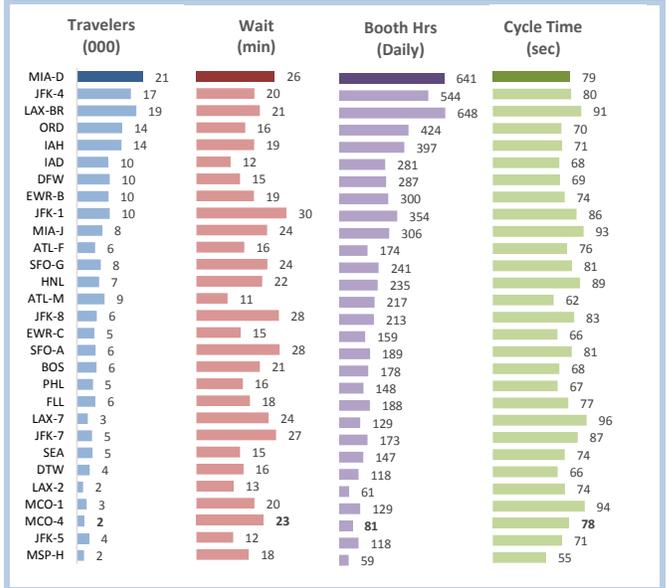


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	20,900	19,120	1,780	9%
Global Entry, APC, & MPC	33%	25%	8%	32%
Non-Automated	67%	75%	-8%	-11%
United States Citizens	40.3%	39.0%	+1.3%	3%
Non-immigrants	53.2%	54.2%	-1.0%	-2%
Legal Permanent Residents	6.5%	6.7%	-0.3%	-4%
Average Daily Flights (#)	131	130	1	1%
<b>Wait Time</b>				
Average Primary Wait (m)	26.5	23.8	2.7	11%
% Travelers < 60 minutes	91%	94%	-3%	-3%
% Travelers > 120 mins	0.41%	0.16%	+0.26%	162%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	641	678	-38	-6%
<b>Efficiency</b>				
Average Cycle Time (s)	79.2	85.9	-6.7	-8%
Max Hourly Throughput / booth	45.4	41.9	3.5	8%
Average Utilization	72%	67%	5%	7%

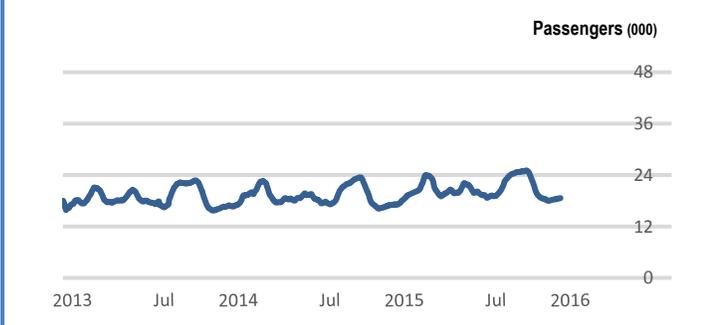
### Compared to other major airports ...



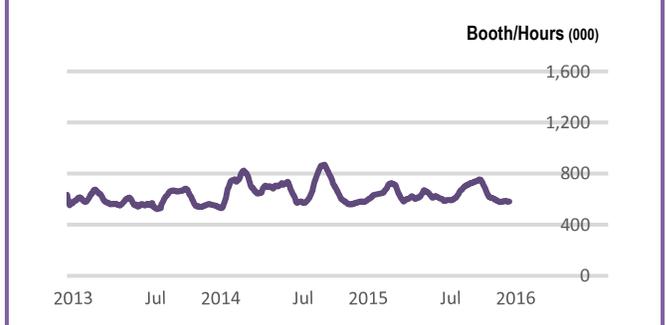
### Fewer booth hours lead to an increase in wait times

- **Travel is up at Miami Terminal D.** Traveler volume (year to date) has increased 9% compared to last year. Today, 33% of passengers are confirmed with automated solutions such as Global Entry, APC, and MPC. This is compared to 25% last year.
- **Fewer booth hours compared to last year.** Booth hours have decreased 6% compared to a year ago, from 678 hours to 641 hours per day.
- **Wait times have increased by 11%.** Year to date, average wait is 26.5 minutes, compared to 23.8 minutes last year. Fewer booth hours and more passengers have increased average waits, despite 8% faster processing.
- **Cycle time is nearly 7 seconds faster this year.** APC and Global Entry growth have combined to reduce average cycle time. Average cycle time is 6.7 seconds faster than a year ago, increasing max hourly throughput by 3.5 passengers per booth, per hour.

