



**ORLANDO
INTERNATIONAL
AIRPORT**

BIOMETRIC ENTRY / EXIT PROGRAM

April 18, 2018

ORLANDO INTERNATIONAL AIRPORT WILL BE FIRST TO UTILIZE BIOMETRICS TO EXPEDITE INTERNATIONAL TRAVEL

PRESS RELEASE



Renovated CBP facility at Airside 4



Biometric Exit gate at MCO



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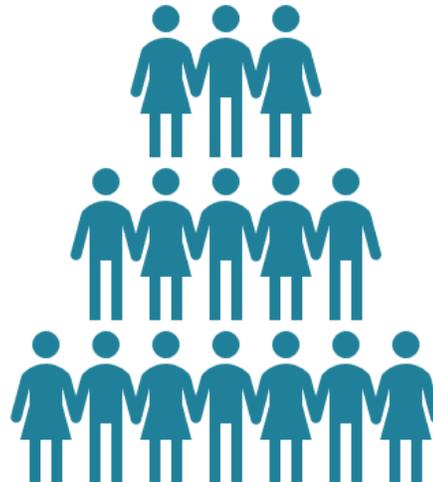
The Orlando Experience[®]

Core Benefits

Security



Capacity



Customer Service





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Security Benefits

- Positive biometric identification of international travelers is a **CBP mandate**
- E-Gates capture facial images which are **compared with CBP reference images**: the match percentage at MCO is high.
- E-Gates enhance security with **automatic doors and sensors** that detect and alarm for piggy-backing, reversing path after the gate opens and other.



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Capacity Benefits

MCO continues to experience **double-digit growth** in international passenger volumes.

Biometric Entry & Exit has provided:

- **50% improvement** in FIS processing times
- **30% improvement** in boarding times



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Customer Service Benefits

- In 2018, Orlando hosted **75 million visitors**
 - theme parks; conventions; sports venues; simulation and aerospace facilities; medical centers: etc.
- MCO is **the first and last impression** that air travelers have of Orlando.
- Customer service is an **obligation** to Orlando's local businesses and is one of GOAA's four (4) enterprise objectives.
- **The Orlando Experience**[®] includes safe, comfortable, easy and speedy processing. The Biometric Entry and Exit Program meets all of those goals.
- Significantly reduced wait time in FIS for arriving International Passengers

