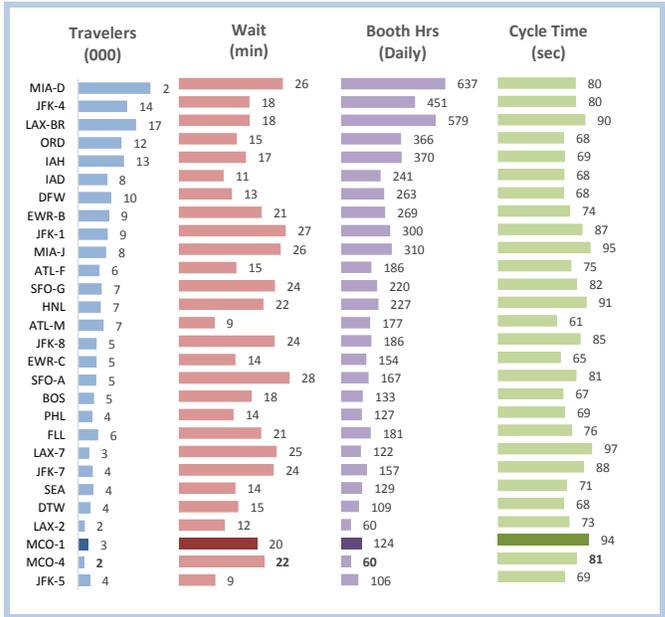


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	2,991	2,342	649	28%
Global Entry, APC, & MPC	13%	1%	12%	1200%
Non-Automated	87%	99%	-12%	-12%
United States Citizens	18.1%	20.5%	-2.4%	-12%
Non-immigrants	78.9%	75.3%	+3.6%	5%
Legal Permanent Residents	3.0%	4.2%	-1.2%	-28%
Average Daily Flights (#)	21	18	3	14%
Wait Time				
Average Primary Wait (m)	19.9	21.3	-1.4	-7%
% Travelers < 60 minutes	96%	96%	0%	0%
% Travelers > 120 mins	0.06%	0.02%	+0.0%	233%
Primary Booth Hours				
Average Daily Booth Hours	124	95	30	31%
Efficiency				
Average Cycle Time (s)	93.5	95.6	-2.1	-2%
Max Hourly Throughput / booth	38.5	37.6	0.8	2%
Average Utilization	63%	66%	-3%	-5%

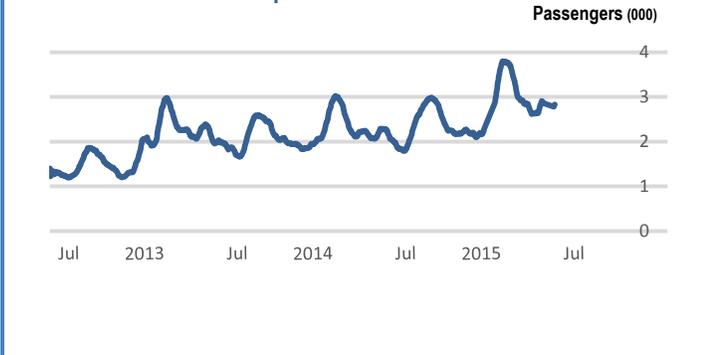
Compared to other major airports ...



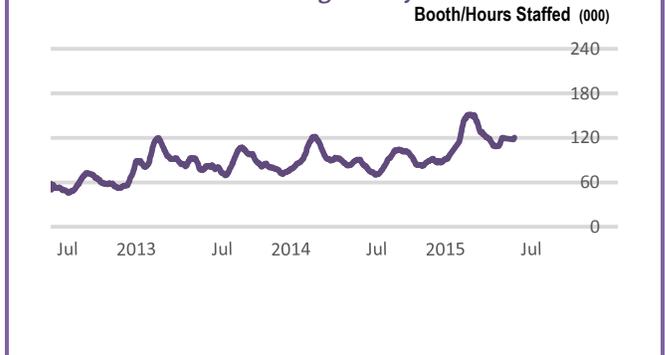
More booths prevent longer waits amid more traffic

- **Travel is up 28% at Orlando Terminal 1.** Traveler volume (year to date) has increased 28% compared to last year. Today, 13% 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 31% from 95 hours last year to 124 hours this year.
- **Staff efficiency improves.** Average cycle time decreased by more than 2 seconds, allowing for an extra 0.8 passengers to be processed per hour per booth.
- **Wait times decreased by 7%.** Increased staff efficiencies and more booth hours have helped the average wait time decrease from 21.3 minutes last year to 19.9 minutes this year.

