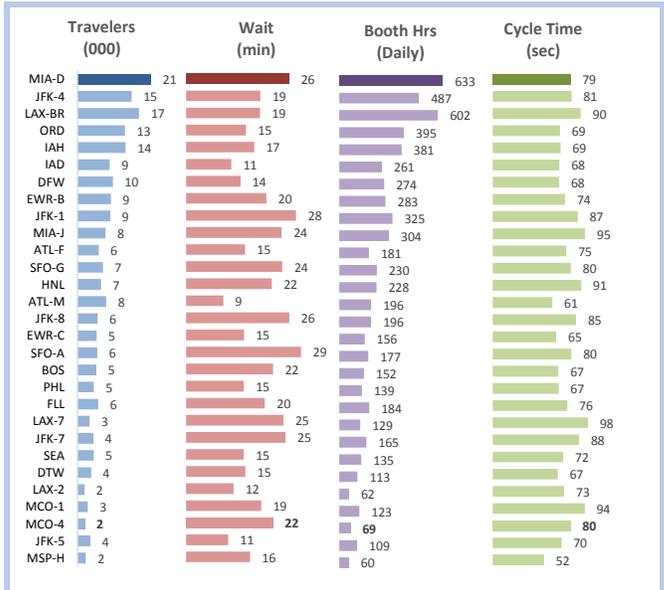


**Key Metrics**

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	20,709	18,976	1,733	9%
Global Entry, APC, & MPC	32%	26%	6%	23%
Non-Automated	68%	74%	-6%	-8%
United States Citizens	40.7%	38.6%	+2.1%	5%
Non-immigrants	53.0%	54.5%	-1.5%	-3%
Legal Permanent Residents	6.3%	6.9%	-0.5%	-8%
Average Daily Flights (#)	137	134	3	2%
<b>Wait Time</b>				
Average Primary Wait (m)	26.1	25.6	0.5	2%
% Travelers < 60 minutes	92%	93%	-1%	-1%
% Travelers > 120 mins	0.39%	0.22%	+0.17%	74%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	633	681	-48	-7%
<b>Efficiency</b>				
Average Cycle Time (s)	79.5	86.2	-6.8	-8%
Max Hourly Throughput / booth	45.3	41.7	3.5	8%
Average Utilization	72%	67%	6%	8%

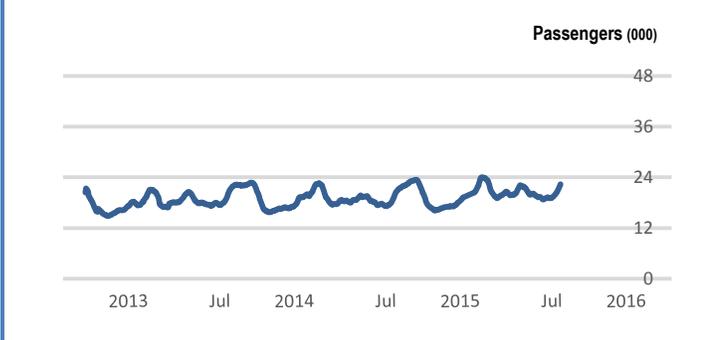
Compared to other major airports ...



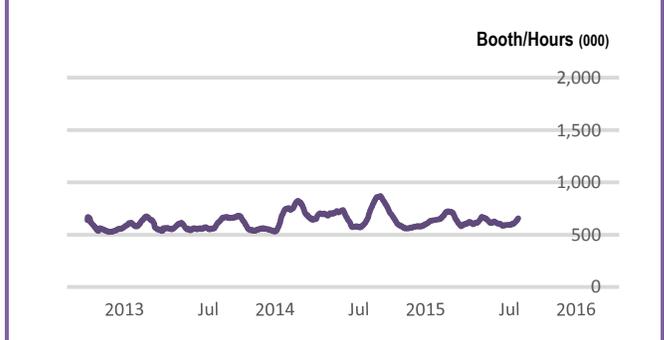
**Fewer booth hours lead to a slight increase in waits**

