

AIR DASHBOARD

TRAVEL AND TOURISM

September 2016



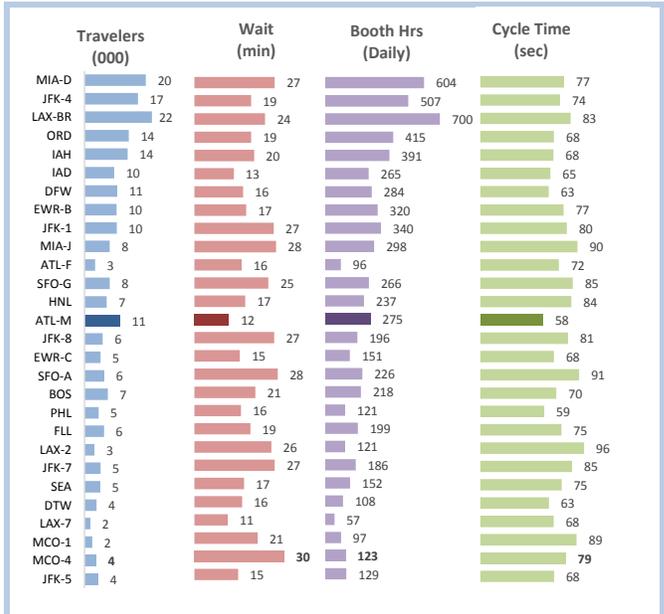
U.S. Customs and
Border Protection

Office of Field Operations

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	11,391	8,692	2,699	31%
Global Entry, APC, & MPC	70%	50%	20%	40%
Non-Automated	30%	50%	-20%	-40%
United States Citizens	68.3%	69.1%	-0.8%	-1%
Non-immigrants	27.8%	27.1%	+0.7%	2%
Legal Permanent Residents	3.9%	3.8%	+0.1%	3%
Average Daily Flights (#)	64	50	14	28%
Wait Time				
Average Primary Wait (m)	11.7	10.6	1.1	10%
% Travelers < 60 minutes	97%	98%	0%	0%
% Travelers > 120 mins	0.31%	0.12%	+0.19%	161%
Primary Booth Hours				
Average Daily Booth Hours	275	215	60	28%
Efficiency				
Average Cycle Time (s)	57.8	62.4	-4.6	-7%
Max Hourly Throughput / booth	62.3	57.7	4.6	8%
Average Utilization	66%	70%	-4%	-5%

Compared to other major airports ...



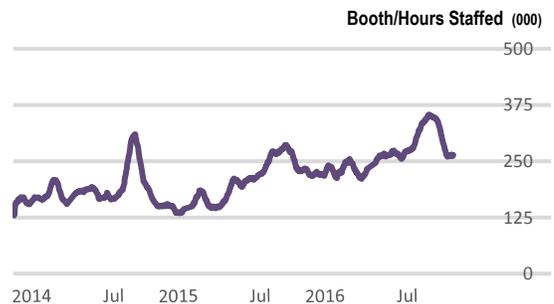
31% more volume; 28% more booth; 10% longer waits

- Tremendous growth at Atlanta (Hartsfield) Main.** Traveler volume (year to date) has increased 31% compared to last year. This growth (+2,699 passengers per day) offsets the decline (-2,471) at ATL-F.
- Increased booth hours.** Booth hours at ATL-M are 275 this year compared to 215 booth hours a year ago. This is a 28% increase.
- Faster processing.** APC, Global Entry, and MPC growth, and a 68.3% USC share have combined to reduce average cycle time. ATL-M has the fastest cycle time in the nation (57.8 seconds). Potential throughput increased 4.6 passengers per hour, per booth.
- Wait times increased, but still short.** Wait times have increased from 10.6 minutes to 11.7 minutes, a 10% increase. Wait times increased due to the substantial growth in traveler volume, but are still among the shortest in the nation.

