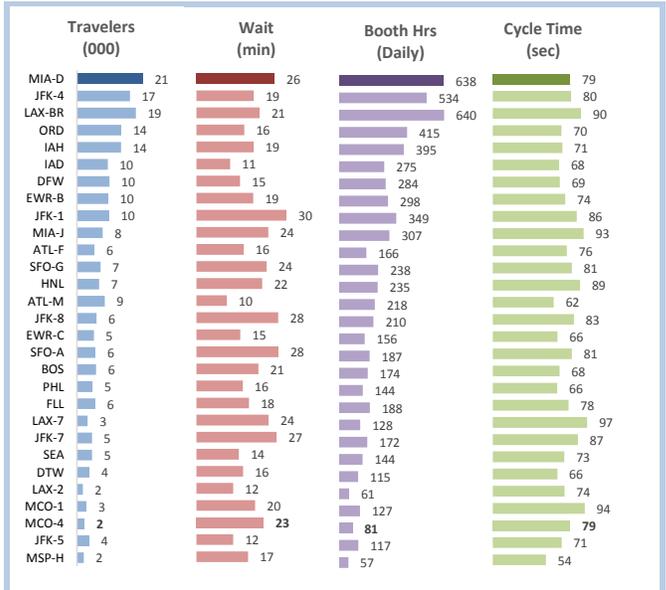


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	20,774	19,032	1,742	9%
Global Entry, APC, & MPC	33%	25%	8%	32%
Non-Automated	67%	75%	-8%	-11%
United States Citizens	40.0%	38.7%	+1.3%	3%
Non-immigrants	53.5%	54.7%	-1.2%	-2%
Legal Permanent Residents	6.5%	6.6%	-0.2%	-3%
Average Daily Flights (#)	131	130	1	1%
Wait Time				
Average Primary Wait (m)	26.4	23.9	2.5	10%
% Travelers < 60 minutes	91%	94%	-3%	-3%
% Travelers > 120 mins	0.40%	0.17%	+0.23%	134%
Primary Booth Hours				
Average Daily Booth Hours	638	671	-33	-5%
Efficiency				
Average Cycle Time (s)	79.3	86.0	-6.7	-8%
Max Hourly Throughput / booth	45.4	41.9	3.5	8%
Average Utilization	72%	68%	4%	6%

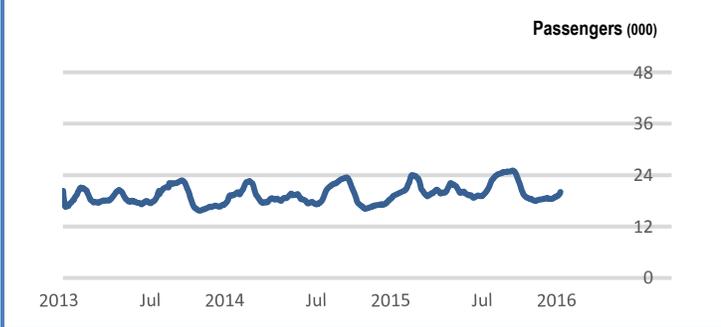
Compared to other major airports ...



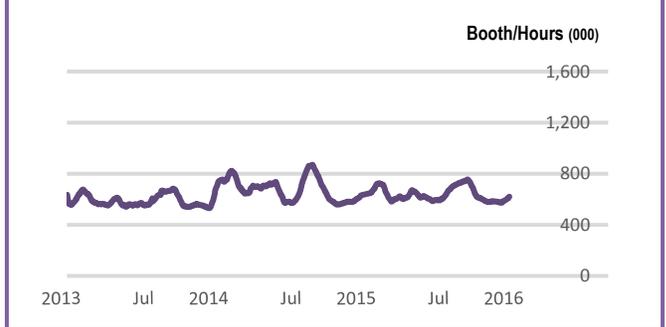
Miami volume trends higher

- 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 same time, Miami volume only recently has increased.
- Fewer booth hours compared to last year.** Booth hours have decreased 5% compared to a year ago, from 671 hours to 638 hours per day.
- Wait times have increased by 10%.** Year to date, average wait is 26.4 minutes, compared to 23.9 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.

