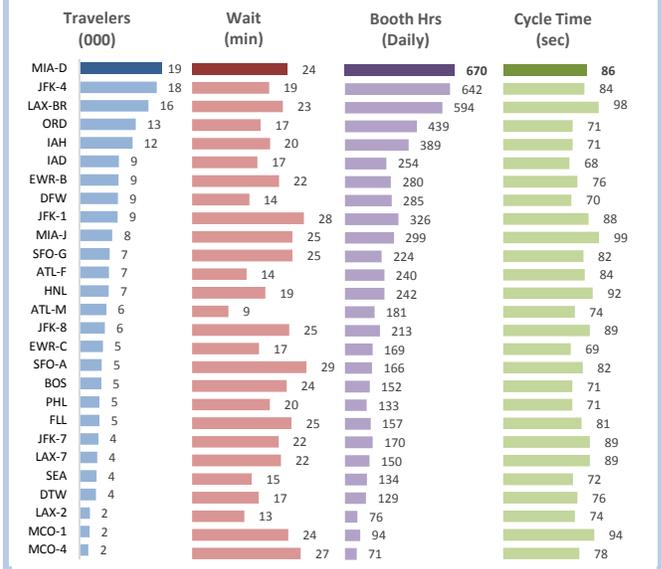


Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers	19,193	18,943	250	1%
Global Entry & APC	28%	6%	22%	367%
Non-Automated	72%	94%	-22%	-23%
United States Citizens	39.5%	39.8%	-0.4%	-1%
Non-immigrants	57.7%	57.0%	+0.7%	1%
Legal Permanent Residents	2.9%	3.2%	-0.3%	-9%
Average Daily Flights (#)	119	115	4	3%
Wait Time				
Average Primary Wait (m)	24.2	30.0	-5.8	-19%
% Travelers < 60 minutes	94%	89%	5%	6%
% Travelers > 120 mins	0.19%	0.55%	-0.35%	-65%
Primary Booth Hours				
Average Daily Booth Hours	670	606	64	11%
Efficiency				
Average Cycle Time (s)	85.8	88.7	-3.0	-3%
Max Hourly Throughput / booth	42.0	40.6	1.4	3%
Average Utilization	68%	77%	-9%	-11%

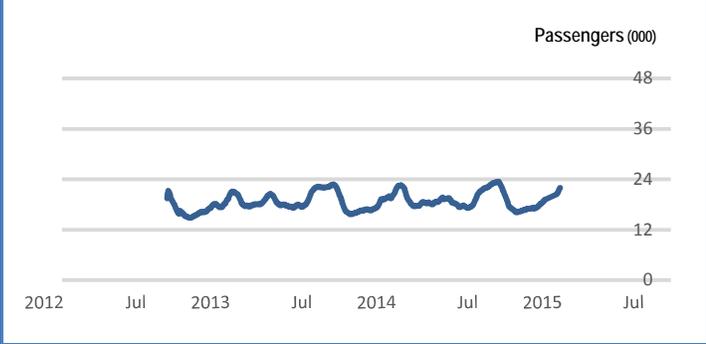
Compared to other major airports ...



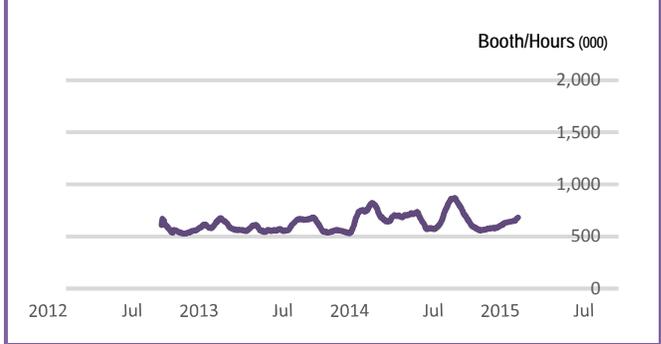
Increased booth staffing and faster processing significantly shorten wait time

- **Travel is up marginally at Miami Terminal D.** Traveler volume (year to date) has increased 1% compared to last year. Today, 28% of passengers are pre-processed with automated solutions such as Global Entry and APC. This is compared to just 6% last year.
- **More booths are contributing to decreased wait times.** Booth hours have increased 11% compared to a year ago. This increase in staffing has more than offset the small increase in traveler volume.
- **Wait times declining significantly since 2013.** Year to date, average wait is down 19% to 24.2 minutes. Further, more passengers are being processed in under 60 minutes: 94% this year compared to 89% last year.
- **Cycle time is 3 seconds faster this year.** APC and Global Entry growth have likely combined to reduce average cycle time. Average cycle time is 3 seconds faster than a year ago, increasing max hourly throughput per hour by more than one passenger per booth.

