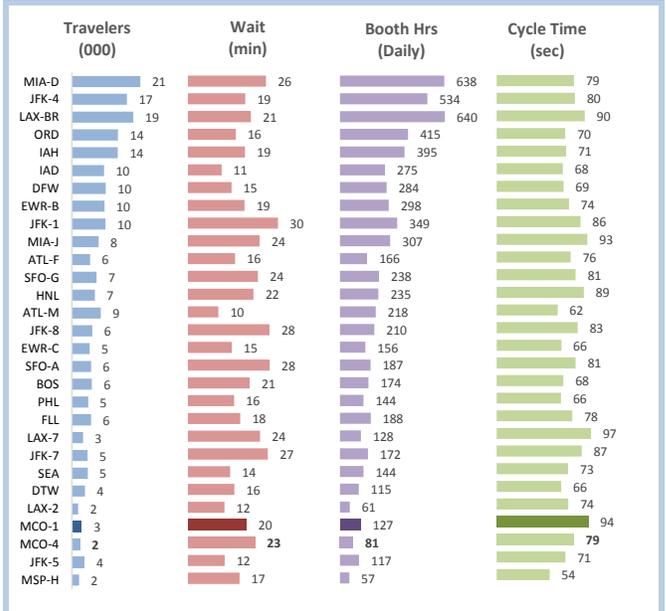


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	3,001	2,326	675	29%
Global Entry, APC, & MPC	13%	1%	12%	1200%
Non-Automated	87%	99%	-12%	-12%
United States Citizens	20.6%	22.1%	-1.5%	-7%
Non-immigrants	76.2%	74.3%	+2.0%	3%
Legal Permanent Residents	3.2%	3.6%	-0.5%	-12%
Average Daily Flights (#)	21	18	3	17%
<b>Wait Time</b>				
Average Primary Wait (m)	19.8	24.6	-4.8	-20%
% Travelers < 60 minutes	96%	92%	3%	4%
% Travelers > 120 mins	0.09%	0.13%	-0.0%	-25%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	127	91	36	40%
<b>Efficiency</b>				
Average Cycle Time (s)	94.2	93.4	0.8	1%
Max Hourly Throughput / booth	38.2	38.5	-0.3	-1%
Average Utilization	62%	67%	-5%	-7%

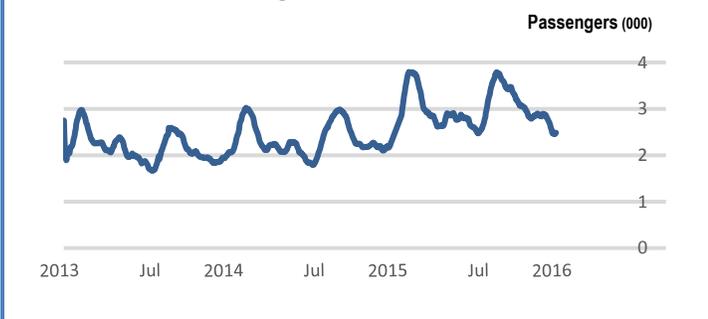
### Compared to other major airports ...



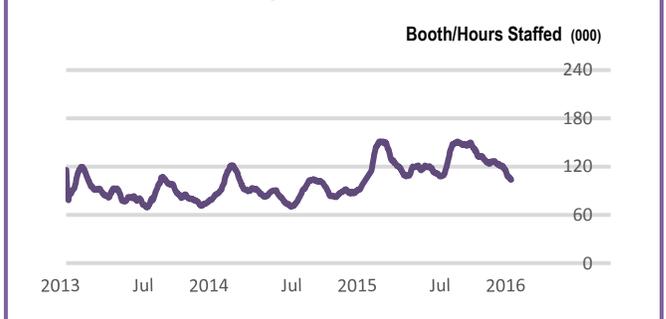
### MCO-1 works harder to handle increased volume

- **Travel is up 29% at Orlando Terminal 1.** Traveler volume (year to date) has increased 29% 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 20%.** More booth hours have helped the average wait time decrease from 24.6 minutes last year to 19.8 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 40% from 91 hours last year to 127 hours this year.
- **Staff efficiency slightly increased.** Average cycle time increased by 0.8 second as a 3% increase in non-immigrant traveler share. As APC share (13%) grows, cycle time should further improve.

