

AIR DASHBOARD

TRAVEL AND TOURISM

September 2016



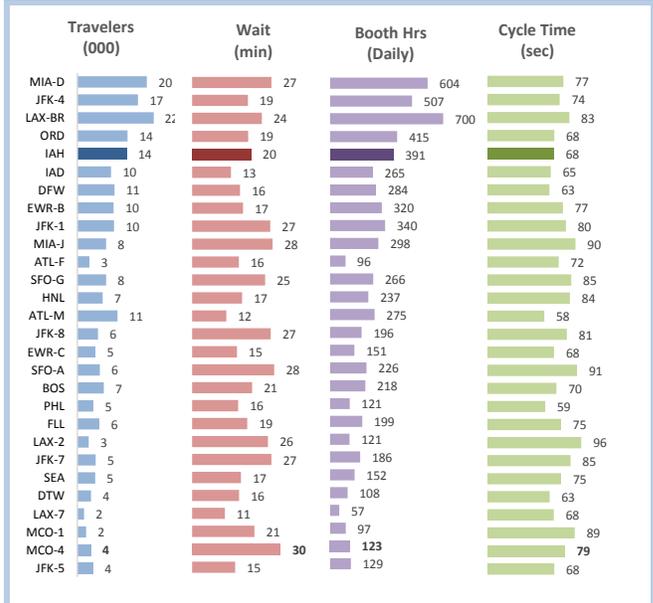
U.S. Customs and
Border Protection

Office of Field Operations

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	13,888	14,199	-311	-2%
Global Entry, APC, & MPC	51%	44%	7%	16%
Non-Automated	49%	56%	-7%	-13%
United States Citizens	54.1%	53.4%	+0.7%	1%
Non-immigrants	39.6%	40.2%	-0.6%	-2%
Legal Permanent Residents	6.3%	6.4%	-0.1%	-1%
Average Daily Flights (#)	112	115	-4	-3%
Wait Time				
Average Primary Wait (m)	20.2	19.2	1.0	5%
% Travelers < 60 minutes	93%	95%	-2%	-2%
% Travelers > 120 mins	0.31%	0.21%	+0.11%	51%
Primary Booth Hours				
Average Daily Booth Hours	391	401	-10	-2%
Efficiency				
Average Cycle Time (s)	67.5	70.7	-3.1	-4%
Max Hourly Throughput / booth	53.3	50.9	2.4	5%
Average Utilization	67%	70%	-3%	-4%

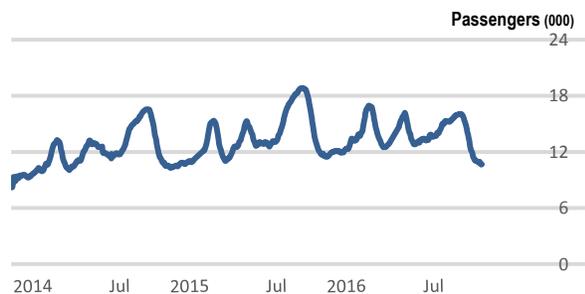
Compared to other major airports ...



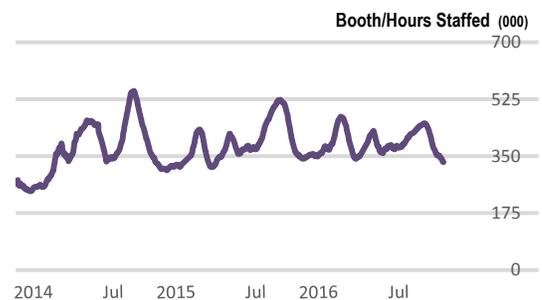
Less volume but increase average wait times

- Travel is down slightly at Houston Intercontinental.** Traveler volume at Houston has decreased 2% compared to last year. Today, 51% of IAH's passengers are confirmed with Global Entry and APC. MPC has been recently introduced.
- Booth hours decreased.** Booth hours have decreased 2% compared to last year. This decrease has not kept pace with travel volume (as evidenced by longer waits).
- Wait times increased.** Year to date, Houston's average wait is up (from 19.2 minutes last year to 20.2 minutes this year). IAH has been doing a better job of staffing booths to meet demand during peak hours.
- Cycle time and throughput increased.** APC and Global Entry growth has increased by 7%, and average cycle time (67 seconds) this year is down from (70.7 seconds) a year ago. Max hourly throughput increased by 2.4 passengers per booth, per hour.

