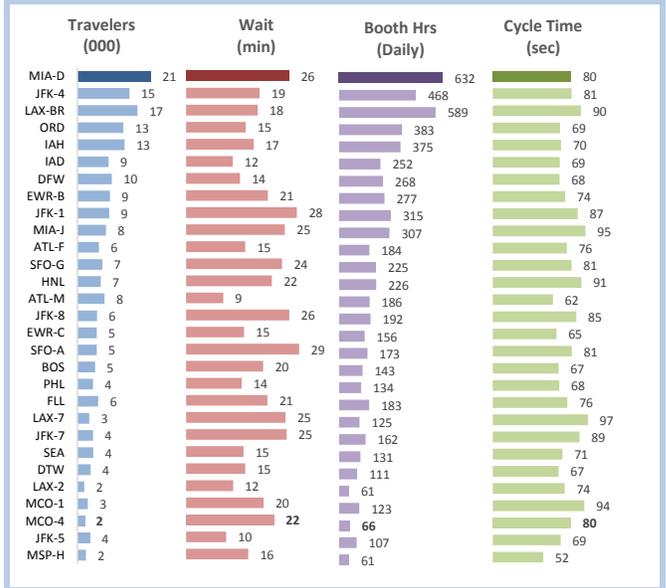


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	20,597	19,009	1,588	8%
Global Entry, APC, & MPC	31%	25%	6%	24%
Non-Automated	69%	75%	-6%	-8%
United States Citizens	39.7%	37.5%	+2.2%	6%
Non-immigrants	53.9%	55.4%	-1.5%	-3%
Legal Permanent Residents	6.4%	7.0%	-0.6%	-9%
Average Daily Flights (#)	136	133	3	2%
<b>Wait Time</b>				
Average Primary Wait (m)	26.0	26.8	-0.8	-3%
% Travelers < 60 minutes	92%	91%	0%	0%
% Travelers > 120 mins	0.39%	0.26%	+0.13%	50%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	632	690	-58	-8%
<b>Efficiency</b>				
Average Cycle Time (s)	80.1	86.1	-6.0	-7%
Max Hourly Throughput / booth	44.9	41.8	3.1	8%
Average Utilization	72%	66%	7%	10%

### Compared to other major airports ...



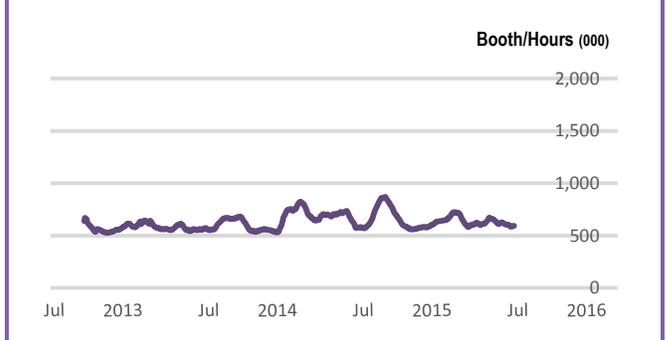
### Despite higher traffic volume, faster processing leads to shorter waits

- **Travel is up at Miami Terminal D.** Traveler volume (year to date) has increased 8% compared to last year. Today, 31% of passengers are pre-processed with automated solutions such as Global Entry and APC. This is compared to 25% last year.
- **Fewer booth hours compared to last year.** Booth hours have decreased 8% compared to a year ago, from 690 hours to 632 hours per day.
- **Wait times have decreased slightly.** Year to date, average wait is 26 minutes, compared to 26.8 minutes last year. An improvement in efficiency has helped decrease wait times despite 8% fewer booth hours.
- **Cycle time is 6 seconds faster this year.** APC and Global Entry growth have likely combined to reduce average cycle time. Average cycle time is 6 seconds faster than a year ago, increasing max hourly throughput per hour by 3.1 passengers per booth.

