

# AIR DASHBOARD

TRAVEL AND TOURISM

*September 2016*



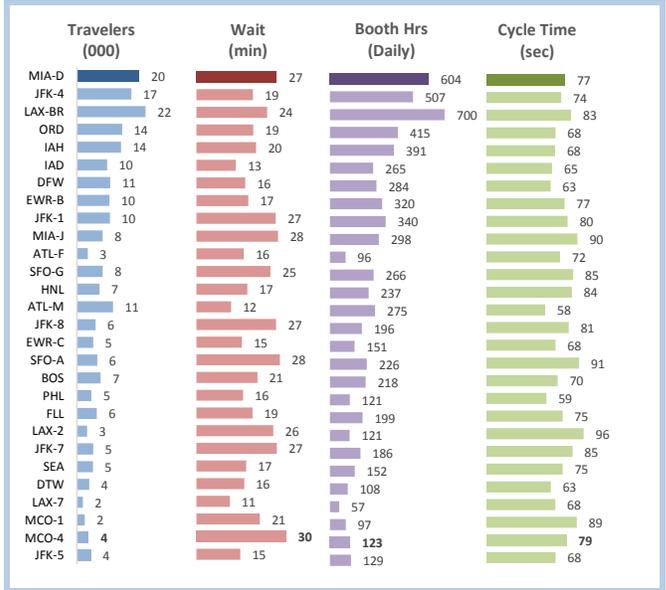
U.S. Customs and  
Border Protection

*Office of Field Operations*

### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	19,667	21,084	-1,417	-7%
Global Entry, APC, & MPC	41%	36%	5%	14%
Non-Automated	59%	64%	-5%	-8%
United States Citizens	40.1%	40.6%	-0.5%	-1%
Non-immigrants	52.7%	52.9%	-0.1%	0%
Legal Permanent Residents	7.2%	6.5%	+0.6%	10%
Average Daily Flights (#)	140	136	5	4%
<b>Wait Time</b>				
Average Primary Wait (m)	27.1	26.7	0.4	1%
% Travelers < 60 minutes	91%	91%	0%	0%
% Travelers > 120 mins	0.73%	0.44%	+0.30%	68%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	604	645	-41	-6%
<b>Efficiency</b>				
Average Cycle Time (s)	77.2	79.2	-1.9	-2%
Max Hourly Throughput / booth	46.6	45.5	1.1	2%
Average Utilization	70%	72%	-2%	-3%

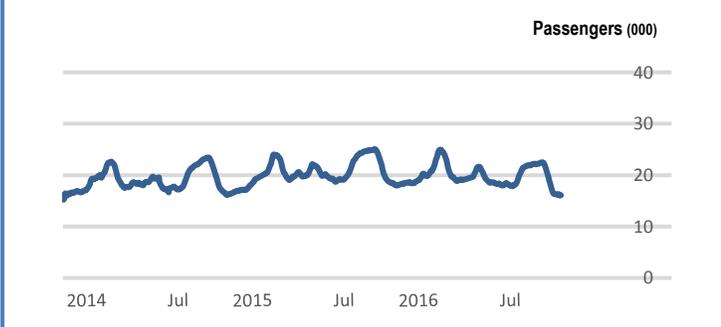
### Compared to other major airports ...



