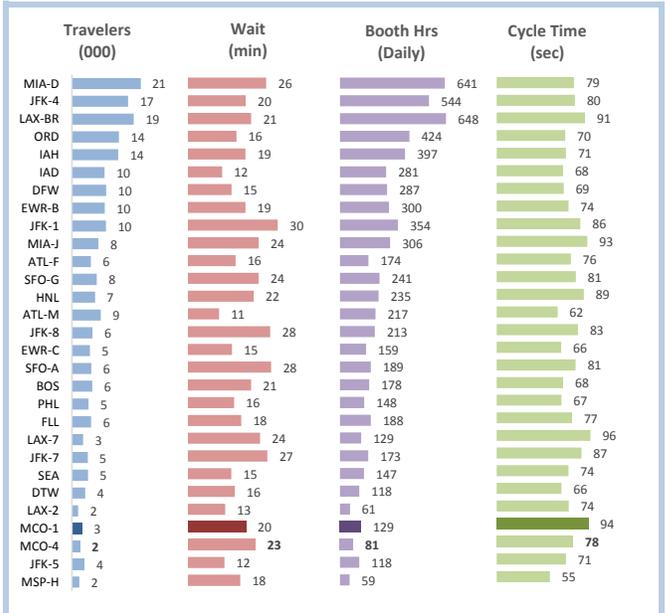


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	3,044	2,339	705	30%
Global Entry, APC, & MPC	13%	1%	12%	1200%
Non-Automated	87%	99%	-12%	-12%
United States Citizens	20.5%	22.5%	-2.0%	-9%
Non-immigrants	76.4%	73.8%	+2.6%	4%
Legal Permanent Residents	3.2%	3.7%	-0.6%	-15%
Average Daily Flights (#)	21	18	3	17%
Wait Time				
Average Primary Wait (m)	19.6	25.1	-5.5	-22%
% Travelers < 60 minutes	96%	92%	4%	4%
% Travelers > 120 mins	0.10%	0.14%	-0.0%	-29%
Primary Booth Hours				
Average Daily Booth Hours	129	90	38	42%
Efficiency				
Average Cycle Time (s)	94.1	93.0	1.1	1%
Max Hourly Throughput / booth	38.3	38.7	-0.4	-1%
Average Utilization	62%	67%	-5%	-7%

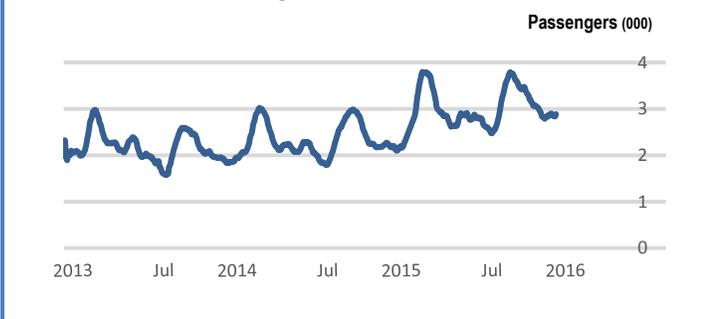
Compared to other major airports ...



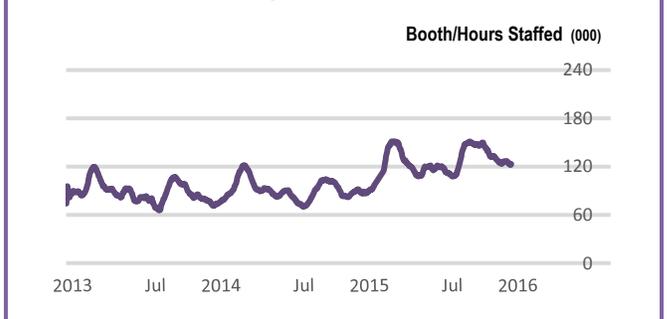
MCO-1 works harder to handle increased volume

- Travel is up 30% at Orlando Terminal 1.** Traveler volume (year to date) has increased 30% compared to last year, and nearly doubled in 3 years. Today, 13% of passengers are confirmed with Global Entry and APC.
- Wait times significantly decreased by 22%.** More booth hours have helped the average wait time decrease from 25.1 minutes last year to 19.6 minutes this year.
- More booths to meet demand.** Booth hours have increased to meet traveler volume demand. Average daily booth hours increased 42% from 90 hours last year to 129 hours this year. Passenger participation in automated system (13%) is below the National average (35%).
- Staff efficiency slightly increased.** Average cycle time increased by 1.1 seconds as a 4% increase in non-immigrant traveler share. As APC share grows, cycle time should further improve.

