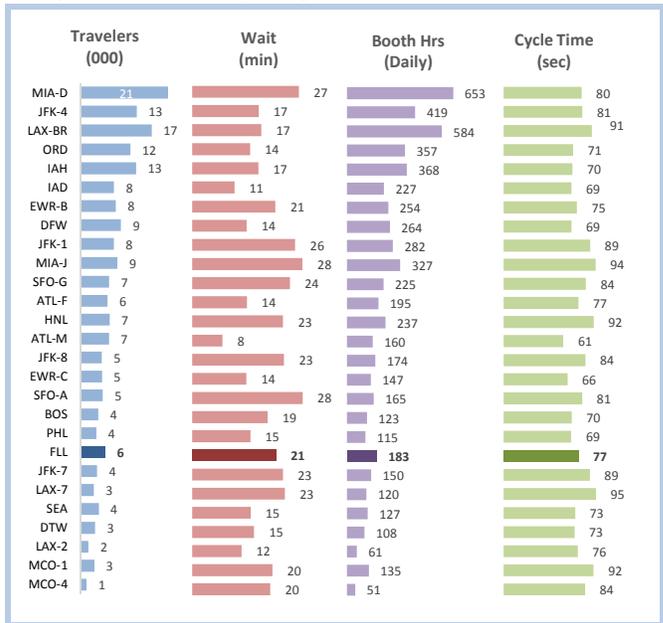


### Key Metrics

Volume	YTD 2015	YTD 2014	Change %	Change
Average Daily Travelers	5,785	4,116	1,669	41%
Global Entry & APC	26%	2%	24%	1455%
Non-Automated	74%	98%	-24%	-25%
United States Citizens	45%	46.7%	-1.7%	-4%
Non-immigrants	45%	40.7%	+4.3%	11%
Legal Permanent Residents	9.9%	12.6%	-2.6%	-21%
Average Daily Flights (#)	48	43	5	12%
Wait Time				
Average Primary Wait (m)	21.0	26.5	-5.5	-21%
% Travelers < 60 minutes	93%	90%	3%	4%
% Travelers > 120 mins	0.30%	0.26%	+0.0%	15%
Primary Booth Hours				
Average Daily Booth Hours	183	124	59	47%
Efficiency				
Average Cycle Time (s)	76.8	79.6	-2.9	-4%
Max Hourly Throughput / booth	46.9	45.2	1.7	4%
Average Utilization	67%	73%	-6%	-8%

### Compared to other major airports ....



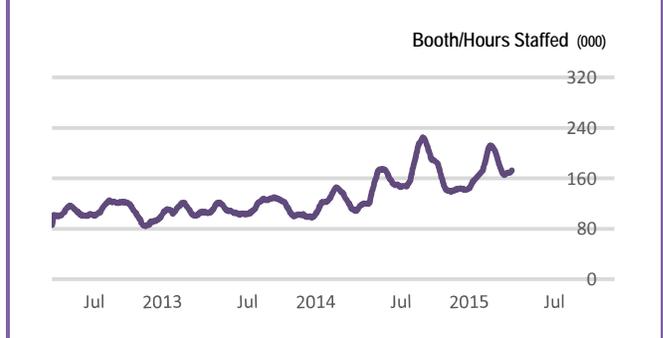
### More booths, faster processing lead to decreased wait time despite 41% more volume

- Travel is up significantly at Fort Lauderdale.** Traveler volume (year to date) has increased 41% compared to last year. Today, 26% of FLL's passengers are pre-processed with Global Entry and APC, up from 2% last year.
- More booths being staffed to meet demand.** Booth hours have significantly increased to meet traveler volume demand. The average daily booth hours have increased 47% from 124 hours last year to 183 this year.
- Staff efficiency increasing.** Average cycle time decreased by 2.9 seconds this year, leading to a max hourly throughput increase of about 1.7 passengers per booth.
- Wait times decreased by 21%.** Increased booth staffing and Global Entry/APC usage, wait times have significantly decreased, from 26.5 minutes a year ago to 21 minutes today. Wait times from midnight to 8am are particularly high.

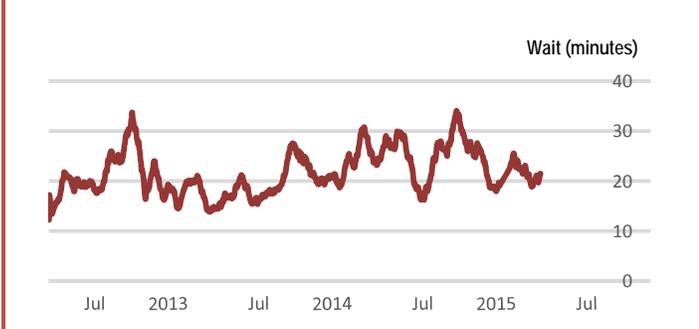
### Traveler Volume ... rapidly increasing