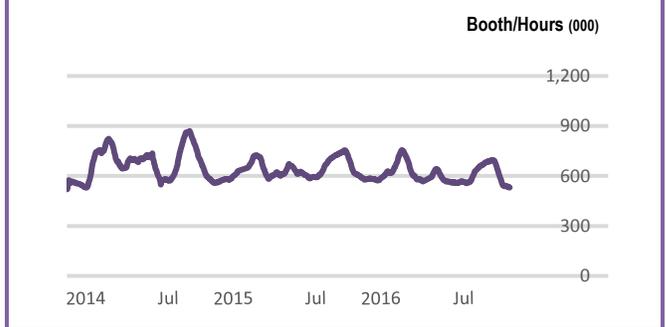
### Fewer travelers, fewer booths

- **Travel decreased at Miami Terminal D.** Traveler volume (year to date) has decreased 7% compared to last year. Today, 41% of passengers are confirmed with automated solutions such as Global Entry, APC, and MPC, up from 36% last year.
- **Fewer booth hours.** Booth hours have decreased 6% compared to a year ago, from 645 hours to 604 hours per day.
- **Wait times up slightly.** Year to date, average wait is 27.1 minutes, compared to 26.7 minutes last year. MIA-D may have missed an opportunity to reduce waits given the lower volume.
- **Cycle time is faster this year.** APC, Global Entry, and MPC growth have combined to reduce average cycle time. Average cycle time is 2 seconds faster than a year ago, increasing max hourly throughput by 1.1 passengers per booth, per hour.

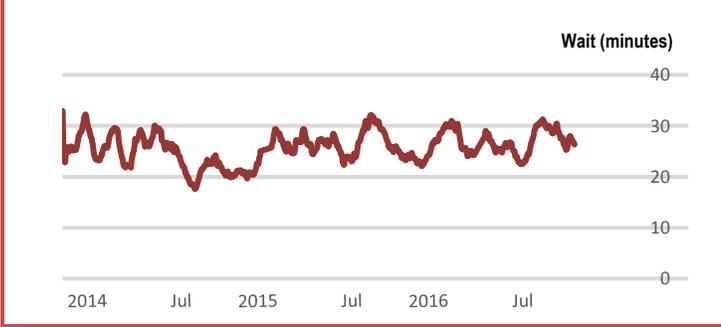
### Traveler Volume ... modest growth since 2014



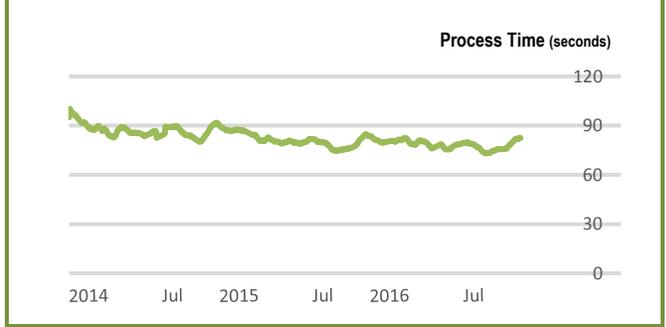
### Booth hours ... 6% fewer booths staffed than last year