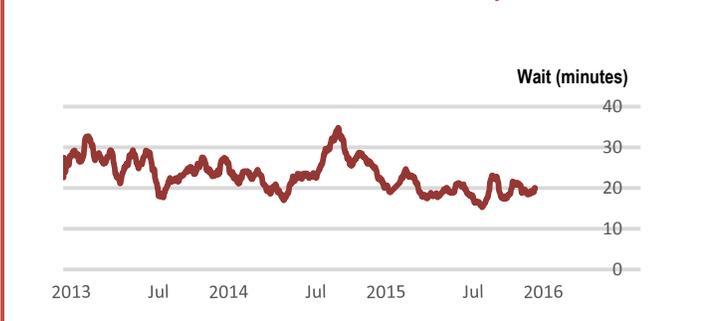
Traveler Volume ... significant increase since 2014



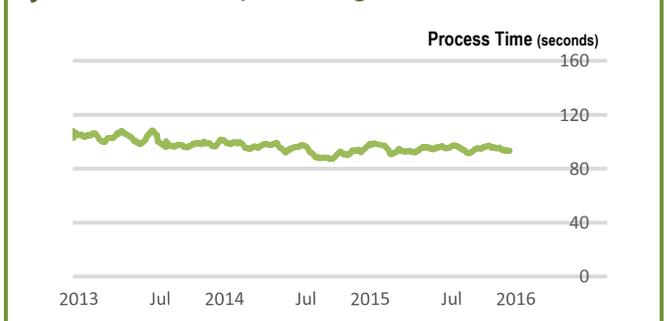
Booth Hours ... sharp increase in 2015



Wait Time ... downward trend since recent spike

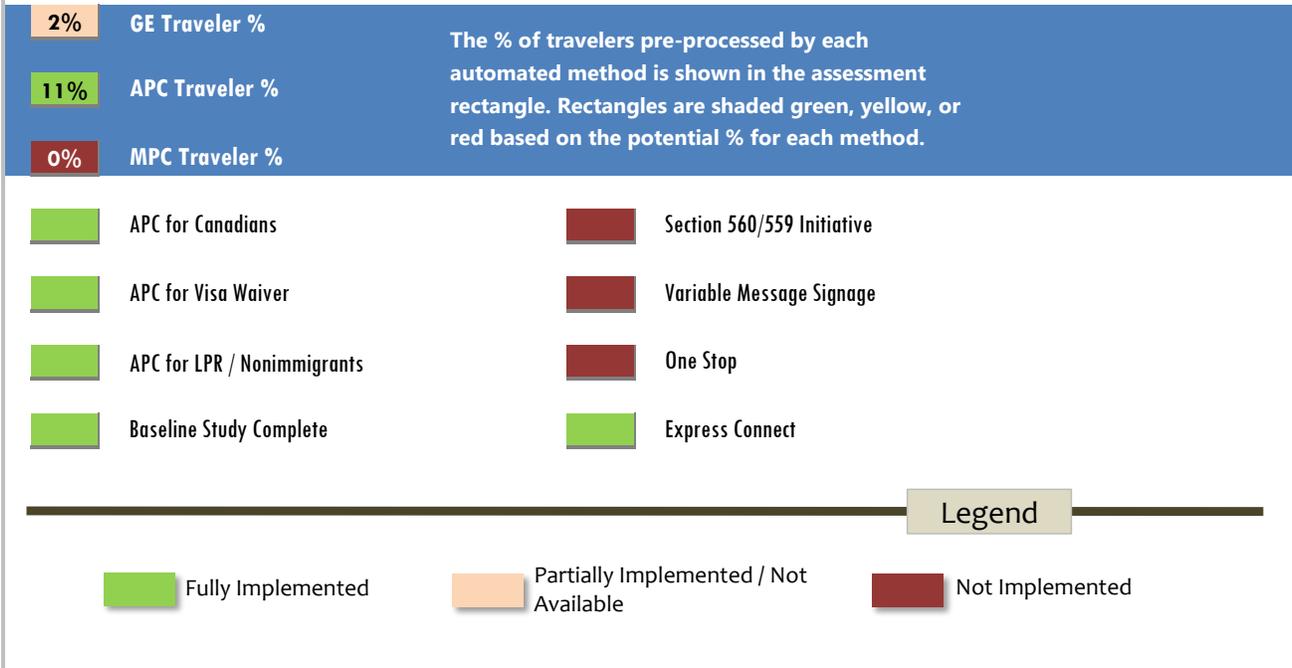


Cycle Time ... slowly decreasing



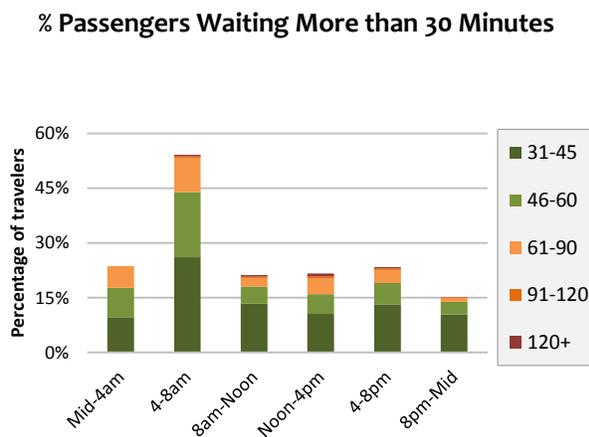
Best Practice Inventory

MCO-1 Best Practice Assessment: MCO Airside 1 has implemented many of the available best practices. Most notably, 13% of MCO Airside 1 passengers are now processed by automated technologies like Global Entry and APC. MCO Airside 1 could achieve further efficiencies as more passengers utilize APC.