### Traveler Volume ... significant increase since 2014



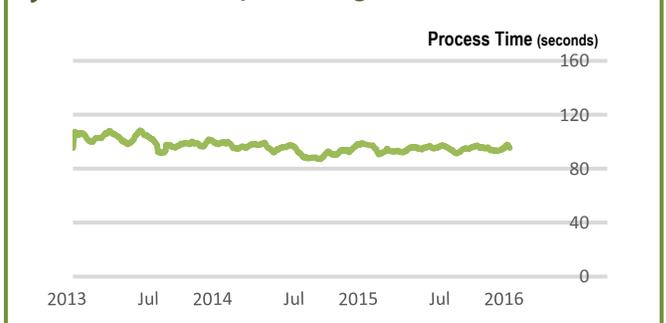
### Booth Hours ... sharp increase in 2015



### Wait Time ... downward trend since recent spike

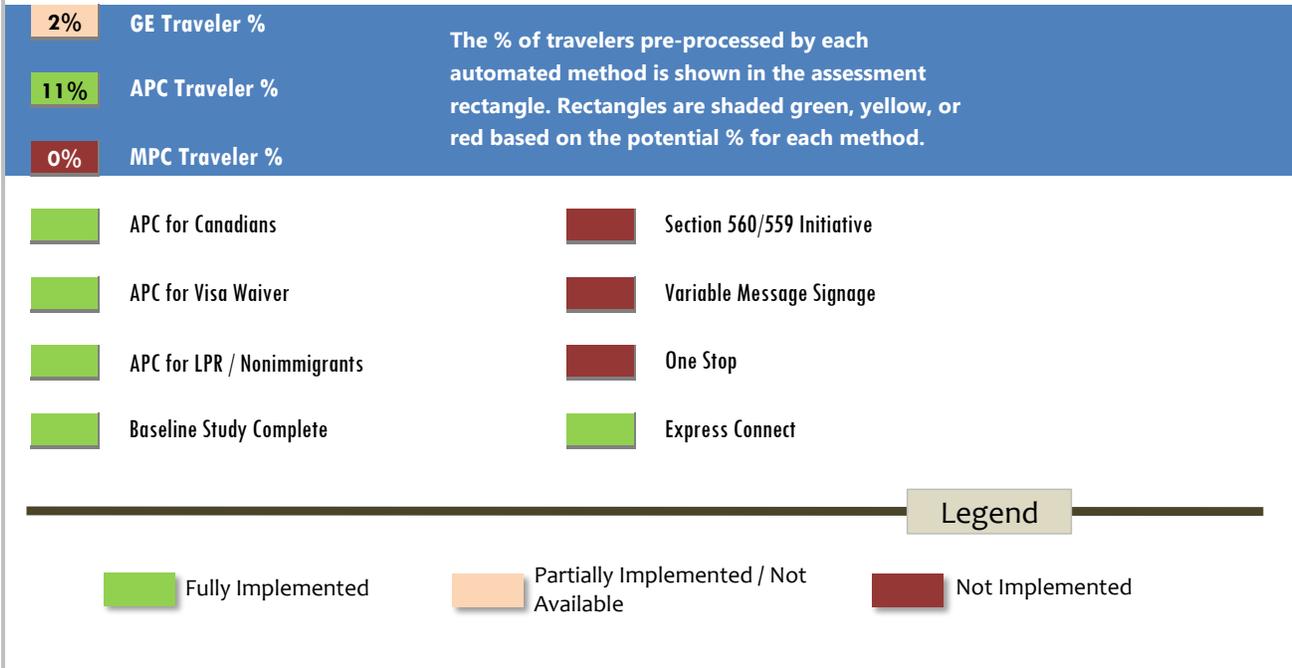


### Cycle Time ... slowly decreasing



## Best Practice Inventory

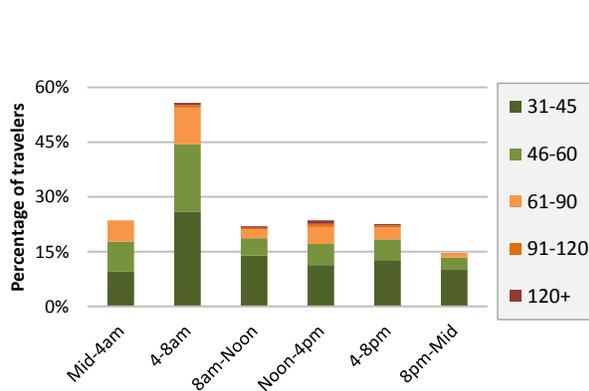
**MCO-1 Best Practice Assessment:** MCO Airside 1 has implemented many of the available best practices. Most notably, 13% of MCO Airside 1 passengers are now processed by automated technologies like Global Entry and APC. MCO Airside 1 could achieve further efficiencies as more passengers utilize APC.



