

# AIR DASHBOARD

TRAVEL AND TOURISM

*September 2016*



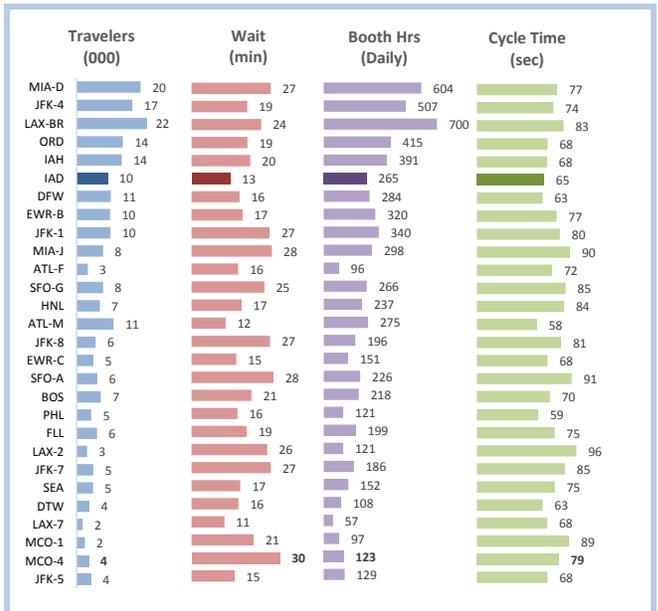
U.S. Customs and  
Border Protection

*Office of Field Operations*

### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	9,551	9,982	-432	-4%
Global Entry, APC, & MPC	51%	49%	2%	4%
Non-Automated	49%	51%	-2%	-4%
United States Citizens	53.4%	52.1%	+1.3%	2%
Non-immigrants	40.5%	41.9%	-1.4%	-3%
Legal Permanent Residents	6.1%	6.0%	+0.1%	2%
Average Daily Flights (#)	49	49	0	1%
<b>Wait Time</b>				
Average Primary Wait (m)	13.3	11.7	1.6	14%
% Travelers < 60 minutes	97%	98%	-1%	-1%
% Travelers > 120 mins	0.18%	0.10%	+0.08%	76%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	265	284	-19	-7%
<b>Efficiency</b>				
Average Cycle Time (s)	64.7	68.3	-3.6	-5%
Max Hourly Throughput / booth	55.7	52.7	2.9	6%
Average Utilization	65%	67%	-2%	-3%

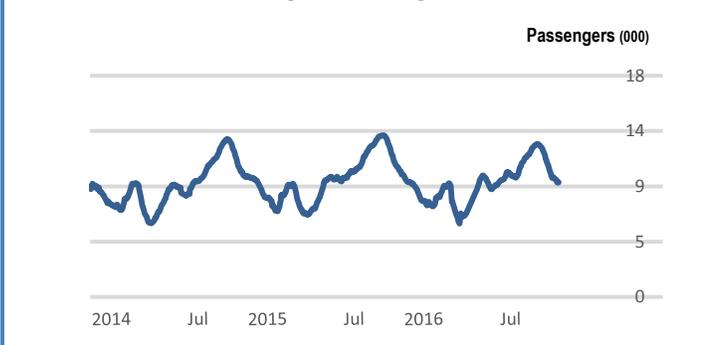
### Compared to other major airports ...



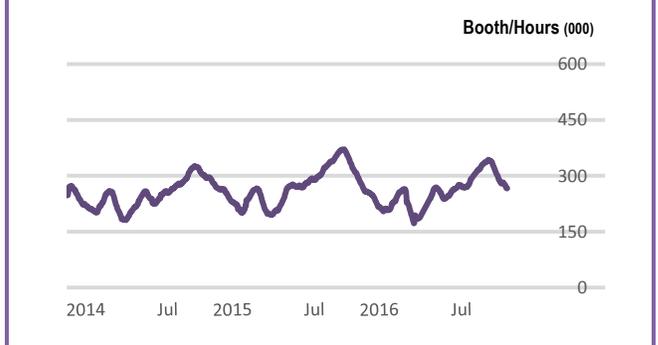
### Booth hours decline more than traffic volume

- Travel is down at Dulles (Main Terminal).** Traveler volume at Dulles decreased 4% compared to last year. 51% of IAD passengers are processed by Global Entry and APC, up from 49% last year. MPC has recently been introduced.
- Booth hours decrease more than volume.** Booth hours at Dulles have decreased 7% compared to a year ago, from 284 hours a year ago to 265 hours this year. This decrease has led to an increase in wait, although IAD waits are still low.
- Wait times have increased 14% from a year ago.** Year to date, IAD Main Terminal's average wait is increased (from 11.7 minutes last year to 13.3 minutes this year). IAD has some of the shortest wait times in the country.
- Faster processing.** Average cycle time (64.7 seconds) this year is down from (68.3 seconds) a year ago, while max hourly throughput increased by 2.9 passengers per booth, per hour.

