been properly and fully implemented. Red means the best practice is not in place. Orange indicates implementation is not available, or has occurred but on a limited basis and achieves less than optimal results.

1 in 3 passengers wait more than 30 minutes

While 33% of passengers wait more than 30 minutes, about 9% wait longer than 60 minutes. Between 4 and 8am, half of the passengers wait longer than 30 minutes.

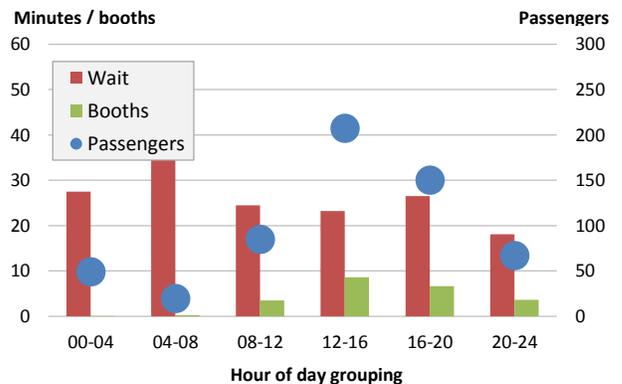
% Passengers Waiting More than 30 Minutes



More booths needed during offpeak traffic

The busiest hours are between 12pm-4pm, when 200 passengers arrive per hour. An average of 9 booths per hour are staffed during this time. Wait time during peak traffic is 25 minutes. More staffing can be added from 8-12am and 4pm-8pm to reduce average wait.

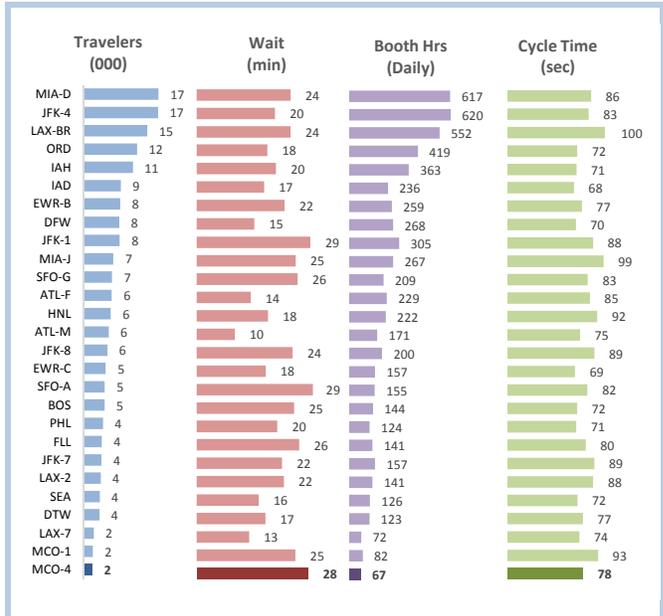
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers	1,965	1,709	256	15%
Global Entry & APC	20%	0%	20%	6323%
Non-Automated	80%	100%	-20%	-20%
United States Citizens	11.0%	13.0%	-2.0%	-15%
Non-immigrants	88.0%	85.7%	+2.3%	3%
Legal Permanent Residents	1.0%	1.3%	-0.3%	-22%
Average Daily Flights (#)	6	6	0	7%
Wait Time				
Average Primary Wait (m)	28.3	34.5	-6.2	-18%
% Travelers < 60 minutes	90%	84%	7%	8%
% Travelers > 120 mins	0.61%	0.68%	-0.1%	-11%
Primary Booth Hours				
Average Daily Booth Hours	67	55	12	23%
Efficiency				
Average Cycle Time (s)	77.6	83.7	-6.1	-7%
Max Hourly Throughput / booth	46.4	43.0	3.4	8%
Average Utilization	63%	73%	-9%	-13%

Compared to other major airports ...



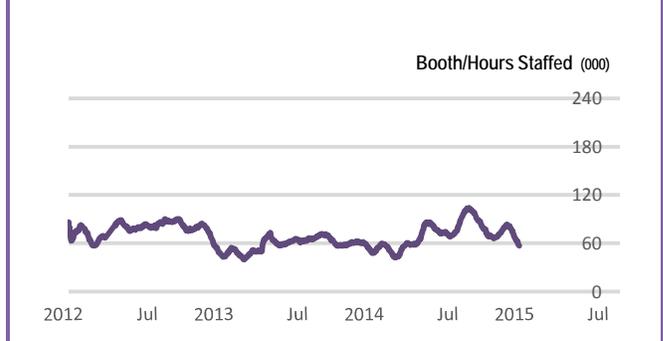
Reduced waits despite more traffic

- **Travel is up at Orlando Terminal 4.** Traveler volume (year to date) has increased 15% compared to last year. Today, 20% of passengers are pre-processed with Global Entry and APC, up from 0% last year.
- **More booths being staffed to meet demand.** Booth hours have increased to meet traveler volume demand. The average daily booth hours have increased 23% from 55 hours last year to 67 hours this year.
- **Cycle time faster while throughput decreases.** Average cycle time decreased by 7%, while max hourly throughput increased by 3-4 passengers per booth hour.
- **Wait times decreased by 18%.** Global Entry and APC usage has significantly decreased wait time. The average wait time decreased by 18%, from 34.5 minutes last year to 28.3 minutes this year. However, MCO-4 still has one of the highest wait times in the country.