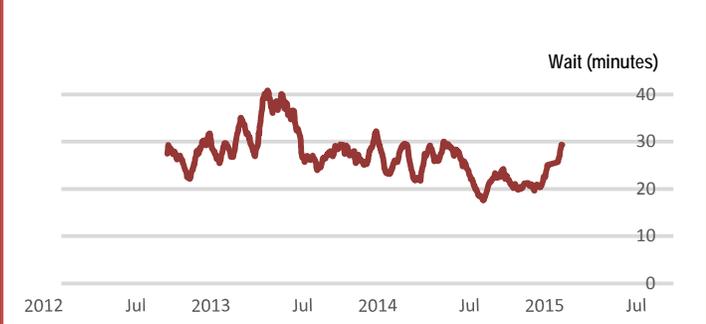
Traveler Volume ... relatively steady



Booth hours ... 11% more booths staffed than last year



Wait Time ... much reduced since 2013

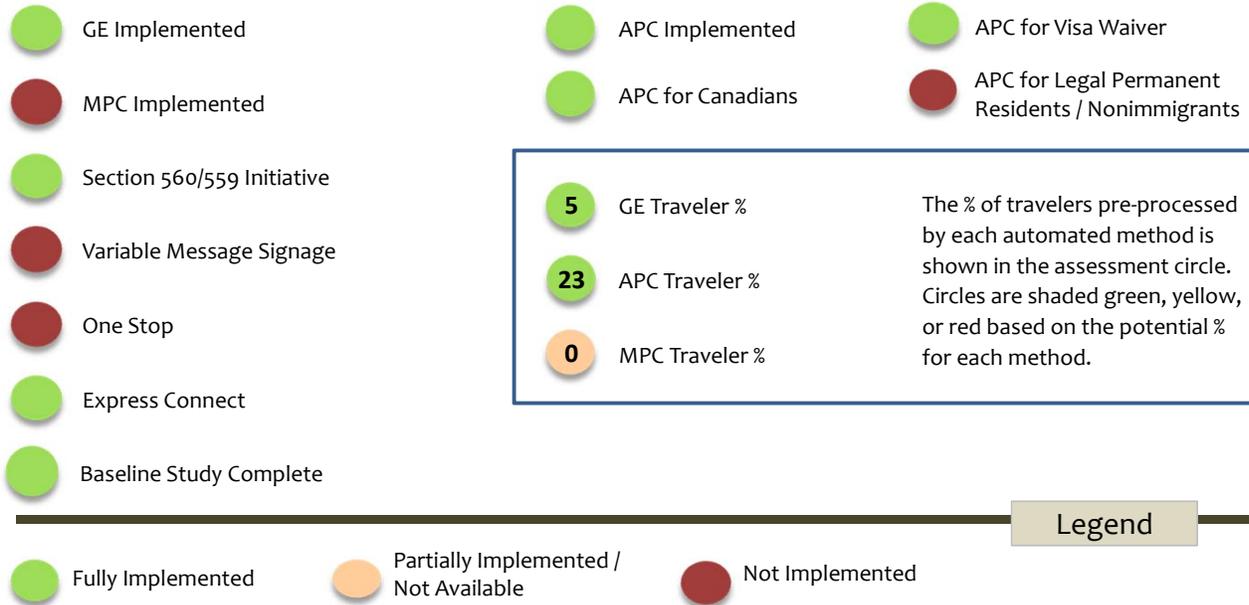


Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

MIA Terminal D Best Practice Assessment: Terminal D has implemented many of the available best practices. Most notably, 28% of MIA Terminal D passengers are now processed by automated technologies like Global Entry and APC. APC is available at Terminal D not only to US Citizens, but also Visa Waiver country travelers.