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.

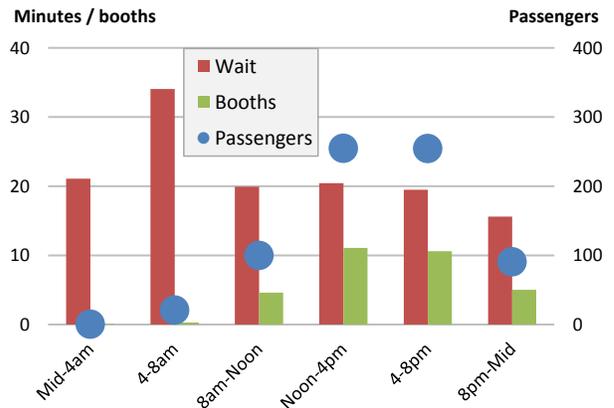
**23% of passengers wait more than 30 minutes**  
 Year to date, approximately 5% of MCO Airside 1 passengers wait more than 1 hour. Between the hours of 4am to 8am, 56% of passengers wait more than 30 minutes.

**% 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.

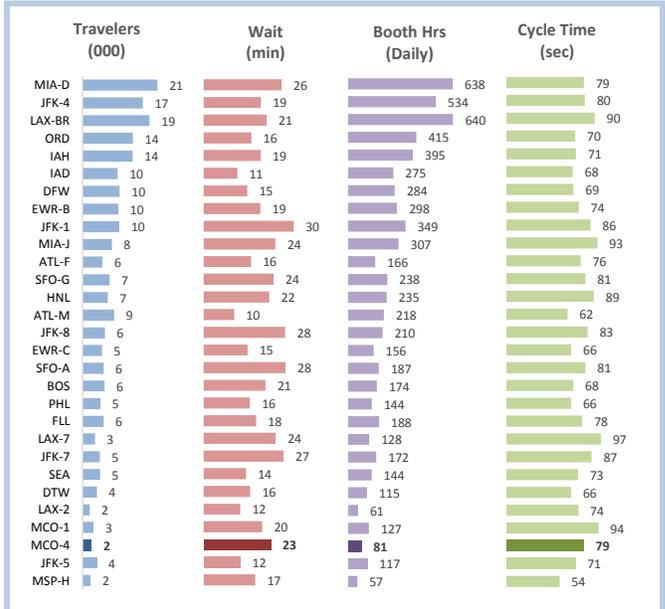
**Intraday Volume, Wait Times, and Booth Hours**



### Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	2,447	2,125	322	15%
Global Entry, APC, & MPC	26%	18%	8%	44%
Non-Automated	74%	82%	-8%	-10%
United States Citizens	11.7%	10.3%	+1.4%	14%
Non-immigrants	87.0%	88.5%	-1.5%	-2%
Legal Permanent Residents	1.3%	1.2%	+0.1%	4%
Average Daily Flights (#)	8	7	1	12%
<b>Wait Time</b>				
Average Primary Wait (m)	22.7	27.9	-5.3	-19%
% Travelers < 60 minutes	95%	91%	4%	5%
% Travelers > 120 mins	0.27%	0.57%	-0.3%	-53%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	81	72	9	13%
<b>Efficiency</b>				
Average Cycle Time (s)	79.2	78.1	1.1	1%
Max Hourly Throughput / booth	45.5	46.1	-0.6	-1%
Average Utilization	66%	64%	2%	4%

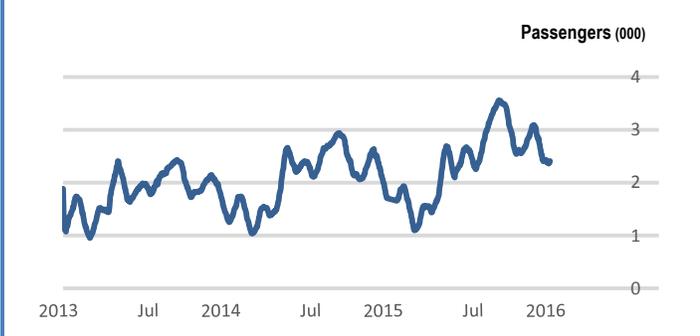
### Compared to other major airports ...



