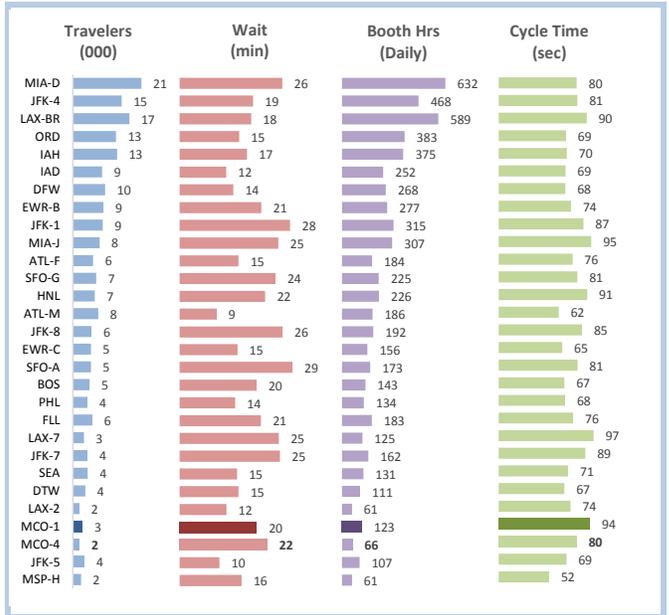


Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	2,943	2,251	692	31%
Global Entry, APC, & MPC	14%	1%	13%	1300%
Non-Automated	86%	99%	-13%	-13%
United States Citizens	18.9%	21.2%	-2.3%	-11%
Non-immigrants	78.0%	74.6%	+3.4%	5%
Legal Permanent Residents	3.0%	4.1%	-1.1%	-27%
Average Daily Flights (#)	21	18	3	16%
Wait Time				
Average Primary Wait (m)	19.6	21.7	-2.1	-10%
% Travelers < 60 minutes	96%	96%	0%	1%
% Travelers > 120 mins	0.05%	0.02%	+0.0%	131%
Primary Booth Hours				
Average Daily Booth Hours	123	91	32	36%
Efficiency				
Average Cycle Time (s)	93.8	95.8	-2.0	-2%
Max Hourly Throughput / booth	38.4	37.6	0.8	2%
Average Utilization	62%	66%	-4%	-6%

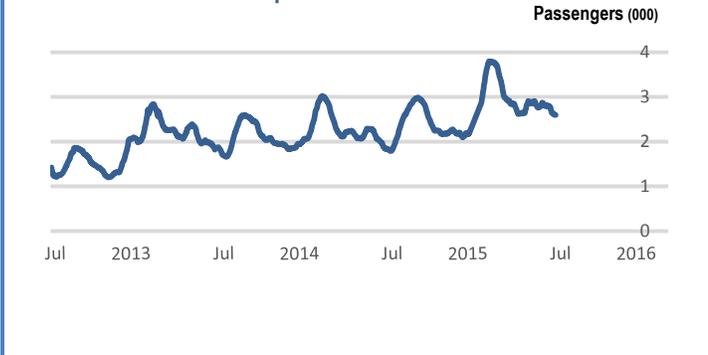
Compared to other major airports ...



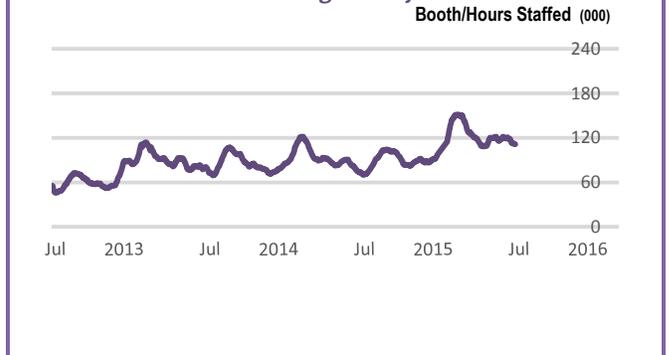
More booths prevent longer waits amid more traffic

- **Travel is up 31% at Orlando Terminal 1.** Traveler volume (year to date) has increased 31% compared to last year. Today, 14% of passengers are pre-processed with Global Entry and APC.
- **Significantly more booths being staffed to meet demand.** Booth hours have increased to meet traveler volume demand. Average daily booth hours increased 36% from 91 hours last year to 123 hours this year.
- **Staff efficiency improves.** Average cycle time decreased by 2 seconds, allowing for an extra 0.8 passengers to be processed per hour per booth.
- **Wait times decreased by 10%.** Increased staff efficiencies and more booth hours have helped the average wait time decrease from 21.7 minutes last year to 19.6 minutes this year.