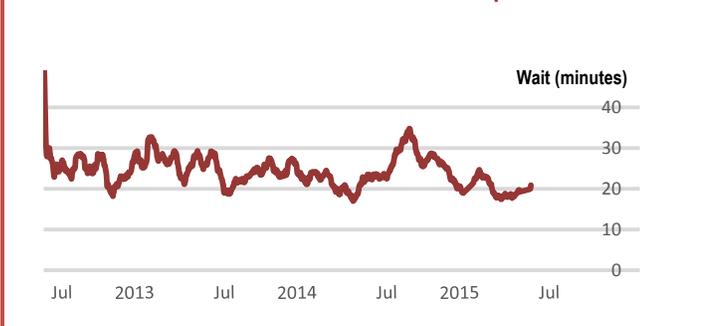
Traveler Volume ... upward trend



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, 13% 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.

GE Implemented	APC Implemented	APC for Visa Waiver
MPC Implemented	APC for Canadians	APC for Legal Permanent Residents / Nonimmigrants
Section 560/559 Initiative		
Variable Message Signage		
One Stop		
Express Connect		
Baseline Study Complete		

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.
12 APC Traveler %	
0 MPC Traveler %	

Legend

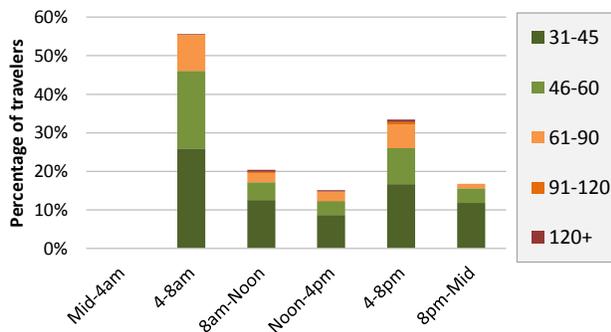
Fully Implemented	Partially Implemented / Not Available	Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices 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.

23% of passengers wait more than 30 minutes

Year to date, approximately 4% of Airside 1 passengers wait more than 1 hour. Between the hours of 4am to 8am, 56% of passengers wait more than 30 minutes.

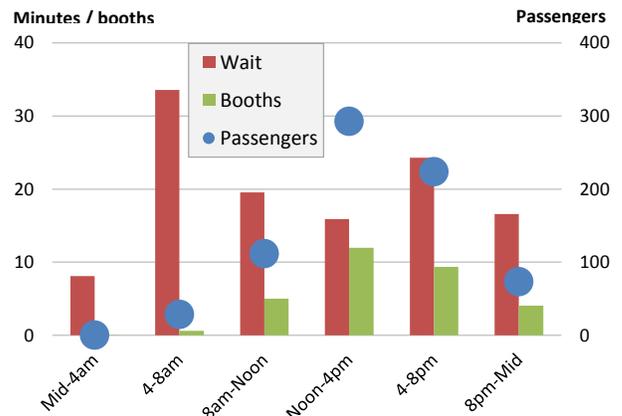
% Passengers Waiting More than 30 Minutes



Better off-peak staffing is needed

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

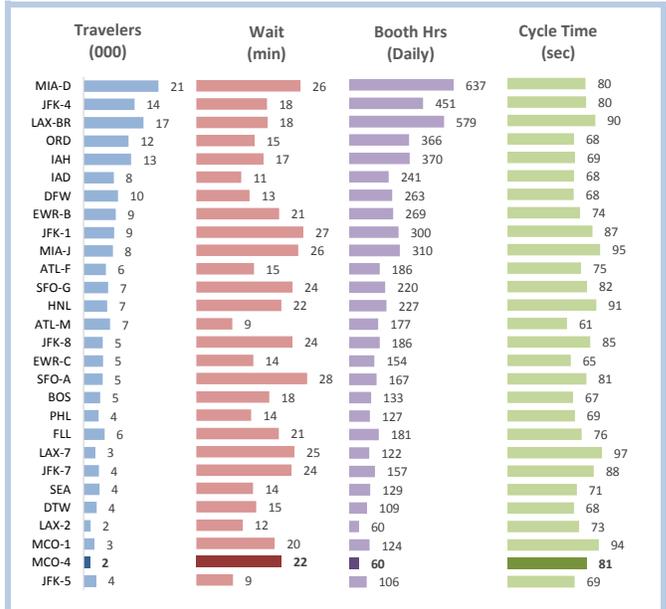
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2015	YTD 2014	Change %	Change
Volume				
Average Daily Travelers	1,769	1,701	68	4%
Global Entry, APC, & MPC	26%	14%	12%	86%
Non-Automated	74%	86%	-12%	-14%
United States Citizens	12.6%	9.9%	+2.7%	28%
Non-immigrants	85.9%	88.7%	-2.8%	-3%
Legal Permanent Residents	1.5%	1.5%	+0.0%	3%
Average Daily Flights (#)	6	6	0	7%
Wait Time				
Average Primary Wait (m)	21.6	25.8	-4.2	-16%
% Travelers < 60 minutes	96%	93%	3%	3%
% Travelers > 120 mins	0.22%	0.29%	-0.1%	-24%
Primary Booth Hours				
Average Daily Booth Hours	60	63	-3	-5%
Efficiency				
Average Cycle Time (s)	81.2	81.9	-0.7	-1%
Max Hourly Throughput / booth	44.3	44.0	0.4	1%
Average Utilization	66%	61%	5%	8%

Compared to other major airports ...



