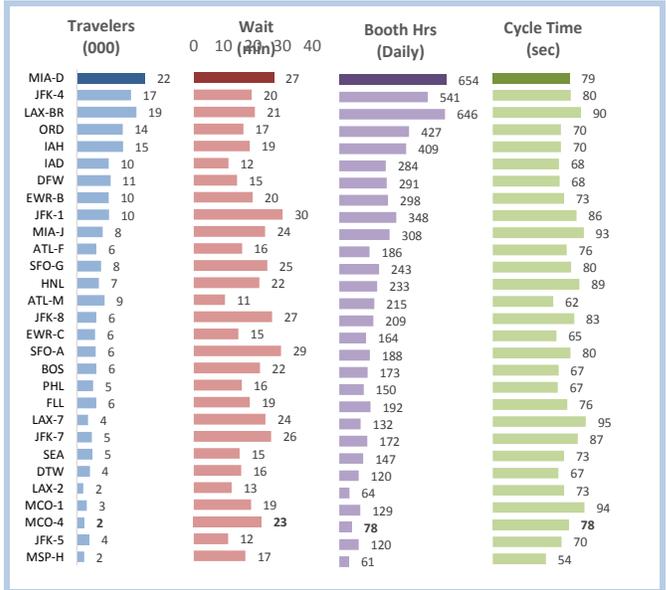


Key Metrics

| | YTD 2015 | YTD 2014 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers | 21,519 | 19,711 | 1,808 | 9% |
| Global Entry, APC, & MPC | 33% | 25% | 8% | 32% |
| Non-Automated | 67% | 75% | -8% | -11% |
| United States Citizens | 41.0% | 39.7% | +1.4% | 3% |
| Non-immigrants | 52.5% | 53.5% | -1.0% | -2% |
| Legal Permanent Residents | 6.5% | 6.9% | -0.4% | -6% |
| Average Daily Flights (#) | 134 | 136 | -2 | -1% |
| Wait Time | | | | |
| Average Primary Wait (m) | 27.0 | 24.5 | 2.4 | 10% |
| % Travelers < 60 minutes | 91% | 94% | -2% | -3% |
| % Travelers > 120 mins | 0.45% | 0.18% | +0.27% | 144% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 654 | 704 | -50 | -7% |
| Efficiency | | | | |
| Average Cycle Time (s) | 78.7 | 85.3 | -6.6 | -8% |
| Max Hourly Throughput / booth | 45.8 | 42.2 | 3.6 | 8% |
| Average Utilization | 72% | 66% | 6% | 8% |

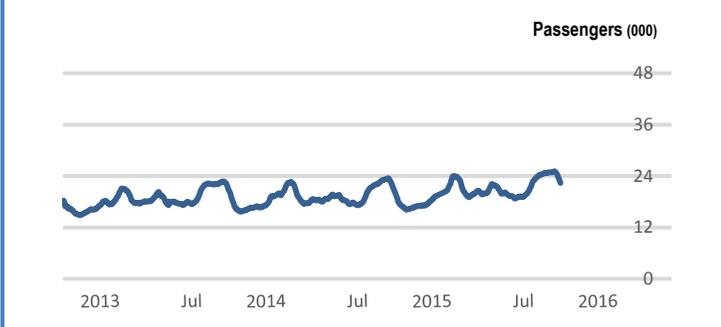
Compared to other major airports ...



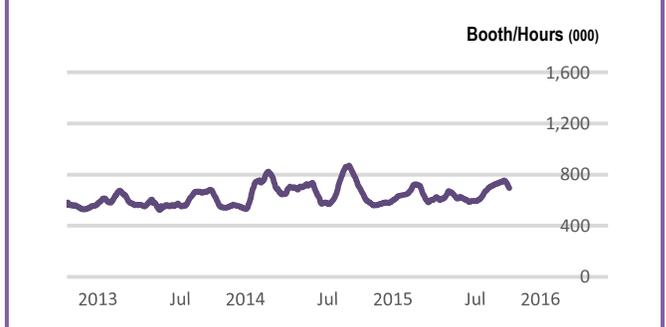
Fewer booth hours lead to an increase in wait times

