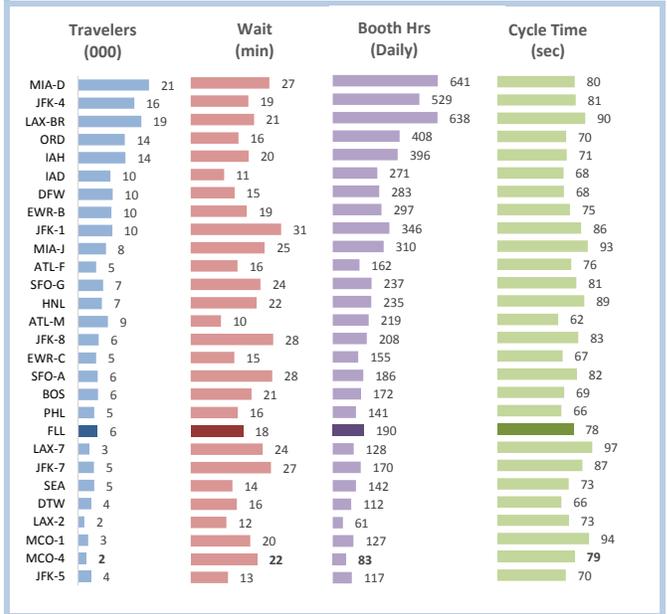


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	5,825	4,658	1,167	25%
Global Entry, APC, & MPC	35%	20%	15%	75%
Non-Automated	65%	80%	-15%	-19%
United States Citizens	46.9%	48.7%	-1.8%	-4%
Non-immigrants	44.5%	41.3%	+3.1%	8%
Legal Permanent Residents	8.6%	10.0%	-1.4%	-14%
Average Daily Flights (#)	46	44	2	6%
<b>Wait Time</b>				
Average Primary Wait (m)	17.7	25.2	-7.5	-30%
% Travelers < 60 minutes	95%	89%	6%	6%
% Travelers > 120 mins	0.14%	0.95%	-0.8%	-85%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	190	157	33	21%
<b>Efficiency</b>				
Average Cycle Time (s)	77.9	80.6	-2.7	-3%
Max Hourly Throughput / booth	46.2	44.6	1.5	3%
Average Utilization	66%	66%	0%	0%

### Compared to other major airports ...



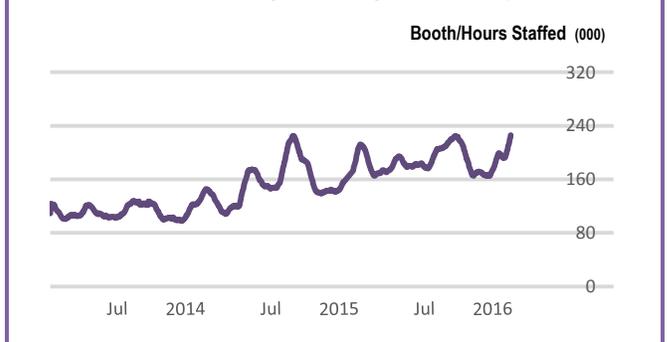
### More booths and faster processing lead to decreased wait time despite substantially more volume

- **Travel is up significantly at Fort Lauderdale.** Traveler volume (year to date) has increased 25% compared to last year. Today, 35% of FLL's passengers are confirmed with Global Entry and APC, up from 20% last year.
- **Wait times decreased by 30%.** Both increased booth staffing and Global Entry/APC usage have contributed to a substantial decrease in wait time. FLL wait times have dropped from 25.2 minutes a year ago to 17.7 minutes year to date.
- **More booths being staffed to meet demand.** Booth hours have increased significantly to meet traveler volume. Average daily booth hours have increased 21%, from 157 hours last year to 190 hours this year.
- **Staff efficiency increasing.** Average cycle time decreased by 2.7 seconds this year, leading to a max hourly throughput increase of 1.5 passengers per booth, per hour. Cycle times continue to improve at FLL as usage of automated solutions increases.

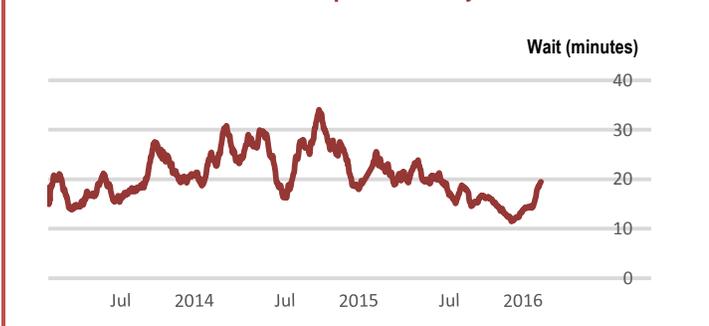
### Traveler Volume ... rapidly increasing