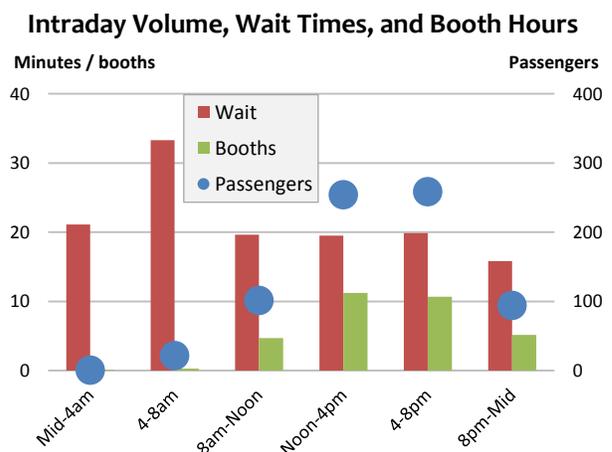


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. 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.

22% of passengers wait more than 30 minutes
 Year to date, approximately 4% of MCO Airside 1 passengers wait more than 1 hour. Between the hours of 4am to 8am, 54% of passengers wait more than 30 minutes.



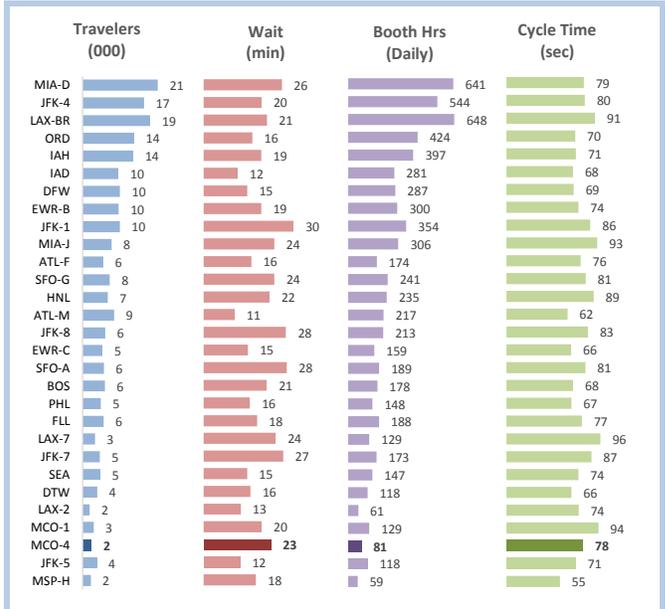
Wait times are higher from midnight to 8am.
 Despite being busiest between Noon and 8pm, MCO-1 wait times are longer in all other periods except 8pm-Midnight. Better off-peak staffing could greatly reduce MCO-1 average wait.



Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	2,452	2,159	293	14%
Global Entry, APC, & MPC	25%	18%	7%	39%
Non-Automated	75%	82%	-7%	-9%
United States Citizens	11.6%	10.3%	+1.3%	13%
Non-immigrants	87.2%	88.5%	-1.3%	-1%
Legal Permanent Residents	1.3%	1.2%	+0.0%	2%
Average Daily Flights (#)	8	7	1	9%
Wait Time				
Average Primary Wait (m)	22.8	28.3	-5.5	-20%
% Travelers < 60 minutes	95%	90%	4%	5%
% Travelers > 120 mins	0.28%	0.61%	-0.3%	-54%
Primary Booth Hours				
Average Daily Booth Hours	81	74	7	10%
Efficiency				
Average Cycle Time (s)	78.4	77.6	0.8	1%
Max Hourly Throughput / booth	45.9	46.4	-0.5	-1%
Average Utilization	66%	63%	3%	4%

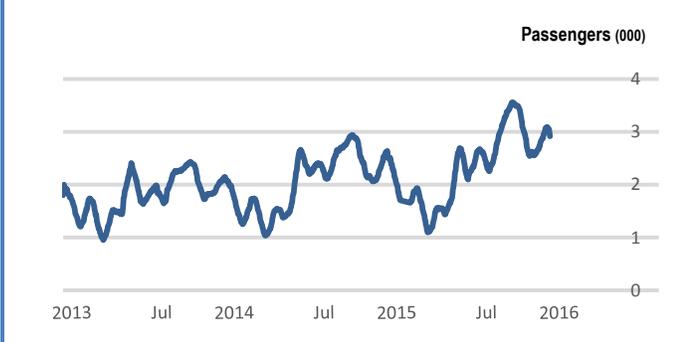
Compared to other major airports ...



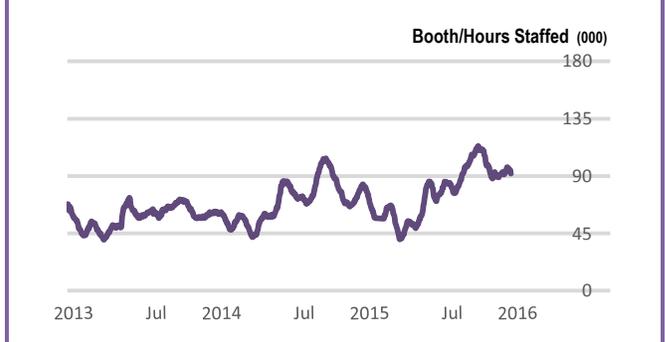
Significantly reduced waits despite more traffic

- Travel is up at Orlando Terminal 4.** Traveler volume (year to date) has increased 14% compared to last year. Today, 25% of passengers are confirmed with Global Entry and APC, up from 18% last year.
- Increased booth hours.** Booth hours increased from 74 hours last year to 81 hours this year.
- Wait time decreased.** The average wait time decreased by 20%, from 28.3 minutes last year to 22.8 minutes this year. Despite more travelers, and virtually unchanged process time, MCO-4 has improved booth allocation during high traffic periods to reduce waits.
- Slightly decreased throughput.** Throughput decreased by 0.5 passenger compared to a year ago as average cycle time increased by 0.8 seconds. As APC share grows, cycle time should further improve.

Traveler Volume ... rebounding from last year



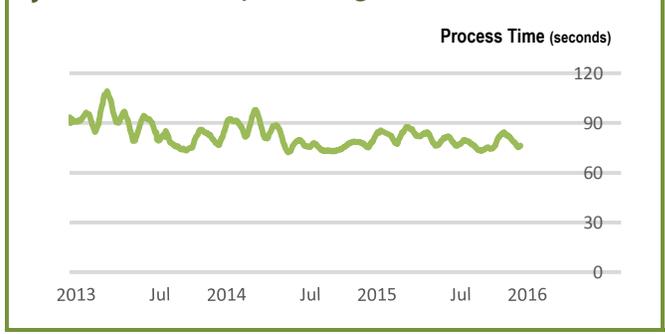
Booth Hours ... 10% more booth hours than last year



