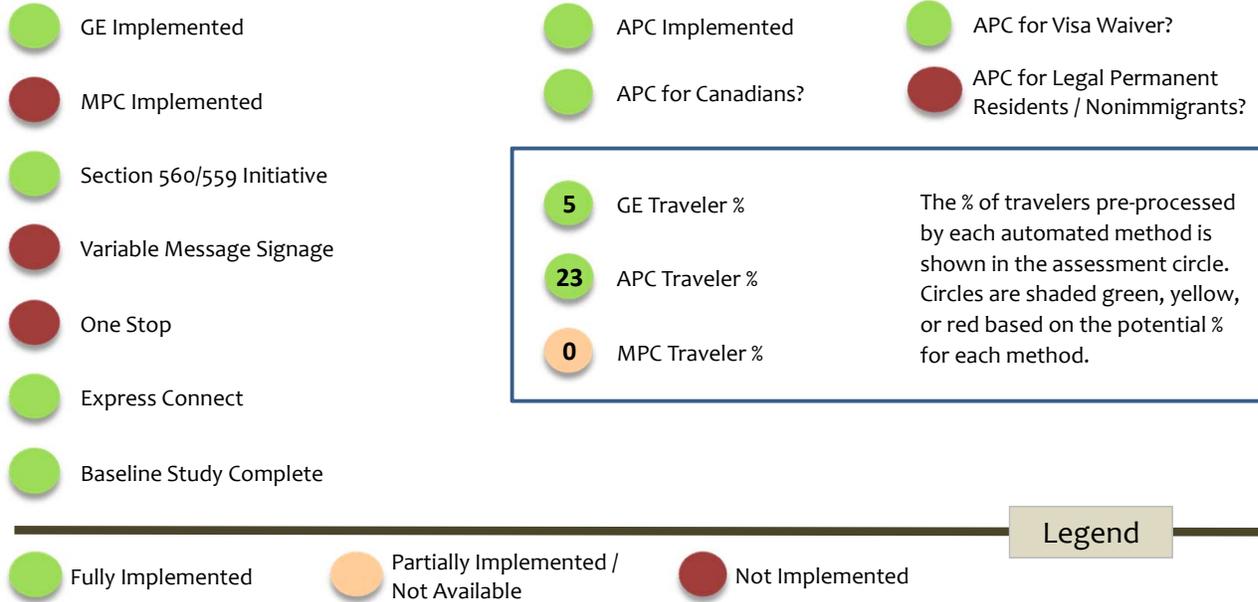


### Best Practice Inventory

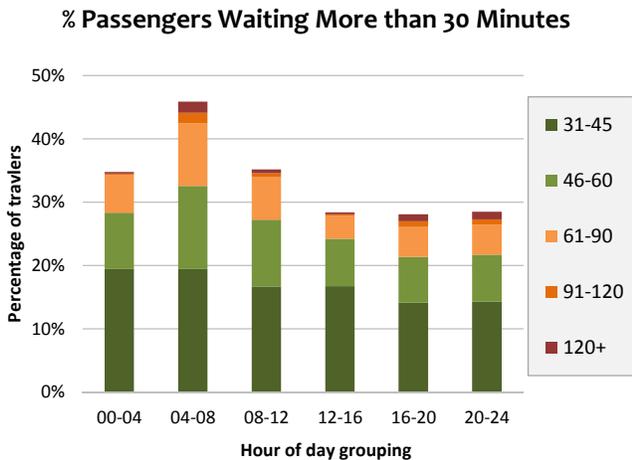
**MIA Terminal D Best Practice Assessment:** Terminal D has implemented many of the available best practices. Most notably, more than 1 in 5 MIA Terminal D passengers are now processed by automated technologies like Global Entry and APC. APC is available at Terminal D not only to US Citizens, but also 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.