- **Travel is up at Miami Terminal D.** Traveler volume (year to date) has increased 9% compared to last year. Today, 32% of passengers are confirmed with automated solutions such as Global Entry, APC, and MPC. This is compared to 26% last year.
- **Fewer booth hours compared to last year.** Booth hours have decreased 7% compared to a year ago, from 681 hours to 633 hours per day.
- **Wait times have increased slightly by 2%.** Year to date, average wait is 26.1 minutes, compared to 25.6 minutes last year. Fewer booth hours and more passengers have increased the average waits, despite 8% faster processing.
- **Cycle time is 7 seconds faster this year.** APC and Global Entry growth have combined to reduce average cycle time. Average cycle time is 7 seconds faster than a year ago, increasing max hourly throughput per hour by 3.5 passengers per booth.

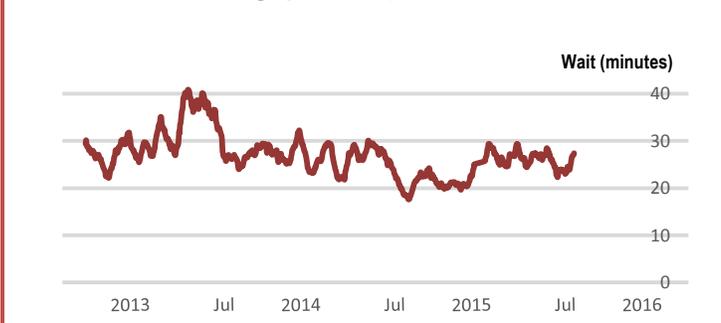
**Traveler Volume ... modest growth since 2013**



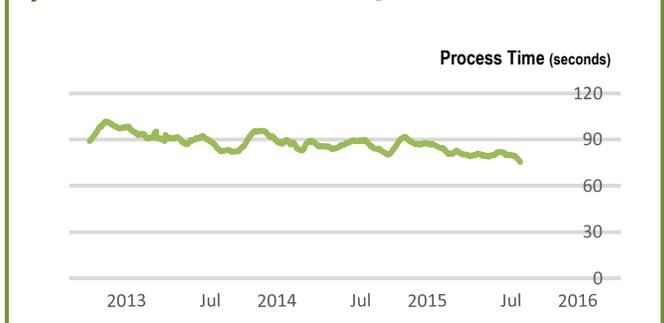
**Booth hours ... 7% fewer booths staffed than last year**



**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, 32% 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.

<b>6%</b>	<b>GE Traveler %</b>	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.
<b>26%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler % (Actual 0.2044%)</b>	

	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

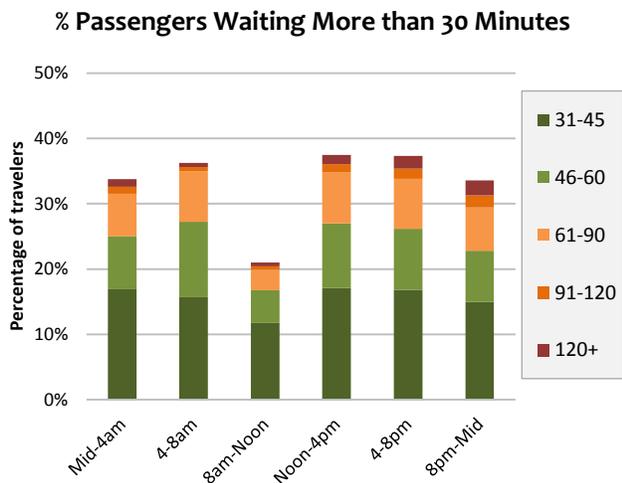
  

	Fully Implemented		Partially Implemented / Not Available		Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices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