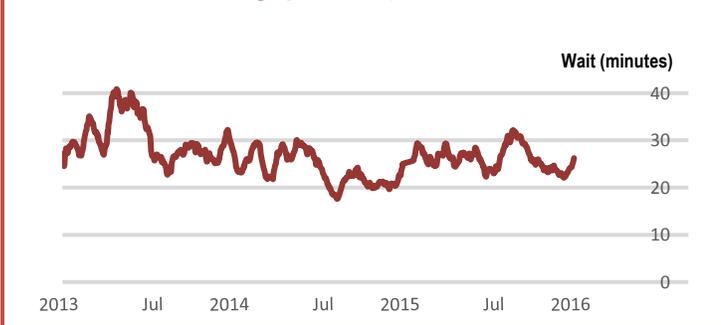
Traveler Volume ... modest growth since 2013



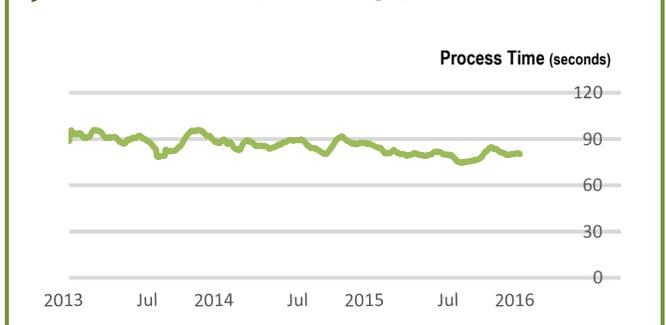
Booth hours ... 5% fewer booths staffed than last year