Traveler Volume ... accelerated growth since 2014



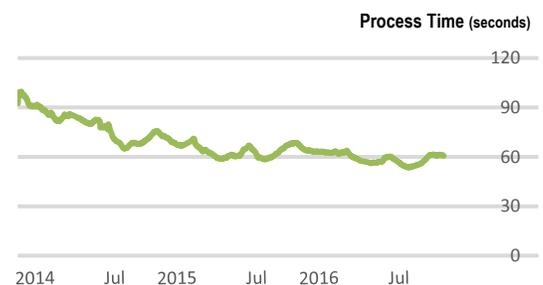
Booth Hours ... 28% more booths than last year



Wait Time ... lowest among major terminals

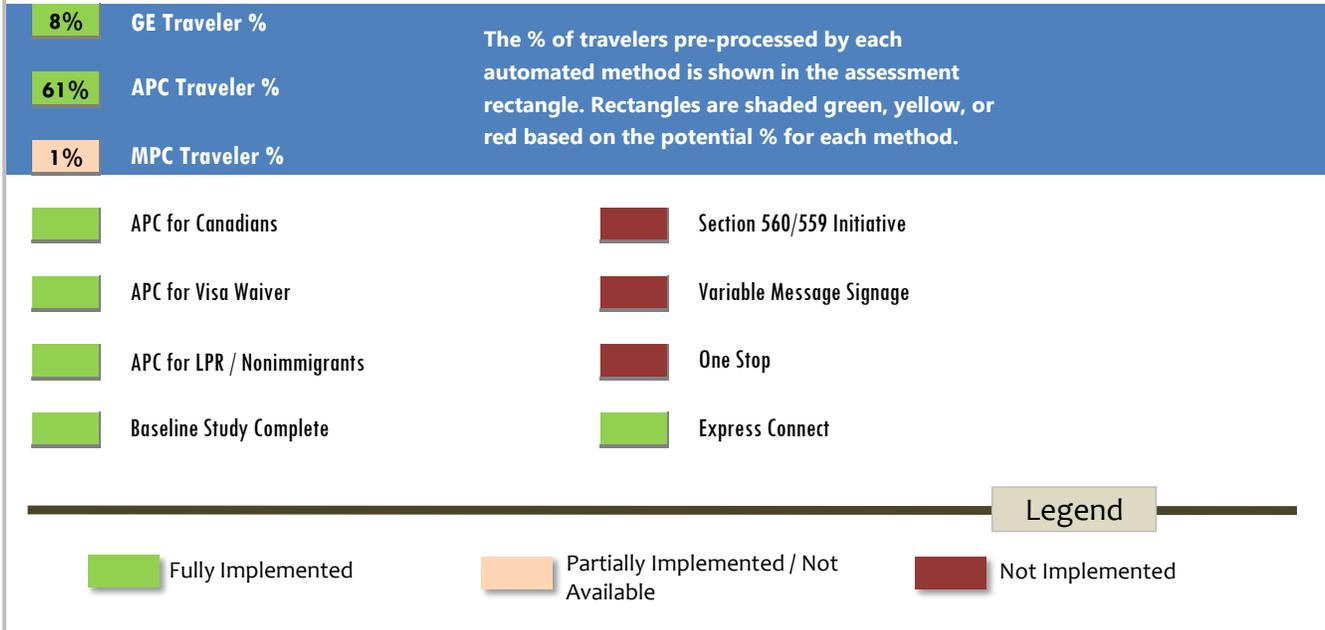


Cycle Time ... much reduced cycle times



Best Practice Inventory

ATL Best Practice Assessment: ATL-M has implemented many of the available best practices that include GE, APC and MPC. Most notably, 70% of ATL passengers are now processed by automated technologies like GE, APC, and MPC. APC is available at ATL not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

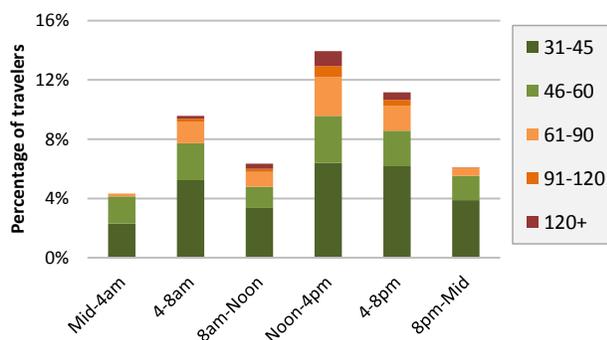


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

11% of passengers wait more than 30 minutes

While very few ATL Main Terminal passengers wait more than 1 hour (about 3%), approximately 11% wait more than 30 minutes. Between the hours of Noon to 4pm, 14% of passengers wait more than 30 minutes.

