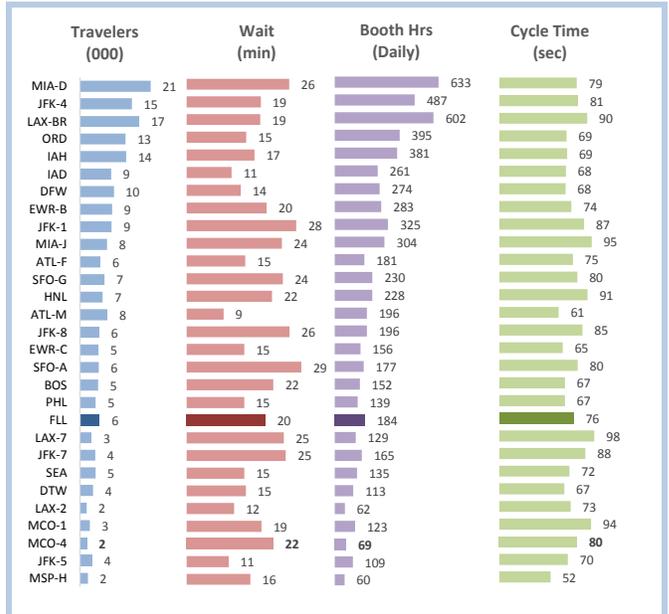


### Key Metrics

|                               | YTD 2015 | YTD 2014 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| <b>Volume</b>                 |          |          |        |          |
| Average Daily Travelers       | 5,830    | 4,324    | 1,507  | 35%      |
| Global Entry, APC, & MPC      | 37%      | 14%      | 23%    | 164%     |
| Non-Automated                 | 63%      | 86%      | -23%   | -27%     |
| United States Citizens        | 48.5%    | 50.0%    | -1.5%  | -3%      |
| Non-immigrants                | 42.5%    | 39.0%    | +3.5%  | 9%       |
| Legal Permanent Residents     | 9.0%     | 11.0%    | -2.0%  | -18%     |
| Average Daily Flights (#)     | 49       | 45       | 4      | 8%       |
| <b>Wait Time</b>              |          |          |        |          |
| Average Primary Wait (m)      | 20.0     | 24.6     | -4.6   | -19%     |
| % Travelers < 60 minutes      | 93%      | 90%      | 3%     | 4%       |
| % Travelers > 120 mins        | 0.24%    | 0.47%    | -0.2%  | -49%     |
| <b>Primary Booth Hours</b>    |          |          |        |          |
| Average Daily Booth Hours     | 184      | 143      | 41     | 29%      |
| <b>Efficiency</b>             |          |          |        |          |
| Average Cycle Time (s)        | 76.3     | 80.2     | -3.9   | -5%      |
| Max Hourly Throughput / booth | 47.2     | 44.9     | 2.3    | 5%       |
| Average Utilization           | 67%      | 67%      | 0%     | 0%       |

### Compared to other major airports ...



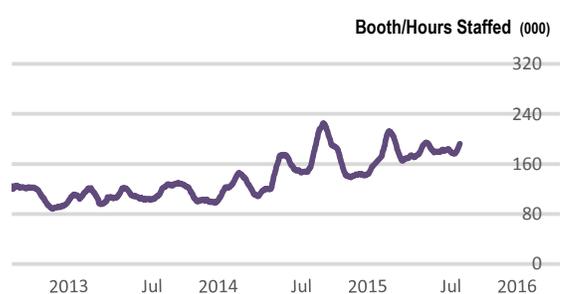
### More booths, faster processing lead to decreased wait time despite 35% more volume

- **Travel is up significantly at Fort Lauderdale.** Traveler volume (year to date) has increased 35% compared to last year. Today, 37% of FLL's passengers are confirmed with Global Entry and APC, up from 14% last year.
- **More booths being staffed to meet demand.** Booth hours have significantly increased to meet traveler volume. The average daily booth hours have increased 29%, from 143 hours last year to 184 hours this year.
- **Staff efficiency increasing.** Average cycle time decreased by 3.9 seconds this year, leading to a max hourly throughput increase of about 2.3 passengers per booth, per hour.
- **Wait times decreased by 19%.** Both increased booth staffing and Global Entry/APC usage have contributed to a substantial decrease in wait time. FLL wait times have dropped from 24.6 minutes a year ago to 20 minutes today.

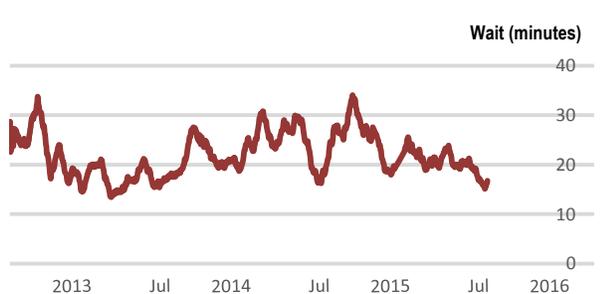
### Traveler Volume ... rapidly increasing