### 34% of passengers wait more than 30 minutes

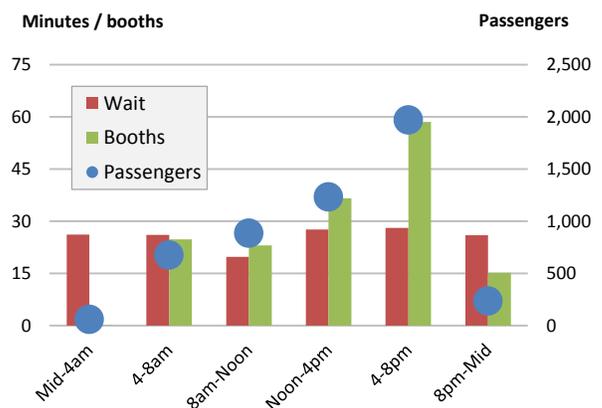
Year to date, approximately 9% MIA of Terminal D passengers wait more than 1 hour. During multiple time periods, 37% of passengers wait more than 30 minutes.



### MIA Terminal D staffs well to traffic

Nearly 2,000 passengers (on average) arrive at MIA Terminal D every hour between 4pm and 8pm. By opening 59 booths during this time period, average waits (28 minutes) are not much higher than the overall MIA Terminal D average wait (26 minutes).

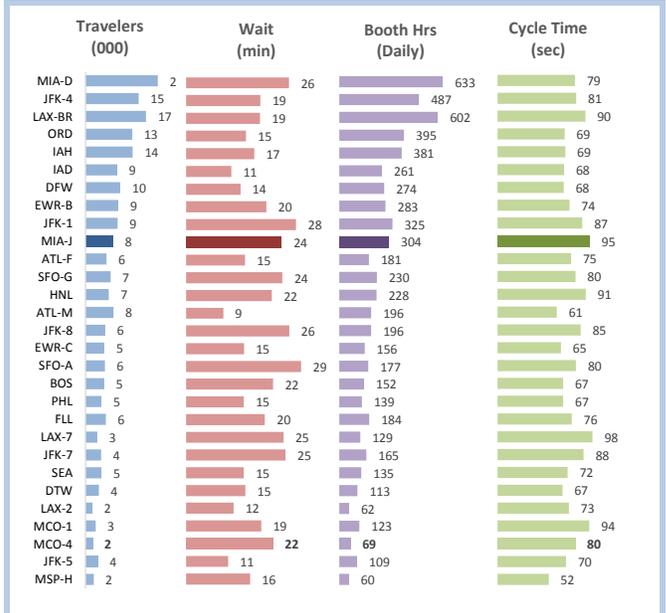
#### Intraday Volume, Wait Times, and Booth Hours



### Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	7,930	7,285	645	9%
Global Entry, APC, & MPC	11%	2%	9%	450%
Non-Automated	89%	98%	-9%	-9%
United States Citizens	16.9%	18.1%	-1.3%	-7%
Non-immigrants	78.8%	76.7%	+2.1%	3%
Legal Permanent Residents	4.3%	5.2%	-0.9%	-17%
Average Daily Flights (#)	45	43	1	3%
Wait Time				
Average Primary Wait (m)	24.2	25.9	-1.7	-7%
% Travelers < 60 minutes	93%	93%	0%	0%
% Travelers > 120 mins	0.19%	0.15%	+0.04%	27%
Primary Booth Hours				
Average Daily Booth Hours	304	277	27	10%
Efficiency				
Average Cycle Time (s)	94.6	98.5	-3.8	-4%
Max Hourly Throughput / booth	38.0	36.6	1.5	4%
Average Utilization	69%	72%	-3%	-5%

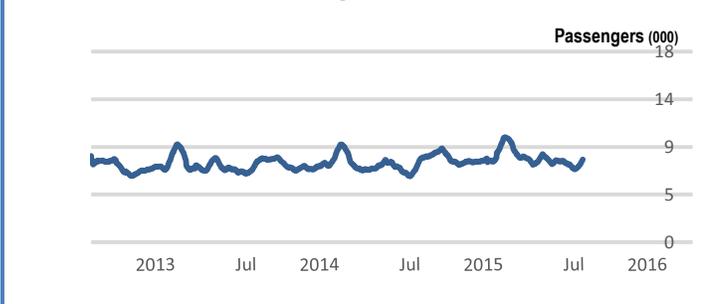
### Compared to other major airports ...



