

AIR DASHBOARD

TRAVEL AND TOURISM

September 2016



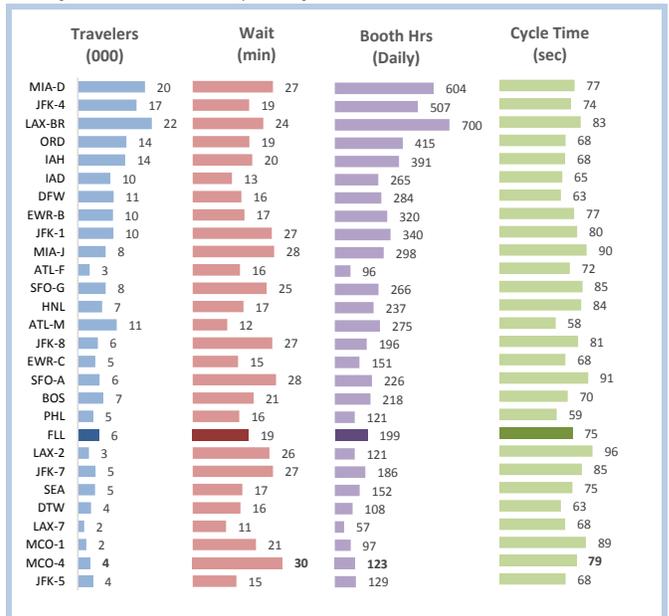
U.S. Customs and
Border Protection

Office of Field Operations

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	6,266	5,939	327	6%
Global Entry, APC, & MPC	44%	34%	10%	29%
Non-Automated	56%	66%	-10%	-15%
United States Citizens	50.9%	49.1%	+1.8%	4%
Non-immigrants	40.3%	41.9%	-1.7%	-4%
Legal Permanent Residents	8.9%	9.0%	-0.1%	-1%
Average Daily Flights (#)	53	48	5	10%
Wait Time				
Average Primary Wait (m)	18.9	18.6	0.4	2%
% Travelers < 60 minutes	95%	95%	0%	0%
% Travelers > 120 mins	0.26%	0.17%	+0.1%	53%
Primary Booth Hours				
Average Daily Booth Hours	199	189	10	5%
Efficiency				
Average Cycle Time (s)	74.8	76.8	-2.0	-3%
Max Hourly Throughput / booth	48.1	46.8	1.3	3%
Average Utilization	65%	67%	-2%	-2%

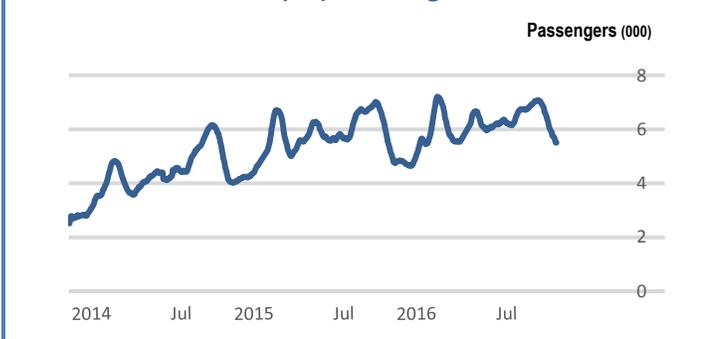
Compared to other major airports ...



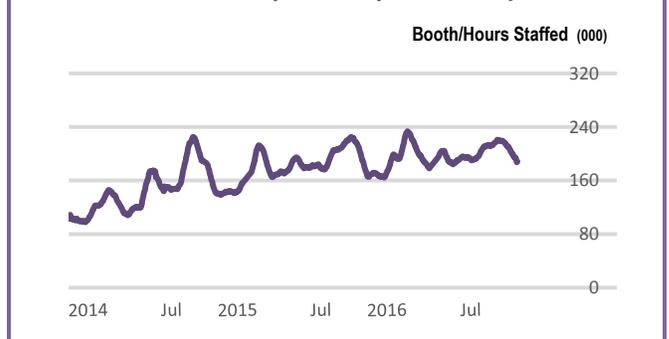
More booths and increased traffic volume

- Travel is up at Fort Lauderdale.** Traveler volume (year to date) has increased 6% compared to last year. Today, 44% of FLL's passengers are confirmed with Global Entry, APC, and MPC, up from 34% last year.
- Wait times increased slightly.** Increased booth staffing has not helped to decrease wait times. FLL wait times have increased from 18.6 minutes a year ago to 18.9 minutes year to date.
- More booths opened to meet demand.** Booth hours have increased to mitigate traveler volume. Average daily booth hours have increased 5%, from 189 hours last year to 199 hours this year.
- Throughput increased.** Average cycle time has decreased by 2 seconds, while max throughput has increased by 1.3 travelers per booth, per hour compared to last year.

