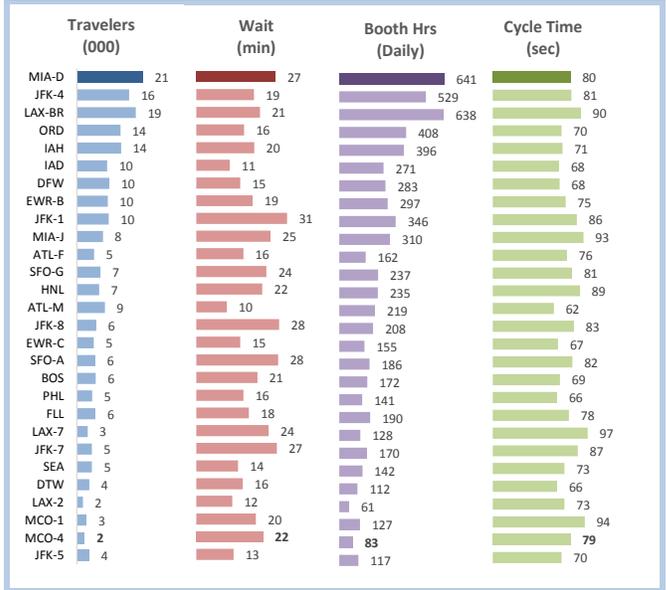


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	20,856	19,193	1,663	9%
Global Entry, APC, & MPC	33%	26%	7%	27%
Non-Automated	67%	74%	-7%	-9%
United States Citizens	39.4%	38.2%	+1.3%	3%
Non-immigrants	54.3%	55.4%	-1.1%	-2%
Legal Permanent Residents	6.3%	6.4%	-0.1%	-2%
Average Daily Flights (#)	133	131	2	2%
Wait Time				
Average Primary Wait (m)	26.6	24.2	2.4	10%
% Travelers < 60 minutes	91%	94%	-3%	-3%
% Travelers > 120 mins	0.41%	0.19%	+0.22%	117%
Primary Booth Hours				
Average Daily Booth Hours	641	670	-29	-4%
Efficiency				
Average Cycle Time (s)	79.5	85.8	-6.2	-7%
Max Hourly Throughput / booth	45.3	42.0	3.3	8%
Average Utilization	72%	68%	4%	5%

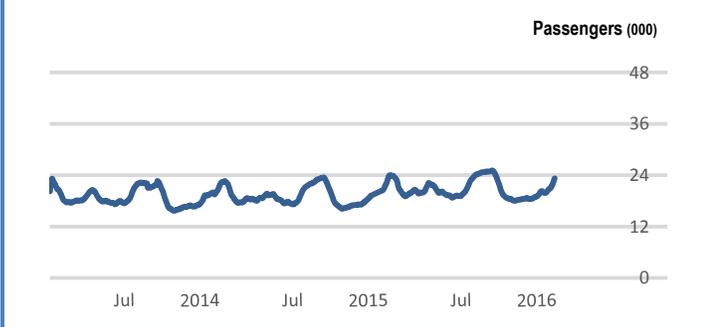
Compared to other major airports ...



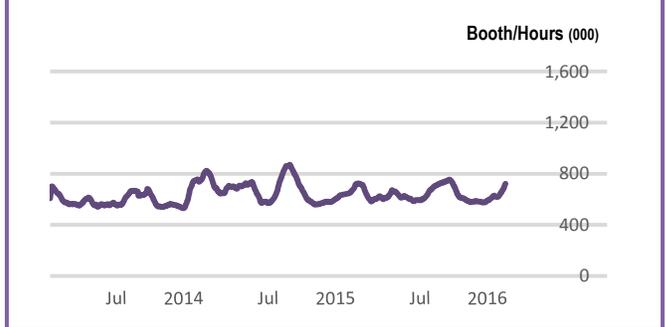
Miami volume trends higher, but fewer booths have increased waits

- Travel is up at Miami Terminal D.** Traveler volume (year to date) has increased 9% compared to last year. While most airports have enjoyed higher volume for the last 3 years, Miami volume only recently has increased.
- Fewer booth hours compared to last year.** Booth hours have decreased 4% compared to a year ago, from 670 hours to 641 hours per day.
- Wait times have increased by 10%.** Year to date, average wait is 26.6 minutes, compared to 24.2 minutes last year. Fewer booth hours and more passengers have increased average waits, despite 7% faster processing.
- Cycle time is 6.2 seconds faster this year.** APC and Global Entry growth have combined to reduce average cycle time. Average cycle time is 6.2 seconds faster than a year ago, increasing max hourly throughput by 3.3 passengers per booth, per hour.