Traveler Volume ... rebounding from last year



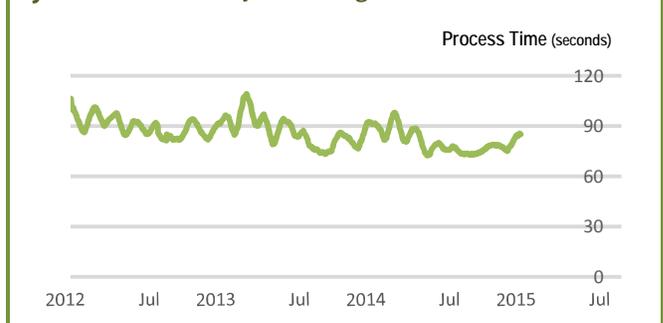
Booth Hours ... recent increase



Wait Time ... downward trend

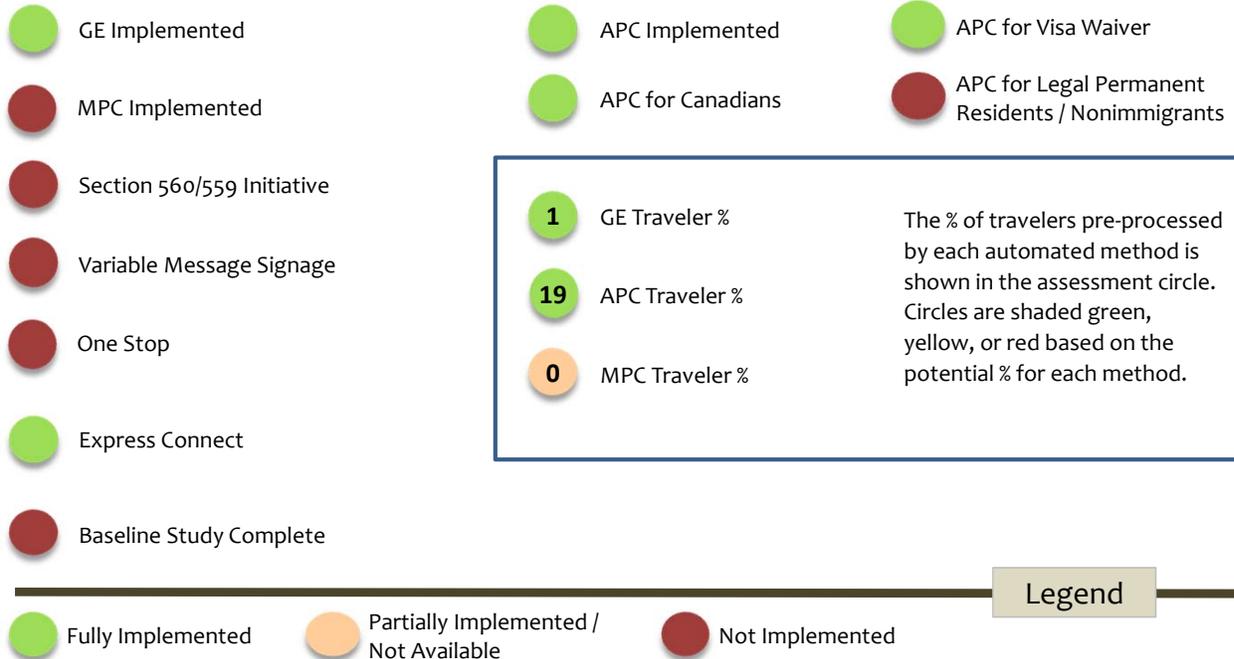


Cycle Time ... slowly decreasing



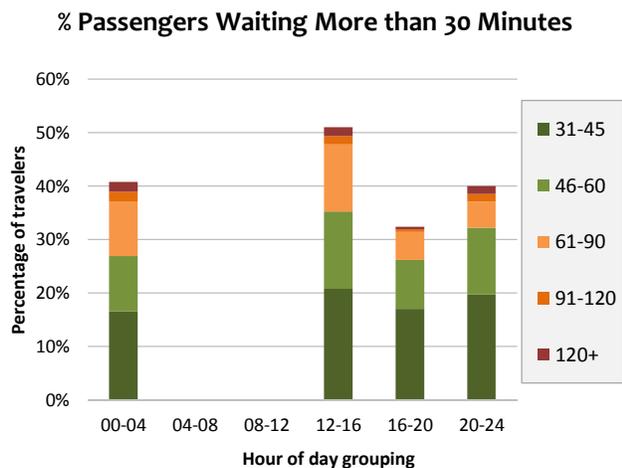
Best Practice Inventory

MCO-4 Best Practice Assessment: MCO has implemented many of the available best practices. Automated processing such as Global Entry and APC are implemented, but with 20% of travelers are utilizing them, there is room for growth.



Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not implementing any of the best practices. A green "assessment circle" indicates the best practice has been properly and fully implemented. Red means the best practice is not in place. Orange indicates implementation is not available, or has occurred but on a limited basis and achieves less than optimal results.

40% of passengers wait more than 30 minutes
 40% of passengers wait more than 30 minutes and between 12pm-4pm, the average wait time is 35 minutes during this time. 32% of travelers wait over 60 minutes during that time.



More booths needed from noon to 4pm
 The busiest hours are between 4pm-8pm, when nearly 300 passengers arrive per hour. An average of 14 booths per hour are open during this time. But wait time is highest from noon - 4pm when an average of only 4 booths are staffed.