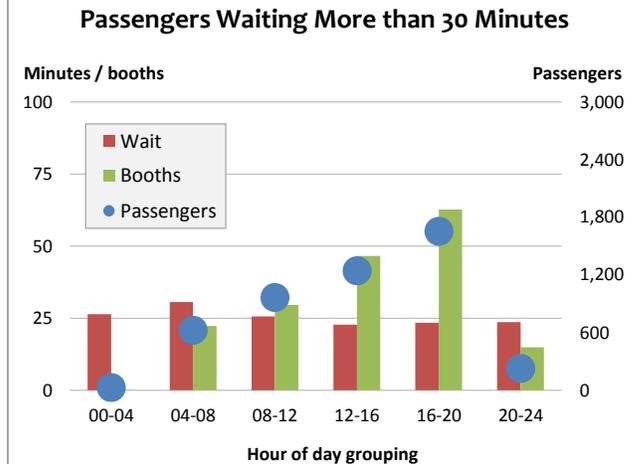
#### 32% of passengers wait more than 30 minutes

While few MIA Terminal D passengers wait more than 1 hour (about 7%), approximately 33% wait more than 30 minutes. During peak traffic, over 28% of MIA Terminal D passengers wait more than 30 minutes.



#### MIA Terminal D staffs well to traffic

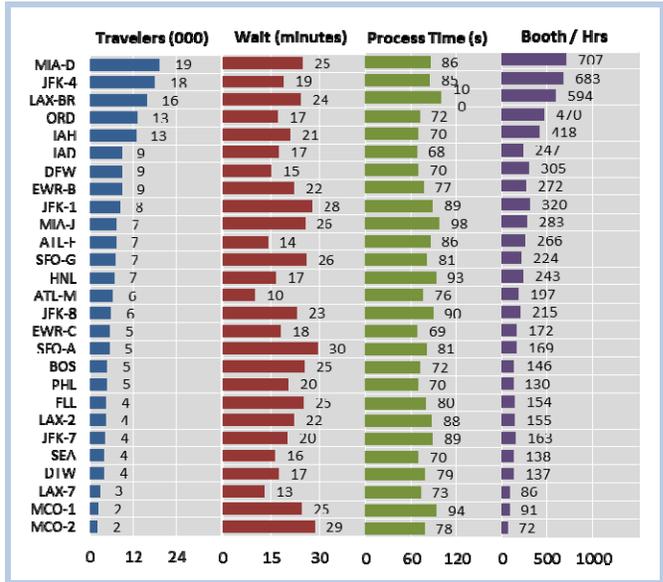
More than 1,650 passengers (on average) arrive at MIA Terminal D every hour between 4 pm and 8 pm. By staffing nearly 63 booths during this time period, average waits are shorter during this period (23.5 minutes) than the overall MIA Terminal D average wait (24.7 minutes).



### Key Metrics

Volume	YTD 2014	YTD 2013	Change %	Change
Average Daily Travelers (000)	7,548	7,394	154	2%
Global Entry & APC	4%	1%	3%	236%
Non-Automated	96%	99%	-3%	-3%
United States Citizens	18.6%	19.0%	-0.4%	-2%
Non-immigrants	78.7%	77.9%	+0.8%	1%
Legal Permanent Residents	2.7%	3.1%	-0.4%	-13%
Average Daily Flights (#)	44	45	-1	-3%
Wait Time				
Average Primary Wait (m)	25.5	32.1	-6.6	-21%
% Travelers < 60 minutes	94%	87%	7%	8%
% Travelers > 120 mins	0.12%	0.91%	-0.79%	-87%
Staffing				
Average Daily Booth Hours	290	278	12	4%
Efficiency				
Average Cycle Time (s)	98.0	101.9	-3.8	-4%
Throughput <i>per booth hour</i> (#)	26.1	26.6	-1	-2%

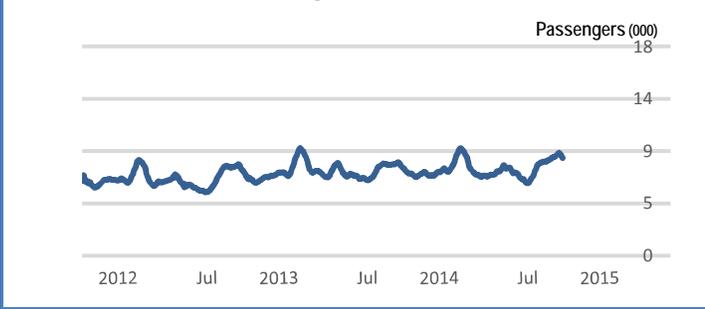
Compared to other major airports ...



