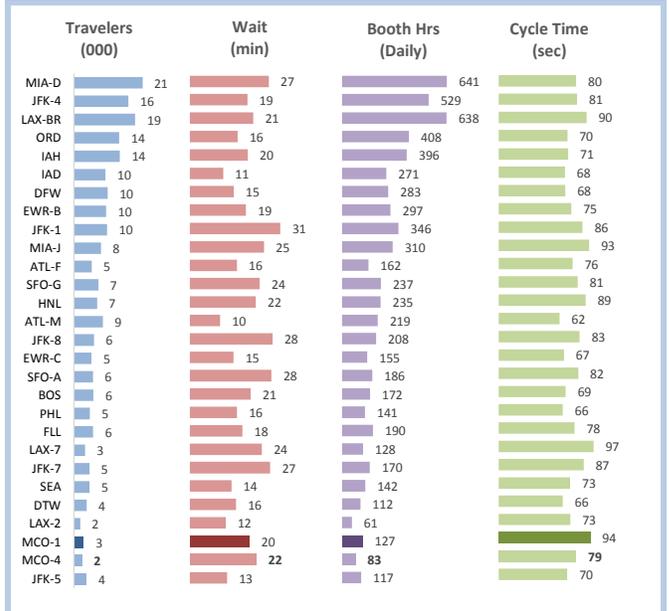


Key Metrics

| | YTD 2015 | YTD 2014 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers | 3,006 | 2,394 | 612 | 26% |
| Global Entry, APC, & MPC | 13% | 1% | 12% | 1200% |
| Non-Automated | 87% | 99% | -12% | -12% |
| United States Citizens | 20.2% | 21.1% | -0.9% | -4% |
| Non-immigrants | 76.7% | 75.5% | +1.2% | 2% |
| Legal Permanent Residents | 3.1% | 3.4% | -0.3% | -9% |
| Average Daily Flights (#) | 21 | 18 | 3 | 16% |
| Wait Time | | | | |
| Average Primary Wait (m) | 20.1 | 24.3 | -4.2 | -17% |
| % Travelers < 60 minutes | 95% | 93% | 3% | 3% |
| % Travelers > 120 mins | 0.09% | 0.12% | -0.0% | -29% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 127 | 94 | 33 | 35% |
| Efficiency | | | | |
| Average Cycle Time (s) | 94.1 | 93.5 | 0.6 | 1% |
| Max Hourly Throughput / booth | 38.2 | 38.5 | -0.2 | -1% |
| Average Utilization | 62% | 66% | -4% | -6% |

Compared to other major airports ...



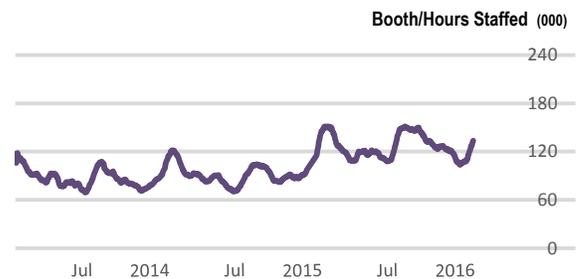
MCO-1 works harder to handle increased volume

- Travel is up 26% at Orlando Terminal 1.** Traveler volume (year to date) has increased 26% 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 17%.** More booth hours have helped the average wait time decrease from 24.3 minutes last year to 20.1 minutes this year.
- More booths to meet demand.** Booth hours have increased more than enough to meet traveler volume demand. Average daily booth hours increased 35% from 94 hours last year to 127 hours this year.
- Staff efficiency slightly increased.** Average cycle time increased by 0.6 second as non-immigrant traveler share has increased (2%). As APC share (11%) grows, cycle time should improve.