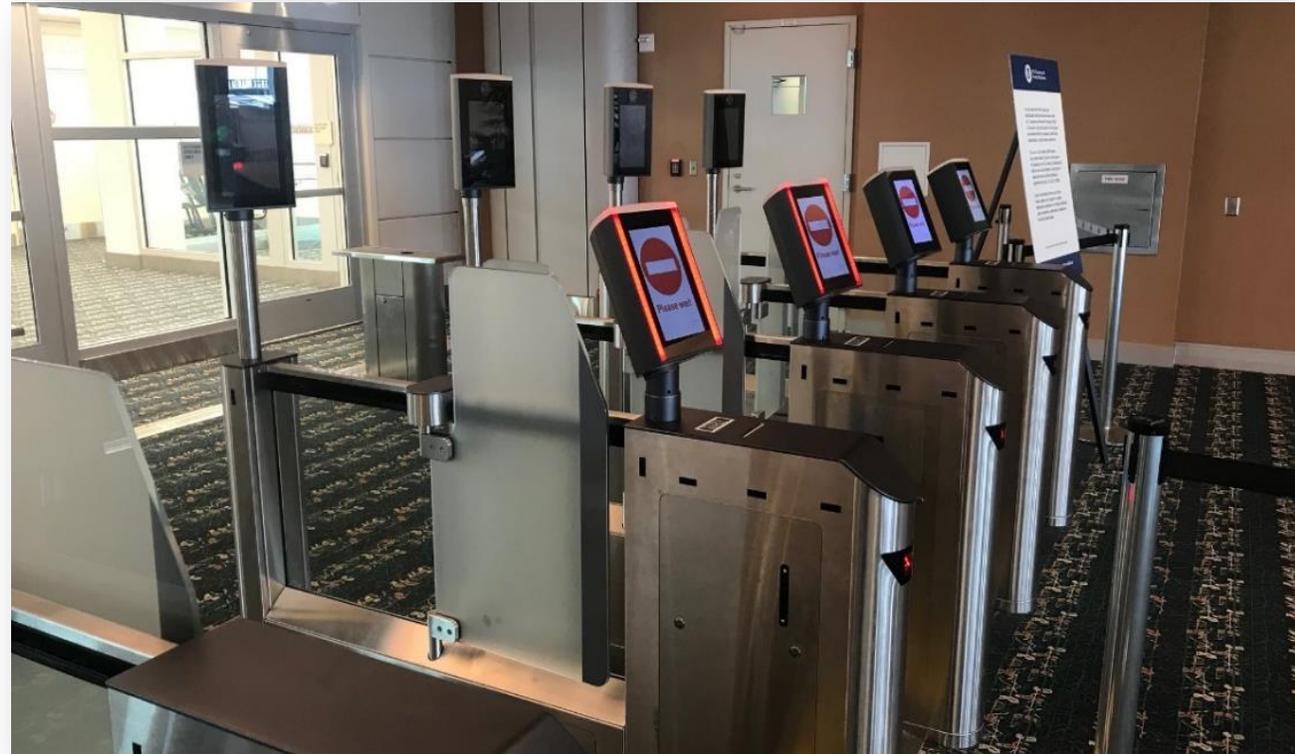


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MCO E-GATE Implementation Commitment

- Biometric E-Gates at each international departures gate
 - Phase1: 30 dual, triple, quad- lane e-gates
 - Phase2: adding 8 double-lane e-gates
 - Phase3: expansion continues in 2020
- Serving 21 airlines
 - 14 approved by CBP & now operational
 - 4 tested & pending CBP approval
 - 3 pending DCS modifications
 - Excludes Canada, Bahamas, AerLingus





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Lessons Learned: Installation & Operations

- The technologies are not difficult
- Design the operations & use of space for ease of adoption
- Environmental factors may affect system performance



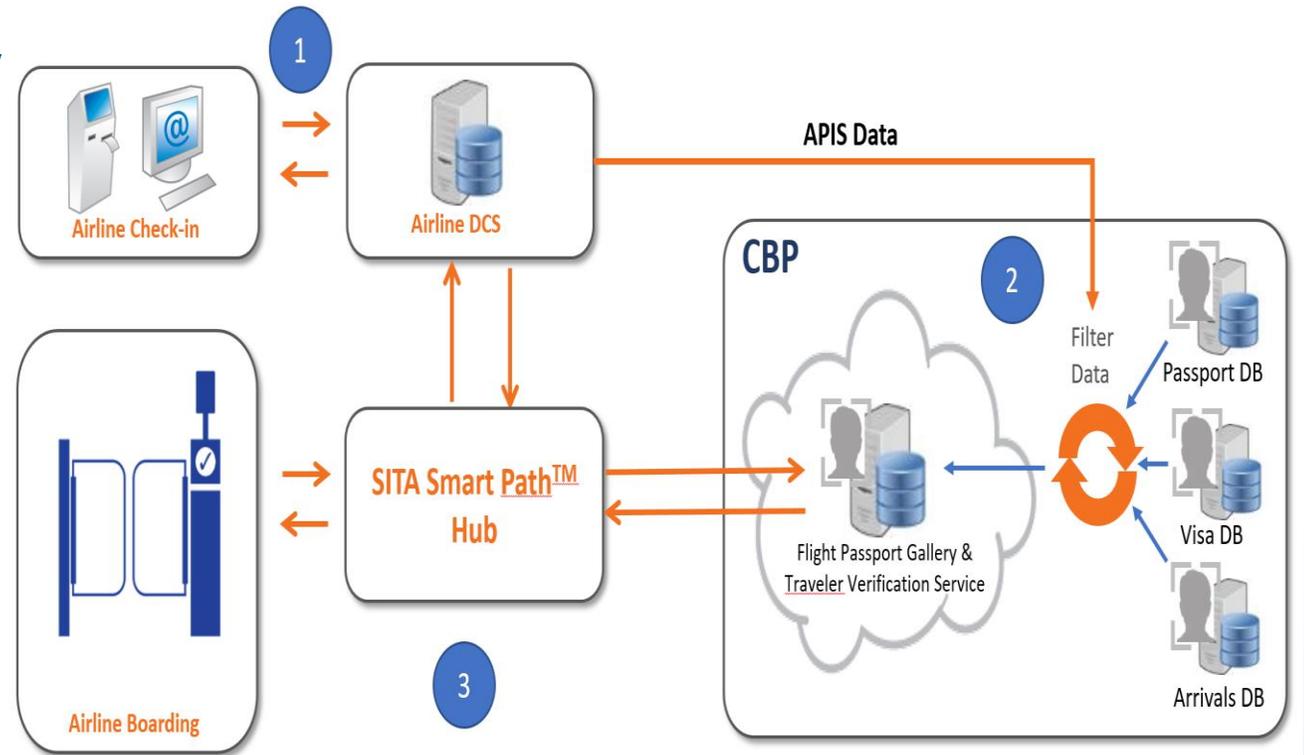
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Lessons Learned: Personally Identifying Information (PII)

Biometric boarding uses *existing* airline and government data and systems.