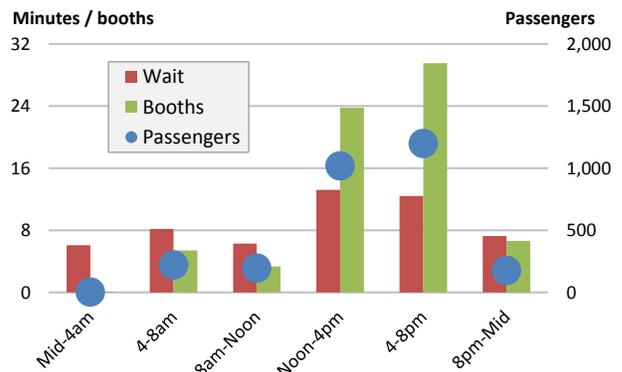
% Passengers Waiting More than 30 Minutes



ATL-M staffs well to peak traffic

ATL-M is busiest between 4pm and 8pm, when nearly 1,210 passengers arrive per hour. Average wait is just 12 minutes since ATL-M staffs all 30 booths during this period. Waits are higher between Noon and 4pm. An extra booth for this period could reduce waits.

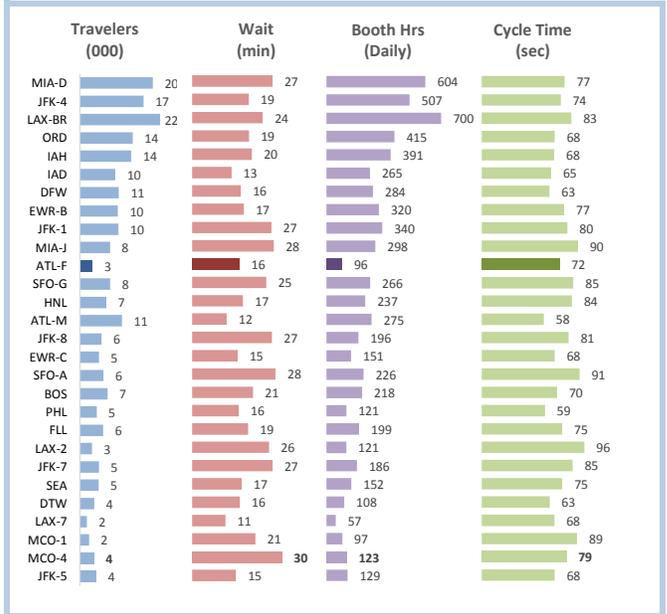
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	3,449	5,920	-2,471	-42%
Global Entry, APC, & MPC	59%	91%	-32%	-35%
Non-Automated	41%	9%	+32%	356%
United States Citizens	53.2%	53.2%	-0.0%	0%
Non-immigrants	41.6%	42.1%	-0.5%	-1%
Legal Permanent Residents	5.2%	4.7%	+0.5%	10%
Average Daily Flights (#)	20	32	-12	-36%
Wait Time				
Average Primary Wait (m)	16.0	16.3	-0.3	-2%
% Travelers < 60 minutes	96%	94%	2%	2%
% Travelers > 120 mins	0.41%	0.30%	+0.12%	39%
Primary Booth Hours				
Average Daily Booth Hours	96	180	-84	-47%
Efficiency				
Average Cycle Time (s)	72.5	76.1	-3.7	-5%
Max Hourly Throughput / booth	49.7	47.3	2.4	5%
Average Utilization	73%	70%	3%	4%

Compared to other major airports ...



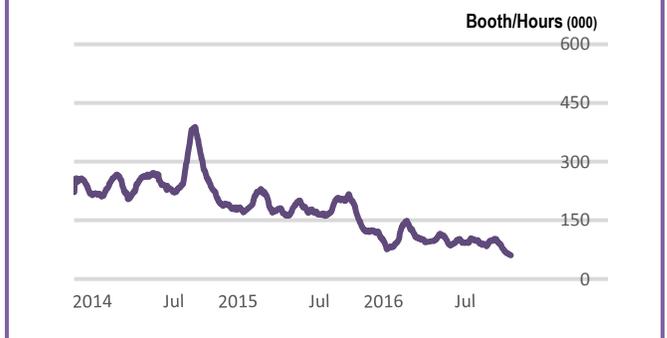
Volume continues to transfer from ATL-F to ATL-M

- **Travel is down at Atlanta (Terminal F).** ATL traffic continues to migrate from Terminal F (-2,471 passengers a day) to the main terminal (+2,699 passengers a day). Traveler volume at ATL-F decreased 42% compared to last year. 59% of passengers are confirmed with automated solutions like Global Entry and APC, down from 91% last year.
- **Decreased booth staffing.** Booth hours decreased by 47% compared to last year, from 180 hours last year to 96 hours this year. This reduction hasn't led to increased waits, since volume has also decreased.
- **Wait times decreased.** Wait times have decreased from 16.3 minutes last year to 16 minutes this year, a 2% decrease.
- **Cycle time is 3.7 seconds faster.** Global Entry, APC and MPC have combined to reduce average cycle time. Average cycle time (72.5 seconds) is down from 76.1 seconds a year ago. Maximum hourly throughput increased 2.4 passengers per hour, per booth.

