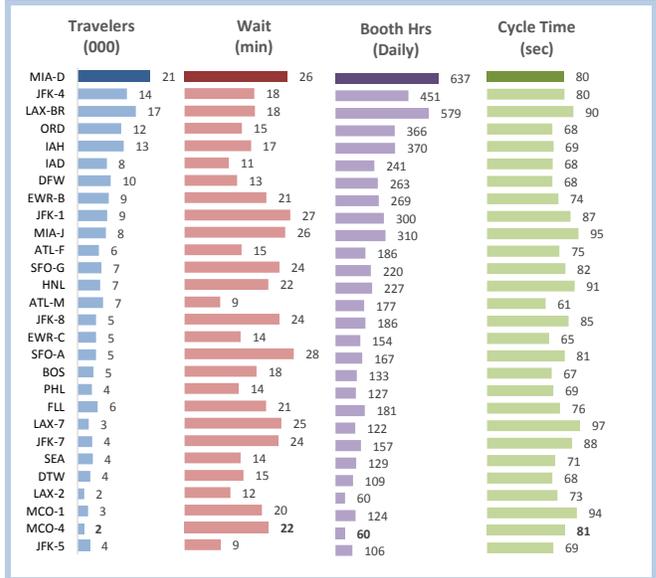


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	20,817	19,325	1,492	8%
Global Entry, APC, & MPC	31%	25%	6%	24%
Non-Automated	69%	75%	-6%	-8%
United States Citizens	39.4%	37.4%	+2.0%	5%
Non-immigrants	54.2%	55.4%	-1.2%	-2%
Legal Permanent Residents	6.4%	7.2%	-0.8%	-11%
Average Daily Flights (#)	137	134	3	2%
Wait Time				
Average Primary Wait (m)	26.4	26.9	-0.5	-2%
% Travelers < 60 minutes	92%	92%	0%	0%
% Travelers > 120 mins	0.38%	0.28%	+0.10%	34%
Primary Booth Hours				
Average Daily Booth Hours	637	718	-81	-11%
Efficiency				
Average Cycle Time (s)	80.0	85.4	-5.4	-6%
Max Hourly Throughput / booth	45.0	42.1	2.9	7%
Average Utilization	73%	64%	9%	14%

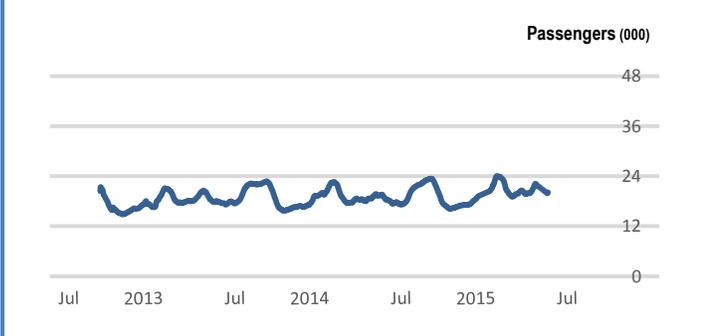
Compared to other major airports ...



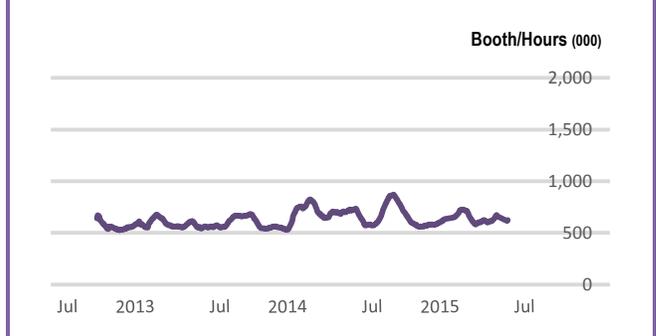
Decreased booth staffing and faster processing, wait times remain the same

- **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 11% compared to a year ago. The decrease in booths has been offset by an improvement in cycle time.
- **Wait times have remained the same.** Year to date, average wait is virtually the same as last year (26.9 minutes). Although efficiency has improved, a decrease in booth hours has kept wait times the same compared to a year ago.
- **Cycle time is 5.4 seconds faster this year.** APC and Global Entry growth have likely combined to reduce average cycle time. Average cycle time is 5.4 seconds faster than a year ago, increasing max hourly throughput per hour by 2.9 passengers per booth.