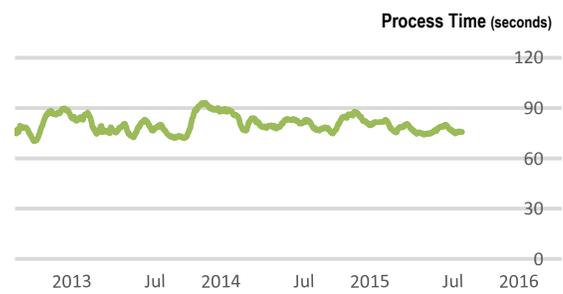
### Booth Hours ... sharp rise compared to last year



### Wait Time ... decreased compared to last year

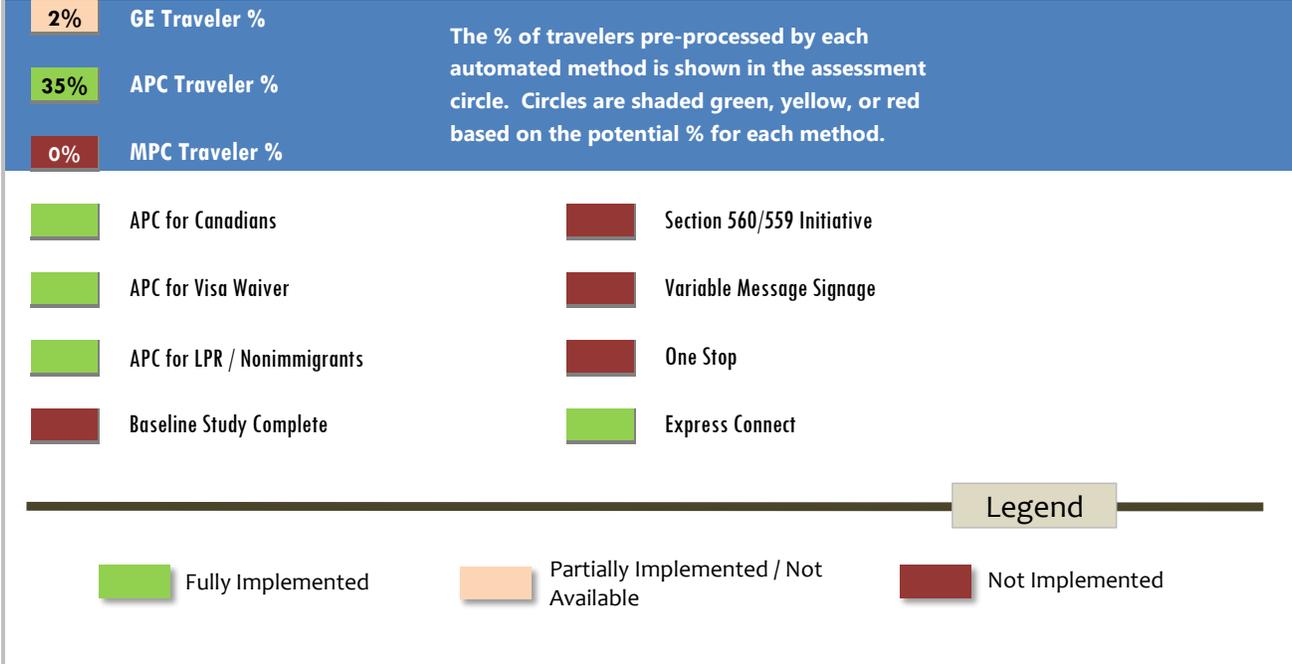


### Cycle Time ... slight downward trend



## Best Practice Inventory

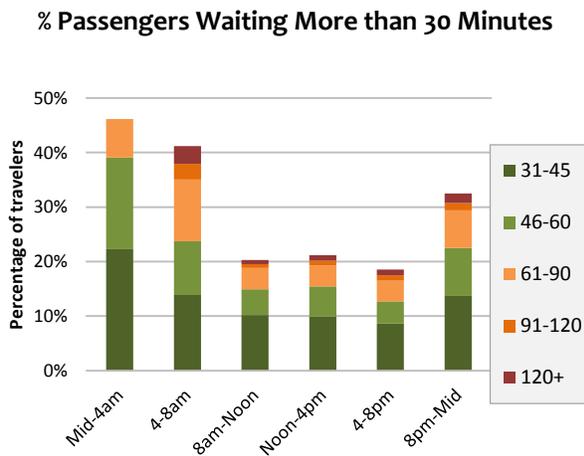
**FLL Best Practice Assessment:** FLL has implemented some of the available best practices. Most notably, 37% FLL passengers are now processed by automated technologies like Global Entry and APC. APC is available at FLL not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.



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

### 25% of passengers wait more than 30 minutes

Year to date, approximately 8% of Ft. Lauderdale passengers wait more than 1 hour. Between the hours of Midnight to 4am, 46% of passengers wait more than 30 minutes.



### More booths needed from 8pm to 8am

FLL is busiest between 4pm and 8pm, when 550 passengers arrive per hour, but waits are less than 20 minutes. In contrast, fewer than 300 passengers per hour arrive from 8pm to 8am, but waits exceed 25 minutes. A few more booths during this time period would greatly reduce waits.

#### Intraday Volume, Wait Times, and Booth Hours