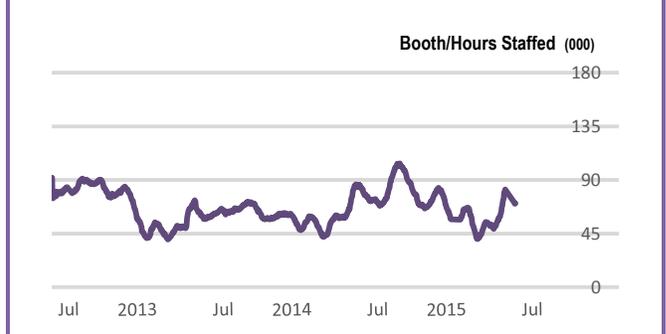
Reduced waits despite more traffic

- Travel is up at Orlando Terminal 4.** Traveler volume (year to date) has increased 4% compared to last year. Today, 26% of passengers are pre-processed with Global Entry and APC, up from 14% last year.
- Booths staffing slightly down.** Booth hours have decreased by 5%, from 63 hours last year to 60 hours today.
- No change in cycle time.** Both cycle time and throughput are virtually unchanged from a year ago.
- Wait times decreased by 16%.** The average wait time decreased by 16%, from 25.8 minutes last year to 21.6 minutes this year. Despite more travelers, fewer booths, and virtually unchanged process time, MCO-4 has done a better job timing its booth openings to high traffic periods. New APC technologies do not benefit, 86% of MCO-4 travelers are non-immigrants.

Traveler Volume ... rebounding from last year



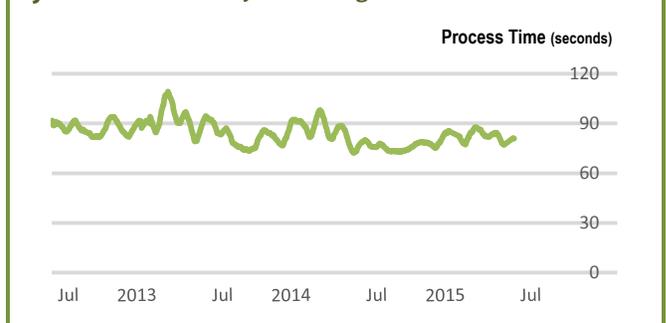
Booth Hours ... recent decrease



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.

GE Implemented	APC Implemented	APC for Visa Waiver
MPC Implemented	APC for Canadians	APC for Legal Permanent Residents / Nonimmigrants
Section 560/559 Initiative		
Variable Message Signage		
One Stop		
Express Connect		
Baseline Study Complete		

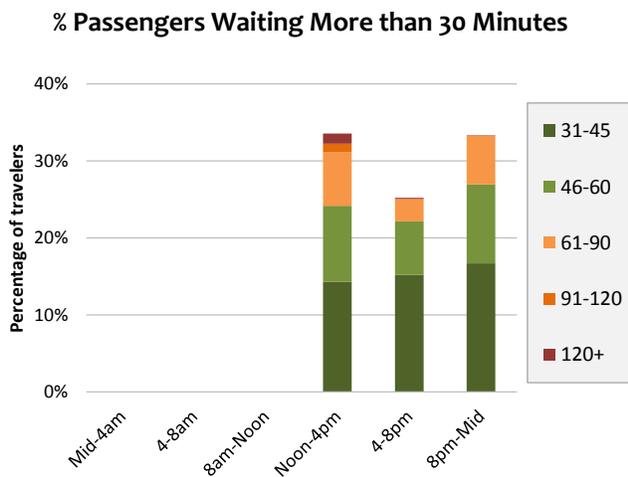
1 GE Traveler %	The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method.
25 APC Traveler %	
0 MPC Traveler %	

Fully Implemented	Partially Implemented / Not Available	Not Implemented	Legend
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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.

27% of passengers wait more than 30 minutes

Year to date, approximately 5% of Airside 4 passengers wait more than 1 hour. Between the hours of Noon to 4pm, 34% of passengers wait more than 30 minutes.



More booths needed from Noon to 4pm

The busiest hours are between 4pm and 8pm, when nearly 320 passengers arrive per hour. An average of 13 booths are open during this time. But wait time is highest from Noon-4pm and 8pm-Midnight. Additional booths during these time periods could reduce average wait time.

Intraday Volume, Wait Times, and Booth Hours