Traveler Volume ... significant increase since 2014



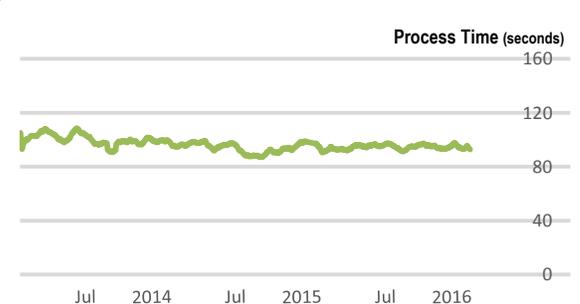
Booth Hours ... sharp increase in 2015



Wait Time ... downward trend since recent spike

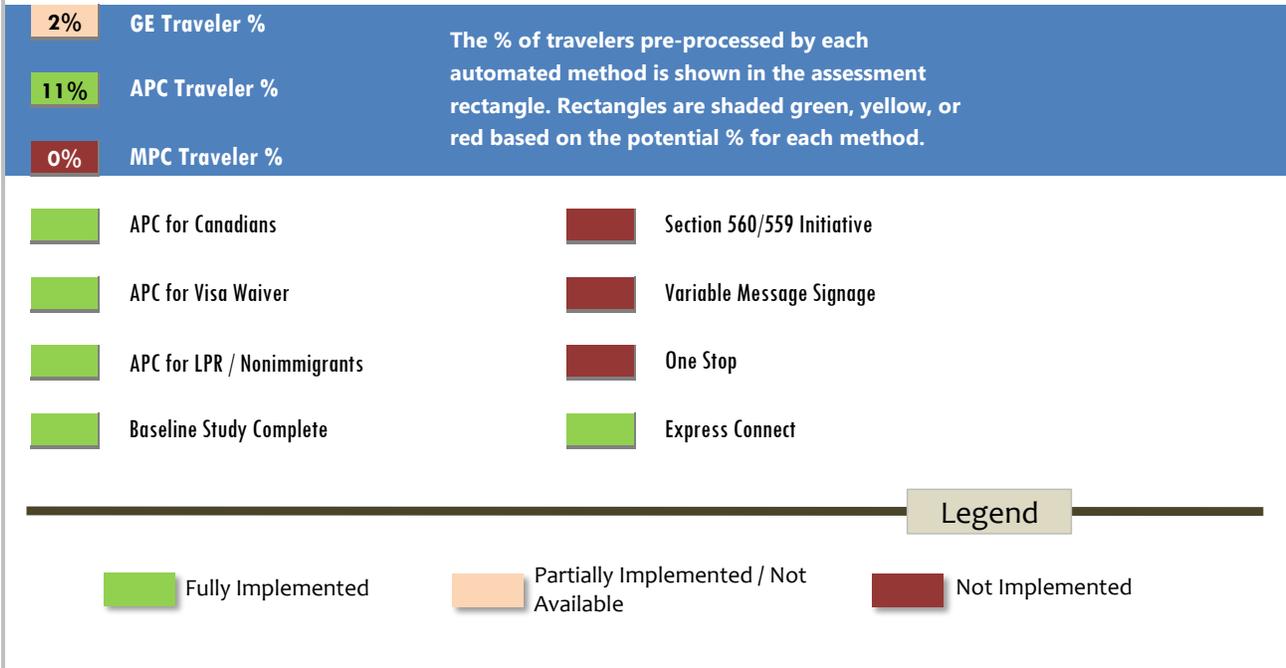


Cycle Time ... slowly decreasing



Best Practice Inventory

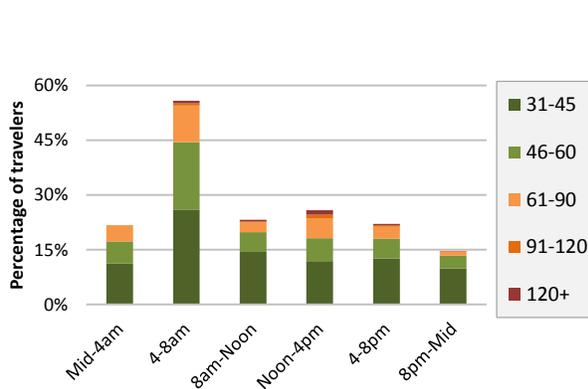
MCO-1 Best Practice Assessment: MCO Airside 1 has implemented many of the available best practices. Most notably, 13% of MCO Airside 1 passengers are now processed by automated technologies like Global Entry and APC. MCO Airside 1 could achieve further efficiencies as more passengers utilize APC.