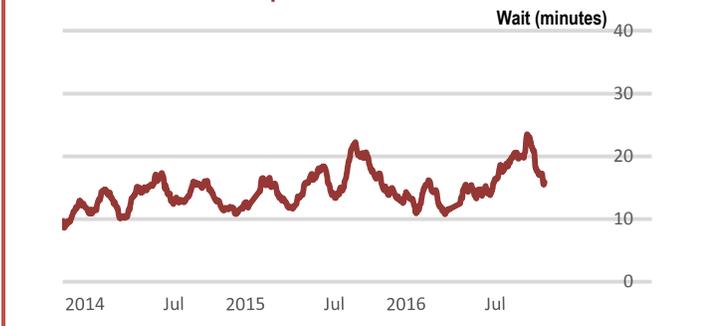
Traveler Volume ... downward trend



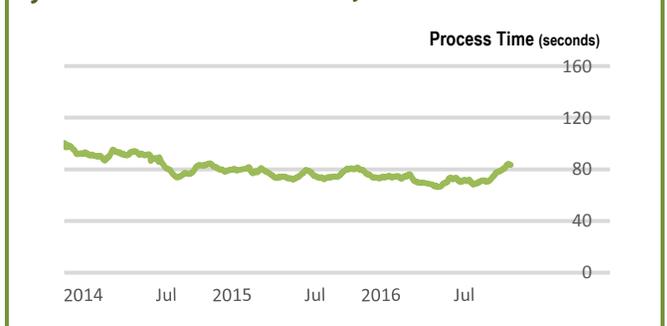
Booth Hours ... fewer booths over time



Wait Time ... recent upward trend



Cycle Time ... much reduced cycle times



Best Practice Inventory

ATL Terminal F Best Practice Assessment: ATL Terminal F has implemented some of the available best practices like GE, APC and MPC. Most notably, 59% of passengers are now processed by Global Entry and APC. APC is available at ATL Terminal F not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

5%	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.
54%	APC Traveler %	
0%	MPC Traveler % (Actual 0.2566%)	

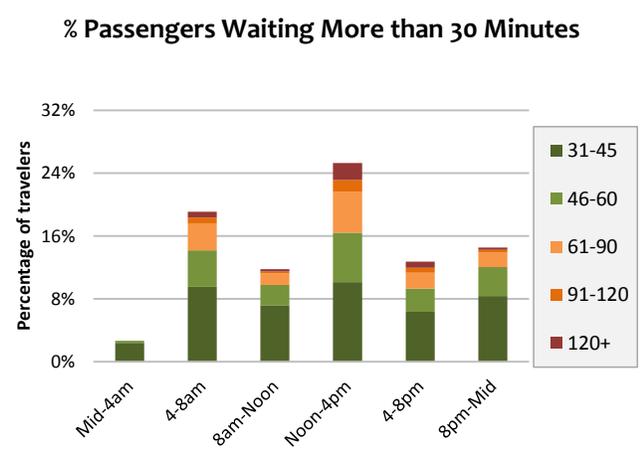
	APC for Canadians		Section 560/559 Initiative
	APC for Visa Waiver		Variable Message Signage
	APC for LPR / Nonimmigrants		One Stop
	Baseline Study Complete		Express Connect

Legend

	Fully Implemented		Partially Implemented / Not Available		Not Implemented
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18% of passengers wait more than 30 minutes
 Year to date, approximately 5% of ATL Terminal F passengers wait more than 1 hour, approximately 18% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 25% of passengers wait more than 30 minutes.



ATL-F manages well to traffic
 Over 240 passengers (on average) arrive every hour between Noon and 4pm. By opening 7 booths during this time period, wait times are 20 minutes which are higher than the average. A few extra booths from 8am to Noon could reduce average waits leading into peak hours.