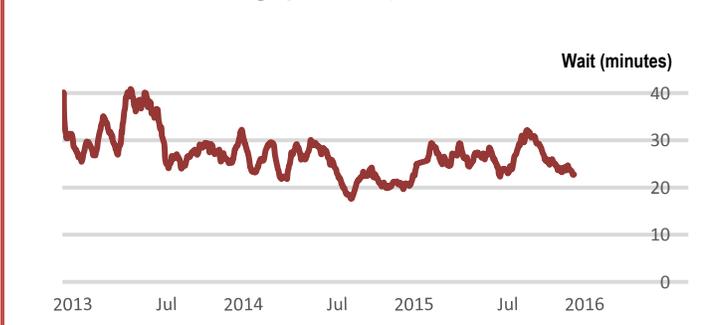
### Traveler Volume ... modest growth since 2013



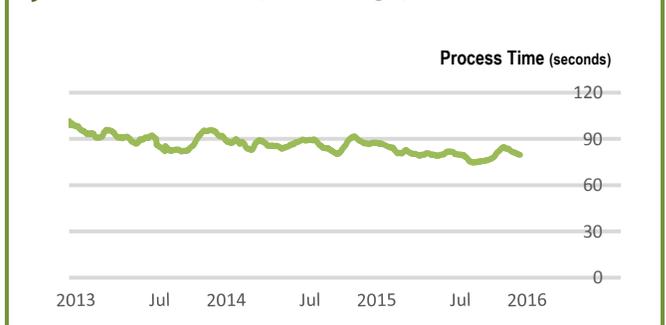
### Booth hours ... 6% fewer booths staffed than last year



### 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, 33% of passengers are now processed by automated technologies like Global Entry and APC. MPC has recently been introduced. APC is available at Terminal D not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

<b>6%</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>27%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler % (Actual 0.3388%)</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

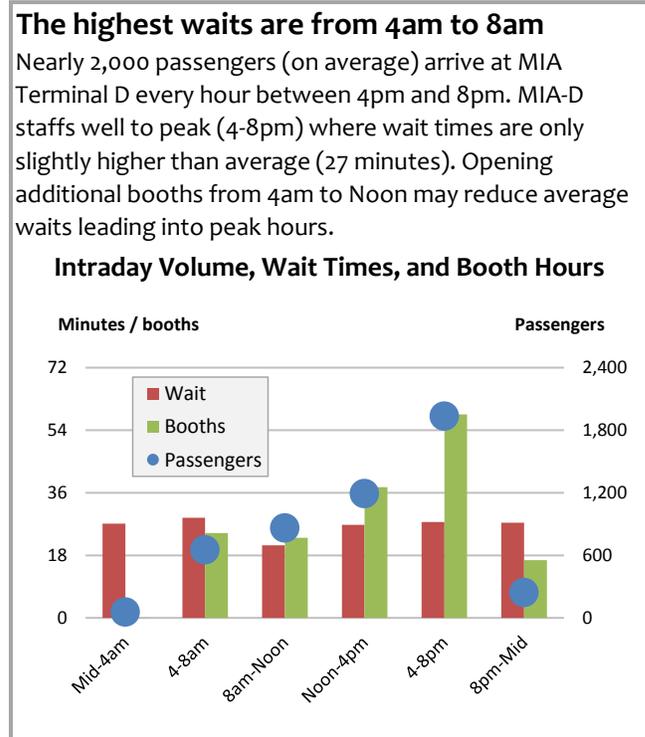
  

Legend

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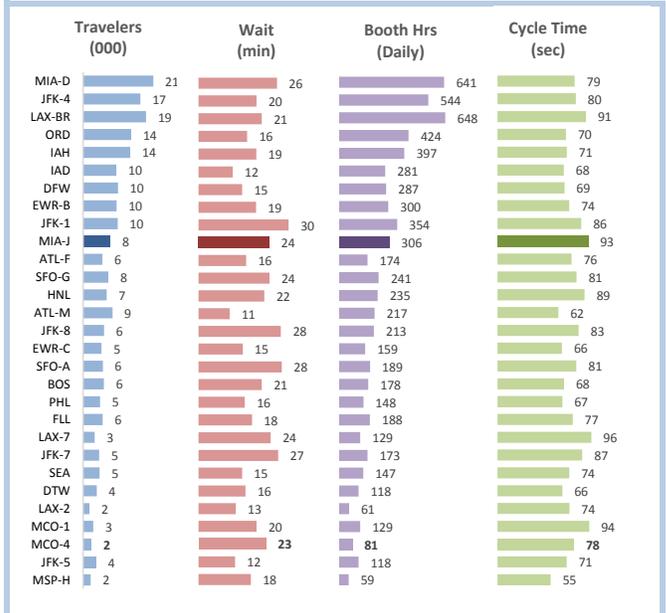
Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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



### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	8,050	7,549	501	7%
Global Entry, APC, & MPC	12%	5%	7%	140%
Non-Automated	88%	95%	-7%	-7%
United States Citizens	17.6%	18.0%	-0.5%	-3%
Non-immigrants	78.0%	77.0%	+1.0%	1%
Legal Permanent Residents	4.4%	5.0%	-0.6%	-12%
Average Daily Flights (#)	44	43	1	2%
<b>Wait Time</b>				
Average Primary Wait (m)	23.9	25.2	-1.3	-5%
% Travelers < 60 minutes	93%	94%	0%	0%
% Travelers > 120 mins	0.22%	0.11%	+0.10%	92%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	306	293	13	4%
<b>Efficiency</b>				
Average Cycle Time (s)	93.1	98.6	-5.5	-6%
Max Hourly Throughput / booth	38.7	36.5	2.2	6%
Average Utilization	68%	71%	-3%	-4%

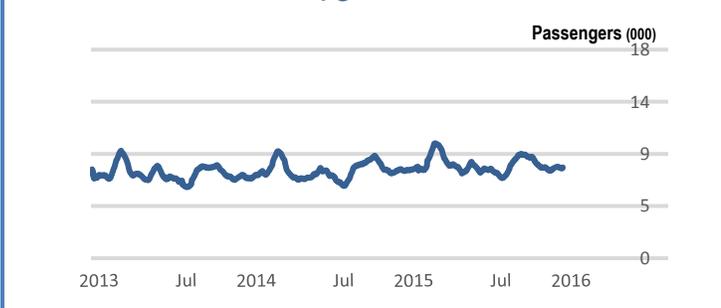
### Compared to other major airports ...



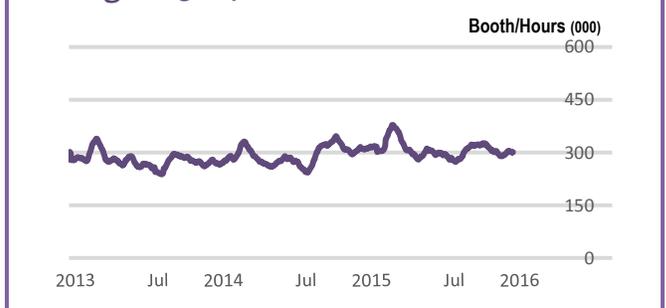
### More booths and faster processing lead to shorter waits despite more volume

- Travel is up at Miami (Terminal J).** Traveler volume increased 7% compared to last year. 12% of passengers are confirmed with automated solutions like Global Entry, APC, and MPC, up from 5% last year. Non-immigrant share has increased from 77% last year to 78% this year (Non-immigrants take roughly 2x longer to process than US citizens).
- More booths compared to last year.** Booth hours increased 4% compared to a year ago, from 293 hours to 306 hours per day. Booth hours have kept pace with traveler volume, as reflected by shorter waits.
- Wait times have decreased.** Year to date, average wait time is down 1.3 minutes (from 25.2 minutes to 23.9 minutes). 93% of passengers are being processed in under 60 minutes.
- Cycle time is 5.5 seconds faster.** Although average cycle time is down 5.5 seconds from last year, MIA Terminal J has one of the highest cycle times at 93.1 seconds. This is due to the high proportion of non-immigrant travelers (78%), and relatively low percentage of automated processing (12%). However, MIA-J's APC share (10%) is expected to increase substantially.