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.

24% of passengers wait more than 30 minutes
 Year to date, approximately 5% of MCO Airside 1 passengers wait more than 1 hour. Between the hours of 4am to 8am, 56% of passengers wait more than 30 minutes.

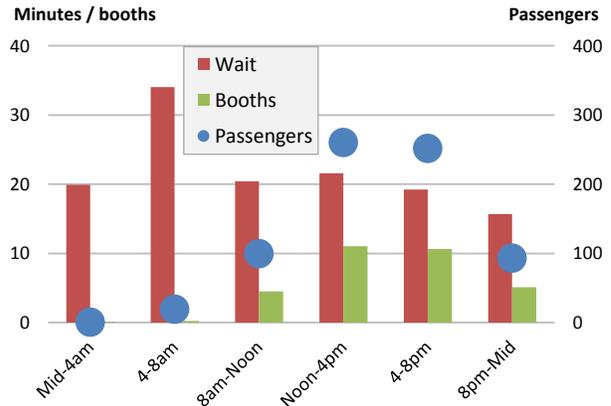
% Passengers Waiting More than 30 Minutes



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 reduce MCO-1 average wait.

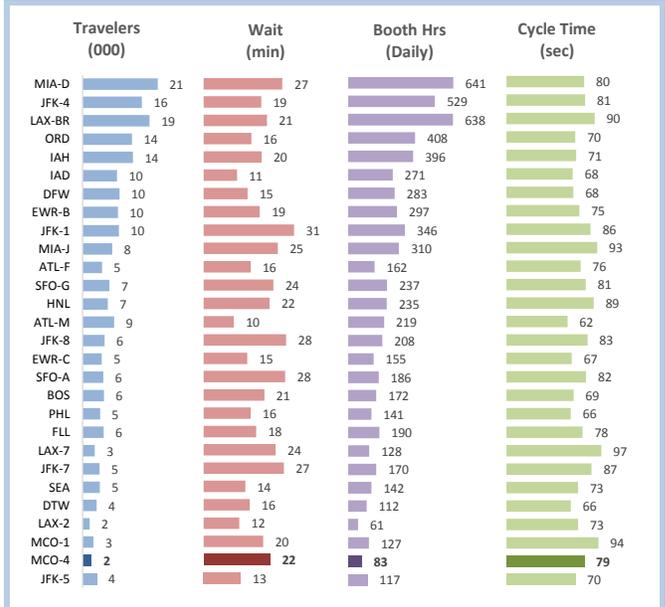
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

| | YTD 2015 | YTD 2014 | Change | % Change |
|-------------------------------|----------|----------|--------|----------|
| Volume | | | | |
| Average Daily Travelers | 2,483 | 2,089 | 395 | 19% |
| Global Entry, APC, & MPC | 25% | 18% | 7% | 39% |
| Non-Automated | 75% | 82% | -7% | -9% |
| United States Citizens | 11.8% | 10.4% | +1.4% | 13% |
| Non-immigrants | 86.9% | 88.3% | -1.4% | -2% |
| Legal Permanent Residents | 1.3% | 1.3% | +0.1% | 5% |
| Average Daily Flights (#) | 8 | 7 | 1 | 19% |
| Wait Time | | | | |
| Average Primary Wait (m) | 22.5 | 27.5 | -5.0 | -18% |
| % Travelers < 60 minutes | 95% | 91% | 4% | 5% |
| % Travelers > 120 mins | 0.24% | 0.54% | -0.3% | -55% |
| Primary Booth Hours | | | | |
| Average Daily Booth Hours | 83 | 71 | 12 | 17% |
| Efficiency | | | | |
| Average Cycle Time (s) | 79.5 | 78.2 | 1.3 | 2% |
| Max Hourly Throughput / booth | 45.3 | 46.0 | -0.7 | -2% |
| Average Utilization | 66% | 64% | 2% | 4% |