Wait Time ... trending up since July 2014

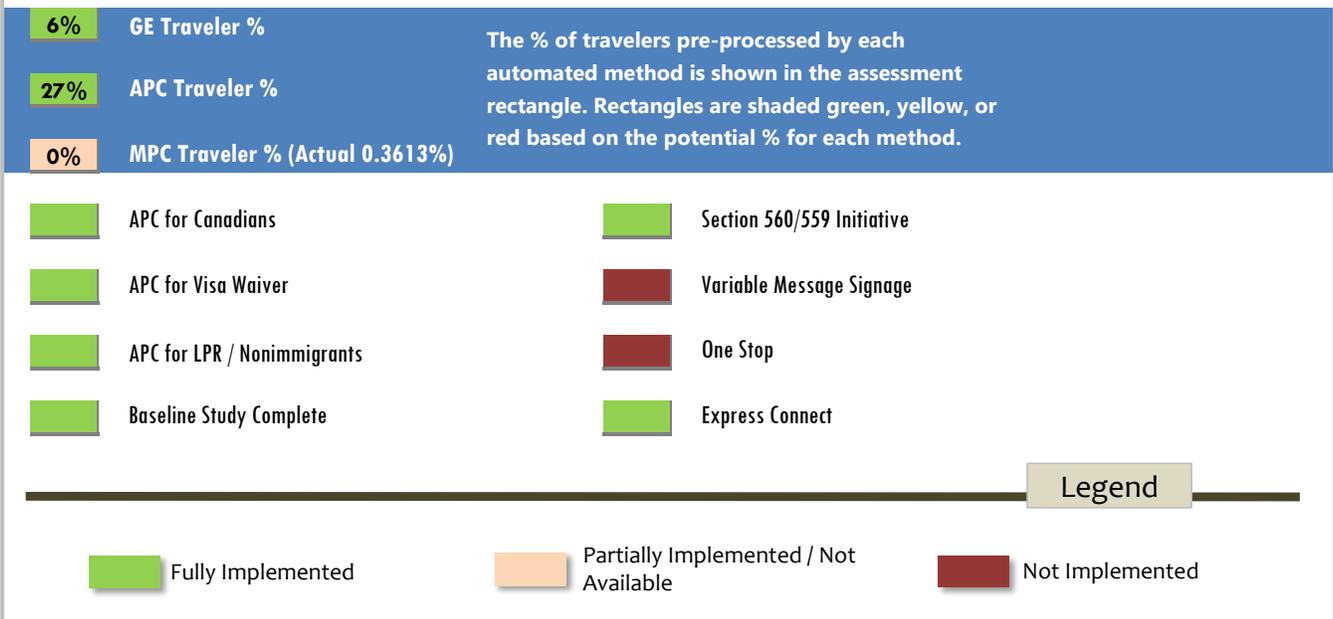


Cycle Time ... steadily decreasing cycle times



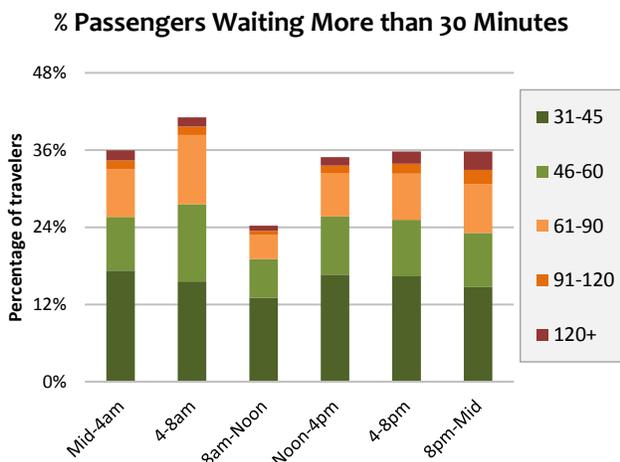
Best Practice Inventory

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.

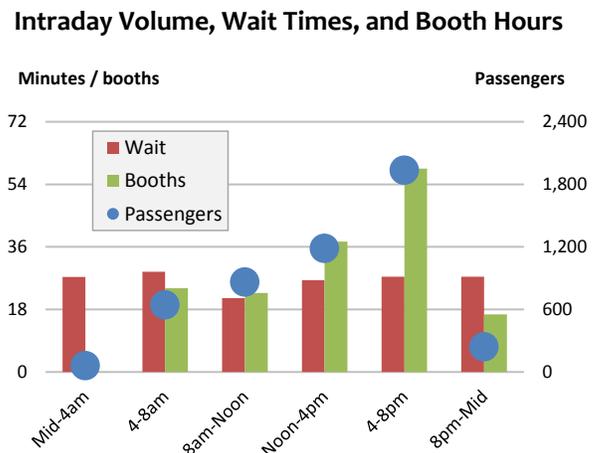


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

34% 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, 41% of passengers wait more than 30 minutes.



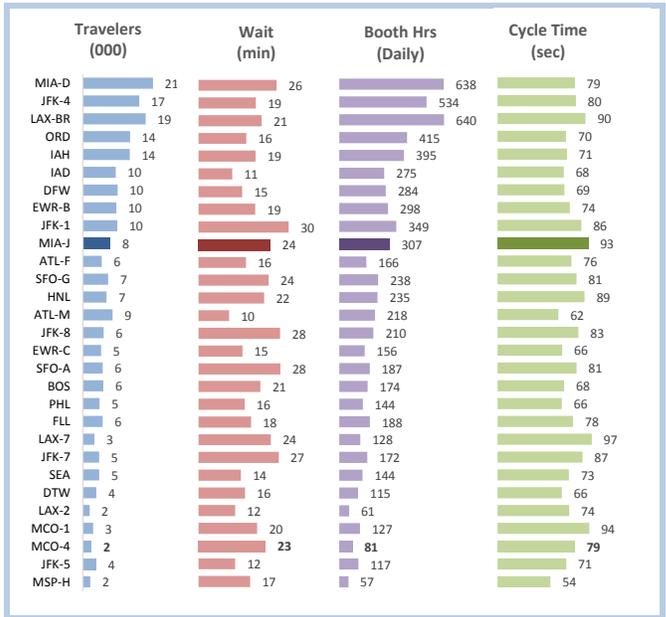
MIA-D staffs well to traffic volume
 Over 1,930 passengers (on average) arrive at MIA Terminal D every hour between 4pm and 8pm. MIA-D staffs well to peak (4-8pm) where wait times are only slightly higher than average (26.4 minutes).



Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	8,099	7,552	547	7%
Global Entry, APC, & MPC	13%	5%	8%	160%
Non-Automated	87%	95%	-8%	-8%
United States Citizens	17.4%	17.6%	-0.2%	-1%
Non-immigrants	78.2%	77.5%	+0.7%	1%
Legal Permanent Residents	4.4%	4.9%	-0.5%	-10%
Average Daily Flights (#)	44	43	1	2%
Wait Time				
Average Primary Wait (m)	24.3	25.3	-1.1	-4%
% Travelers < 60 minutes	93%	94%	0%	-1%
% Travelers > 120 mins	0.24%	0.11%	+0.14%	129%
Primary Booth Hours				
Average Daily Booth Hours	307	294	13	4%
Efficiency				
Average Cycle Time (s)	93.1	98.9	-5.7	-6%
Max Hourly Throughput / booth	38.7	36.4	2.2	6%
Average Utilization	68%	70%	-2%	-3%

Compared to other major airports ...



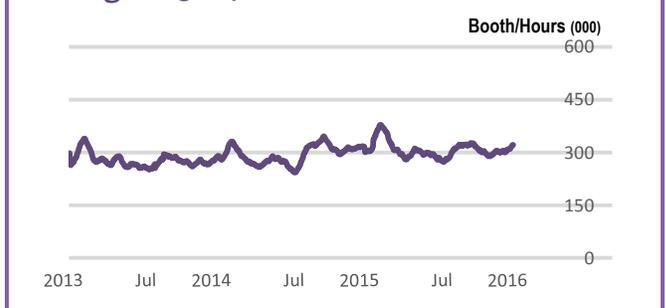
More booths and faster processing lead to shorter waits despite more volume

- 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 77.5% last year to 78.2% 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 294 hours to 307 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 1.1 minutes (from 25.3 minutes to 24.3 minutes). 93% 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 93.1 seconds. This is due to the high proportion of non-immigrant travelers (78%), and relatively low percentage of automated processing (13%). However, MIA-J's APC share (11%) is expected to increase substantially.

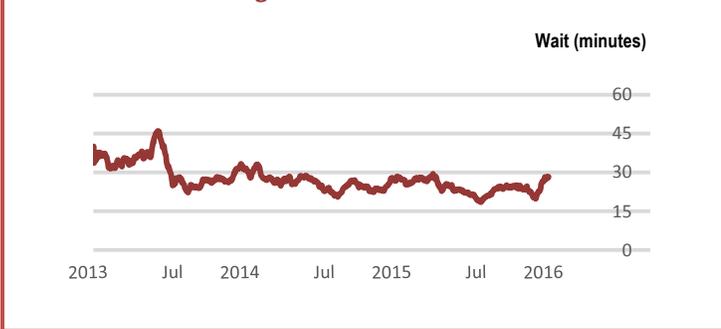
Traveler Volume ... steady growth



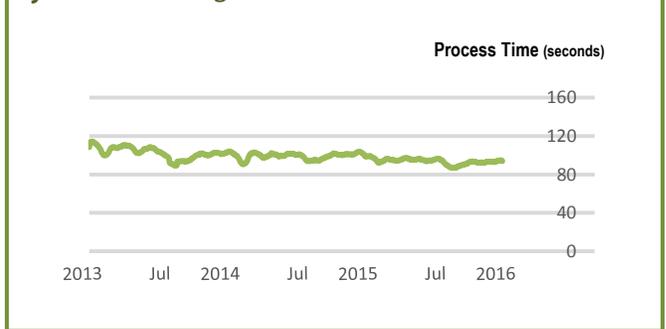
Staffing ... slight upward trend



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.

2%	GE Traveler %	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.
11%	APC Traveler %	
0%	MPC Traveler % (Actual 0.0217%)	

 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
--	--	--

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.