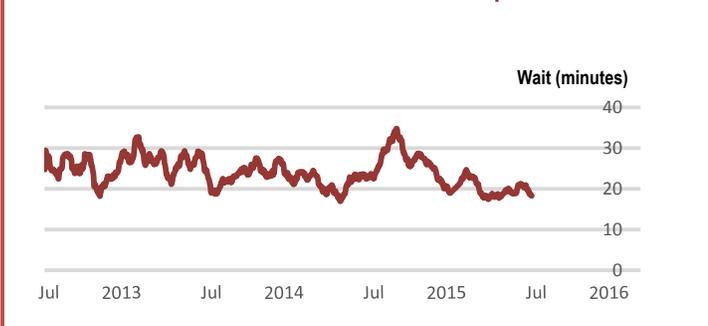
Traveler Volume ... upward trend



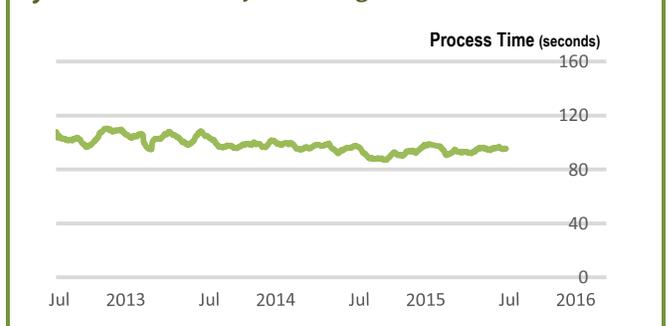
Booth Hours ... increasing steadily



Wait Time ... downward trend since recent spike

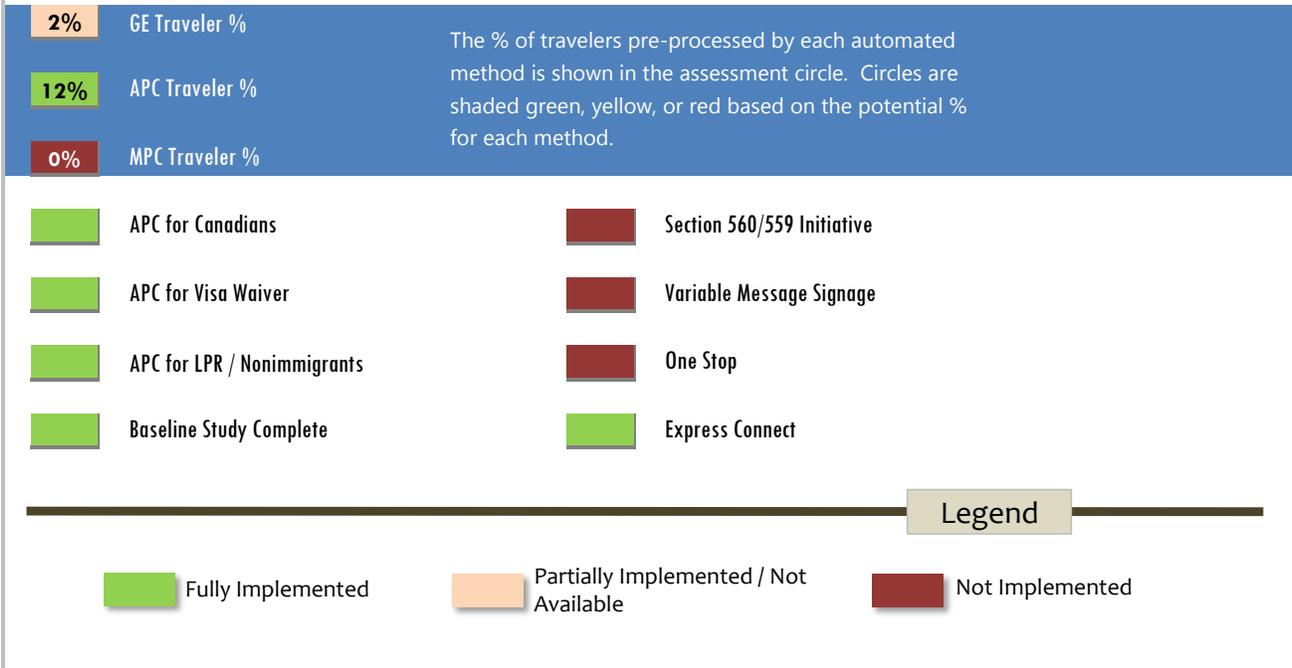


Cycle Time ... slowly decreasing



Best Practice Inventory

MCO-1 Best Practice Assessment: MCO Airside 1 has implemented many of the available best practices. However, 14% of MCO-1 passengers are now processed by automated technologies like Global Entry and APC. Airside 1 could achieve further efficiencies as more passengers utilize APC.