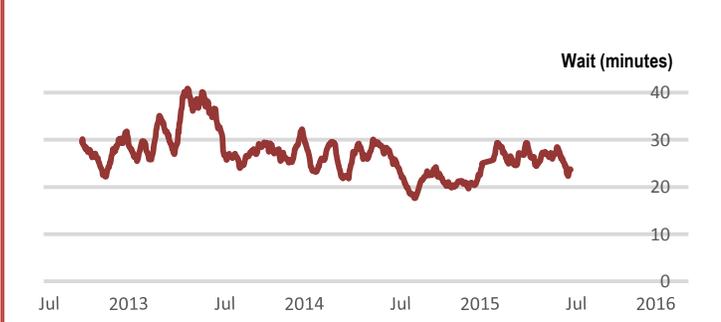
#### Traveler Volume ... modest growth since 2013



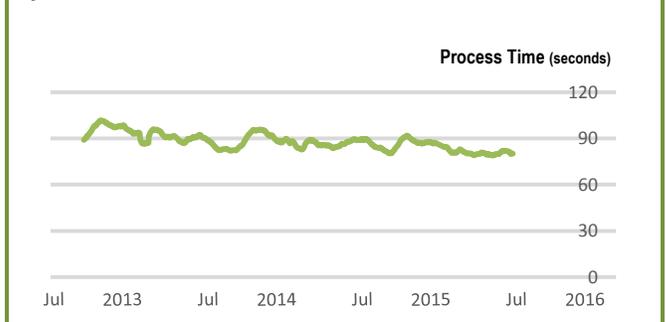
#### Booth hours ... 8% fewer booths staffed than last year