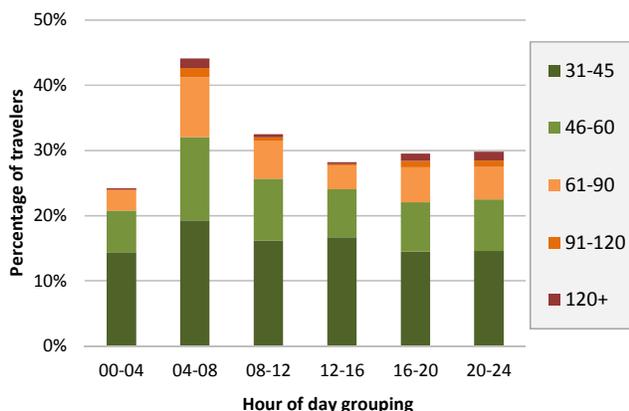


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not implementing any of the best practices. A green "assessment circle" indicates the best practice has been properly and fully implemented. Red means the best practice is not in place. Orange indicates implementation is not available, or has occurred but on a limited basis and achieves less than optimal results.

31% of passengers wait more than 30 minutes

While few MIA Terminal D passengers wait more than 1 hour (about 7%), approximately 31% wait more than 30 minutes. During peak traffic, 30% of MIA Terminal D passengers wait more than 30 minutes. More booths are needed from 4-8am when nearly 44% of passengers wait more than 30 minutes.

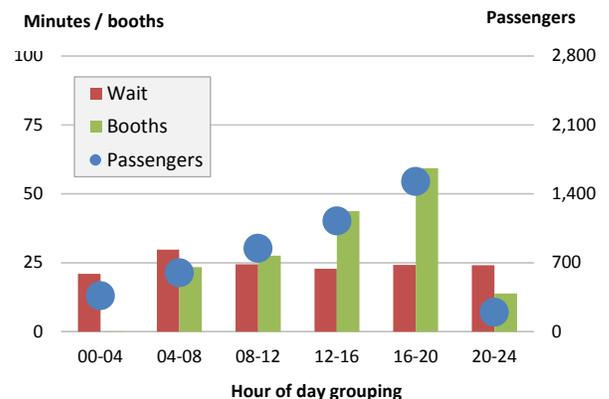
% Passengers Waiting More than 30 Minutes



MIA Terminal D staffs well to traffic

More than 1,500 passengers (on average) arrive at MIA Terminal D every hour between 4 pm and 8 pm. By opening 59 booths during this time period, average waits are nearly identical during this period (24 minutes) as the overall MIA Terminal D average wait (23.9 minutes).

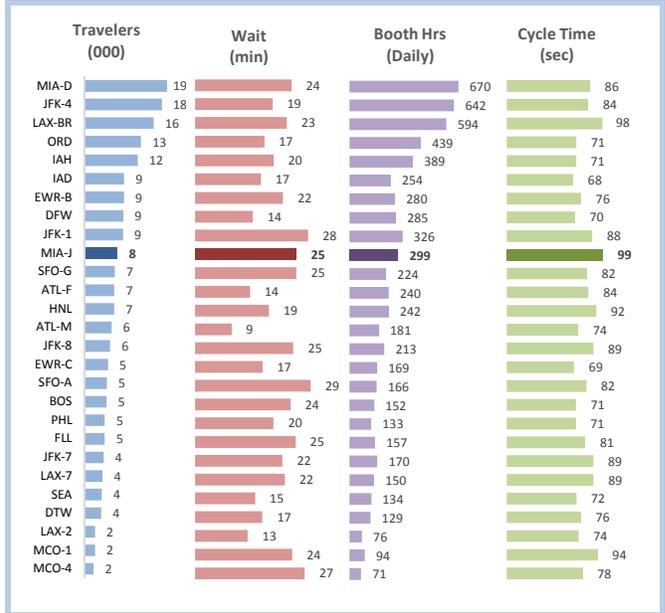
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers	7,660	7,378	282	4%
Global Entry & APC	5%	1%	4%	337%
Non-Automated	95%	99%	-4%	-4%
United States Citizens	18.6%	19.0%	-0.4%	-2%
Non-immigrants	78.7%	77.9%	+0.8%	1%
Legal Permanent Residents	2.7%	3.1%	-0.4%	-13%
Average Daily Flights (#)	39	40	-1	-2%
Wait Time				
Average Primary Wait (m)	25.4	31.3	-5.8	-19%
% Travelers < 60 minutes	94%	88%	6%	7%
% Travelers > 120 mins	0.11%	0.66%	-0.56%	-84%
Primary Booth Hours				
Average Daily Booth Hours	299	279	20	7%
Efficiency				
Average Cycle Time (s)	98.6	101.5	-2.9	-3%
Max Hourly Throughput / booth	36.5	35.5	1.0	3%
Average Utilization	70%	75%	-4%	-6%

