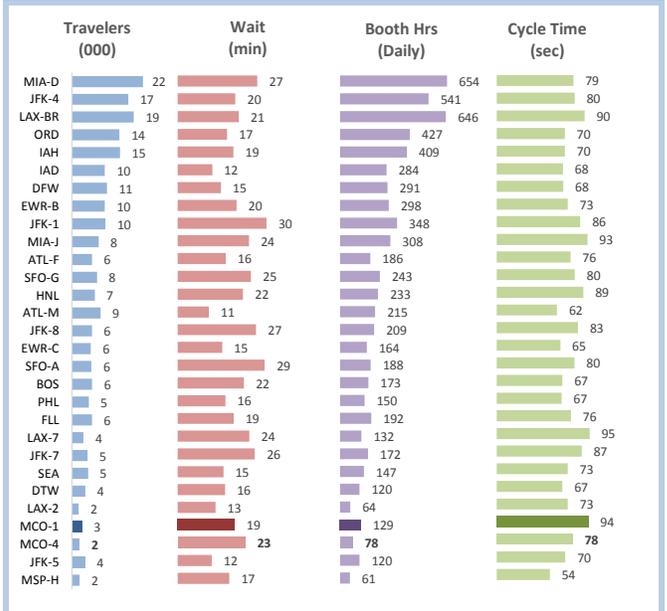


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	3,077	2,376	701	30%
Global Entry, APC, & MPC	12%	1%	11%	1100%
Non-Automated	88%	99%	-11%	-11%
United States Citizens	21.0%	23.3%	-2.3%	-10%
Non-immigrants	75.8%	72.7%	+3.1%	4%
Legal Permanent Residents	3.2%	4.0%	-0.8%	-19%
Average Daily Flights (#)	21	19	3	14%
Wait Time				
Average Primary Wait (m)	19.3	24.9	-5.6	-22%
% Travelers < 60 minutes	96%	92%	4%	4%
% Travelers > 120 mins	0.10%	0.15%	-0.1%	-37%
Primary Booth Hours				
Average Daily Booth Hours	129	92	38	41%
Efficiency				
Average Cycle Time (s)	94.1	93.2	0.9	1%
Max Hourly Throughput / booth	38.3	38.6	-0.4	-1%
Average Utilization	62%	67%	-5%	-7%

Compared to other major airports ...



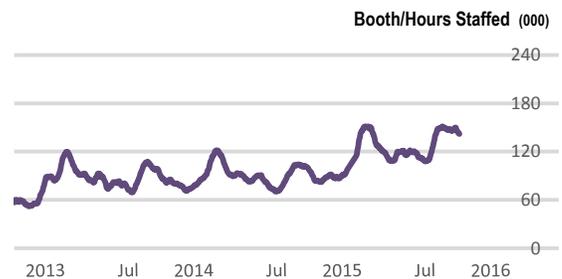
MCO-1 works harder to handle increased volume

- Travel is up 30% at Orlando Terminal 1.** Traveler volume (year to date) has increased 30% compared to last year, and nearly doubled in 3 years. Today, 12% of passengers are confirmed with Global Entry and APC.
- Wait times significantly decreased by 22%.** More booth hours have helped the average wait time decrease from 24.9 minutes last year to 19.3 minutes this year.
- Working harder (slotting more booths) to meet demand.** Booth hours have increased to meet traveler volume demand. Average daily booth hours increased 41% from 92 hours last year to 129 hours this year.
- Staff efficiency slightly decreased.** Average cycle time increased by 0.9 seconds as a 4% increase in non-immigrant traveler share. As APC share grows, cycle time should further improve.