### Wait Time ... trending up since July 2014

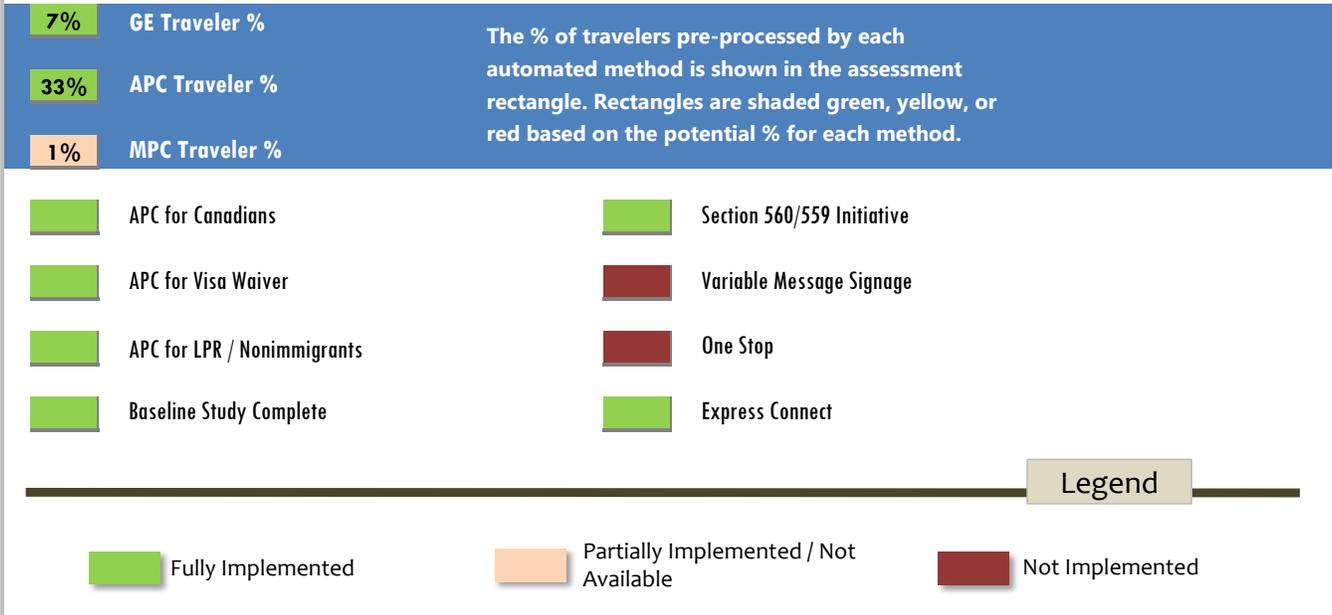


### Cycle Time ... steadily decreasing cycle times



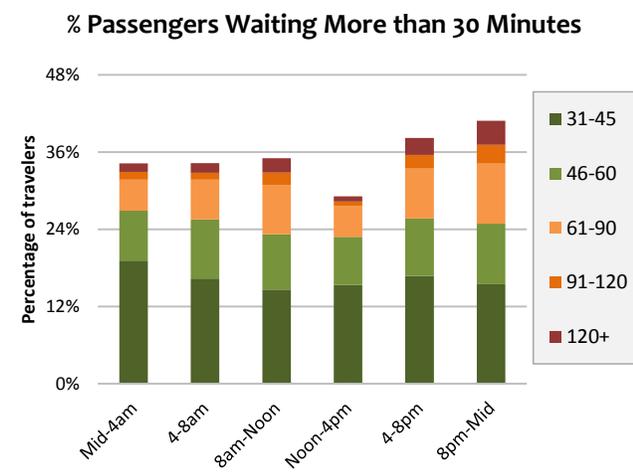
### Best Practice Inventory

**MIA Terminal D Best Practice Assessment:** Terminal D has implemented many of the available best practices. Most notably, 41% of passengers are now processed by automated technologies like Global Entry and APC. MPC has recently been implemented. APC is available at Terminal D not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

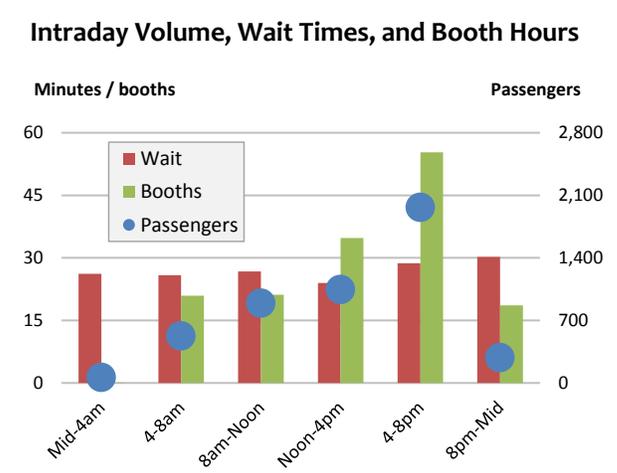


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

**35% of passengers wait more than 30 minutes**  
 Year to date, approximately 11% MIA of Terminal D passengers wait more than 1 hour. Between the hours of 8pm to Midnight, 41% of passengers wait more than 30 minutes.



