

AIR DASHBOARD

TRAVEL AND TOURISM

September 2016



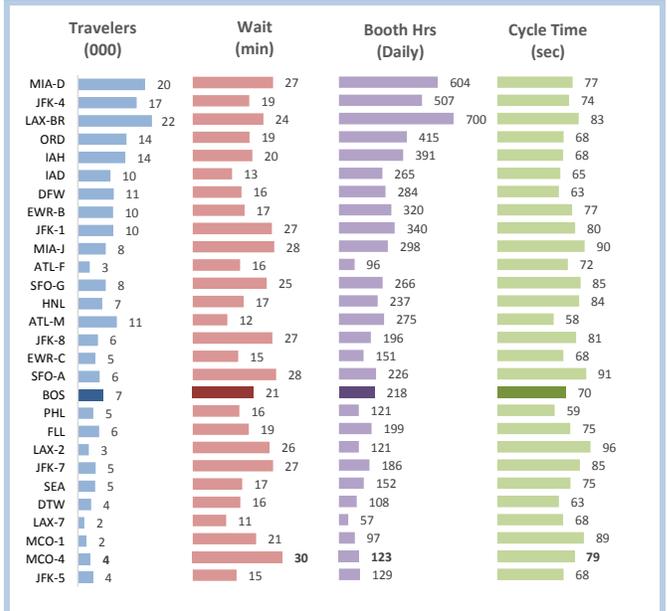
U.S. Customs and
Border Protection

Office of Field Operations

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	7,472	6,186	1,286	21%
Global Entry, APC, & MPC	52%	39%	13%	33%
Non-Automated	48%	61%	-13%	-21%
United States Citizens	50.1%	49.7%	+0.4%	1%
Non-immigrants	44.2%	44.6%	-0.4%	-1%
Legal Permanent Residents	5.7%	5.6%	+0.0%	0%
Average Daily Flights (#)	40	33	8	23%
Wait Time				
Average Primary Wait (m)	20.6	22.0	-1.4	-6%
% Travelers < 60 minutes	96%	94%	1%	1%
% Travelers > 120 mins	0.14%	0.33%	-0.19%	-57%
Primary Booth Hours				
Average Daily Booth Hours	218	177	41	23%
Efficiency				
Average Cycle Time (s)	70.1	68.1	2.0	3%
Max Hourly Throughput / booth	51.3	52.9	-1.5	-3%
Average Utilization	67%	66%	1%	1%

Compared to other major airports ...



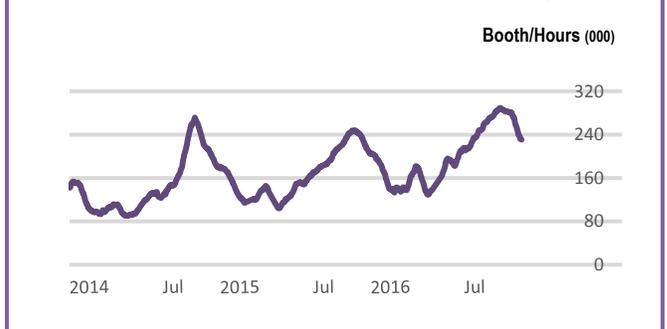
23% increase in booth hours offsets 21% increase in volume

- Travel is up at Boston, Main Terminal.** Traveler volume (year to date) has increased 21% compared to last year. Today, 52% of passengers are confirmed with Global Entry and APC, up from 39% last year. MPC has been recently introduced.
- Booth hours increased to meet passenger demand.** More booths are being opened compared to last year. Average daily booth hours have increased from 177 hours last year to 218 hours this year (23% increase).
- Booth hour decreases throughput per booth.** Average cycle time is 70.1 seconds this year, while max hourly throughput decreased by 1.5 passengers per booth, per hour. With more booths open, cycle time increased 2 seconds compared to a year ago.
- Wait times decreased by 6%.** Wait times have decreased by 1.4 minutes, from 22 minutes last year to 20.6 minutes today. An increase in booth hours and APC usage have helped reduce wait times.

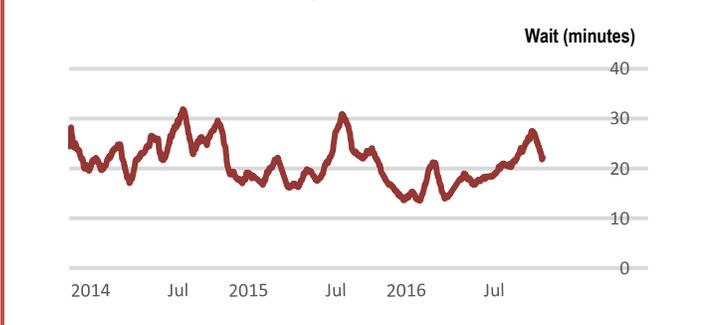
Traveler Volume ... trending up since 2014