Traveler Volume ... modest growth since 2013



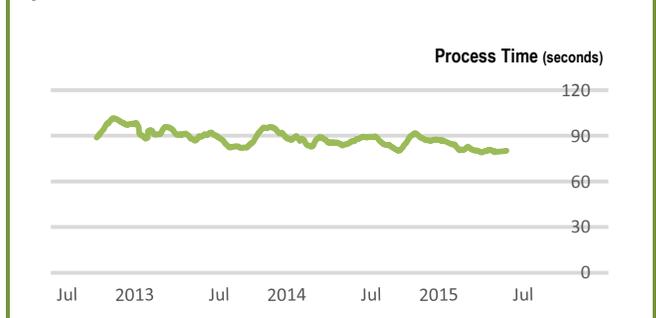
Booth hours ... 11% fewer booths staffed than last year



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 Visa Waiver country travelers.

 GE Implemented	 APC Implemented	 APC for Visa Waiver
 MPC Implemented	 APC for Canadians	 APC for Legal Permanent Residents / Nonimmigrants
 Section 560/559 Initiative	<div style="border: 1px solid black; padding: 5px;"> <p> 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.</p> <p> APC Traveler %</p> <p> MPC Traveler %</p> </div>	
 Variable Message Signage		
 One Stop		
 Express Connect		
 Baseline Study Complete		

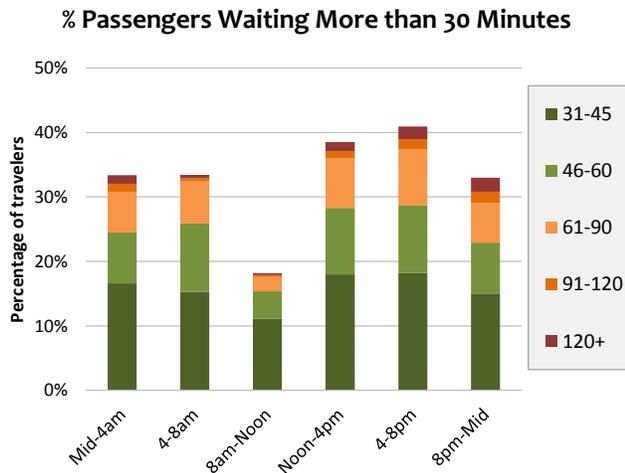
MPC Counts will first appear in the May 2015 Dashboard

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.

35% of passengers wait more than 30 minutes

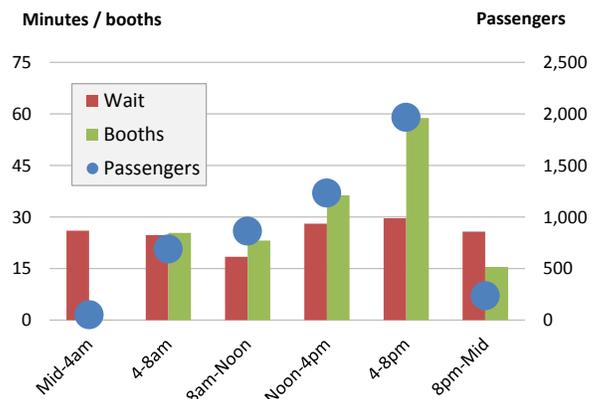
Year to date, approximately 9% MIA of Terminal D passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 41% of passengers wait more than 30 minutes.



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 (30 minutes) are not much higher than the overall MIA Terminal D average wait (26.4 minutes).