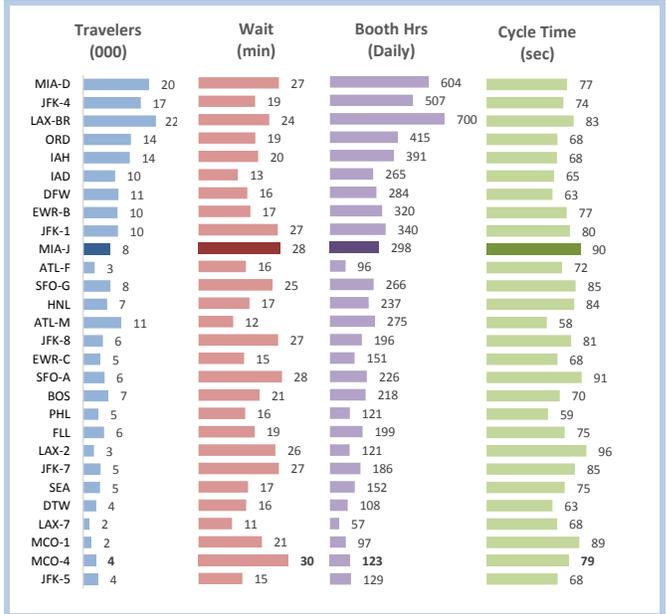
**MIA-D staffs well to traffic volume**  
 Nearly 2,000 passengers (on average) arrive at MIA Terminal D every hour between 4pm and 8pm. MIA-D staffs 55 booth hours during this peak (4-8pm) to keep wait times near average (27 minutes).



### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	8,130	8,025	105	1%
Global Entry, APC, & MPC	19%	12%	7%	58%
Non-Automated	81%	88%	-7%	-8%
United States Citizens	19.5%	17.8%	+1.6%	9%
Non-immigrants	75.9%	77.7%	-1.8%	-2%
Legal Permanent Residents	4.6%	4.5%	+0.2%	3%
Average Daily Flights (#)	45	44	1	2%
<b>Wait Time</b>				
Average Primary Wait (m)	27.6	24.1	3.5	14%
% Travelers < 60 minutes	90%	93%	-4%	-4%
% Travelers > 120 mins	0.55%	0.21%	+0.34%	158%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	298	305	-6	-2%
<b>Efficiency</b>				
Average Cycle Time (s)	89.7	93.1	-3.5	-4%
Max Hourly Throughput / booth	40.2	38.7	1.5	4%
Average Utilization	68%	68%	0%	0%

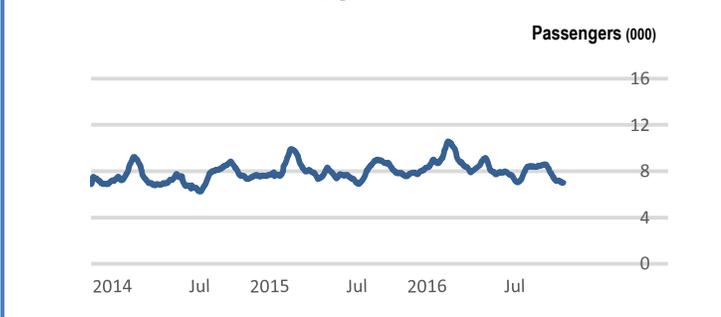
### Compared to other major airports ...



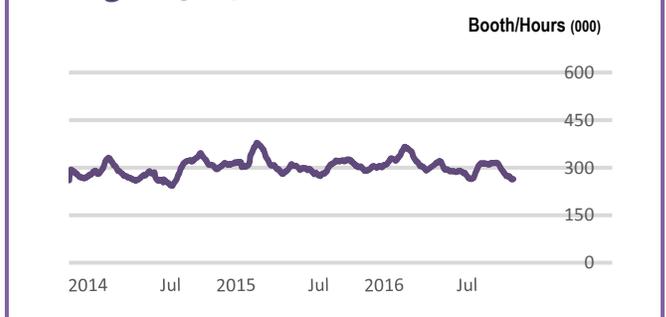
### More traffic and fewer booths lead to longer waits

- Travel is up at Miami (Terminal J).** Traveler volume increased 1% compared to last year. 19% of passengers are confirmed with automated solutions like Global Entry, APC, and MPC, up from 12% last year. Non-immigrant share is 75.9% this year (Non-immigrants take roughly twice as long to process than US citizens).
- Booth hours slightly decreased.** Booth hours are slightly decreased compared to a year ago, from 305 hours to 298 hours.
- Wait times increased.** Year to date, average wait time is up 3.5 minutes (from 24.1 minutes to 27.6 minutes). The number of passengers that were processed in under 60 minutes has decreased from 93% last year to 90% this year.
- Cycle time is 3.5 seconds faster.** Although average cycle time is down 3.5 seconds from last year, MIA Terminal J has one of the longest cycle times at 89.7 seconds. This is due to the high proportion of non-immigrant travelers (75.9%). However, MIA-J's APC share (17%) is expected to increase if APC is applied to non-immigrants.