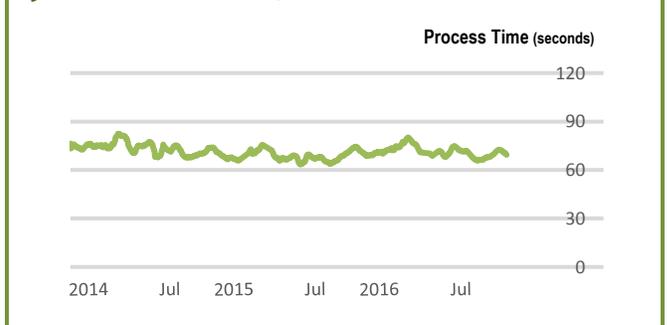
Booth Hours ... 23% more booth hours than last year



Wait Time ... reduced compared to last year

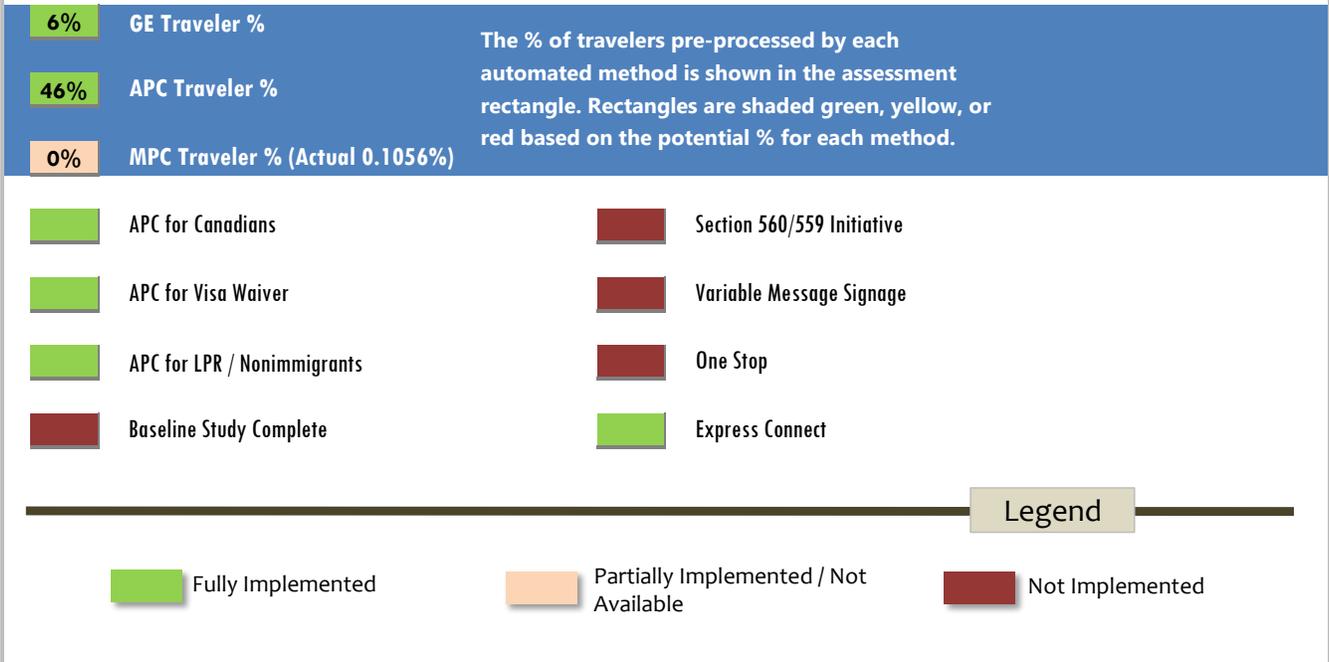


Cycle Time ... recent upward trend



Best Practice Inventory

BOS Best Practice Assessment: BOS has implemented some of the available best practices. Most notably, 52% of BOS passengers are now processed by automated technologies like Global Entry and APC. APC is available at BOS not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

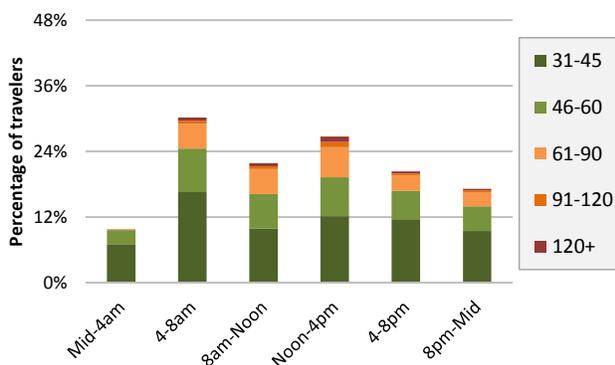


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

22% of passengers wait more than 30 minutes

Year to date, approximately 5% of Boston Logan passengers wait more than 1 hour, approximately 22% of passengers wait time more than 30 minutes. Between the hours of 4am to 8am, 30% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



More booths needed during off peak hours

BOS is busiest between 4pm and 8pm, when over 740 passengers arrive per hour. On average, 21 booths are open during this time. Wait times are highest from 4am to 8am when fewer passengers arrive per hour and only 2 booths are typically open. More booths in the morning should reduce average waits.

Intraday Volume, Wait Times, and Booth Hours