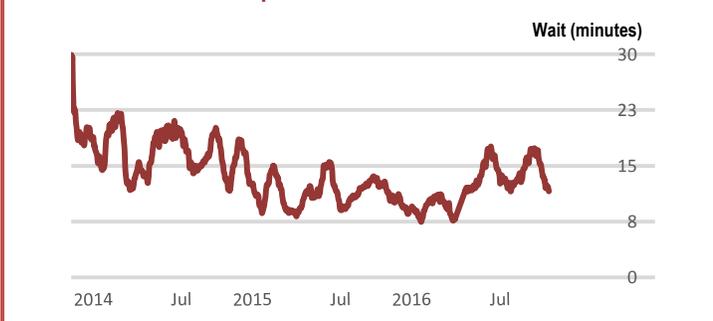
### Traveler Volume ... slight seasonal growth



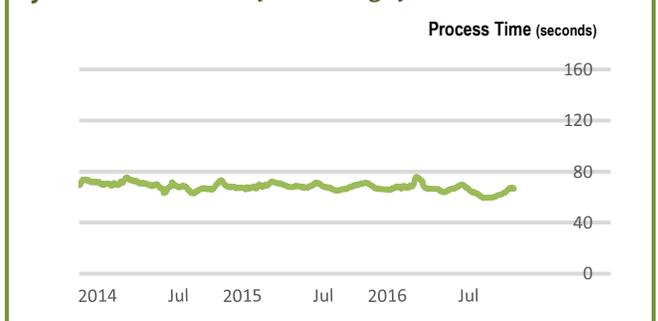
### Booth hours ... 7% fewer booth hours than last year



### Wait Time ... recent upward trend



### Cycle Time ... steadily decreasing cycle times



## Best Practice Inventory

**IAD Main Terminal Best Practice Assessment:** IAD's Main Terminal has implemented some of the available best practices. Most notably, 51% of passengers are now processed by Global Entry or APC. MPC has recently been implemented. APC is available at IAD not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

<b>8%</b>	<b>GE Traveler %</b>	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.
<b>43%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler % (Actual 0.2534%)</b>	

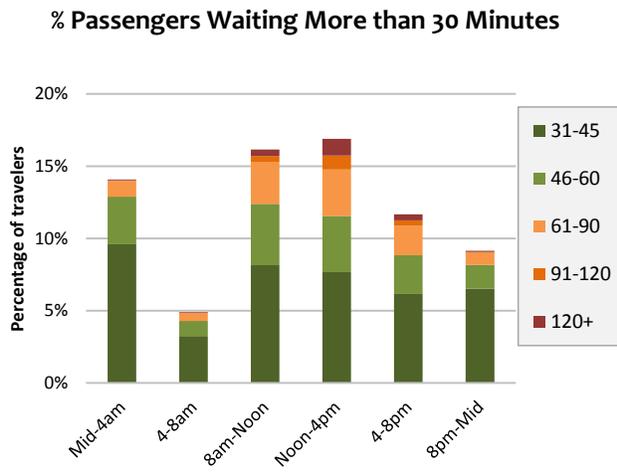
<span style="color: green;">■</span> APC for Canadians	<span style="color: red;">■</span> Section 560/559 Initiative
<span style="color: green;">■</span> APC for Visa Waiver	<span style="color: red;">■</span> Variable Message Signage
<span style="color: green;">■</span> APC for LPR / Nonimmigrants	<span style="color: red;">■</span> One Stop
<span style="color: green;">■</span> Baseline Study Complete	<span style="color: red;">■</span> Express Connect

### Legend

<span style="color: green;">■</span> Fully Implemented	<span style="color: orange;">■</span> Partially Implemented / Not Available	<span style="color: red;">■</span> Not Implemented
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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.

**14% of passengers wait more than 30 minutes**  
 Year to date, approximately 4% of Dulles passengers wait more than 1 hour, approximately 14% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 17% of passengers wait more than 30 minutes.



**IAD staffs well to traveler volume**  
 Over 1,160 passengers (on average) arrive between Noon-4pm. Yet, wait times during this period are not much higher than less busy times. Overall, IAD is doing well matching booths to traffic demand, but may wish to keep a few more officers available for delayed flights during the Mid-4am period.