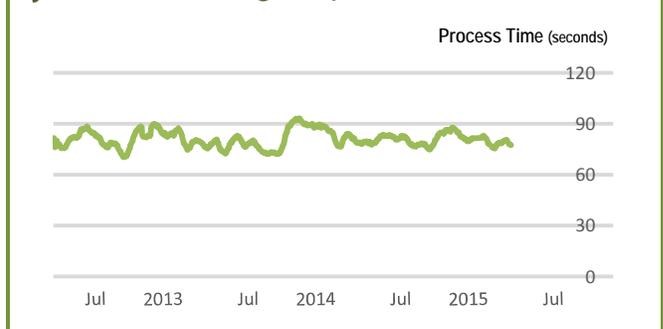
### Booth Hours ... sharp rise compared to last year



### Wait Time ... decrease of late

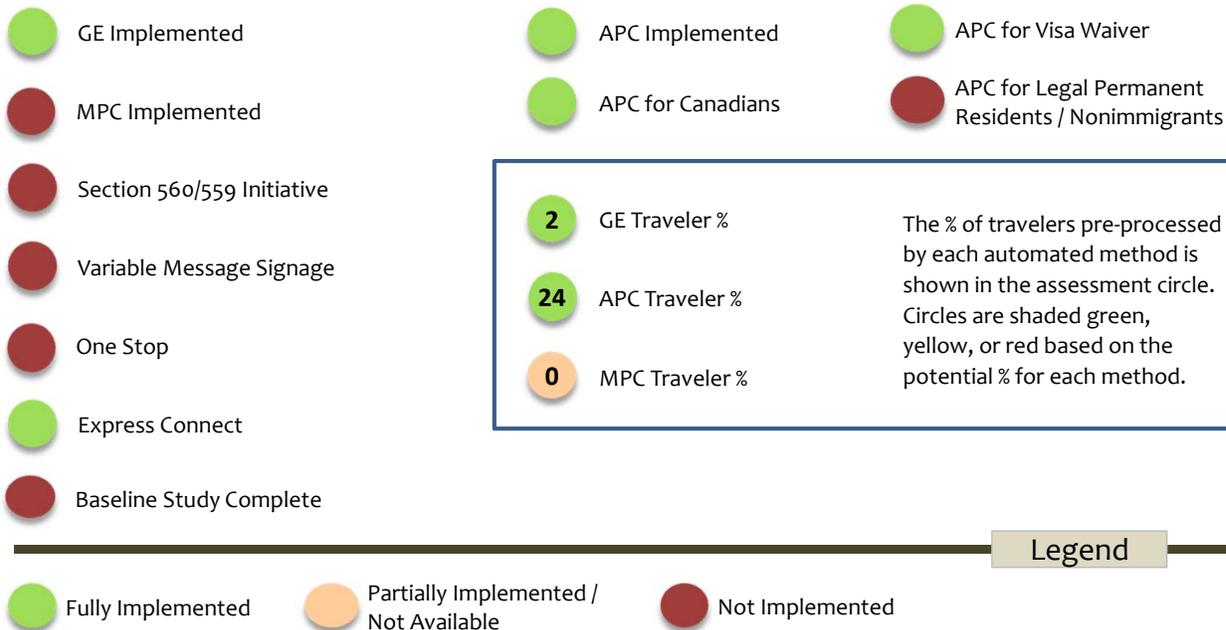


### Cycle Time ... holding steady



## Best Practice Inventory

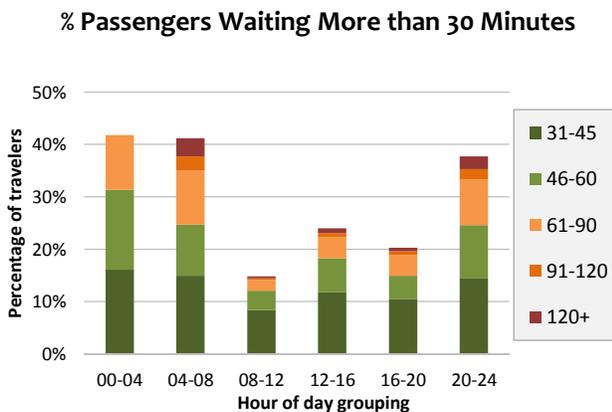
**FLL Best Practice Assessment:** FLL has implemented some of the available best practices. Most notably, more than 1 in 4 FLL passengers are now processed by automated technologies like Global Entry and APC. APC is available at FLL not only to US Citizens, but also Canadians and Visa Waiver country travelers.



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.

### 26% of passengers wait more than 30 minutes

Around 1 out of every 4 passengers will have a wait time over 30 minutes, and 8% of passengers will wait longer than 60 minutes. From 8pm to midnight 38% of passengers wait more than 30 minutes.



### More booths needed from 8 pm - midnight

FLL is busiest between 4pm-8pm, when over 510 passengers arrive per hour. An average of 17 booths per hour are open during this time, double the amount of any other time period. Wait time is highest from 8pm to midnight, indicating a need to increase booths during this time.