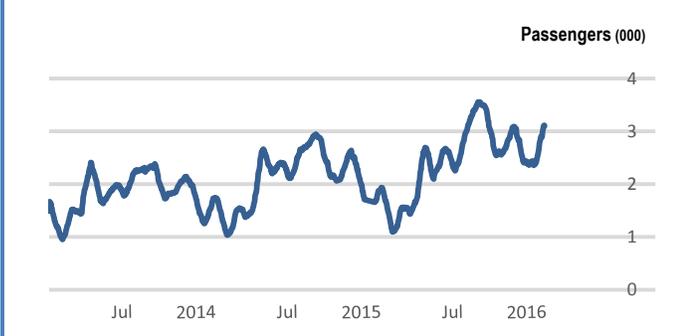
Compared to other major airports ...



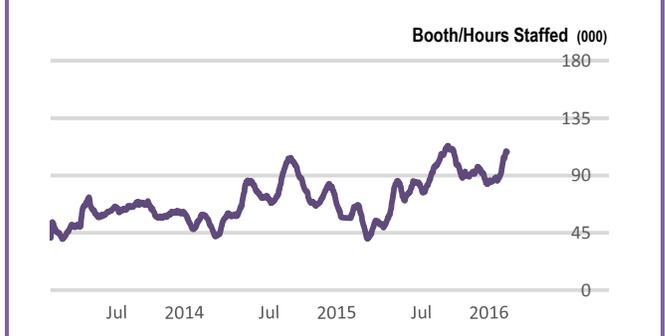
Significantly reduced waits despite more traffic

- Travel is up at Orlando Terminal 4.** Traveler volume (year to date) has increased 19% 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 71 hours last year to 83 hours this year.
- Wait time decreased.** The average wait time decreased by 18%, from 27.5 minutes last year to 22.5 minutes this year. Despite more travelers, and slightly increased cycle time, MCO-4 has improved booth allocation during high traffic periods and operated more booths to reduce waits.
- Slightly decreased throughput.** Throughput decreased by 0.7 passengers per hour compared to a year ago as average cycle time increased by 1.3 seconds. As APC share grows, cycle time should further improve.

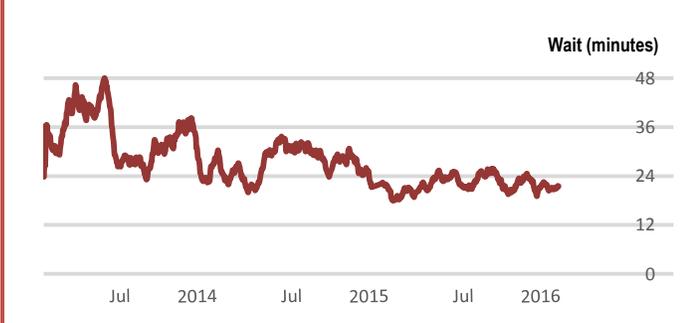
Traveler Volume ... rebounding from last year



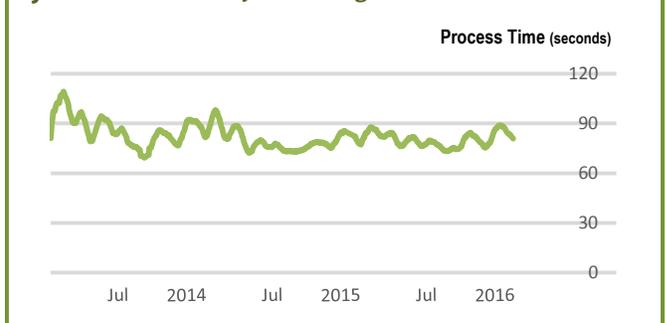
Booth Hours ... 17% more booth hours than last year