Traveler Volume ... significant increase since 2014



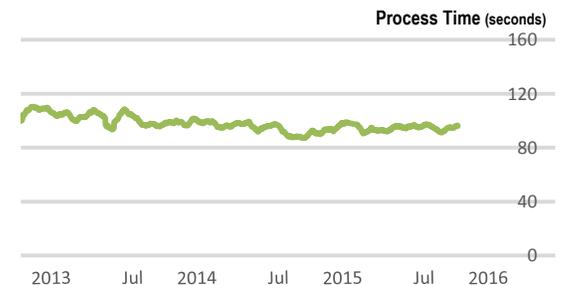
Booth Hours ... sharp increase in 2015



Wait Time ... downward trend since recent spike

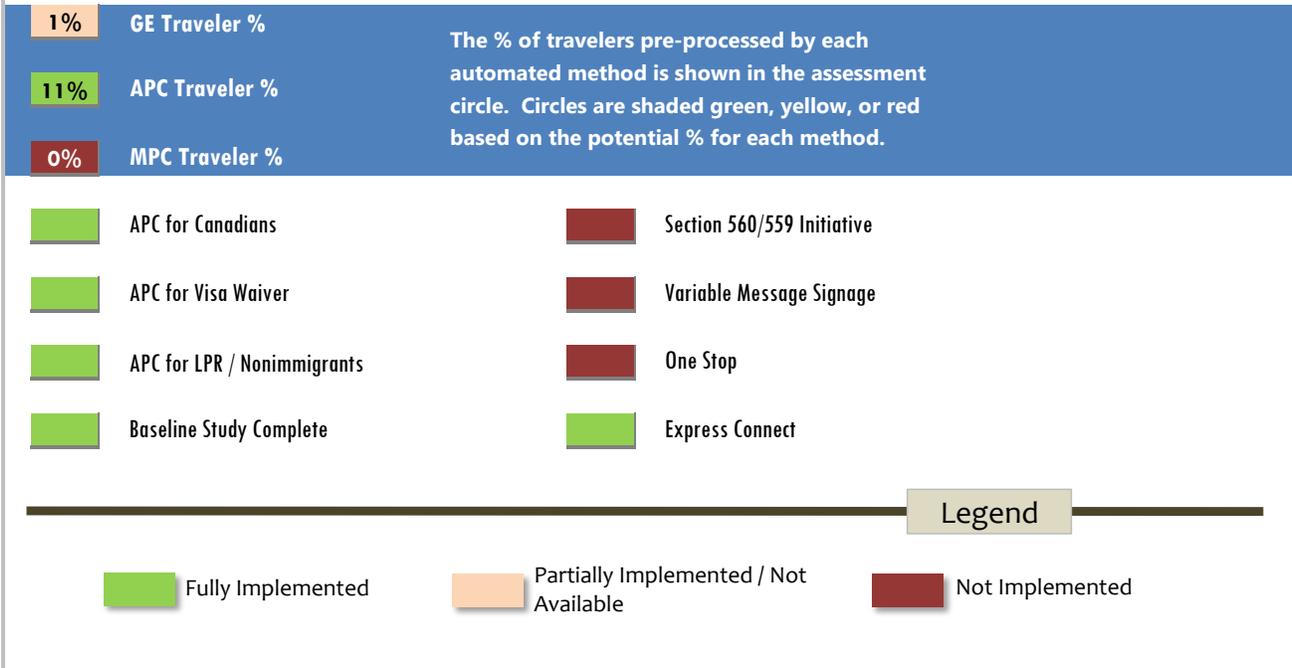


Cycle Time ... slowly decreasing



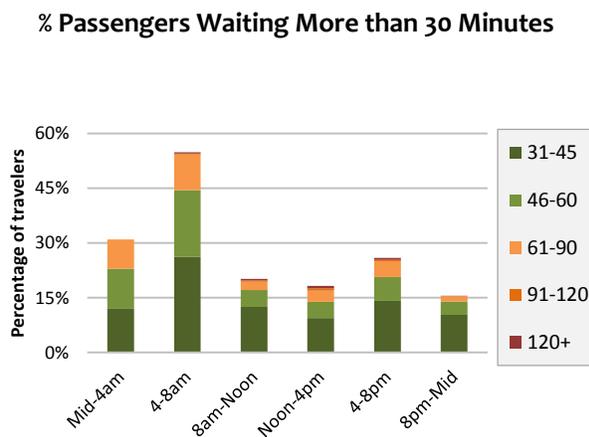
Best Practice Inventory

MCO-1 Best Practice Assessment: MCO Airside 1 has implemented many of the available best practices. Most notably, 12% of MCO Airside 1 passengers are now processed by automated technologies like Global Entry and APC. MCO Airside 1 could achieve further efficiencies as more passengers utilize APC.

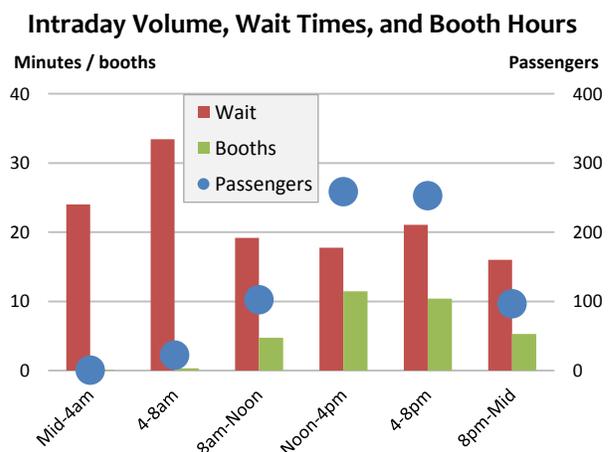


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

22% of passengers wait more than 30 minutes
 Year to date, approximately 4% of MCO Airside 1 passengers wait more than 1 hour. Between the hours of 4am to 8am, 55% of passengers wait more than 30 minutes.