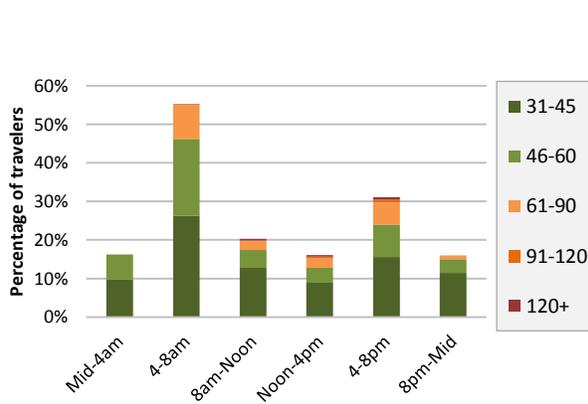


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

23% 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.

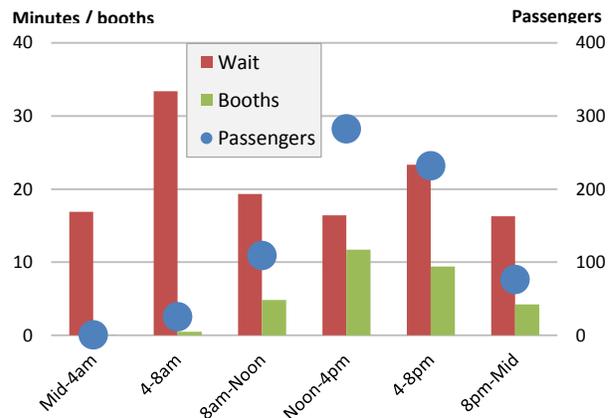
% Passengers Waiting More than 30 Minutes



Better off-peak staffing is needed

Despite being busiest between Noon and 4pm, MCO-1 wait times are longer in all other periods except 8pm-Midnight and Midnight-4am. Better "off-peak" staffing could greatly reduce MCO-1 average wait.

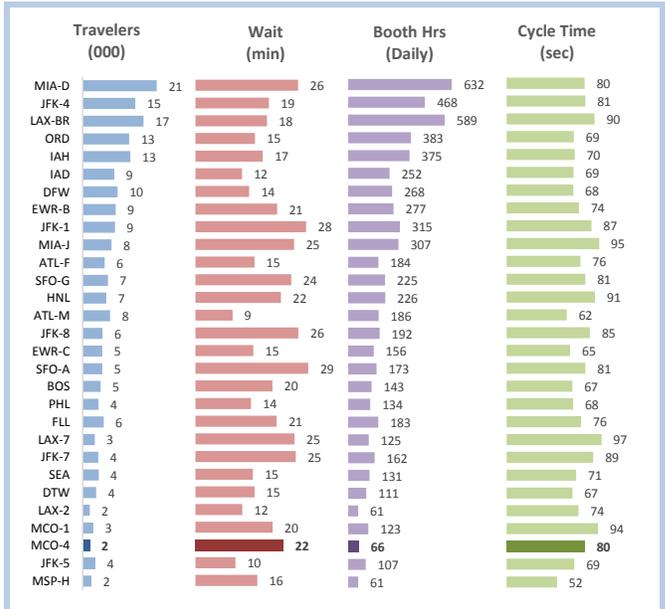
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	1,966	1,842	123	7%
Global Entry, APC, & MPC	26%	15%	11%	73%
Non-Automated	74%	85%	-11%	-13%
United States Citizens	12.2%	9.9%	+2.2%	22%
Non-immigrants	86.5%	88.7%	-2.2%	-3%
Legal Permanent Residents	1.4%	1.4%	+0.0%	1%
Average Daily Flights (#)	7	6	1	9%
Wait Time				
Average Primary Wait (m)	22.3	27.6	-5.3	-19%
% Travelers < 60 minutes	95%	91%	4%	4%
% Travelers > 120 mins	0.25%	0.41%	-0.2%	-39%
Primary Booth Hours				
Average Daily Booth Hours	66	65	0	1%
Efficiency				
Average Cycle Time (s)	80.0	80.5	-0.5	-1%
Max Hourly Throughput / booth	45.0	44.7	0.3	1%
Average Utilization	66%	63%	3%	5%

Compared to other major airports ...