- **Travel is up at Miami Terminal D.** Traveler volume (year to date) has increased 9% compared to last year. Today, 33% of passengers are confirmed with automated solutions such as Global Entry, APC, and MPC. This is compared to 25% last year.
- **Fewer booth hours compared to last year.** Booth hours have decreased 7% compared to a year ago, from 704 hours to 654 hours per day.
- **Wait times have increased by 10%.** Year to date, average wait is 27 minutes, compared to 24.5 minutes last year. Fewer booth hours and more passengers have increased average waits, despite 8% faster processing.
- **Cycle time is nearly 7 seconds faster this year.** APC and Global Entry growth have combined to reduce average cycle time. Average cycle time is 6.6 seconds faster than a year ago, increasing max hourly throughput by 3.6 passengers per booth, per hour.

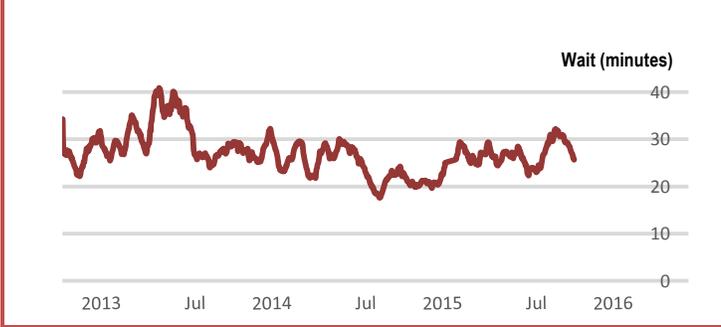
Traveler Volume ... modest growth since 2013



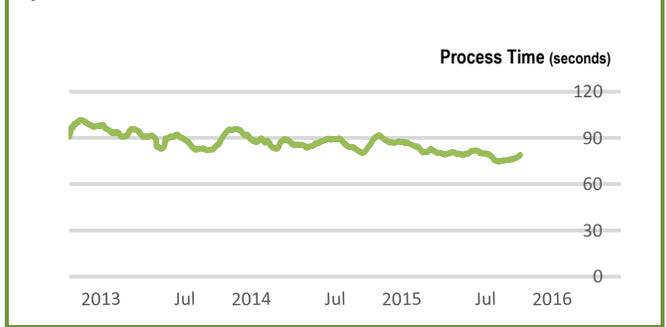
Booth hours ... 7% fewer booths staffed than last year



Wait Time ... trending up since July 2014



Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

MIA Terminal D Best Practice Assessment: Terminal D has implemented many of the available best practices. Most notably, 33% of passengers are now processed by automated technologies like Global Entry and APC. MPC has recently been introduced. APC is available at Terminal D not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

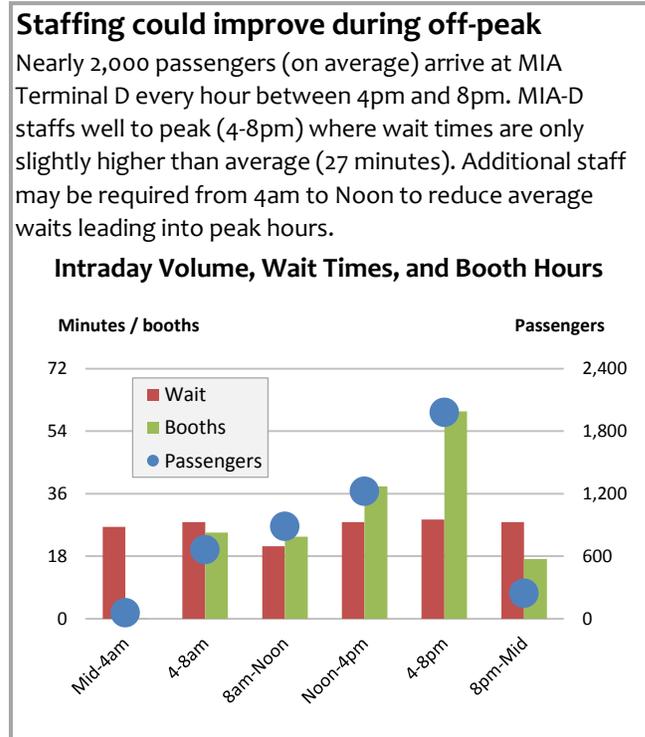
| | | |
|------------|--|---|
| 6% | GE Traveler % | The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method. |
| 27% | APC Traveler % | |
| 0% | MPC Traveler % (Actual 0.2994%) | |

| | | | |
|--|-----------------------------|--|----------------------------|
| | 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 |
|--|-------------------|--|---------------------------------------|--|-----------------|

