

AIR DASHBOARD

TRAVEL AND TOURISM

September 2016



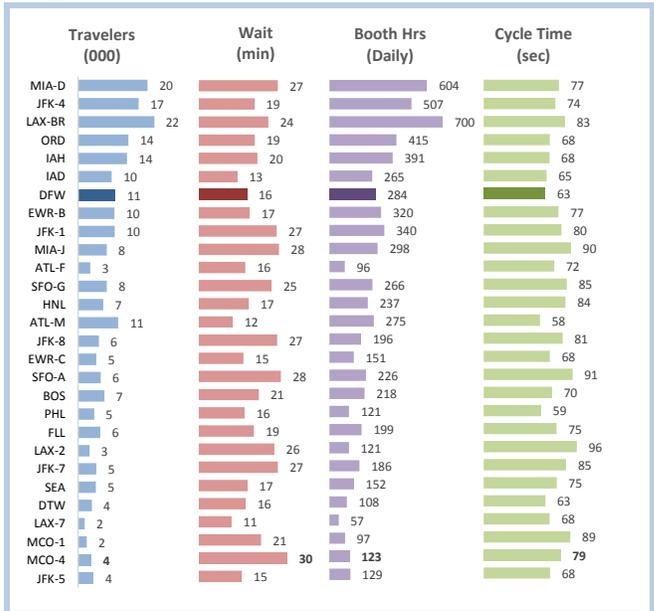
U.S. Customs and
Border Protection

Office of Field Operations

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	10,524	10,449	76	1%
Global Entry, APC, & MPC	61%	51%	10%	20%
Non-Automated	39%	49%	-10%	-20%
United States Citizens	57.6%	56.4%	+1.2%	2%
Non-immigrants	37.0%	38.3%	-1.3%	-3%
Legal Permanent Residents	5.4%	5.3%	+0.1%	1%
Average Daily Flights (#)	76	71	5	7%
Wait Time				
Average Primary Wait (m)	16.5	14.7	1.8	12%
% Travelers < 60 minutes	97%	97%	-1%	-1%
% Travelers > 120 mins	0.20%	0.08%	+0.12%	156%
Primary Booth Hours				
Average Daily Booth Hours	284	289	-5	-2%
Efficiency				
Average Cycle Time (s)	63.2	68.9	-5.7	-8%
Max Hourly Throughput / booth	57.0	52.3	4.7	9%
Average Utilization	65%	69%	-4%	-6%

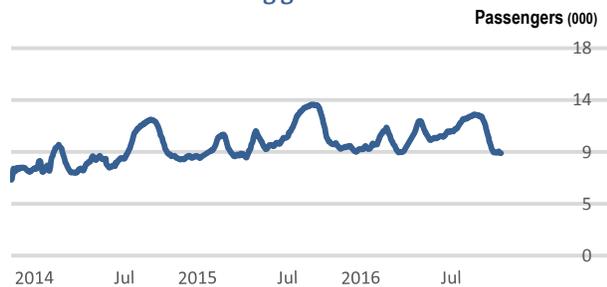
Compared to other major airports ...



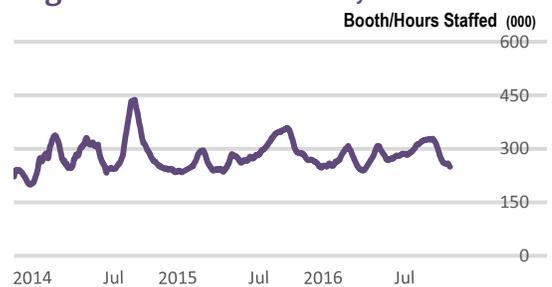
Longer waits with less booth hours

- Travel is up slightly at Dallas/Fort Worth.** Traveler volume slightly increased 1% compared to last year. More than half (61%) of DFW passengers are confirmed with automated solutions like Global Entry, APC, and MPC compared to 51% last year.
- Decrease in booth hours.** Booth hours slightly decreased 2% compared to a year ago, from 289 hours last year to 284 hours this year. This decrease in staffing has not kept pace with the 1% increase in travel volume (as evidenced by longer waits).
- Increase in wait times.** Year to date, average wait times increased by 12% (16.5 minutes). Faster processing has not offset the decrease in booth hours.
- Cycle time is 5.7 seconds faster.** APC, Global Entry, and MPC growth have increased by 10%. Average cycle time (63.2 seconds) is down from 68.9 seconds a year ago. Max hourly throughput has increased by 4.7 passengers per booth, per hour.

Traveler Volume ... strong growth



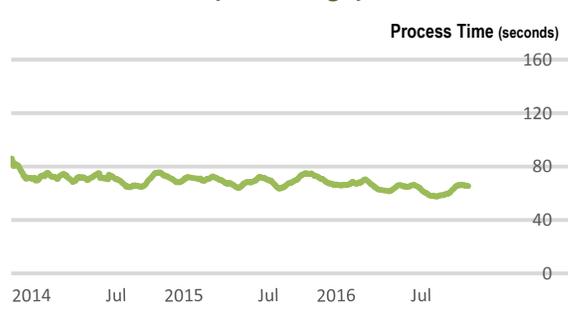
Staffing ... 2% fewer booths than last year



Wait Time ... recent upward trend



Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

DFW New FIS Best Practice Assessment: DFW's new terminal has implemented many of the available best practices. Most notably, 61% of passengers are processed by automated technologies like Global Entry and APC. MPC has recently been implemented. APC is available at DFW not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

8% GE Traveler %

52% APC Traveler %

1% MPC 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.

- | | |
|---|--|
|  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

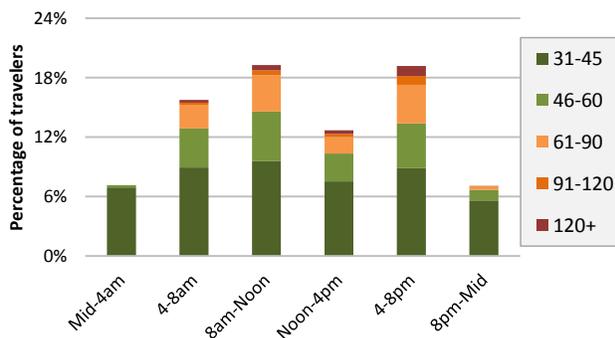
- | | | |
|--|--|--|
|  Fully Implemented |  Partially Implemented / Not Available |  Not Implemented |
|--|--|--|

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.

16% of passengers wait more than 30 minutes

Year to date, approximately 4% of DFW passengers wait more than 1 hour. During multiple time periods, 19% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



Off-peak travel periods have longer waits

Over 2/3 of all daily arrivals occur between Noon and 8pm, yet average waits are highest between 8am and Noon. Opening a few more booths from 8am to Noon could help reduce average waits.

Intraday Volume, Wait Times, and Booth Hours