#### Wait Time ... trending up since July 2014

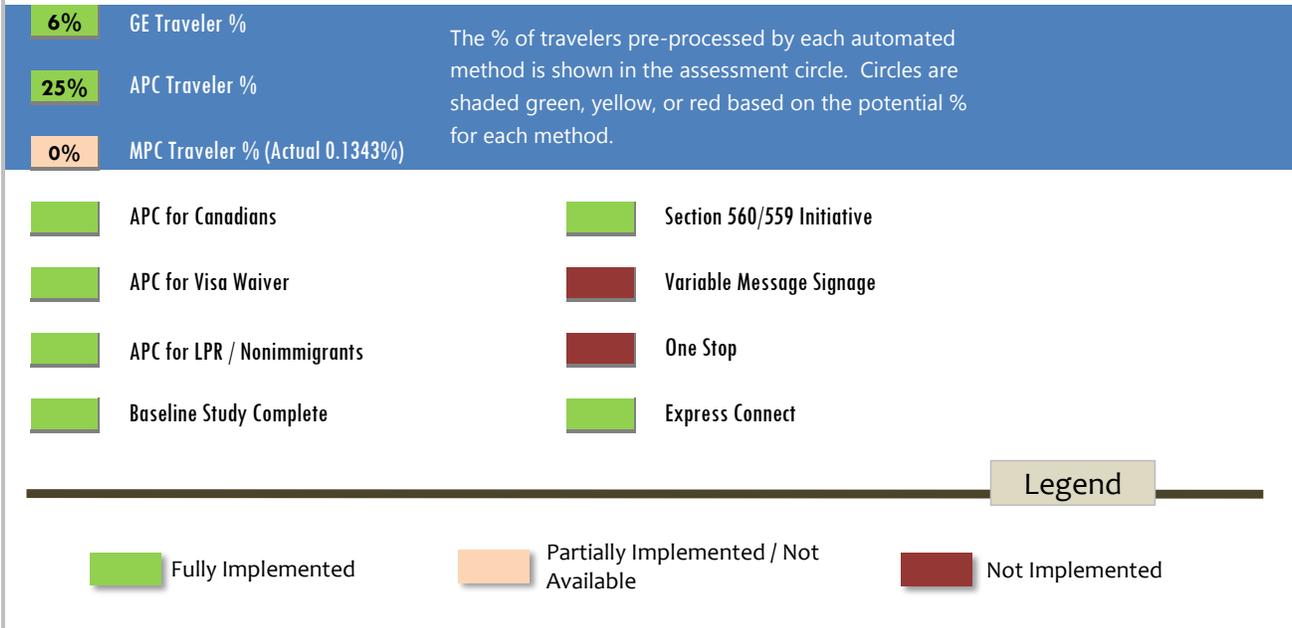


#### Cycle Time ... steadily decreasing cycle times



## Best Practice Inventory

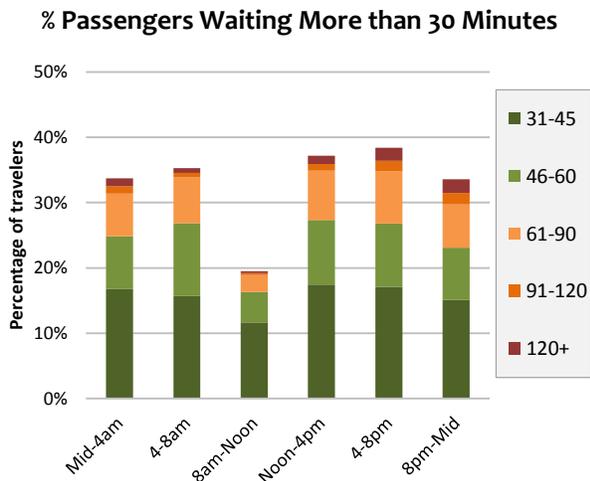
**MIA Terminal D Best Practice Assessment:** Terminal D has implemented many of the available best practices. Most notably, 31% of MIA Terminal D passengers are now processed by automated technologies like Global Entry and APC. APC is available at Terminal D not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.



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

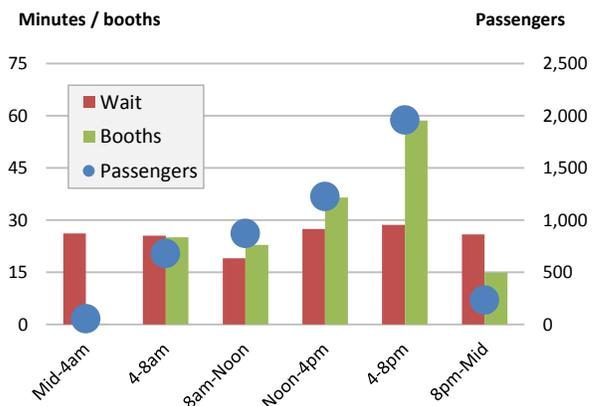
Year to date, approximately 9% MIA of Terminal D passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 38% of passengers wait more than 30 minutes.



### 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 (29 minutes) are not much higher than the overall MIA Terminal D average wait (26 minutes).

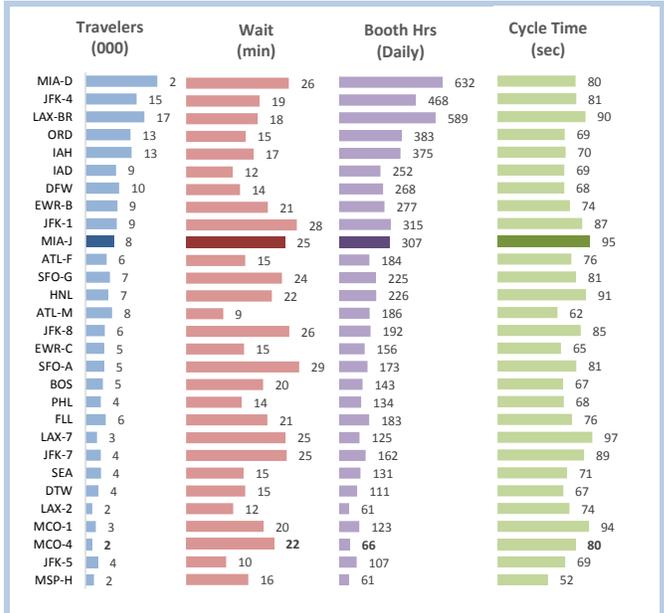
#### Intraday Volume, Wait Times, and Booth Hours



### Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	8,024	7,314	710	10%
Global Entry, APC, & MPC	10%	2%	8%	400%
Non-Automated	90%	98%	-8%	-8%
United States Citizens	16.3%	17.1%	-0.8%	-5%
Non-immigrants	79.3%	77.6%	+1.8%	2%
Legal Permanent Residents	4.3%	5.3%	-1.0%	-18%
Average Daily Flights (#)	45	43	2	4%
Wait Time				
Average Primary Wait (m)	25.0	26.7	-1.7	-6%
% Travelers < 60 minutes	92%	93%	0%	0%
% Travelers > 120 mins	0.23%	0.16%	+0.07%	45%
Primary Booth Hours				
Average Daily Booth Hours	307	278	29	11%
Efficiency				
Average Cycle Time (s)	94.9	99.0	-4.0	-4%
Max Hourly Throughput / booth	37.9	36.4	1.5	4%
Average Utilization	69%	72%	-3%	-5%