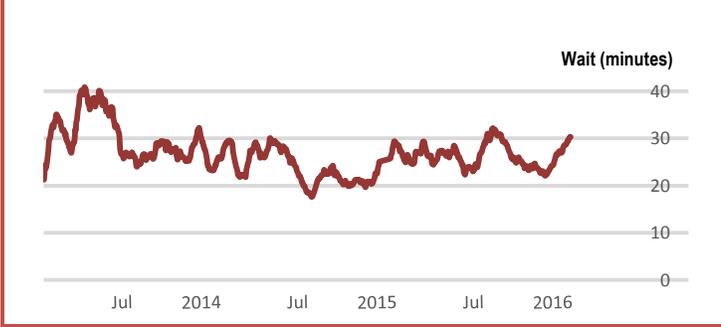
Traveler Volume ... modest growth since 2013



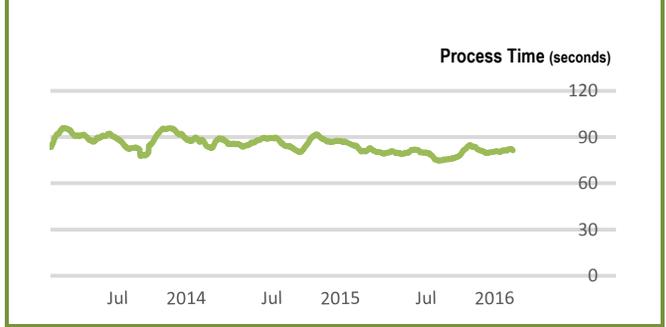
Booth hours ... 4% fewer booths staffed than last year



