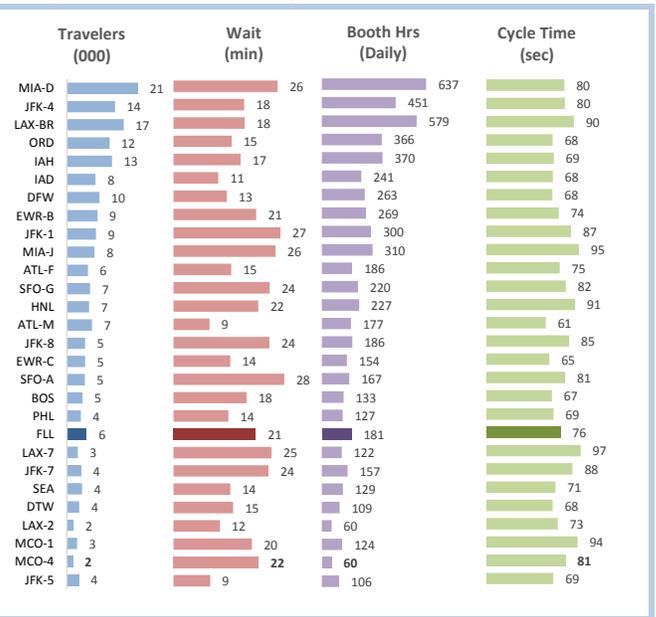


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	5,795	4,187	1,608	38%
Global Entry, APC, & MPC	37%	8%	29%	363%
Non-Automated	63%	92%	-29%	-32%
United States Citizens	46.4%	47.6%	-1.3%	-3%
Non-immigrants	44.4%	40.6%	+3.8%	9%
Legal Permanent Residents	9.3%	11.8%	-2.5%	-21%
Average Daily Flights (#)	48	43	5	11%
<b>Wait Time</b>				
Average Primary Wait (m)	20.9	27.2	-6.3	-23%
% Travelers < 60 minutes	92%	88%	4%	5%
% Travelers > 120 mins	0.28%	0.60%	-0.3%	-53%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	181	138	43	31%
<b>Efficiency</b>				
Average Cycle Time (s)	76.0	79.8	-3.8	-5%
Max Hourly Throughput / booth	47.4	45.1	2.3	5%
Average Utilization	67%	67%	0%	0%

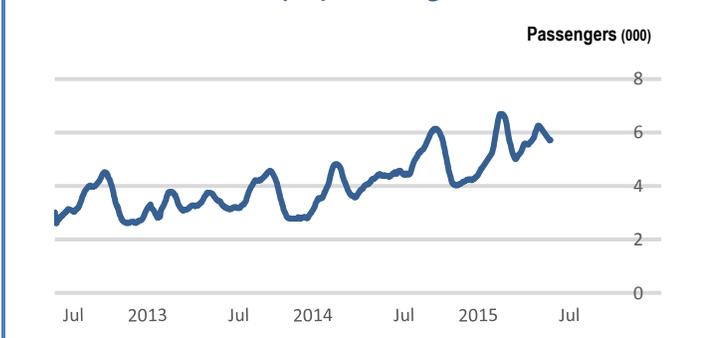
### Compared to other major airports ...



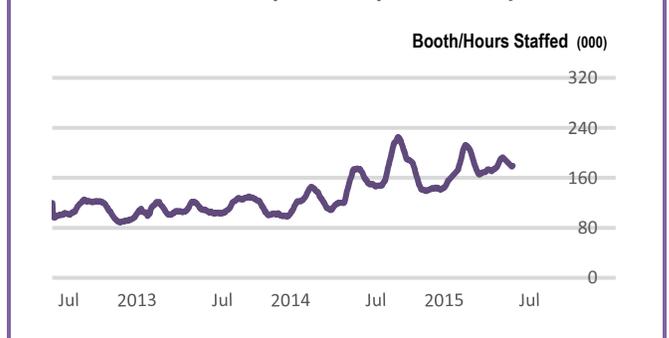
### More booths, faster processing lead to decreased wait time despite 38% more volume

- **Travel is up significantly at Fort Lauderdale.** Traveler volume (year to date) has increased 38% compared to last year. Today, 37% of FLL's passengers are pre-processed with Global Entry and APC, up from 8% 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 31%, from 138 hours last year to 181 this year.
- **Staff efficiency increasing.** Average cycle time decreased by 3.8 seconds this year, leading to a max hourly throughput increase of about 2.3 passengers per booth.
- **Wait times decreased by 23%.** Both increased booth staffing and Global Entry/APC usage have contributed to a substantial decrease in wait time. FLL wait times have gone from 27.2 minutes a year ago to 20.9 minutes today.

