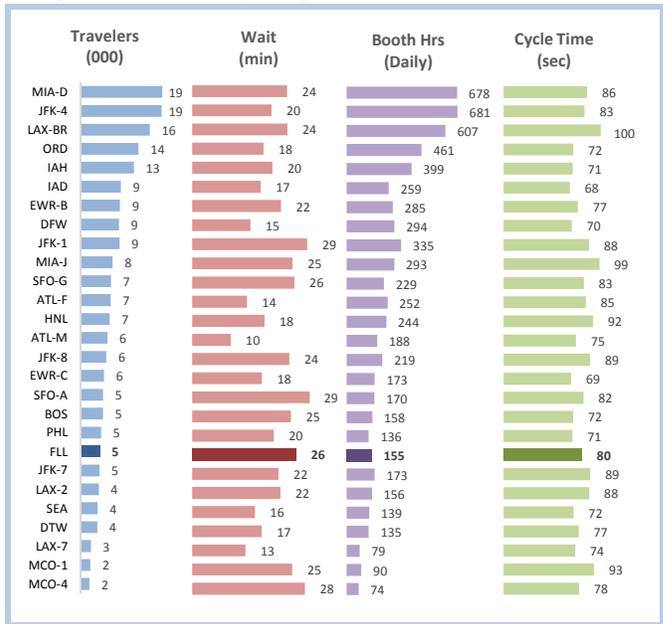


Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers	4,594	3,482	1,112	32%
Global Entry & APC	25%	1%	24%	2213%
Non-Automated	75%	99%	-24%	-24%
United States Citizens	51.0%	52.4%	-1.4%	-3%
Non-immigrants	44.1%	43.0%	+1.1%	2%
Legal Permanent Residents	4.9%	4.6%	+0.3%	7%
Average Daily Flights (#)	44	38	6	15%
Wait Time				
Average Primary Wait (m)	26.0	19.5	6.5	34%
% Travelers < 60 minutes	89%	95%	-6%	-7%
% Travelers > 120 mins	1.12%	0.11%	+1.0%	925%
Primary Booth Hours				
Average Daily Booth Hours	155	112	44	39%
Efficiency				
Average Cycle Time (s)	80.5	78.6	1.9	2%
Max Hourly Throughput / booth	44.7	45.8	-1.1	-2%
Average Utilization	66%	68%	-2%	-3%

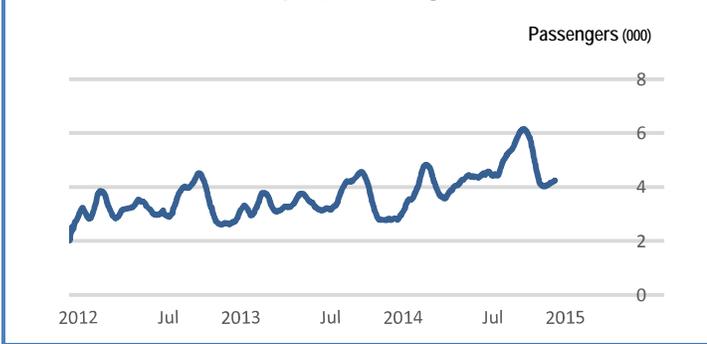
Compared to other major airports



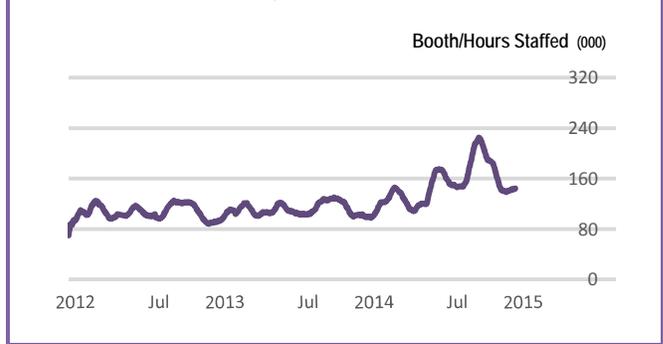
Increased traveler volume leads to increased wait time

- **Travel is up significantly at Fort Lauderdale.** Traveler volume (year to date) has increased 32% compared to last year. Today, 25% of FLL's passengers are pre-processed with Global Entry and APC, up from 1% last year.
- **More booths being staffed to meet demand.** Booth hours has significantly increased to meet traveler volume demand. The average daily booth hours has increased 39% from 112 hours last year to 155 this year.
- **Staff efficiency decreasing.** Average cycle time increased by 2 seconds this year, leading to a max hourly throughput decrease of about 1 passenger per booth.
- **Wait times increased by 34%.** Despite increased booth staffing and Global Entry/APC usage, wait times have significantly increased, from 19.5 minutes a year ago to 26 minutes today. Wait times from 8pm to midnight are particularly high.