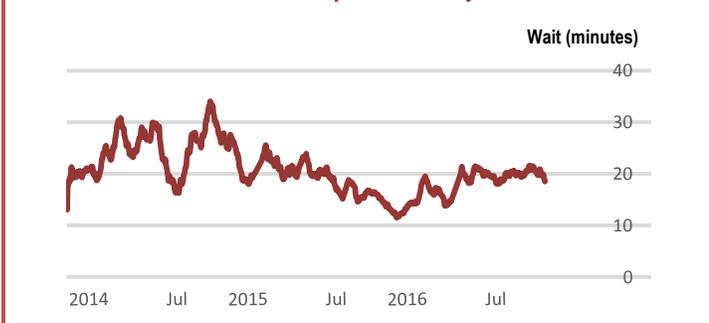
Traveler Volume ... rapidly increasing



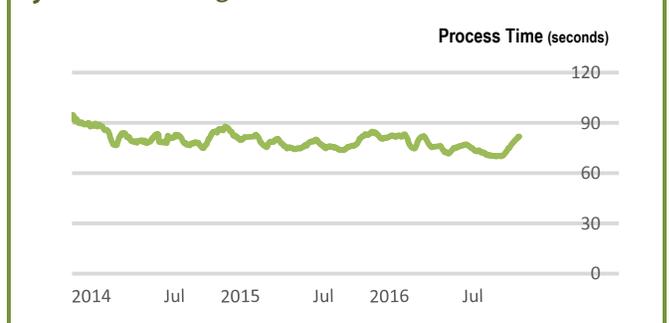
Booth Hours ... sharp rise compared to last year



Wait Time ... decreased compared to last year

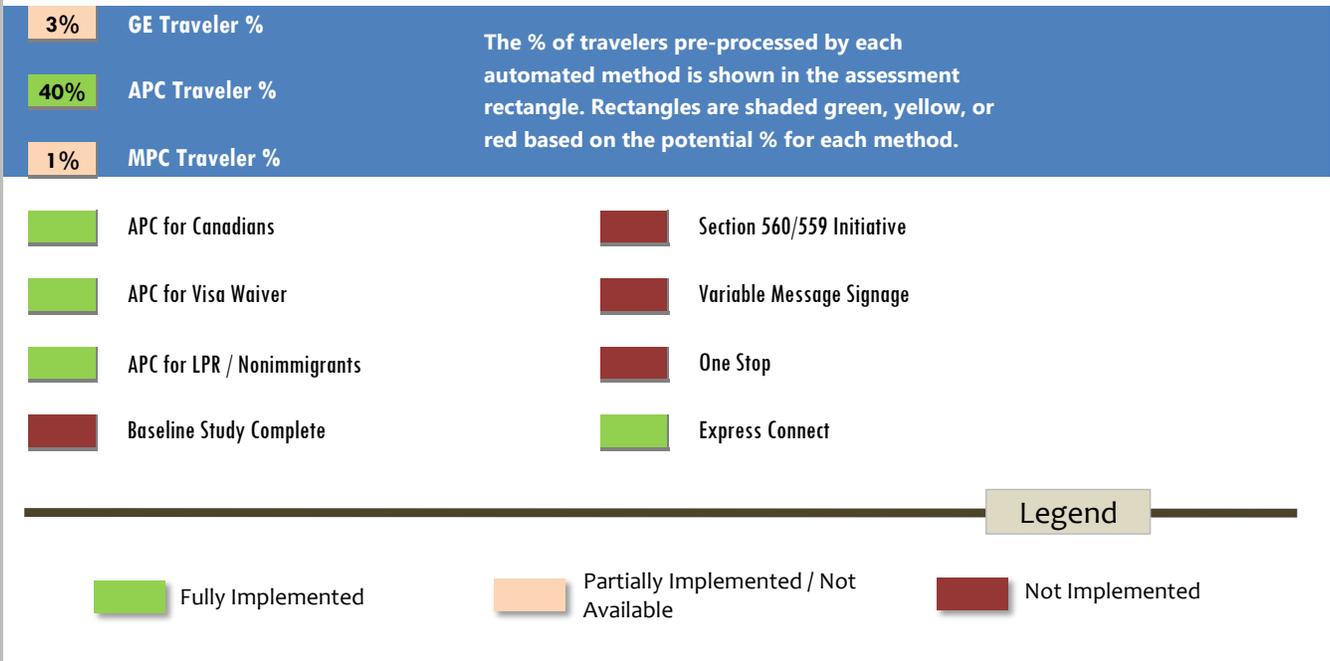


Cycle Time ... slight downward trend



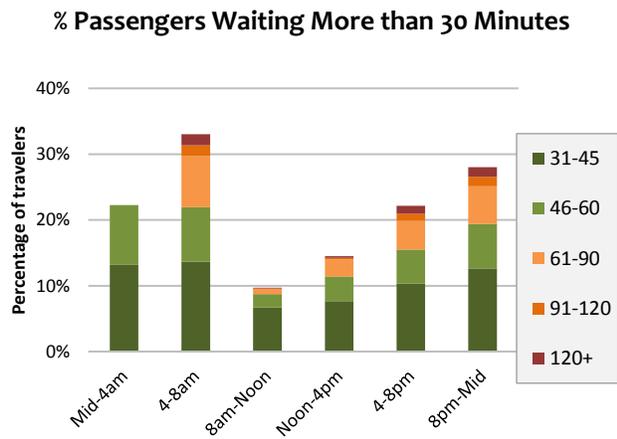
Best Practice Inventory

FLL Best Practice Assessment: FLL has implemented some of the available best practices. Most notably, 44% of FLL passengers are now processed by automated technologies like Global Entry and APC. MPC has recently been implemented. APC is available at FLL 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.

21% of passengers wait more than 30 minutes
 Year to date, approximately 6% of Ft. Lauderdale passengers wait more than 1 hour, approximately 21% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 33% of passengers wait more than 30 minutes.



Waits are highest in off peak hours
 FLL is busiest between 4pm and 8pm, when 606 passengers arrive per hour, but average wait is just 20 minutes. In contrast, fewer than 290 passengers per hour arrive from 4am to 8am, and fewer than 120 arrive between 8pm-Midnight, but waits exceed 20 minutes.