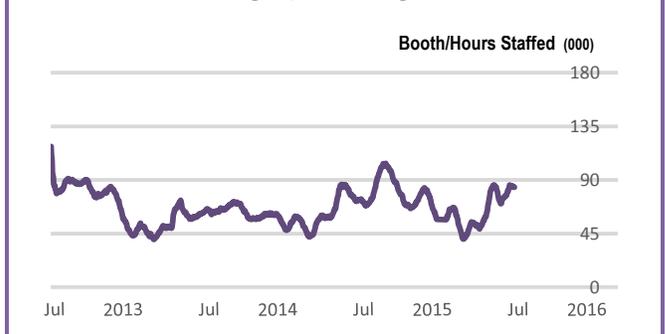
Reduced waits despite more traffic

- Travel is up at Orlando Terminal 4.** Traveler volume (year to date) has increased 7% compared to last year. Today, 26% of passengers are pre-processed with Global Entry and APC, up from 15% last year.
- Virtually unchanged booth staffing.** Booth hours increased slightly from 65 hours last year to 66 hours today.
- No change in cycle time.** Both cycle time (80 seconds) and throughput (45 seconds) are virtually unchanged from a year ago.
- Wait times decreased by 19%.** The average wait time decreased by 19%, from 27.6 minutes last year to 22.3 minutes this year. Despite more travelers, virtually unchanged booths and process time, MCO-4 has done a better job timing its booth openings to high traffic periods.

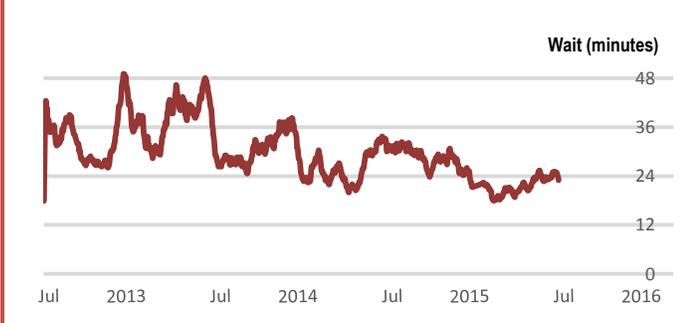
Traveler Volume ... rebounding from last year



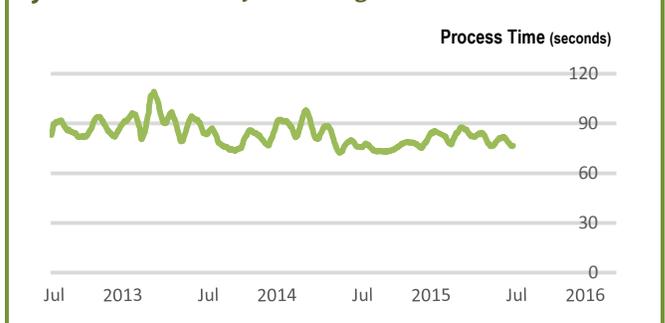
Booth Hours ... slightly increasing



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.

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.
25%	APC Traveler %	
0%	MPC Traveler %	

	APC for Canadians		Section 560/559 Initiative
	APC for Visa Waiver		Variable Message Signage
	APC for LPR / Nonimmigrants		One Stop
	Baseline Study Complete		Express Connect

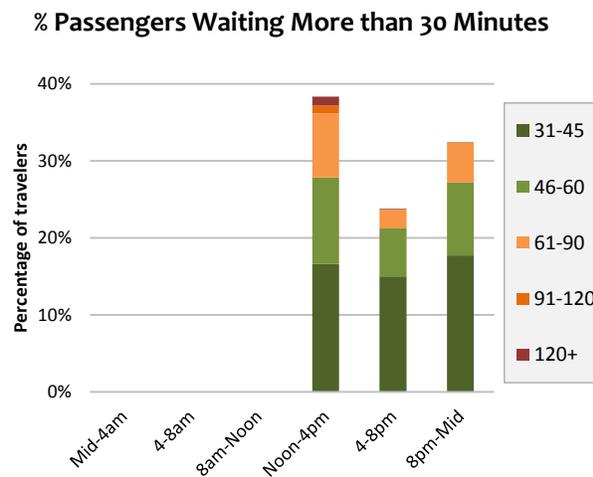
Legend

	Fully Implemented		Partially Implemented / Not Available		Not Implemented
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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 5% of MCO Airside 4 passengers wait more than 1 hour. 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 13 booths are open during this time. But wait time is highest from Noon-4pm. Additional booths during this time period could reduce average wait time.

