

AIR DASHBOARD

TRAVEL AND TOURISM

September 2016



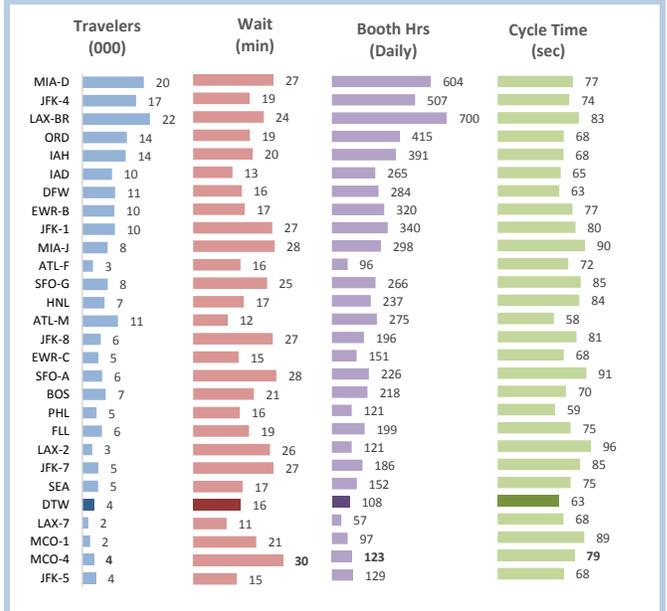
U.S. Customs and
Border Protection

Office of Field Operations

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	3,903	4,079	-176	-4%
Global Entry, APC, & MPC	57%	54%	3%	6%
Non-Automated	43%	46%	-3%	-7%
United States Citizens	59.2%	55.2%	+4.0%	7%
Non-immigrants	36.3%	40.4%	-4.1%	-10%
Legal Permanent Residents	4.5%	4.4%	+0.1%	2%
Average Daily Flights (#)	18	18	0	2%
Wait Time				
Average Primary Wait (m)	16.1	16.0	0.1	1%
% Travelers < 60 minutes	97%	98%	-1%	-1%
% Travelers > 120 mins	0.10%	0.05%	+0.1%	118%
Primary Booth Hours				
Average Daily Booth Hours	108	120	-11	-9%
Efficiency				
Average Cycle Time (s)	63.2	67.1	-3.9	-6%
Max Hourly Throughput / booth	56.9	53.6	3.3	6%
Average Utilization	63%	64%	0%	0%

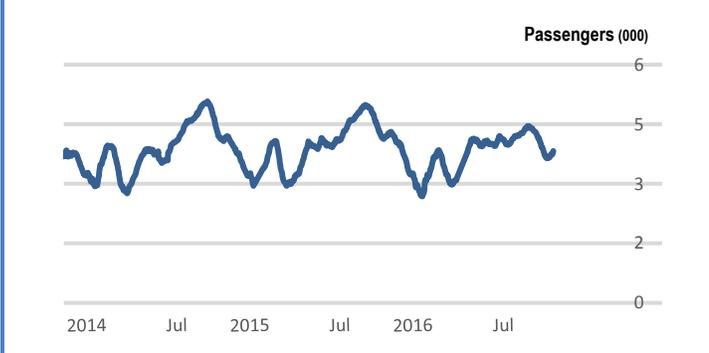
Compared to other major airports ...



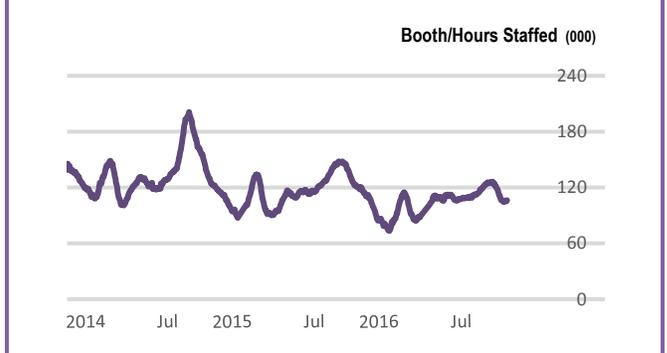
Decreased traffic volume and faster processing

- Travel volume is down.** Traveler volume at DTW (year to date) decreased 4% compared to last year. Today, 57% of DTW's passengers are confirmed with Global Entry and APC, up from 54% last year.
- Wait times increased.** Wait times have increased, despite faster processing and fewer travelers. The average wait time increased from 16 minutes last year to 16.1 minutes this year, still relatively low.
- Fewer booths opened.** Booth hours have decreased by 9%, compared to the 4% decrease in volume.
- Faster processing.** Average cycle time decreased by 3.9 seconds (6%), resulting in an increase in max hourly throughput of 3.3 passengers an hour. DTW is now among the most efficient airports in the nation.