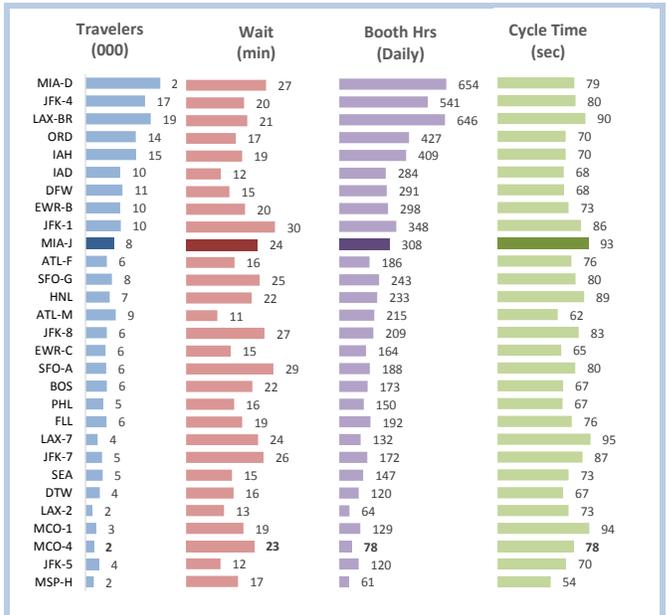
Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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



Key Metrics

| Volume | YTD 2015 | YTD 2014 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Average Daily Travelers | 8,106 | 7,548 | 558 | 7% |
| Global Entry, APC, & MPC | 12% | 4% | 8% | 200% |
| Non-Automated | 88% | 96% | -8% | -8% |
| United States Citizens | 18.0% | 18.9% | -0.9% | -5% |
| Non-immigrants | 77.5% | 75.8% | +1.7% | 2% |
| Legal Permanent Residents | 4.5% | 5.3% | -0.8% | -14% |
| Average Daily Flights (#) | 43 | 44 | 0 | -1% |
| Wait Time | | | | |
| Average Primary Wait (m) | 24.1 | 25.5 | -1.4 | -5% |
| % Travelers < 60 minutes | 93% | 94% | 0% | 0% |
| % Travelers > 120 mins | 0.20% | 0.12% | +0.08% | 65% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 308 | 290 | 18 | 6% |
| Efficiency | | | | |
| Average Cycle Time (s) | 93.2 | 98.0 | -4.9 | -5% |
| Max Hourly Throughput / booth | 38.6 | 36.7 | 1.9 | 5% |
| Average Utilization | 68% | 71% | -3% | -4% |

Compared to other major airports ...



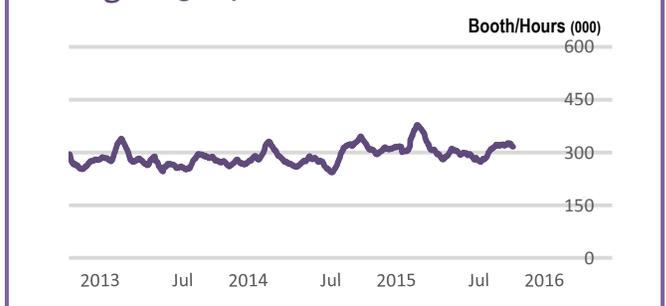
Terminal J should allow non-immigrant APC usage

- Travel is up at Miami (Terminal J).** Traveler volume increased 7% compared to last year. 12% of passengers are confirmed with automated solutions like Global Entry, APC, and MPC, up from 4% last year. Non-immigrant share has increased from 75.8% last year to 77.5% this year (Non-immigrants take roughly 2x longer to process than US citizens).
- More booths compared to last year.** Booth hours increased 6% compared to a year ago, from 290 hours to 308 hours per day. Booth hours have kept pace with traveler volume, as reflected by shorter waits.
- Wait times have decreased.** Year to date, average wait time is down 1.4 minutes (from 25.5 minutes to 24.1 minutes). 93% of passengers are being processed in under 60 minutes.
- Cycle time is 4.9 seconds faster.** Although average cycle time is down 4.9 seconds from last year, MIA Terminal J has one of the highest cycle times at 93.2 seconds. This is due to the high proportion of non-immigrant travelers (77.5%), and relatively low percentage of automated processing (12%). However, MIA-J's APC share (10%) is expected to increase substantially.