### Compared to other major airports ...



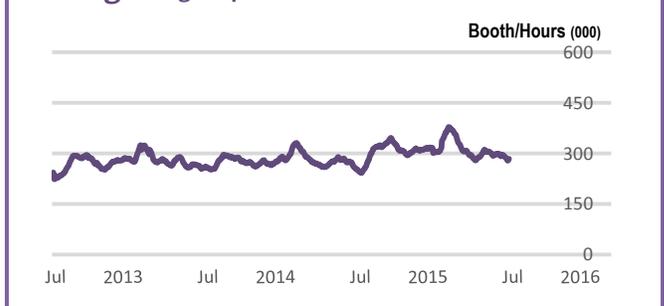
### Terminal J should allow non immigrant APC usage

- Travel is up at Miami (Terminal J).** Traveler volume increased 10% compared to last year. 10% of passengers are pre-processed with automated solutions like Global Entry and APC, up from 2% last year. With 79% non-immigrants, MIA Terminal J experienced relatively high wait time.
- More booths compared to last year.** Booth hours increased 11% compared to a year ago, from 278 hours to 307 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 26.7 minutes to 25 minutes). However, 92% of Miami-J passengers wait less than 60 minutes, and this is a 1% decline from last year.
- 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 94.9 seconds. This is due to the high proportion of non-immigrant travelers (79.3%), and relatively low percentage at actual processing (10%).

### Traveler Volume ... steady growth



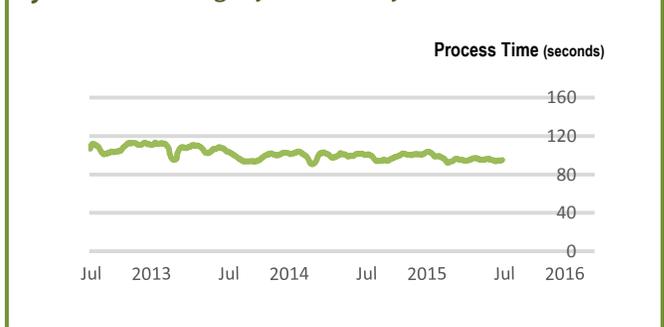
### Staffing ... slight upward trend



### 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.

<b>2%</b>	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.
<b>8%</b>	APC Traveler %	
<b>0%</b>	MPC Traveler % (Actual 0.0073%)	

	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

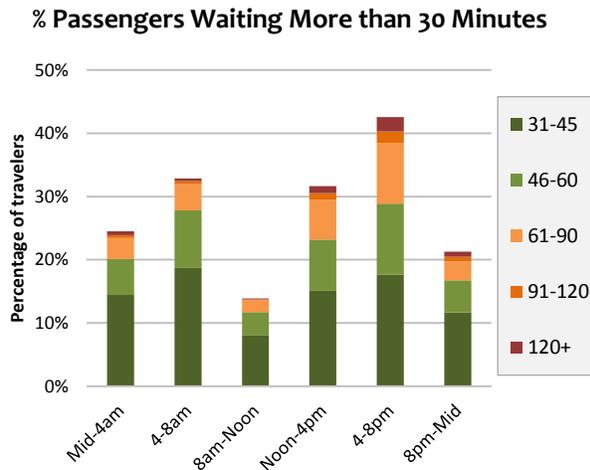
  

	Fully Implemented		Partially Implemented / Not Available		Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices 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 J passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 43% of passengers wait more than 30 minutes.



### Terminal J can improve off-peak staffing

Nearly 630 passengers (on average) arrive every hour between Noon and 4pm. Average waits are shorter during this period (24 minutes) compared to the overall average wait (25 minutes). Slightly more staffing could reduce waits between 4pm and 8pm.