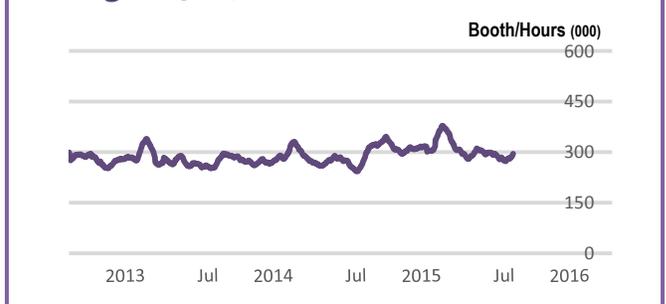
### Terminal J should allow non-immigrant APC usage

- Travel is up at Miami (Terminal J).** Traveler volume increased 9% compared to last year. 11% of passengers are confirmed with automated solutions like Global Entry, APC, and MPC up from 2% last year. Non-immigrant share has increased from 77% last year to 79% this year (Non-immigrants take roughly 2x longer to process than US citizens).
- More booths compared to last year.** Booth hours increased 10% compared to a year ago, from 277 hours to 304 hours per day. Booth hours have kept pace with traveler volume, as evidenced by decreased waits.
- Wait times have decreased marginally.** Year to date, average wait time is down 1.7 minute (from 25.9 minutes to 24.2 minutes). The percentage of travelers experiencing excessive wait (>120 minutes), however, increased from 0.15% to 0.19%.
- Cycle time is 4 seconds faster.** Although average cycle time is down 4 seconds from last year, MIA Terminal J has one of the highest cycle times at 94.6 seconds. This is due to the high proportion of non-immigrant travelers (79%), and relatively low percentage of automated processing (11%). However, MIA-J's APC share (9%) is expected to increase substantially.