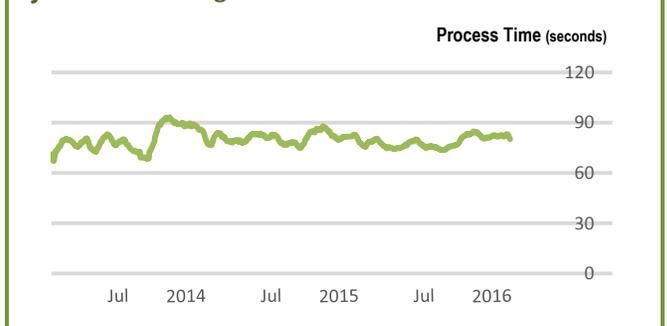
### Booth Hours ... sharp rise compared to last year



### Wait Time ... decreased compared to last year

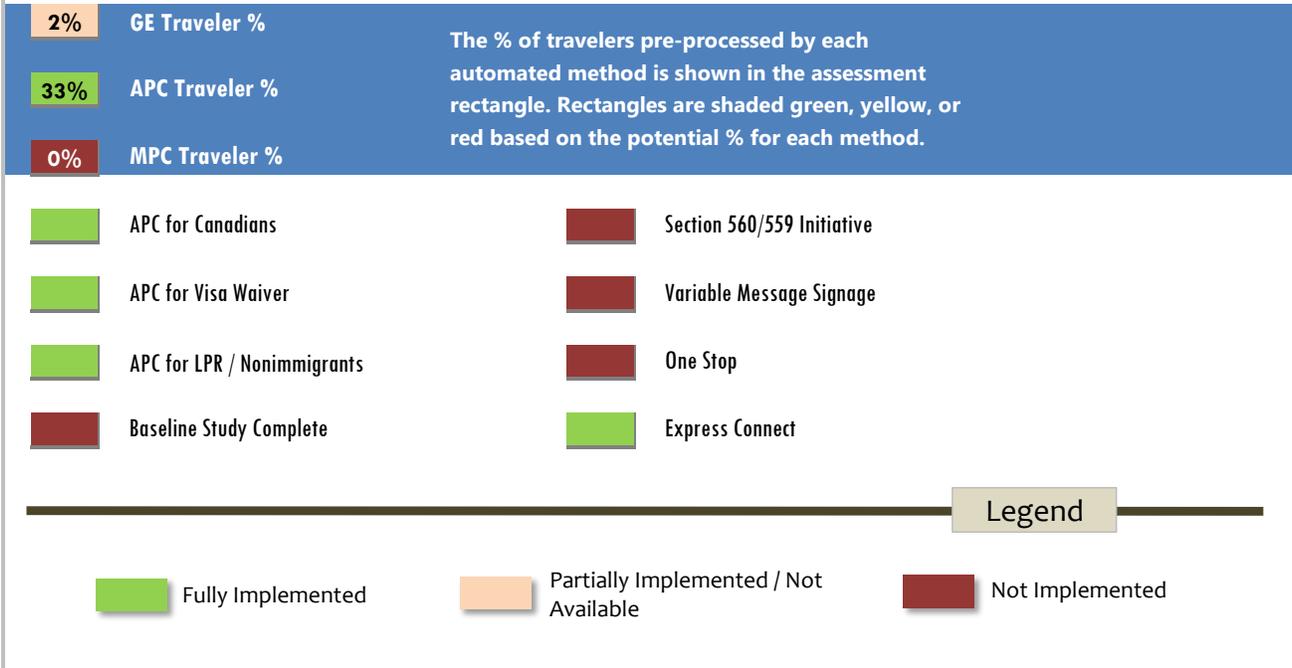


### Cycle Time ... slight downward trend



## Best Practice Inventory

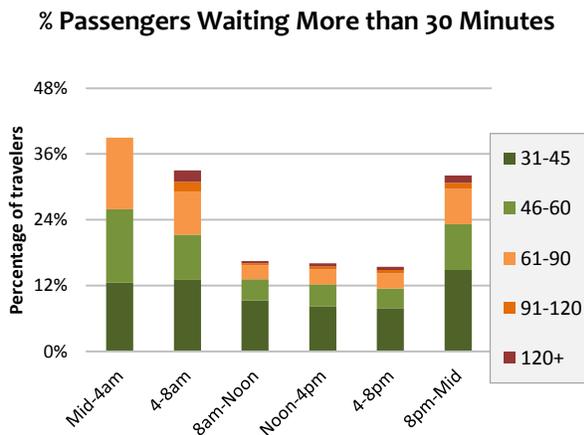
**FLL Best Practice Assessment:** FLL has implemented some of the available best practices. Most notably, 35% FLL passengers are now processed by automated technologies like Global Entry and APC. APC is available at FLL not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.



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 rectangle" 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.

### 20% of passengers wait more than 30 minutes

Year to date, approximately 6% of Ft. Lauderdale passengers wait more than 1 hour, approximately 20% of passengers wait more than 30 minutes. Between the hours of Midnight to 4am, 39% of passengers wait more than 30 minutes.



### Waits exceed 23 minutes from 8pm to 8am

FLL is busiest between 4pm and 8pm, when nearly 550 passengers arrive per hour, but average wait is just 16 minutes. In contrast, fewer than 250 passengers per hour arrive from 8pm to 8am, but waits exceed 23 minutes. Opening more booths during this time period may reduce waits.

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