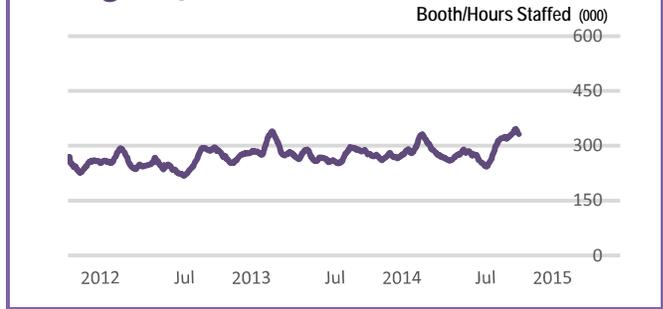
### More booths and the introduction of APC shorten waits

- **Travel is up minimally at Miami (Terminal J).** Traveler volume only increased 2% compared to last year. 4% of passengers are pre-processed with automated solutions like Global Entry and APC, up from 1% last year.
- **More booths being staffed to meet demand.** Booth staffing increased 4% compared to a year ago, from 278 hours to 290 hours per day.
- **Wait times have been reduced since July 2013.** Year to date, average wait time is down about 6.5 minutes (from 32 minutes last year to 25.5 minutes this year). Further, 94% of passengers are processed in under 60 minutes, compared to 87% last year.
- **Cycle time is 3 seconds faster.** Average cycle time is down 3 seconds from last year, from 102 seconds to 98 seconds. The high cycle time is due to the high proportion of non-immigrant travelers.

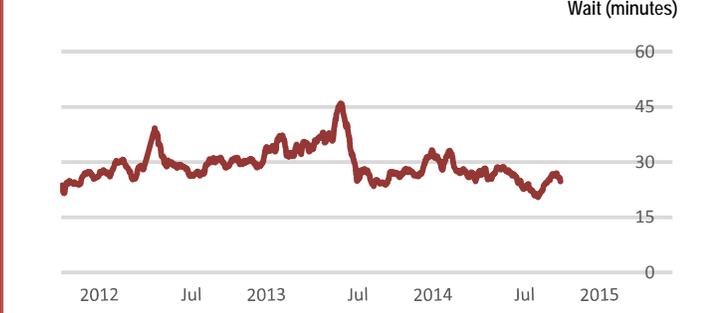
### Traveler Volume ... slow growth



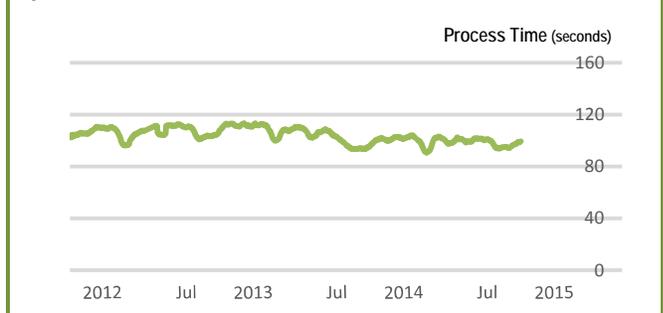
### Staffing ... slightly more booths staffed than last year