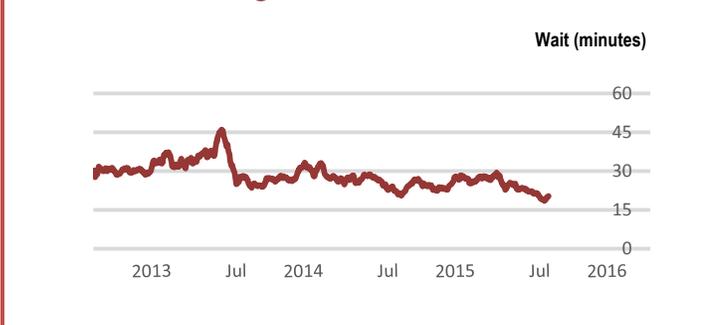
### Traveler Volume ... steady growth



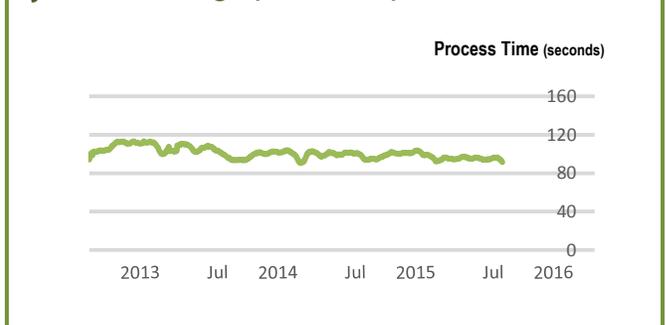
### Staffing ... slight upward trend



### Wait Time ... trending down

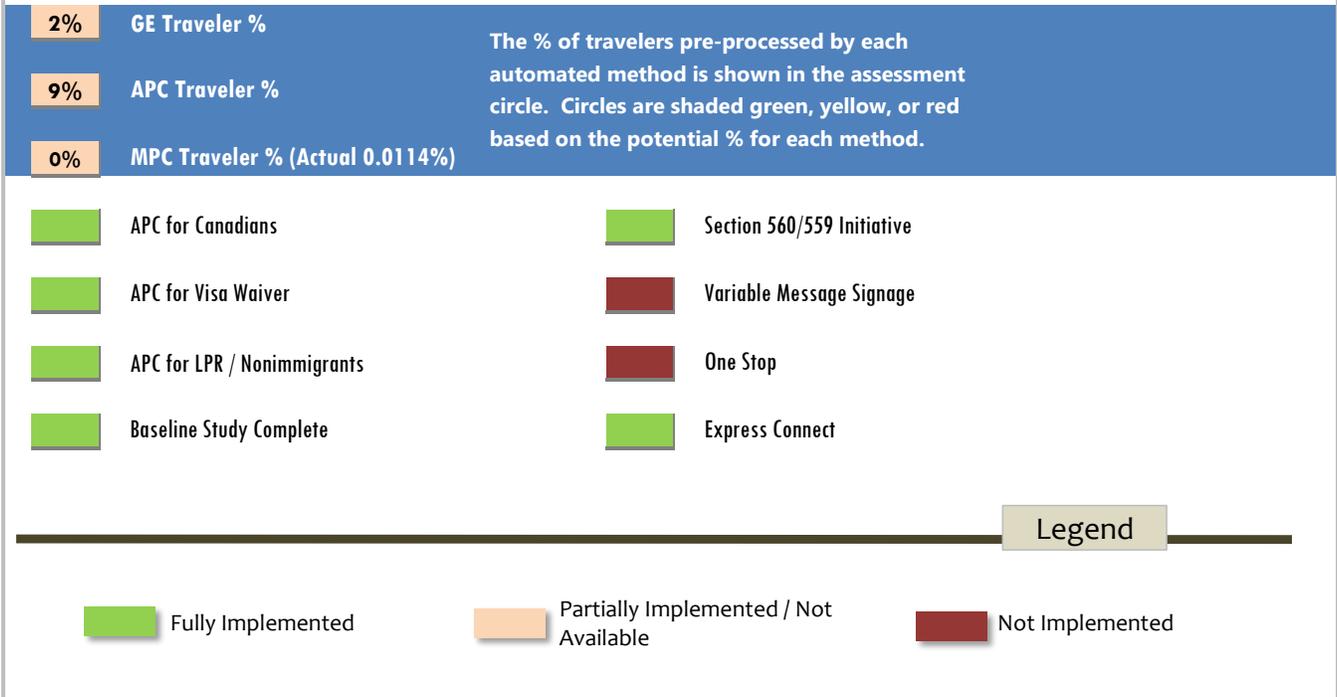


### Cycle Time ... slightly decreased cycle times



## Best Practice Inventory

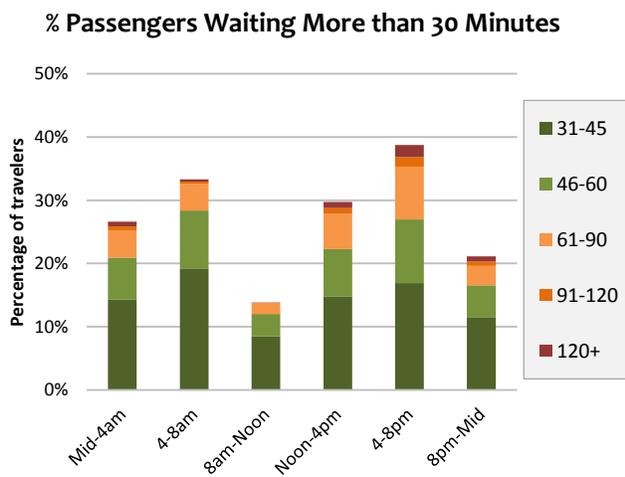
**MIA Terminal J Best Practice Assessment:** MIA Terminal J has implemented many of the available best practices. Most notably, APC and MPC has recently been introduced. As more travelers begin to utilize the best practices, MIA-J will continue to show operational improvement.



Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion 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, 39% of passengers wait 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.

