

Key Metrics

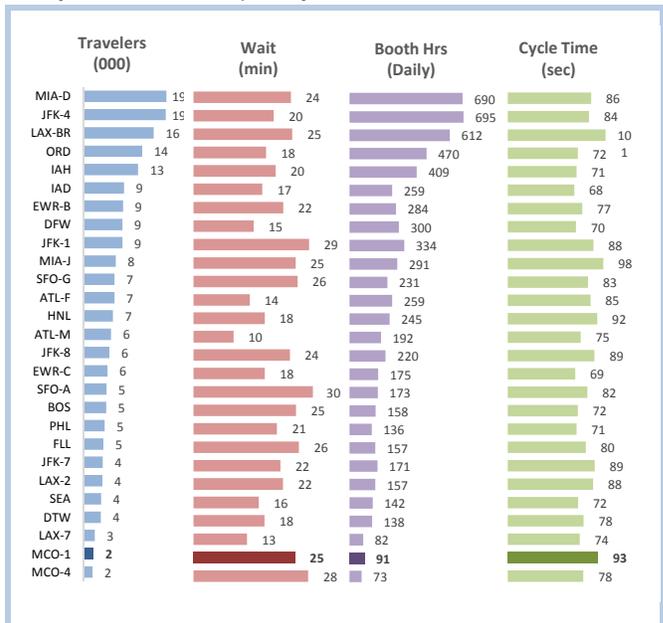
Volume	YTD 2014	YTD 2013	Change	% Change
Average Daily Travelers	2,354	2,184	170	8%
Global Entry & APC	1%	1%	0%	52%
Non-Automated	99%	99%	-0%	0%
United States Citizens	22.7%	22.4%	+0.3%	1%
Non-immigrants	73.6%	73.8%	-0.2%	0%
Legal Permanent Residents	3.7%	3.7%	-0.1%	-2%
Average Daily Flights (#)	18	19	0	-1%

Wait Time	YTD 2014	YTD 2013	Change	% Change
Average Primary Wait (m)	25.2	25.2	-0.1	0%
% Travelers < 60 minutes	92%	92%	0%	1%
% Travelers > 120 mins	0.15%	0.19%	-0.0%	-23%

Primary Booth Hours	YTD 2014	YTD 2013	Change	% Change
Average Daily Booth Hours	91	88	2	3%

Efficiency	YTD 2014	YTD 2013	Change	% Change
Average Cycle Time (s)	92.9	100.1	-7.2	-7%
Max Hourly Throughput / booth	38.7	36.0	2.8	8%
Average Utilization	67%	69%	-2%	-2%

Compared to other major airports ...



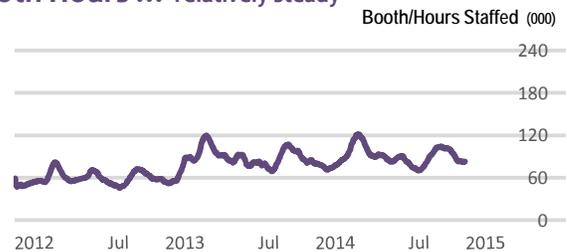
More efficient processing maintains wait time despite more volume

- Travel is up at Orlando Terminal 1.** Traveler volume (year to date) has increased 8% 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 3% from 88 hours last year to 91 hours this year.
- Staff efficiency improves.** Average cycle time decreased by 7 seconds, allowing for an extra 3 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 implemented many of the available best practices, but they are not being fully utilized. Automated processing such as Global Entry and APC are implemented, however only 1% of travelers are utilizing them.

- 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 %

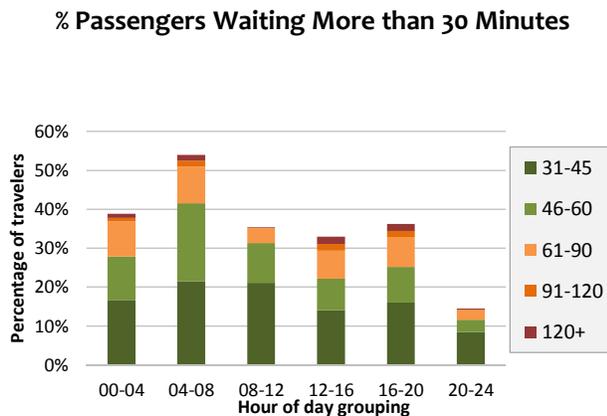
0 MPC Traveler %

Legend

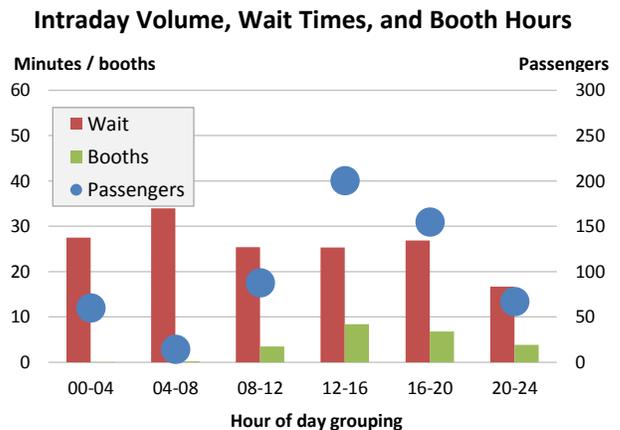
● Fully Implemented ● Partially Implemented / Not Available ● Not Implemented

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.