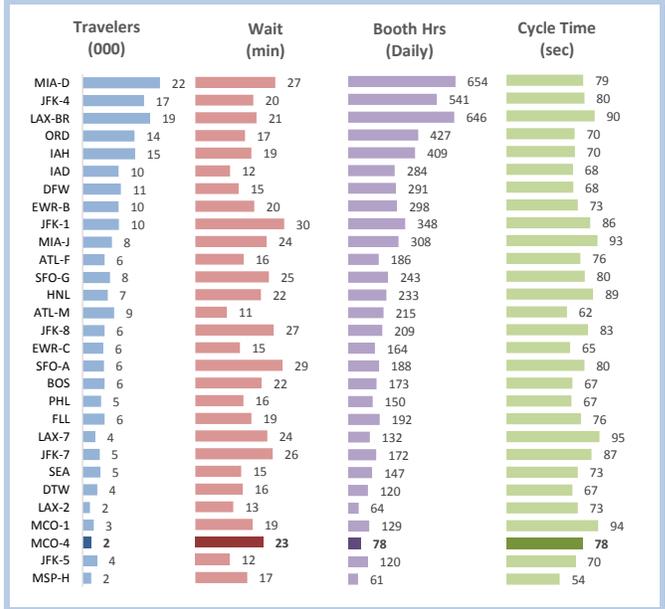
Better off-peak staffing is needed
 Despite being busiest between Noon and 8pm, MCO-1 wait times are longer in all other periods except 8pm-Midnight. Better off-peak staffing could greatly reduce MCO-1 average wait.



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	2,368	2,121	247	12%
Global Entry, APC, & MPC	26%	18%	8%	44%
Non-Automated	74%	82%	-8%	-10%
United States Citizens	11.8%	10.7%	+1.1%	10%
Non-immigrants	87.0%	88.0%	-1.1%	-1%
Legal Permanent Residents	1.2%	1.3%	-0.0%	-3%
Average Daily Flights (#)	7	7	0	5%
Wait Time				
Average Primary Wait (m)	22.9	28.4	-5.5	-19%
% Travelers < 60 minutes	95%	91%	4%	4%
% Travelers > 120 mins	0.30%	0.57%	-0.3%	-48%
Primary Booth Hours				
Average Daily Booth Hours	78	73	5	6%
Efficiency				
Average Cycle Time (s)	78.0	77.7	0.3	0%
Max Hourly Throughput / booth	46.2	46.3	-0.2	0%
Average Utilization	66%	62%	3%	5%

Compared to other major airports ...



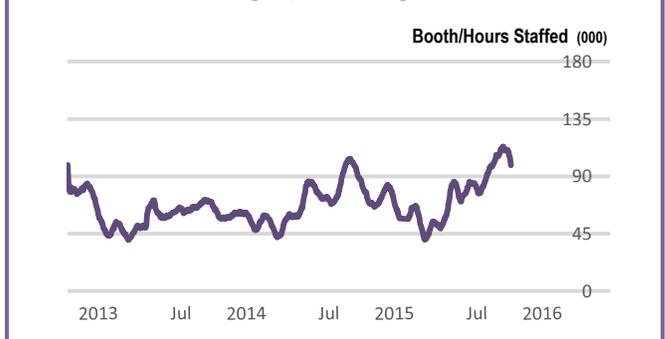
Greatly reduced waits despite more traffic

- **Travel is up at Orlando Terminal 4.** Traveler volume (year to date) has increased 12% compared to last year. Today, 26% of passengers are confirmed with Global Entry and APC, up from 18% last year.
- **Increased booth hours.** Booth hours increased slightly from 73 hours last year to 78 hours this year.
- **Wait time decreased.** The average wait time decreased by 19%, from 28.4 minutes last year to 22.9 minutes this year. Despite more travelers, slightly increased booths, and virtually unchanged process time, MCO-4 has done a better job opening more booths during high traffic periods.
- **No change in cycle time.** Both cycle time (78 seconds) and throughput (46 travelers per booth, per hour) are virtually unchanged from a year ago.