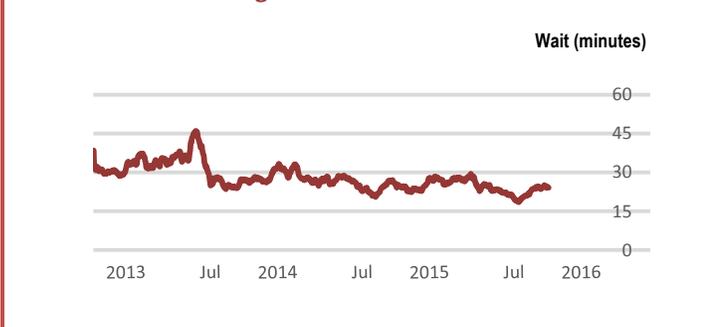
Traveler Volume ... steady growth



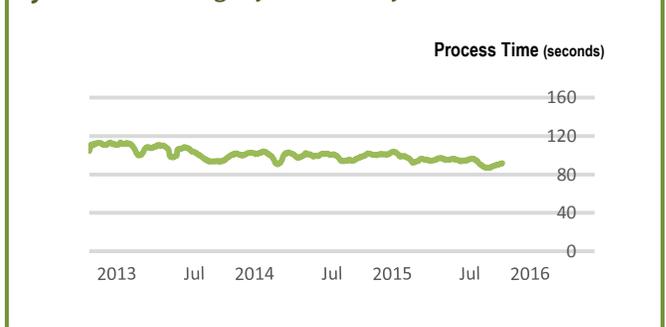
Staffing ... slight upward trend



Wait Time ... trending down



Cycle Time ... slightly decreased cycle times



Best Practice Inventory

MIA Terminal J Best Practice Assessment: MIA Terminal J has implemented many of the available best practices. Most notably, 12% of MIA-J's passengers are now processed by Global Entry, APC and MPC. As more travelers begin to utilize the best practices, MIA-J will continue to show operational improvement.

| | | |
|------------|--|---|
| 2% | 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. |
| 10% | APC Traveler % | |
| 0% | MPC Traveler % (Actual 0.0169%) | |

| | | | |
|--|-----------------------------|--|----------------------------|
| | 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

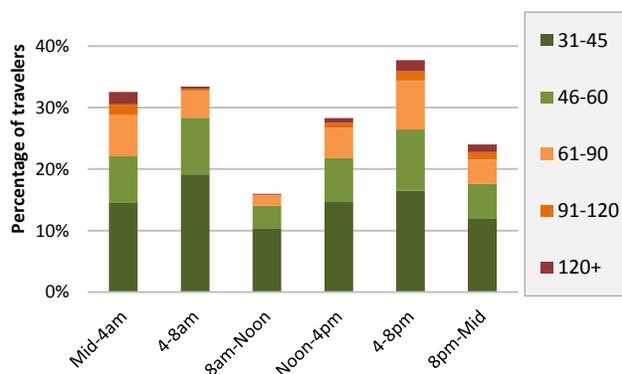
| | | | | | |
|--|-------------------|--|---------------------------------------|--|-----------------|
| | Fully Implemented | | Partially Implemented / Not Available | | Not Implemented |
|--|-------------------|--|---------------------------------------|--|-----------------|

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.

32% of passengers wait more than 30 minutes

Year to date, approximately 8% MIA of Terminal J passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 38% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



Terminal J can improve off-peak staffing

MIA-J staffs booths well during the peak Noon-8pm travel period. However, wait times are nearly as long during some off-peak periods (Midnight-Noon; 8pm-Midnight). A few more booths during off-peak hours can reduce average wait.

Intraday Volume, Wait Times, and Booth Hours