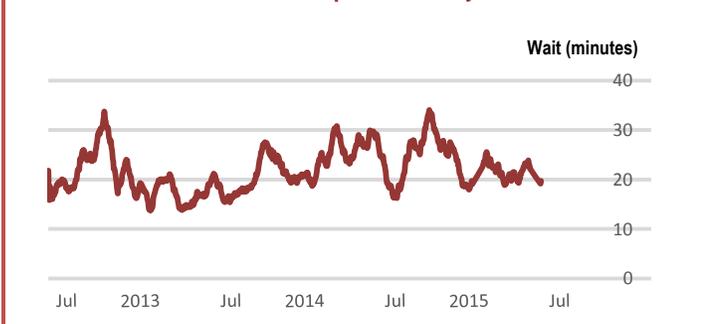
### Traveler Volume ... rapidly increasing



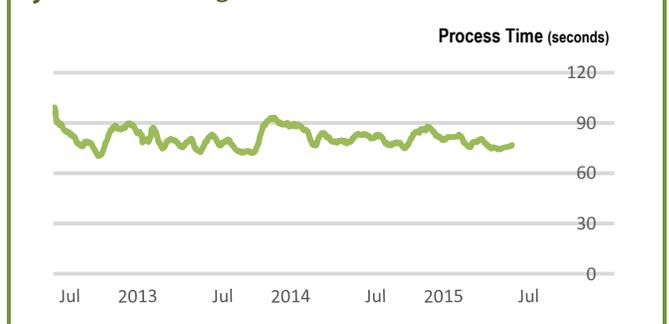
### Booth Hours ... sharp rise compared to last year



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

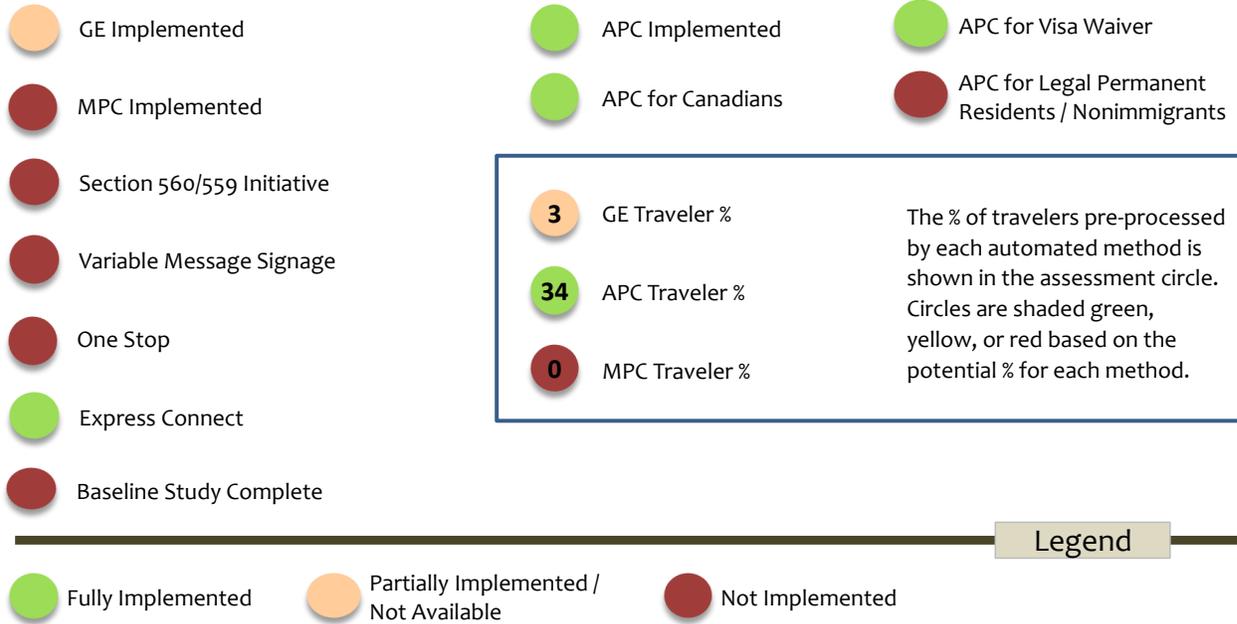


### Cycle Time ... slight downward trend



## Best Practice Inventory

**FLL Best Practice Assessment:** FLL has implemented some of the available best practices. Most notably, more than 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 and Visa Waiver country travelers.

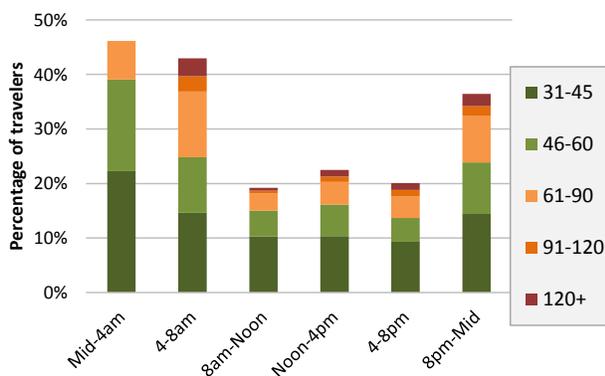


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

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

Year to date, approximately 9% of Ft. Lauderdale passengers wait more than 1 hour. Between the hours of Midnight to 4am, 46% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### More booths needed from 8pm-Midnight

FLL is busiest between 4pm and 8pm, when over 520 passengers arrive per hour, waits are higher. However, from 8pm to Midnight, suggesting more booths should be staffed during this period.

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