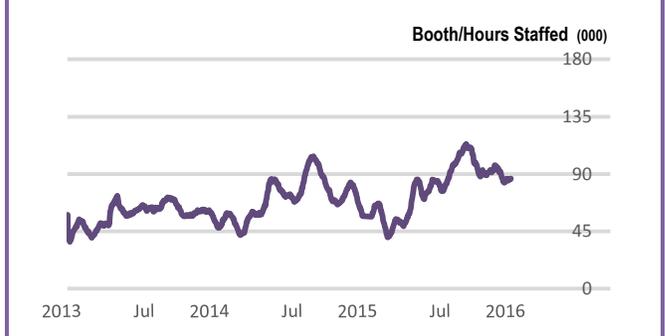
### Significantly reduced waits despite more traffic

- Travel is up at Orlando Terminal 4.** Traveler volume (year to date) has increased 15% compared to last year. Today, 26% of passengers are confirmed with Global Entry and APC, up from 18% last year.
- Increased booth hours.** Booth hours increased from 72 hours last year to 81 hours this year.
- Wait time decreased.** The average wait time decreased by 19%, from 27.9 minutes last year to 22.7 minutes this year. Despite more travelers, and slightly increased cycle time, MCO-4 has improved booth allocation during high traffic periods to reduce waits.
- Slightly decreased throughput.** Throughput decreased by 0.6 passengers per hour compared to a year ago as average cycle time increased by 1.1 seconds. As APC share grows, cycle time should further improve.

### Traveler Volume ... rebounding from last year



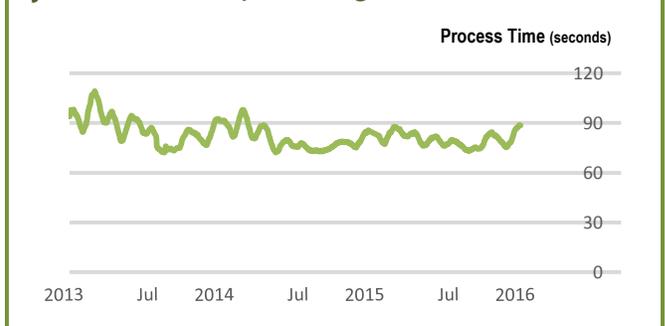
### Booth Hours ... 13% more booth hours than last year



### 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 26% 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.

<b>1%</b>	<b>GE Traveler %</b>	The % of travelers pre-processed by each automated method is shown in the assessment rectangle. Rectangles are shaded green, yellow, or red based on the potential % for each method.
<b>25%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler %</b>	

 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

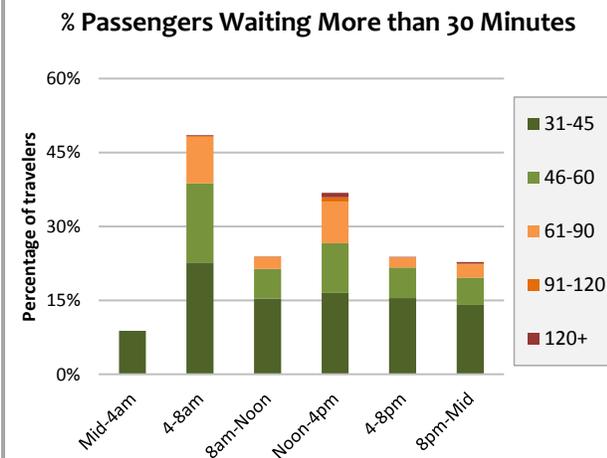
Legend

 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 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, 49% of passengers wait more than 30 minutes.



### More booths needed from Noon to 4pm

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 20 minutes. With an average 5 booths open from Noon to 4pm, waits average 26 minutes.