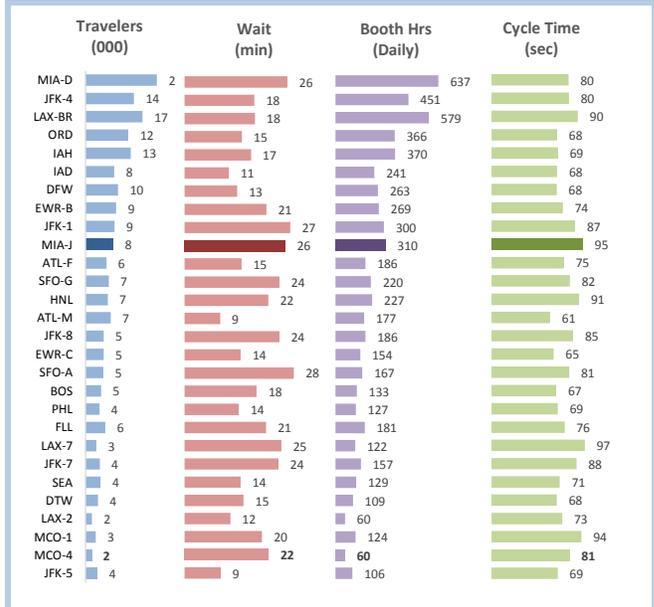
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	8,117	7,470	647	9%
Global Entry, APC, & MPC	10%	1%	9%	900%
Non-Automated	90%	99%	-9%	-9%
United States Citizens	16.2%	17.3%	-1.0%	-6%
Non-immigrants	79.4%	77.2%	+2.2%	3%
Legal Permanent Residents	4.4%	5.5%	-1.2%	-21%
Average Daily Flights (#)	45	44	1	2%
Wait Time				
Average Primary Wait (m)	25.9	27.0	-1.1	-4%
% Travelers < 60 minutes	92%	93%	-1%	-1%
% Travelers > 120 mins	0.27%	0.15%	+0.11%	74%
Primary Booth Hours				
Average Daily Booth Hours	310	282	28	10%
Efficiency				
Average Cycle Time (s)	95.1	98.4	-3.4	-3%
Max Hourly Throughput / booth	37.9	36.6	1.3	4%
Average Utilization	69%	72%	-3%	-4%

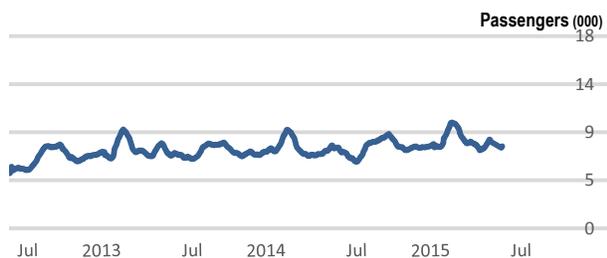
Compared to other major airports ...



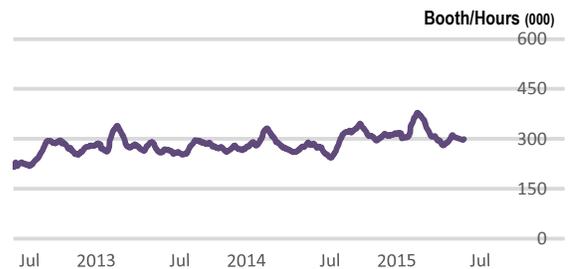
Terminal J should allow non immigrant APC usage

- **Travel is up at Miami (Terminal J).** Traveler volume increased 9% compared to last year. 10% of passengers are pre-processed with automated solutions like Global Entry and APC, up from 1% last year. With 79% non immigrants, these travelers should be allowed to use APC.
- **More booths compared to last year.** Booth hours increased 10% compared to a year ago, from 282 hours to 310 hours per day. Booth hours have kept pace with traveler volume, year to date.
- **Wait times have decreased marginally.** Year to date, average wait time is down 1 minute (from 27 minutes to 26 minutes). Additionally, 92% of Miami-J passengers wait less than 60 minutes.
- **Cycle time is 3.4 seconds faster.** Although average cycle time is down 3.4 seconds from last year, MIA Terminal J has one of the highest cycle times at 95.1 seconds. This is due to the high proportion of non-immigrant travelers (79%).

Traveler Volume ... steady growth



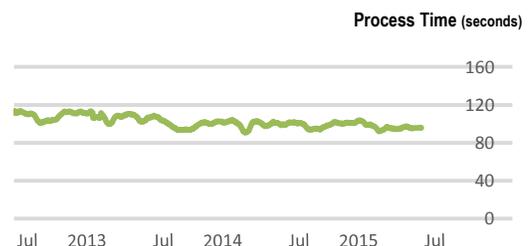
Staffing ... slight upward trend



Wait Time ... trending down slightly



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.

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		

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.
8 APC Traveler %	
0 MPC Traveler %	

MPC Counts will first appear in the May 2015 Dashboard

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.