The airport has zero information about the traveler.





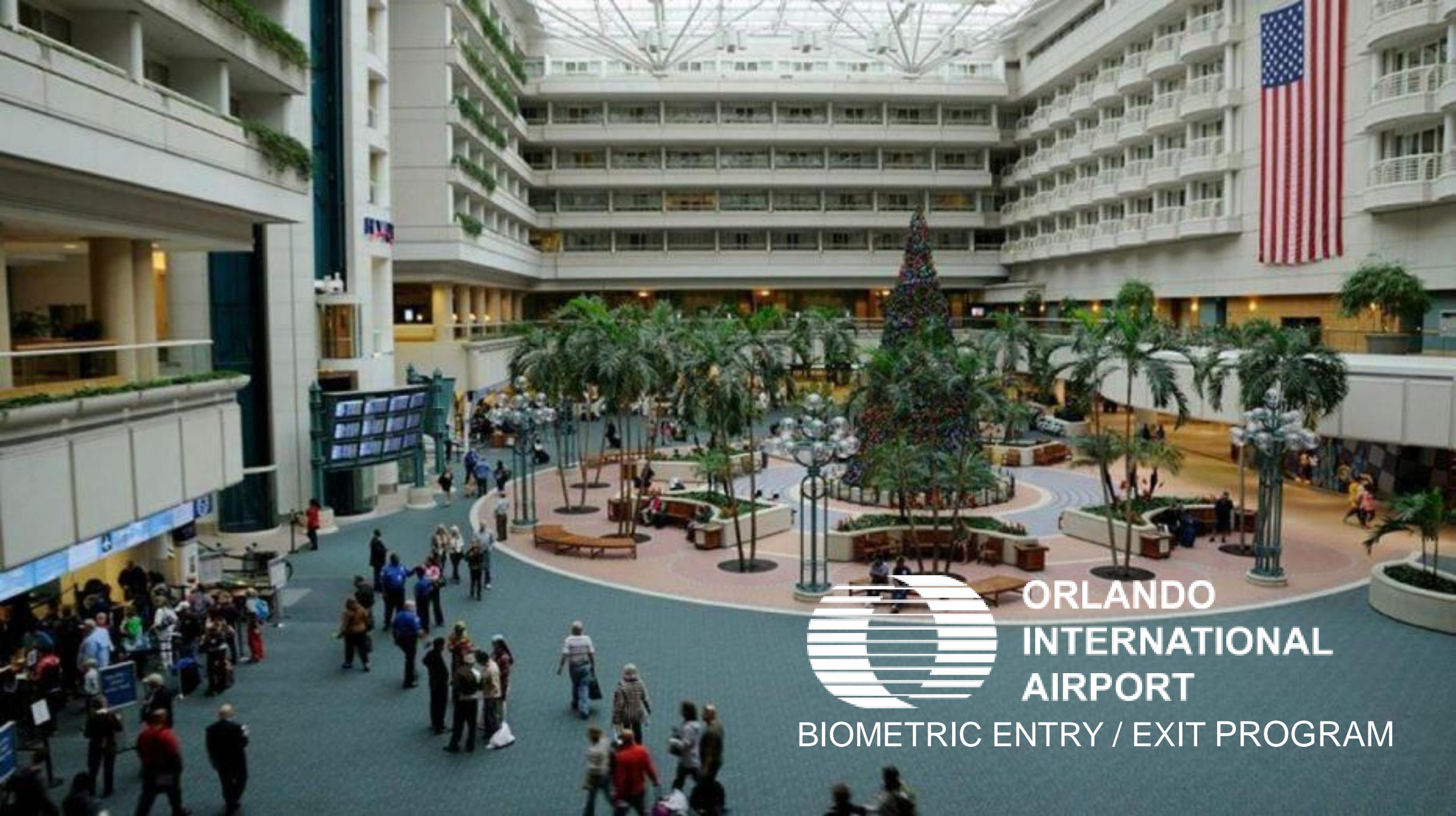
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Lessons Learned: Airline Integration

- Each Departure Control Systems (DCS) has airline-unique customizations
- Rigorous change controls & release cycles can add months to the implementation schedule
- Airline agreements will have a major influence
- MCO does not have exclusive or preferential use gates and requires the airlines use the MCO common use E-Gates.





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