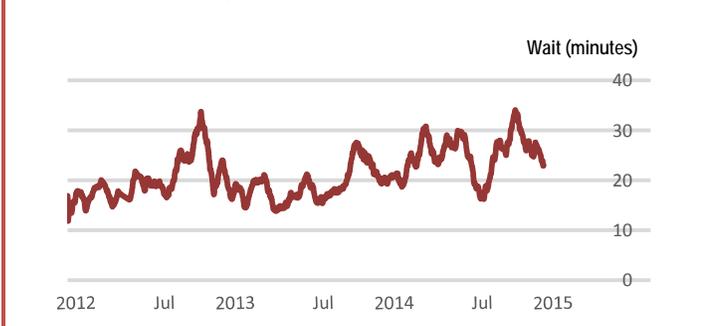
Traveler Volume ... rapidly increasing



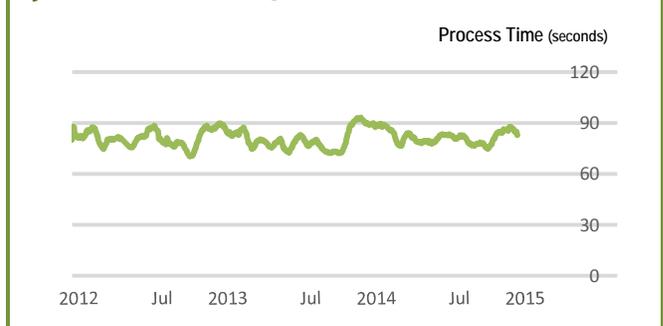
Booth Hours ... sharp rise in 2014



Wait Time ... sharp increase of late

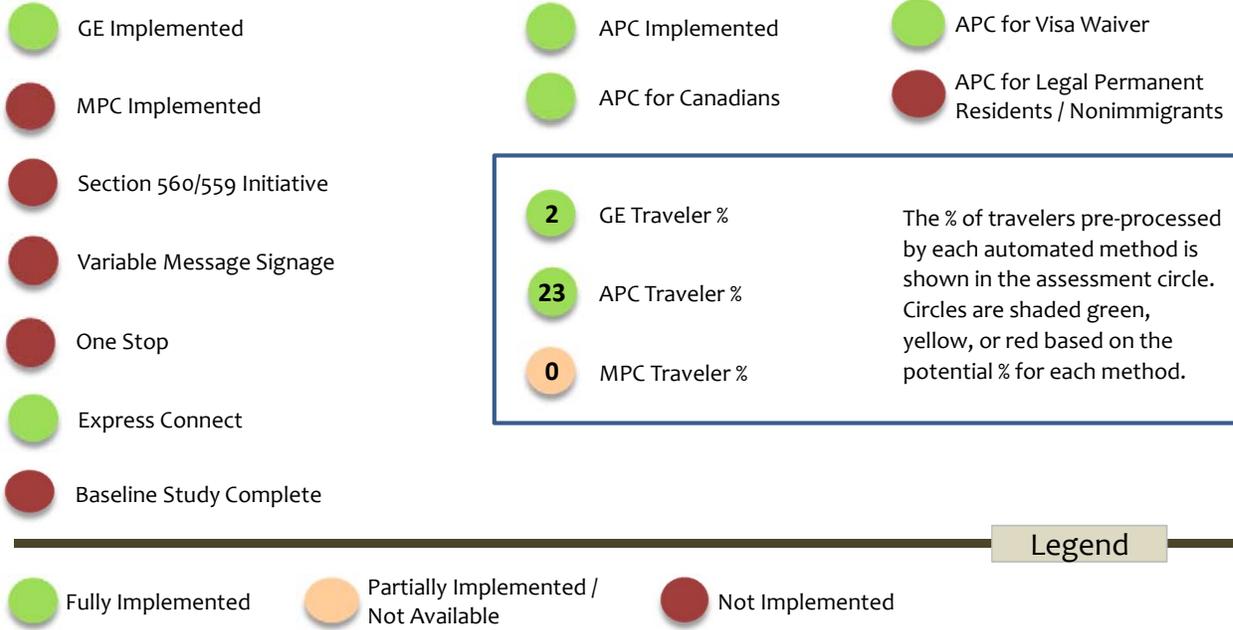


Cycle Time ... trending downward



Best Practice Inventory

FLL Best Practice Assessment: FLL has implemented many of the available best practices. Most notably, almost 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.

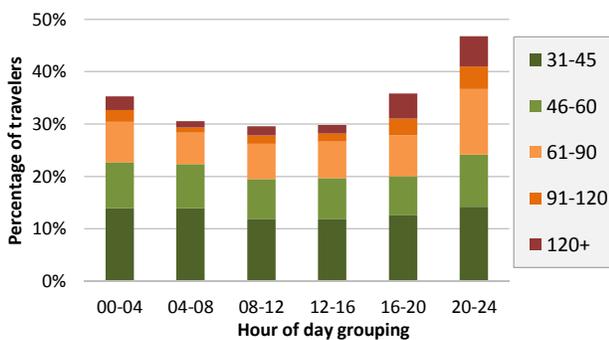


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not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

34% of passengers wait more than 30 minutes

More than 1 out of every 3 passengers will have a wait time over 30 minutes, and 11% of passengers will wait longer than 60 minutes. From 8pm to midnight 22% of passengers wait more than 1 hour.

% Passengers Waiting More than 30 Minutes



More booths needed from 8 pm - midnight

FLL is busiest between 4pm-8pm, when over 520 passengers arrive per hour. An average of 15 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.

Intraday Volume, Wait Times, and Booth Hours