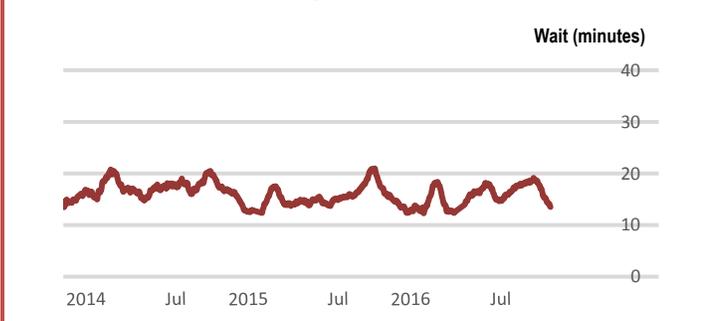
Traveler Volume ... slow growth since 2014



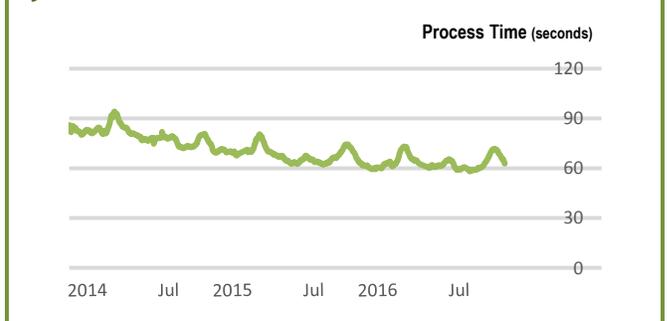
Booth Hours ... downward trend since mid 2014



Wait Time ... reduced compared to last year

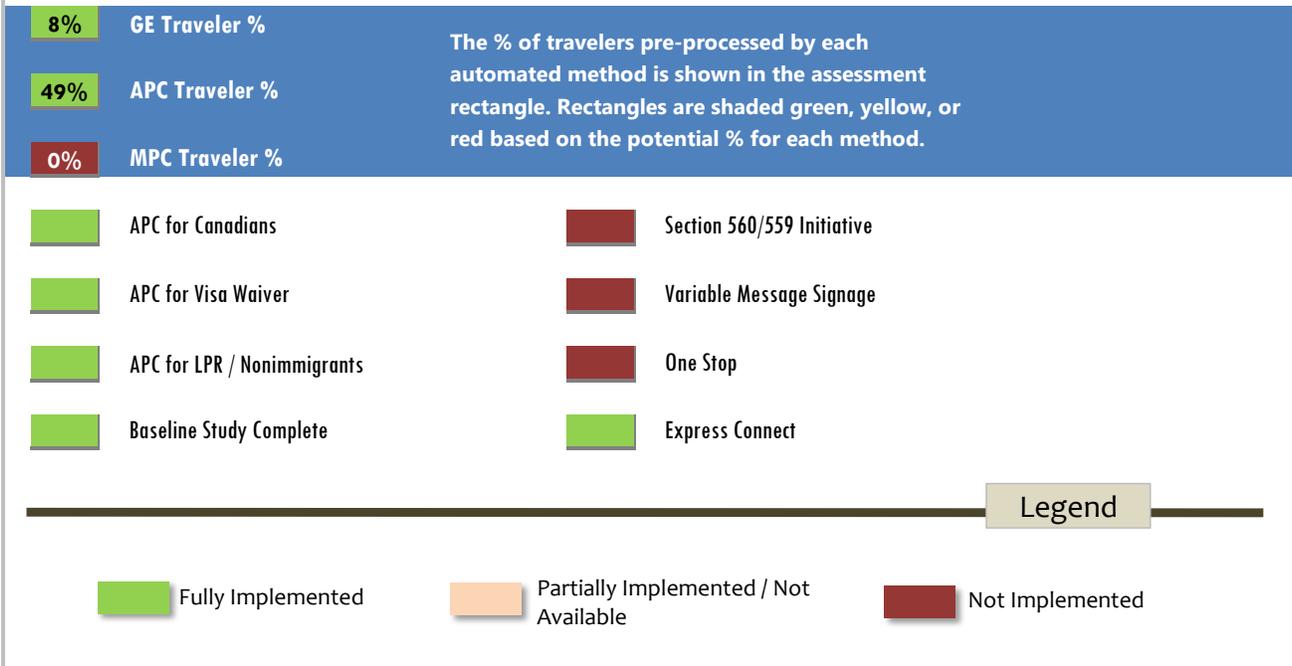


Cycle Time ... downward trend



Best Practice Inventory

DTW Best Practice Assessment: DTW has implemented many of the available best practices. 57% of DTW passengers are now processed by APC and Global Entry indicating progress and improvement. APC is available at DTW not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

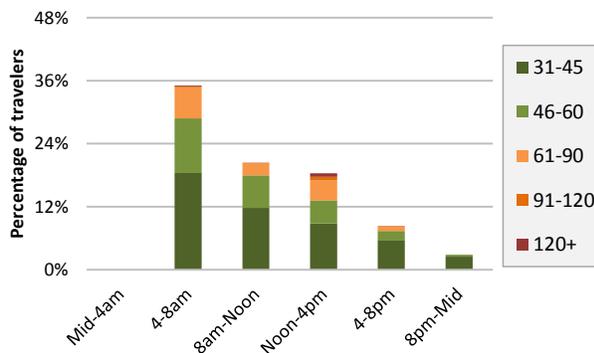


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

15% of passengers wait more than 30 minutes

Year to date, approximately 3% of Detroit passengers wait more than 1 hour. Between the hours of 4am to 8am, 35% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



Waits are higher during low-volume periods

Detroit is busiest between Noon and 8pm, when nearly 410 passengers arrive per hour. An average of 11 booths are staffed during this time, and average wait is 15 minutes. From 4am to Noon, a maximum of 112 passengers arrive per hour, but average wait is 21 minutes (only 1-3 booths are open). Being prepared to open more booths from 4am to Noon may reduce DTW average wait.

Intraday Volume, Wait Times, and Booth Hours