Traveler Volume ... strong growth since 2015



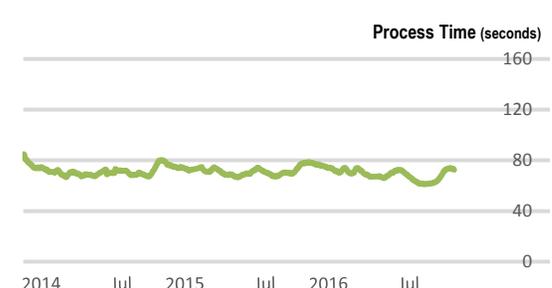
Staffing ... 2% fewer booth hours compared last year



Wait Time ... trending up since mid of 2015

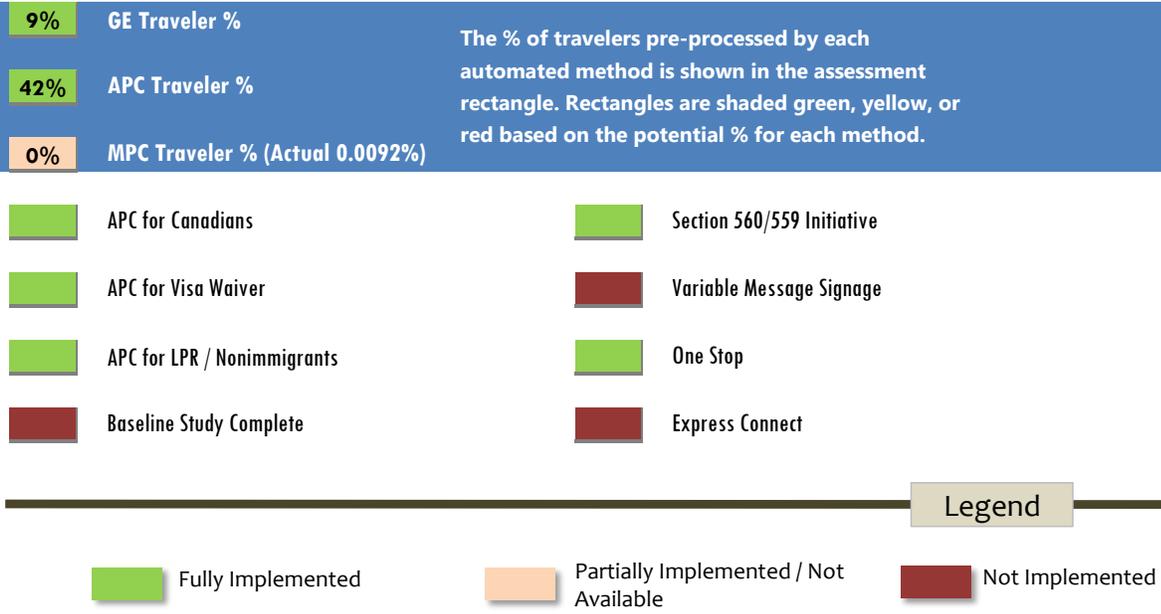


Cycle Time ... slightly trending down



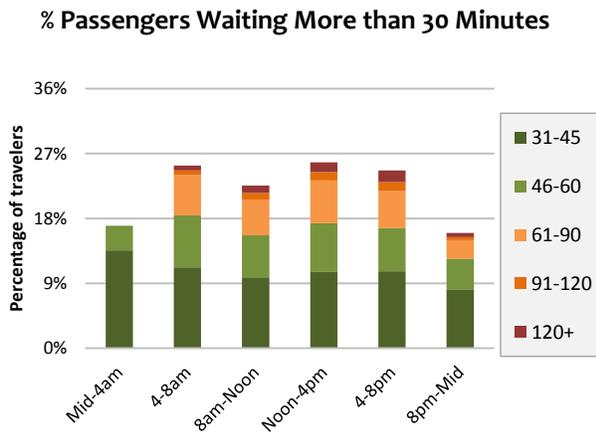
Best Practice Inventory

Houston Best Practice Assessment: Houston has implemented many of the available best practices. Most notably, Houston has utilized APC and Global Entry. Today, 51% of passengers are processed by automated technologies like Global Entry and APC. APC is available not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.



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.

25% of passengers wait more than 30 minutes
 Year to date, approximately 8% of Houston passengers wait more than 1 hour, approximately 25% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 26% of passengers wait more than 30 minutes.



IAH matches booth hours well to peak traffic
 Nearly 65% of daily passengers arrive between Noon and 8pm. By staffing up to 30 booths during this time period, average waits are only slightly higher than the daily average.