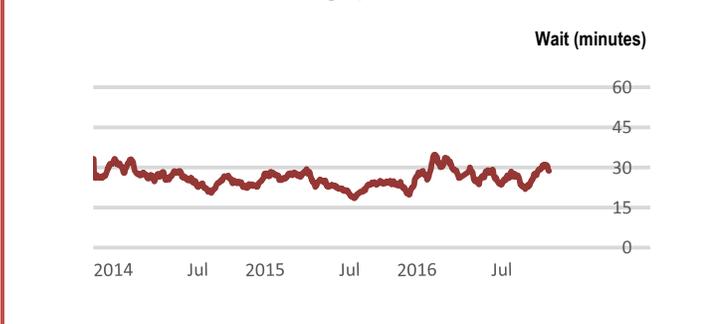
### Traveler Volume ... steady growth



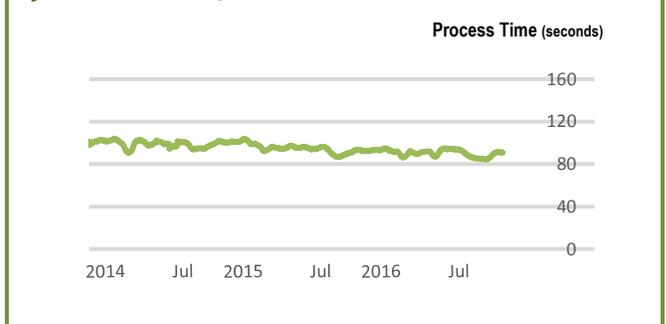
### Staffing ... slight upward trend



### Wait Time ... recent trending up



### Cycle Time ... slight downward trend



## Best Practice Inventory

**MIA Terminal J Best Practice Assessment:** MIA Terminal J has implemented many of the available best practices. Most notably, 19% of MIA-J's passengers are now processed by Global Entry and APC. MPC has recently been implemented. As more travelers begin to utilize the best practices, MIA-J will continue to show operational improvement.

<b>2%</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>17%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler % (Actual 0.1213%)</b>	

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

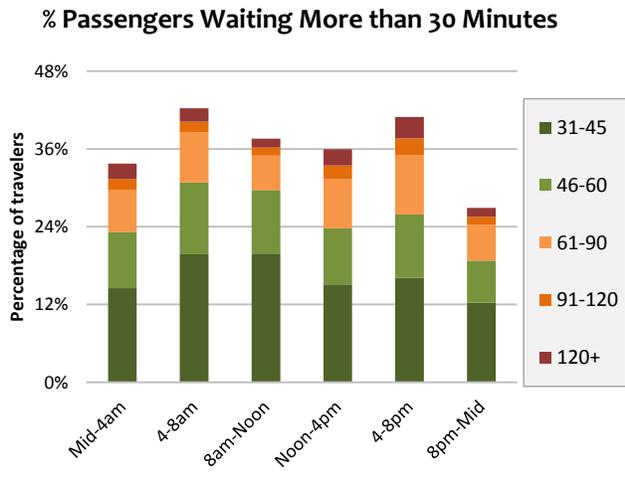
### Legend

- |  |  |  |
|--|--|--|
|  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.

### 38% of passengers wait more than 30 minutes

Year to date, approximately 12% MIA of Terminal J passengers wait more than 1 hour. Between the hours of 4am to 8am, 42% of passengers wait more than 30 minutes.



### More booths needed off-peak

MIA-J staffs booths well during the peak Noon-8pm travel period. However, wait times during off-peak periods are nearly as high. Opening a few extra booths from midnight to Noon could reduce average waits significantly during this off-peak period.

#### Intraday Volume, Wait Times, and Booth Hours