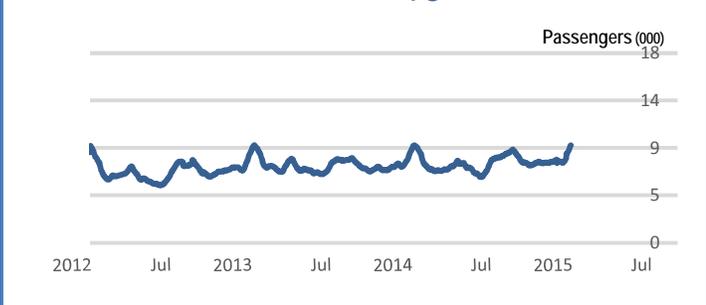
Compared to other major airports ...



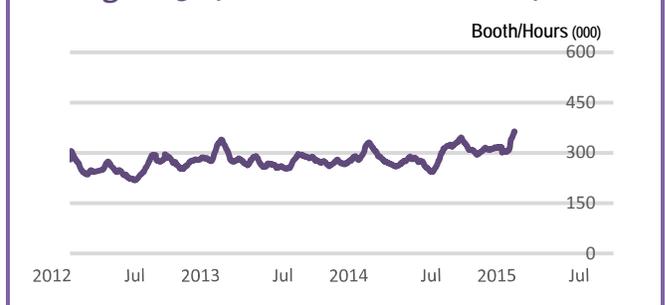
More booths shorten waits, APC improves cycle time

- **Travel is up minimally at Miami (Terminal J).** Traveler volume increased 4% compared to last year. 5% of passengers are pre-processed with automated solutions like Global Entry and APC, up from 1% last year.
- **More booths are contributing to decreased wait times.** Booth hours increased 7% compared to a year ago, from 279 hours to 299 hours per day.
- **Wait times have been reduced significantly since 2013.** Year to date, average wait time is down nearly 6 minutes (from 31.3 minutes last year to 25.4 minutes this year). Further, 94% of passengers are processed in under 60 minutes, compared to 88% last year.
- **Cycle time is 2.9 seconds faster.** Although average cycle time is down 2.9 seconds from last year, MIA Terminal J has one of the highest cycle times at 98.6 seconds. This is due to the high proportion of non-immigrant travelers (78.7%).

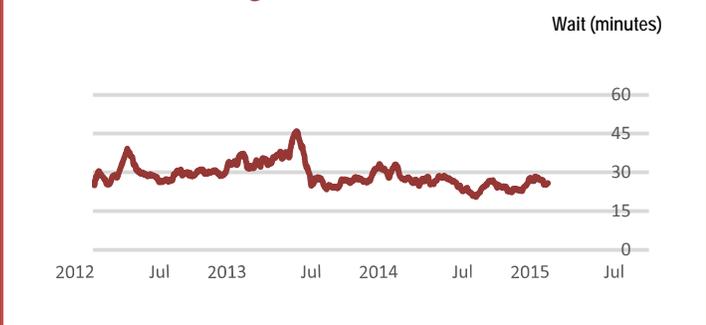
Traveler Volume ... slow, but steady growth



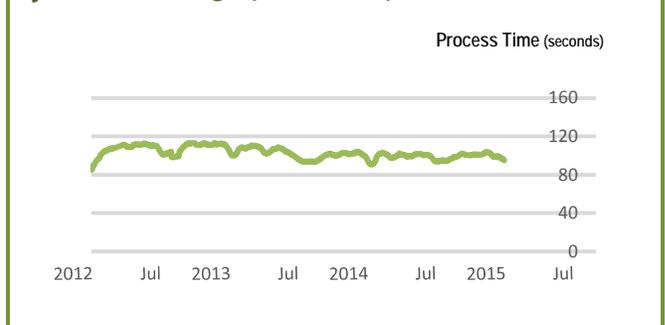
Staffing ... slightly more booths staffed than last year