Wait Time ... downward trend

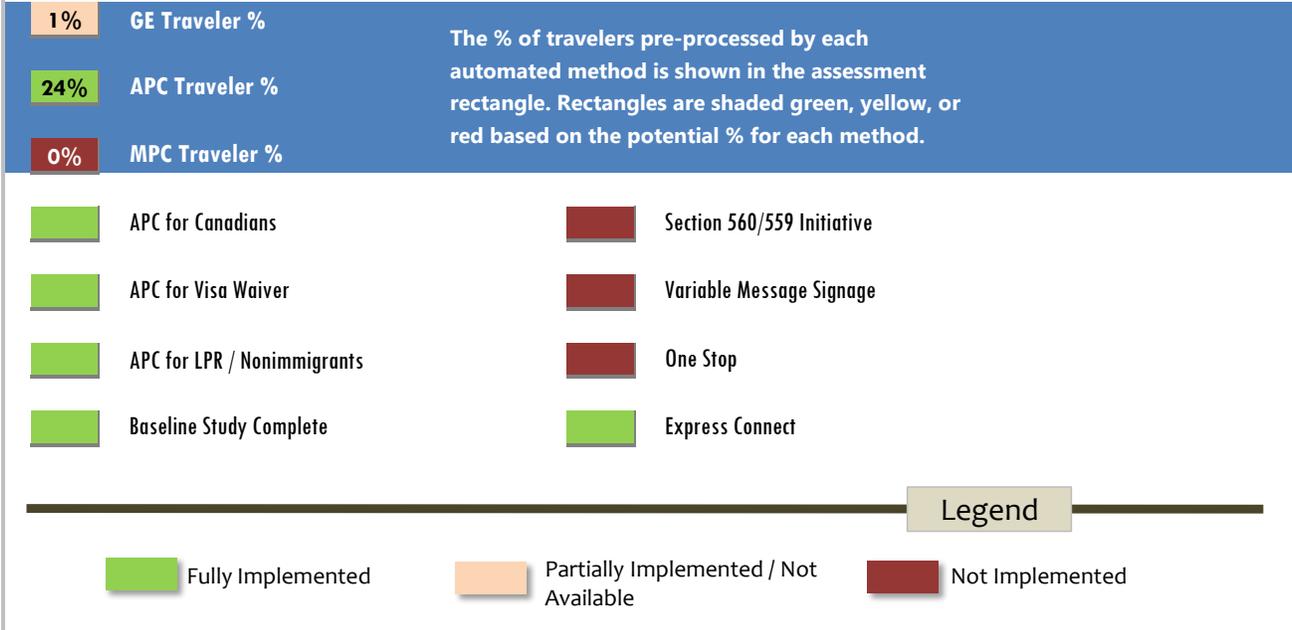


Cycle Time ... slowly decreasing



Best Practice Inventory

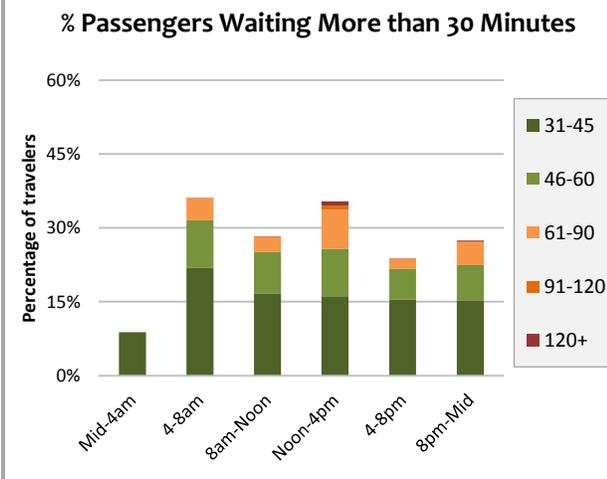
MCO-4 Best Practice Assessment: MCO-4 has implemented many of the available best practices. Automated processing such as Global Entry and APC are implemented. With 25% travelers utilizing them, there is room for growth. APC is available at MCO-4 not only to US Citizens, but also Canadians, Visa Waiver 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 5% of MCO Airside 4 passengers wait more than 1 hour, approximately 29% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 36% of passengers wait more than 30 minutes.



The highest wait times are from Noon to 4pm

The busiest hours are between 4pm and 8pm, when over 330 passengers arrive per hour. An average of 14 booths per hour are open during this time and wait time is 20 minutes. With an average 5 booths open from Noon to 4pm, waits average 26 minutes. More booths are needed during this period.