33% of 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.



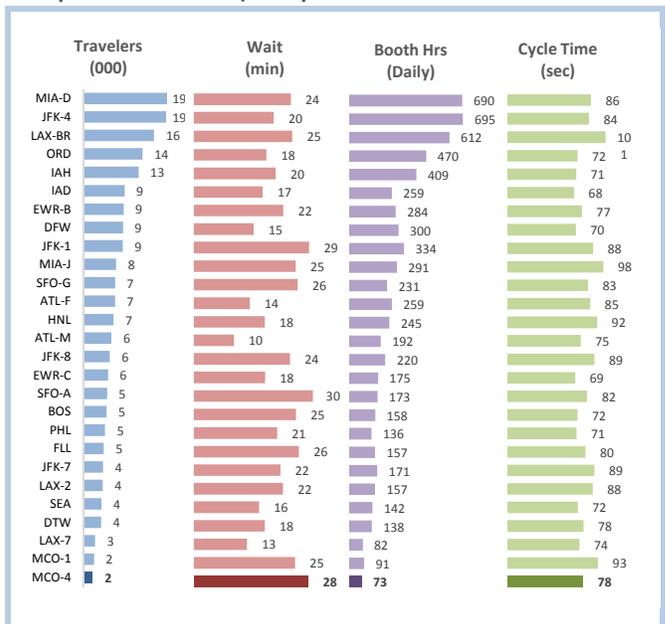
More booths needed during peak traffic
 The busiest hours are between 12pm-4pm, when 200 passengers arrive per hour. An average of 9 booths per hour are staffed during this time. Wait time during peak traffic is 25 minutes. More staffing can be added to morning hours when wait times are above average.



Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers	2,122	1,856	266	14%
Global Entry & APC	20%	0%	20%	6467%
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 (#)	7	7	0	5%
Wait Time				
Average Primary Wait (m)	28.5	34.2	-5.8	-17%
% Travelers < 60 minutes	90%	84%	6%	8%
% Travelers > 120 mins	0.61%	0.67%	-0.1%	-8%
Primary Booth Hours				
Average Daily Booth Hours	73	60	13	22%
Efficiency				
Average Cycle Time (s)	77.7	84.4	-6.7	-8%
Max Hourly Throughput / booth	46.3	42.7	3.6	9%
Average Utilization	63%	73%	-10%	-13%

Compared to other major airports



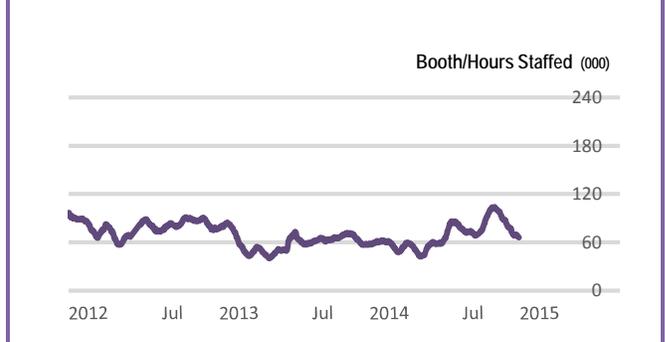
Reduced waits despite more traffic

- Travel is up at Orlando Terminal 4.** Traveler volume (year to date) has increased 14% 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 22% from 60 hours last year to 73 hours this year.
- Cycle time faster while throughput decreases.** Average cycle time decreased by 8%, 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 34.2 minutes last year to 28.5 minutes this year.

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 only 20% of travelers are utilizing them, there is room for growth.

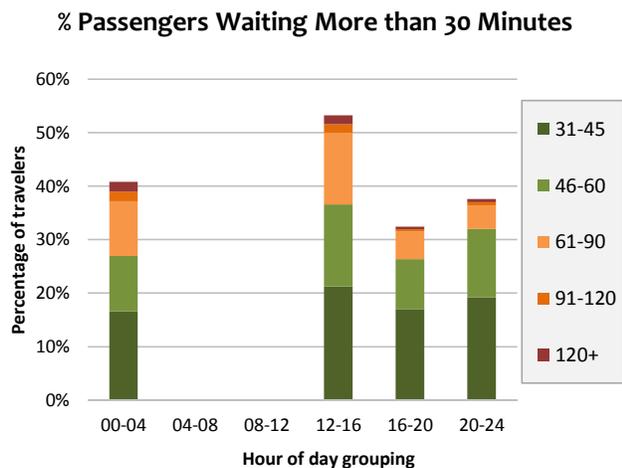
GE Implemented	APC Implemented	APC for Visa Waiver
MPC Implemented	APC for Canadians	APC for Legal Permanent Residents / Nonimmigrants
Section 560/559 Initiative		
Variable Message Signage		
One Stop		
Express Connect		
Baseline Study Complete		

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.
19	APC Traveler %	
0	MPC Traveler %	

Fully Implemented	Partially Implemented / Not Available	Not Implemented
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41% of passengers wait more than 30 minutes
 41% 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 over 315 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.