Traveler Volume ... rebounding from last year



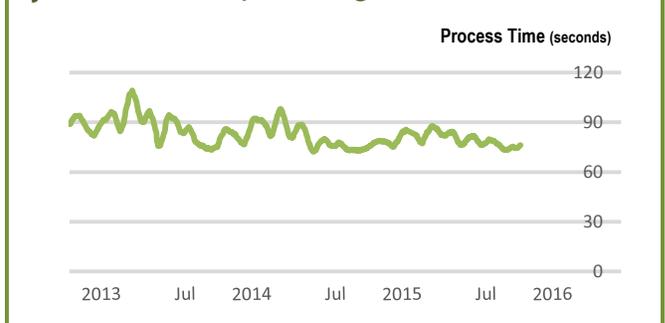
Booth Hours ... slightly increasing



Wait Time ... downward trend

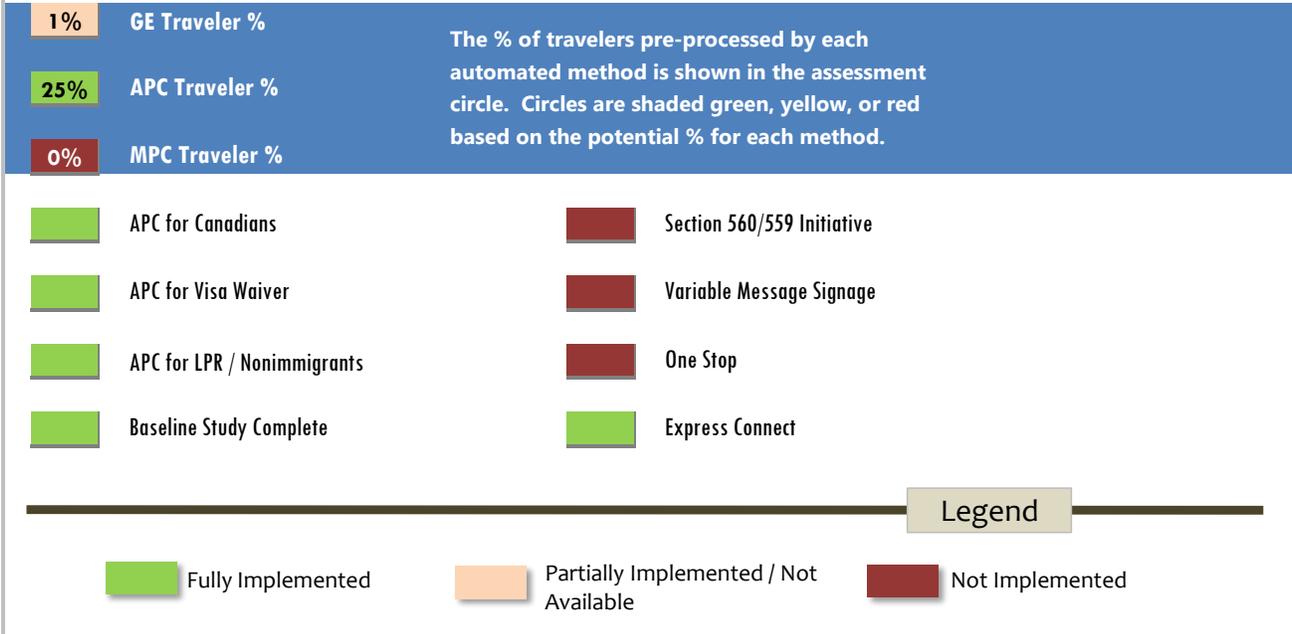


Cycle Time ... slowly decreasing



Best Practice Inventory

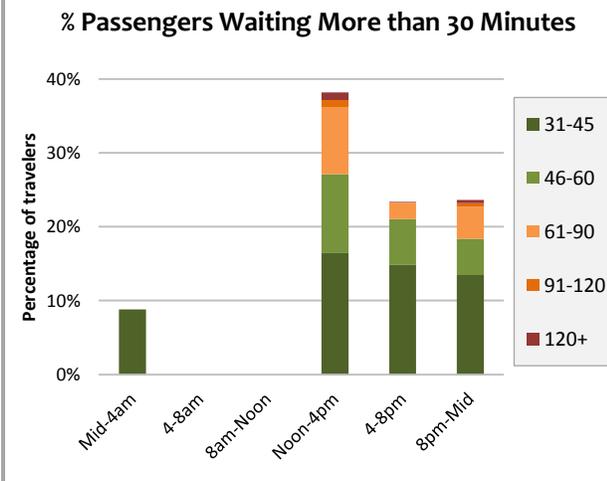
MCO-4 Best Practice Assessment: MCO-4 has implemented many of the available best practices. Automated processing such as Global Entry and APC are implemented. With 26% travelers utilizing them, there is room for growth. APC is available at MCO-4 not only to US Citizens, but also Canadians, Visa Waiver 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.

29% of passengers wait more than 30 minutes

Year to date, approximately 6% of MCO Airside 4 passengers wait more than 1 hour, approximately 29% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 38% of passengers wait more than 30 minutes.



More booths needed from Noon to 4pm

The busiest hours are between 4pm and 8pm, when over 320 passengers arrive per hour. An average of 14 booths per hour are open during this time, but wait time is highest from Noon-4pm. Additional booths during this time period could reduce average wait time.