### Wait Time ... trending downward

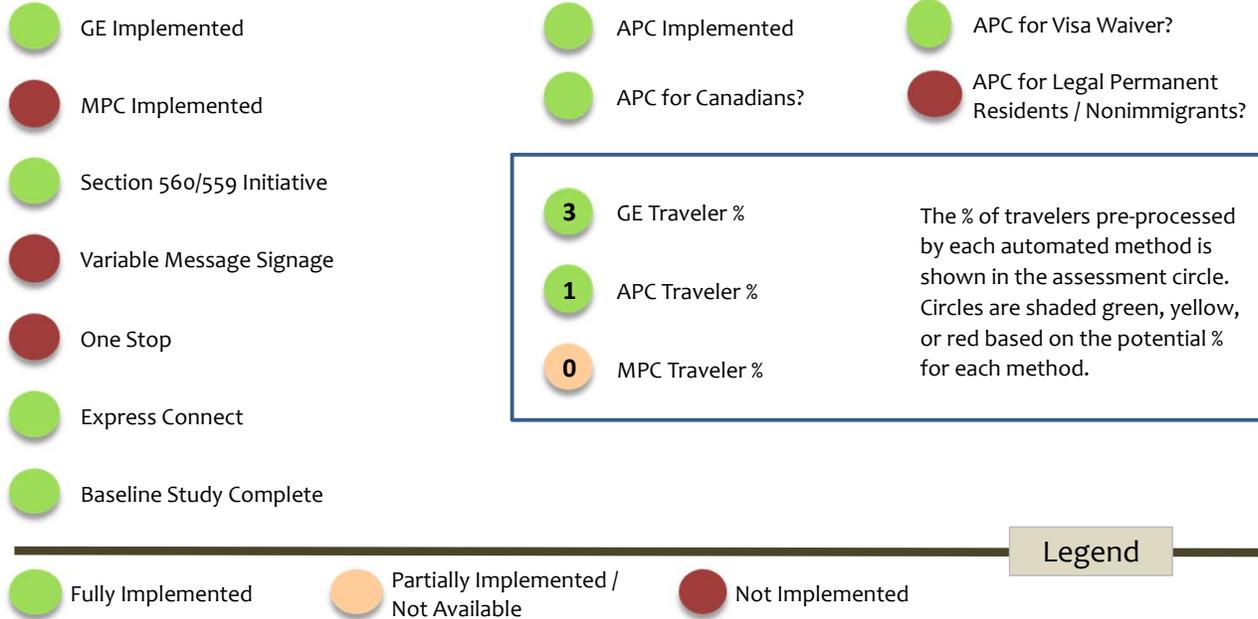


### Cycle Time ... decreased cycle times



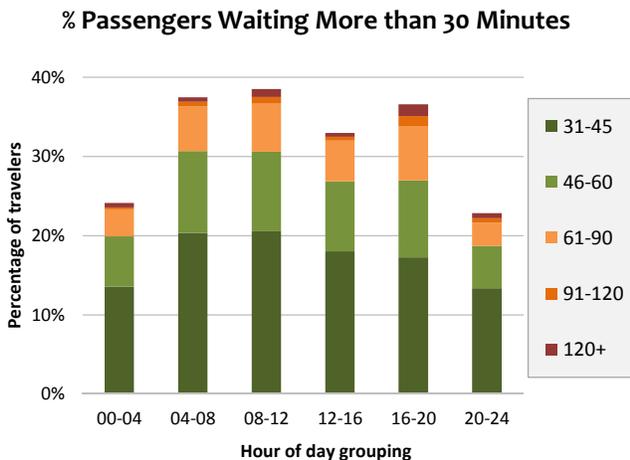
## Best Practice Inventory

**MIA Terminal J Best Practice Assessment:** MIA Terminal J has implemented many of the available best practices. Most notably, APC has recently been introduced. As more travelers participate, MIA-J will not operational improvement.



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.

**34% of passengers wait more than 30 minutes**  
 Approximately 34% wait more than 30 minutes, and 7% of passengers wait over 60 minutes. During peak hours (12 pm - 4 pm), 1/3 of passengers wait over 30 minutes and 6% wait over 60 minutes.



**Terminal J can staff better during off-peak**  
 More than 600 passengers (on average) arrive every hour between 12 pm and 4 pm. By staffing nearly 21 booths during this time period, average waits are shorter during this period (25 minutes) compared to the overall average wait (25.5).