Wait Time ... trending downward

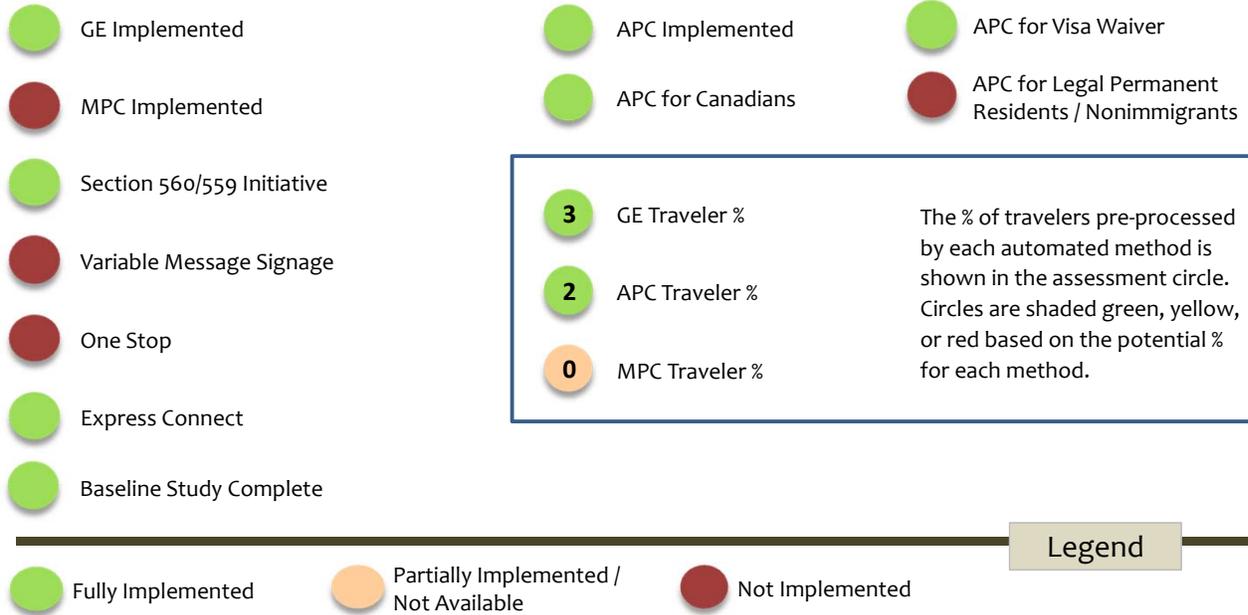


Cycle Time ... slightly decreased cycle times



Best Practice Inventory

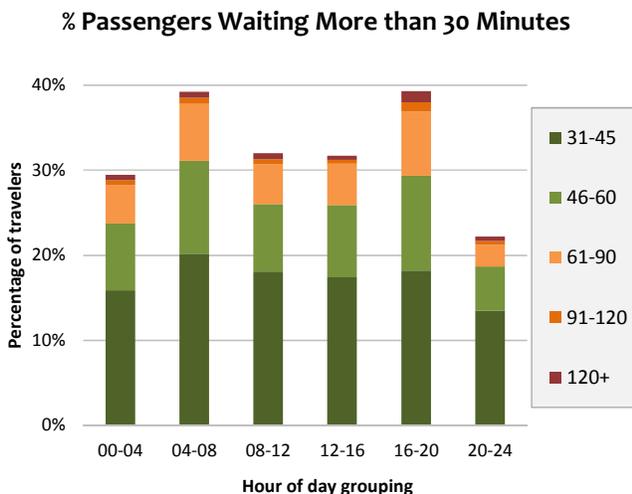
MIA Terminal J Best Practice Assessment: MIA Terminal J has implemented many of the available best practices. Most notably, APC has recently been introduced. As more travelers begin to utilize the best practices, MIA-J will continue to show operational improvement.



Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not implementing any of the best practices. A green "assessment circle" indicates the best practice has been properly and fully implemented. Red means the best practice is not in place. Orange indicates implementation is not available, or has occurred but on a limited basis and achieves less than optimal results.

34% of passengers wait more than 30 minutes

Approximately 34% wait more than 30 minutes, and 7% of passengers wait over 60 minutes. During peak hours (12 pm - 4 pm), 32% passengers wait over 30 minutes and 6% wait over 60 minutes.



Terminal J can improve off-peak staffing

More than 500 passengers (on average) arrive every hour between 12 pm and 4 pm. Average waits are shorter during this period (24 minutes) compared to the overall average wait (25.3), however wait times during off-peak hours are above the overall average.