Wait Time ... trending up since July 2014

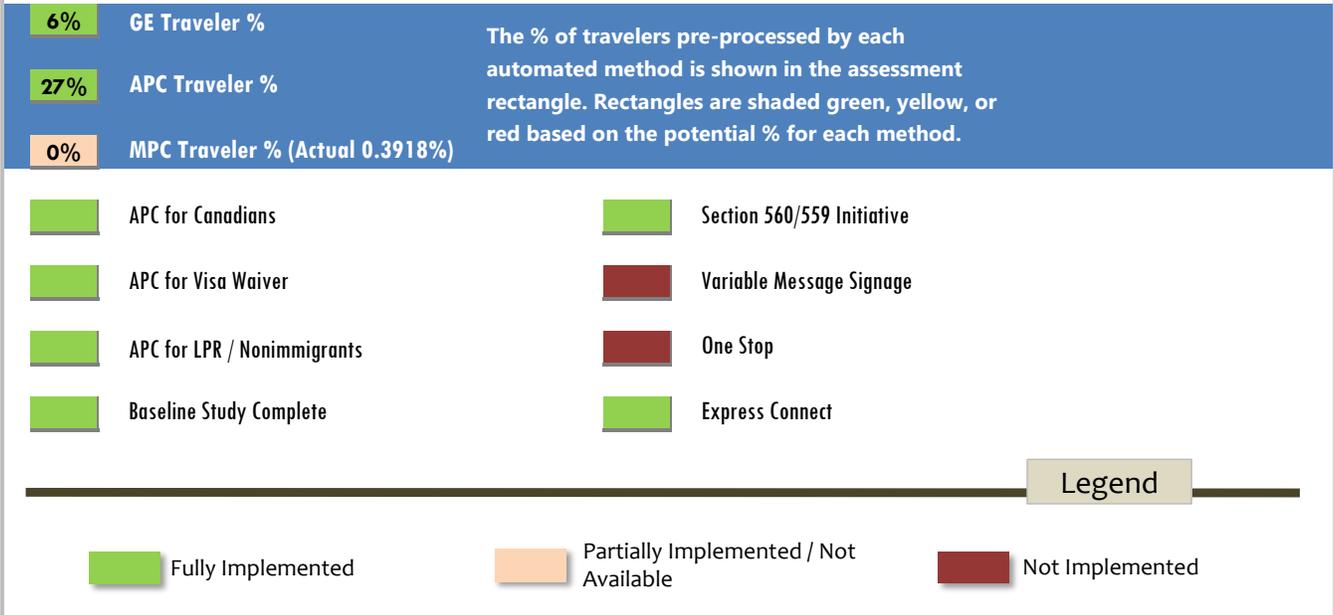


Cycle Time ... steadily decreasing cycle times



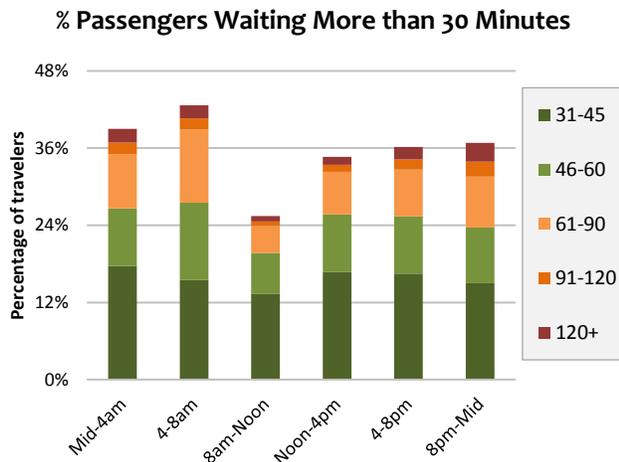
Best Practice Inventory

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.

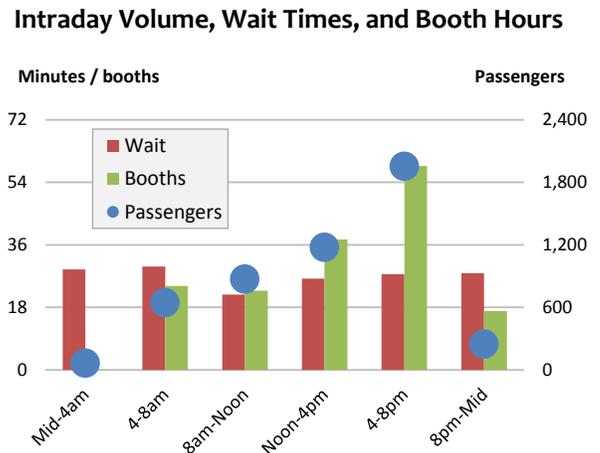


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

35% of passengers wait more than 30 minutes
 Year to date, approximately 10% MIA of Terminal D passengers wait more than 1 hour. Between the hours of 4am to 8am, 43% of passengers wait more than 30 minutes.



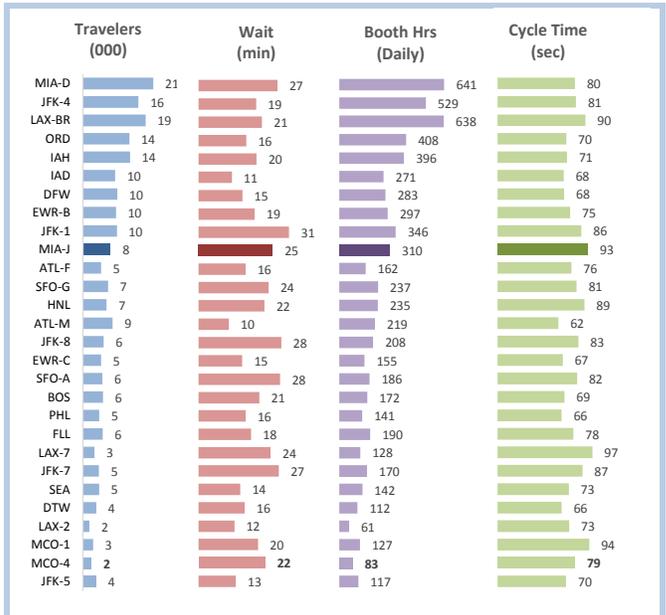
MIA-D staffs well to traffic volume
 Over 1,950 passengers (on average) arrive at MIA Terminal D every hour between 4pm and 8pm. MIA-D staffs well to peak (4-8pm) where wait times are only slightly higher than average (26.6 minutes).



Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	8,207	7,660	547	7%
Global Entry, APC, & MPC	13%	5%	8%	160%
Non-Automated	87%	95%	-8%	-8%
United States Citizens	17.0%	17.1%	-0.1%	0%
Non-immigrants	78.8%	78.3%	+0.5%	1%
Legal Permanent Residents	4.3%	4.7%	-0.4%	-9%
Average Daily Flights (#)	44	43	1	3%
Wait Time				
Average Primary Wait (m)	25.0	25.4	-0.4	-2%
% Travelers < 60 minutes	92%	93%	-1%	-1%
% Travelers > 120 mins	0.36%	0.11%	+0.25%	239%
Primary Booth Hours				
Average Daily Booth Hours	310	299	11	4%
Efficiency				
Average Cycle Time (s)	92.9	98.6	-5.7	-6%
Max Hourly Throughput / booth	38.8	36.5	2.3	6%
Average Utilization	68%	70%	-2%	-3%

Compared to other major airports ...



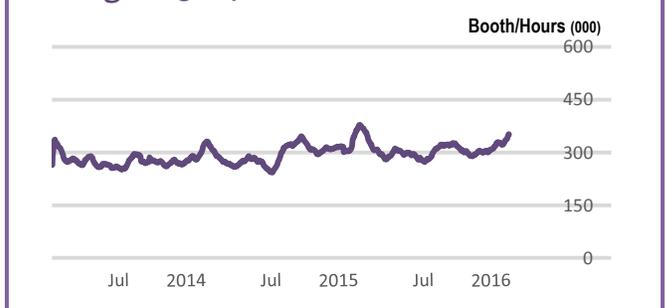
More booths and faster processing lead to shorter waits despite more volume

- **Travel is up at Miami (Terminal J).** Traveler volume increased 7% compared to last year. 13% of passengers are confirmed with automated solutions like Global Entry, APC, and MPC, up from 5% last year. Non-immigrant share has increased from 78.3% last year to 78.8% 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 299 hours to 310 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 0.4 minutes (from 25.4 minutes to 25 minutes). 92% of passengers are being processed in under 60 minutes.
- **Cycle time is 5.7 seconds faster.** Although average cycle time is down 5.7 seconds from last year, MIA Terminal J has one of the highest cycle times at 92.9 seconds. This is due to the high proportion of non-immigrant travelers (78.8%), and relatively low percentage of automated processing (13%). However, MIA-J's APC share (11%) is expected to increase substantially.