Wait Time ... downward trend

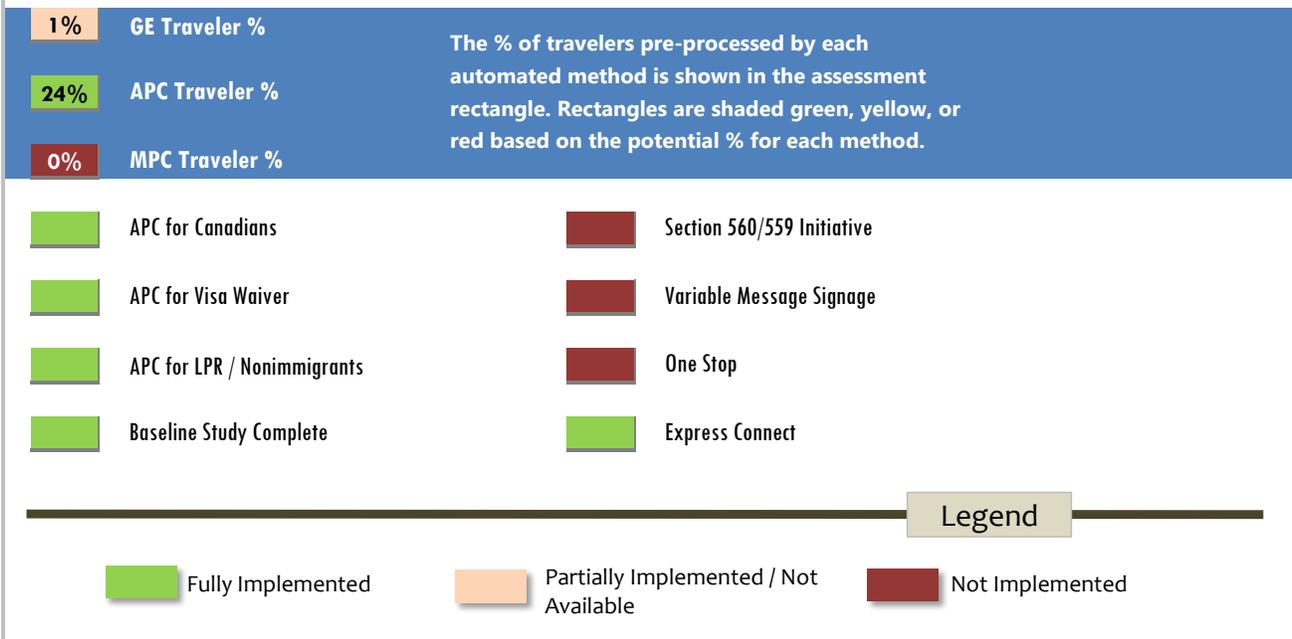


Cycle Time ... slowly decreasing



Best Practice Inventory

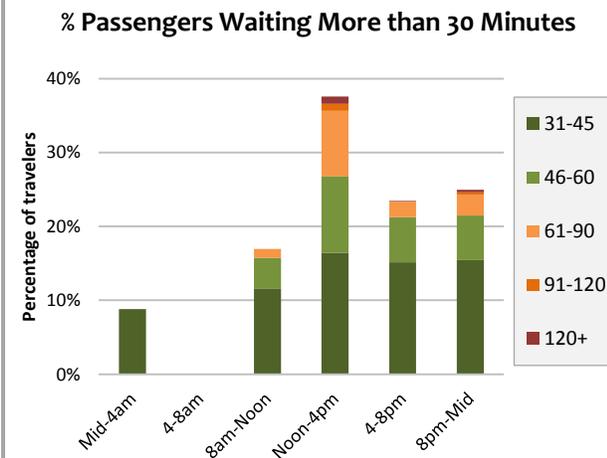
MCO-4 Best Practice Assessment: MCO-4 has implemented many of the available best practices. Automated processing such as Global Entry and APC are implemented. With 25% travelers utilizing them, there is room for growth. APC is available at MCO-4 not only to US Citizens, but also Canadians, Visa Waiver 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.

29% of passengers wait more than 30 minutes

Year to date, approximately 6% of MCO Airside 4 passengers wait more than 1 hour, approximately 29% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 38% of passengers wait more than 30 minutes.



Wait time from Noon to 4pm is the highest

The busiest hours are between 4pm and 8pm, when over 330 passengers arrive per hour. An average of 15 booths per hour are open during this time and wait time is lower than the average. Additional booths from Noon to 4pm could reduce average wait time.