### Traveler Volume ... steady growth



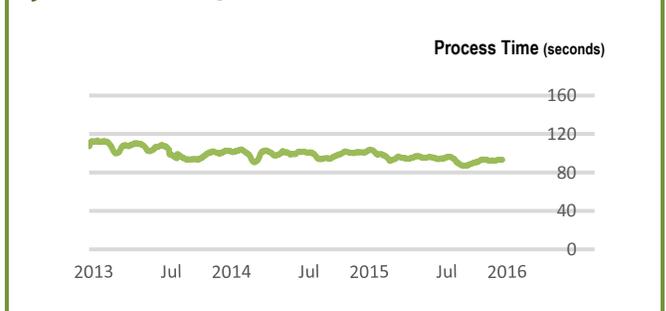
### Staffing ... slight upward trend



### Wait Time ... trending down

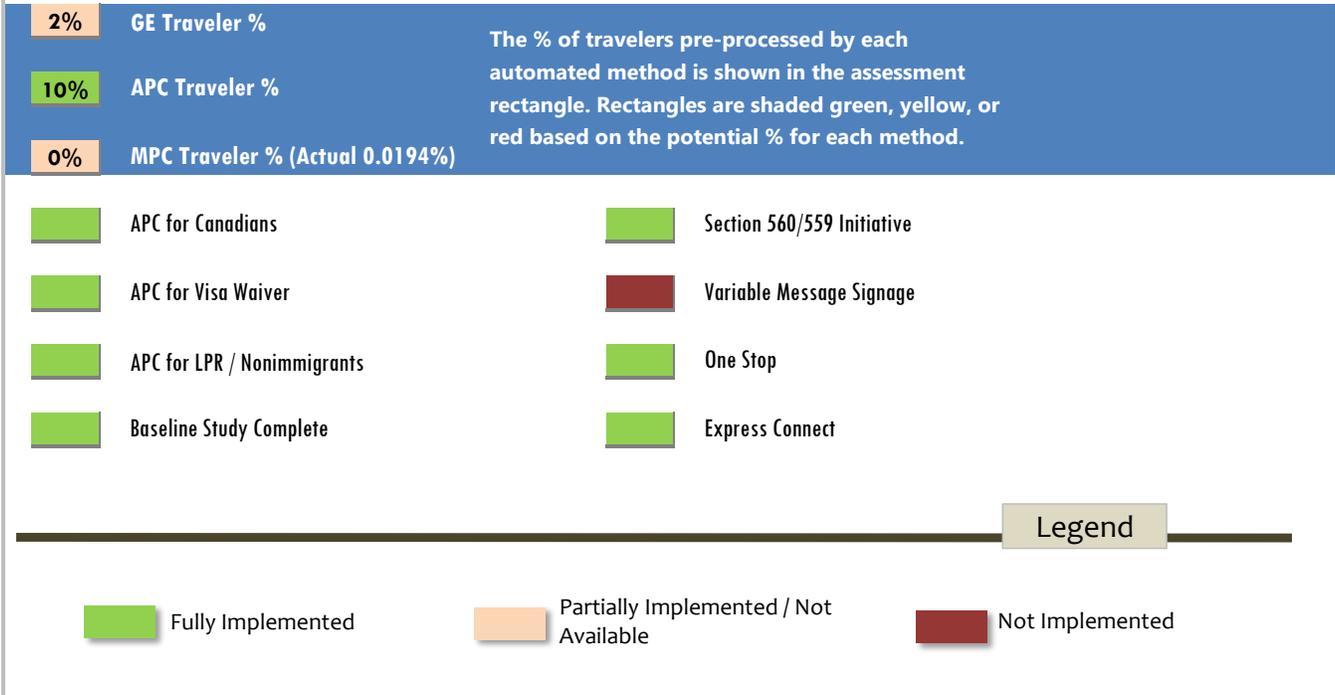


### Cycle Time ... slight downward trend



## Best Practice Inventory

**MIA Terminal J Best Practice Assessment:** MIA Terminal J has implemented many of the available best practices. Most notably, 12% of MIA-J's passengers are now processed by Global Entry, APC and MPC. As more travelers begin to utilize the best practices, MIA-J will continue to show operational improvement.

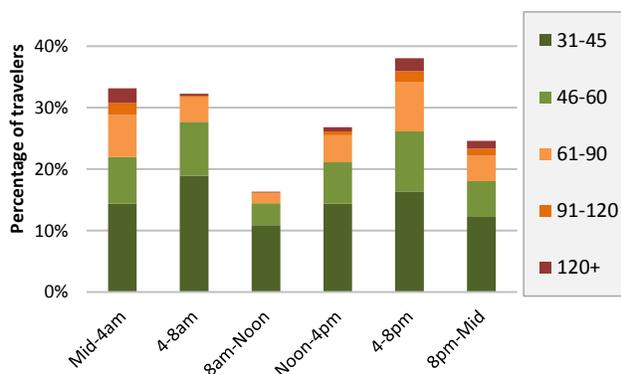


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

### 31% of passengers wait more than 30 minutes

Year to date, approximately 8% MIA of Terminal J passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 38% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### Wait times are longer in off-peak periods

MIA-J staffs booths well during the peak Noon-8pm travel period. However, wait times are nearly as long during some off-peak periods (Midnight-8am; 8pm-Midnight). Opening a few more booths during off-peak hours may reduce average wait.

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