Traveler Volume ... steady growth



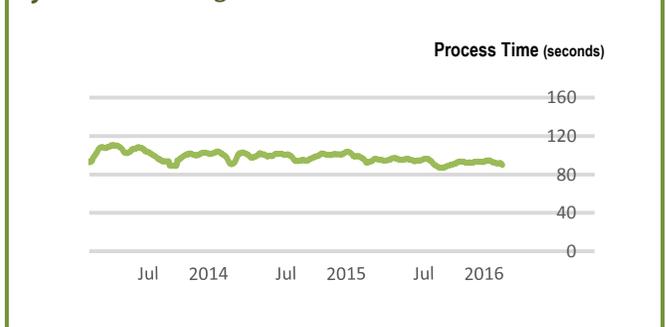
Staffing ... slight upward trend



Wait Time ... trending down

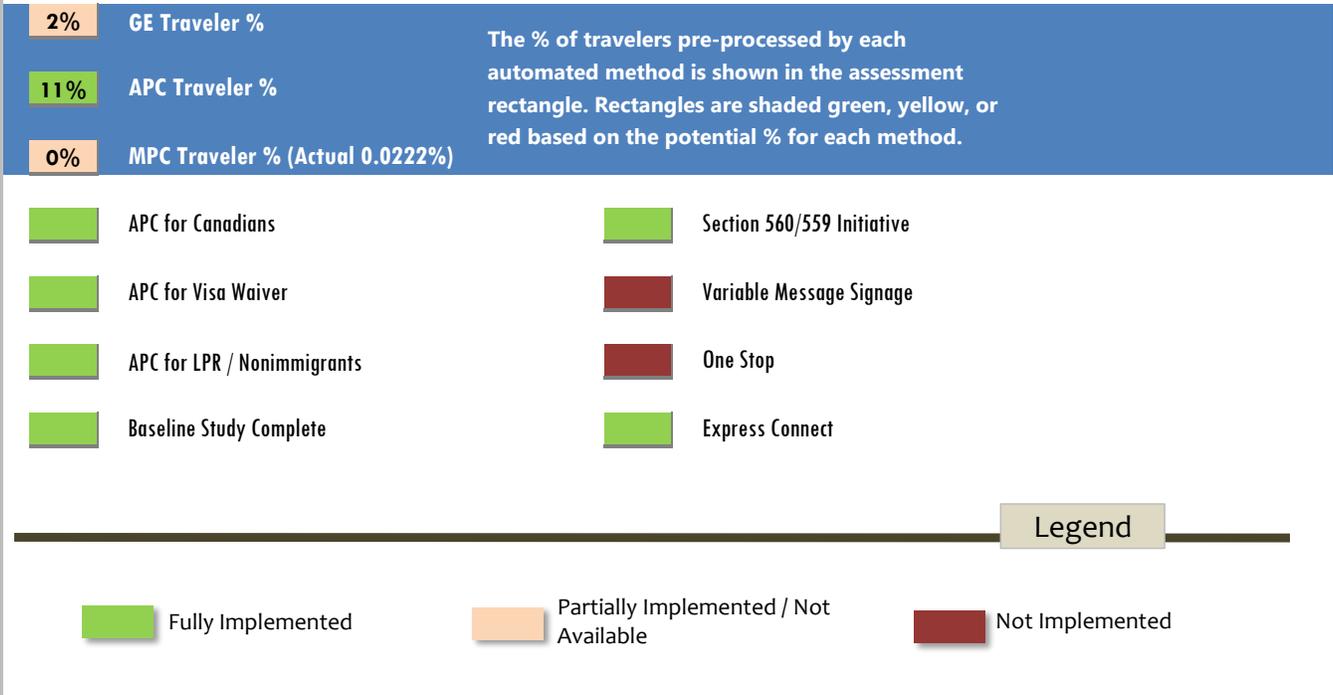


Cycle Time ... slight downward trend



Best Practice Inventory

MIA Terminal J Best Practice Assessment: MIA Terminal J has implemented many of the available best practices. Most notably, 13% 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.

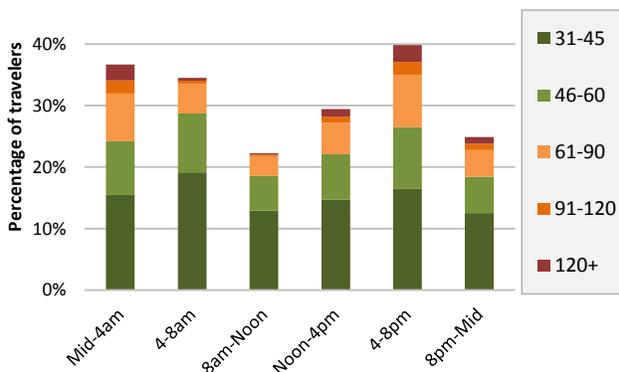


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

33% of passengers wait more than 30 minutes

Year to date, approximately 9% MIA of Terminal J passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 40% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



MIA-J staffs well to volume

MIA-J staffs booths well during the peak Noon-8pm travel period. However, wait times are slightly higher than off-peak periods. Opening a few more booths during off-peak hours may reduce average waits leading into peak hours.

Intraday Volume, Wait Times, and Booth Hours

