

AIR DASHBOARD

TRAVEL AND TOURISM

September 2016



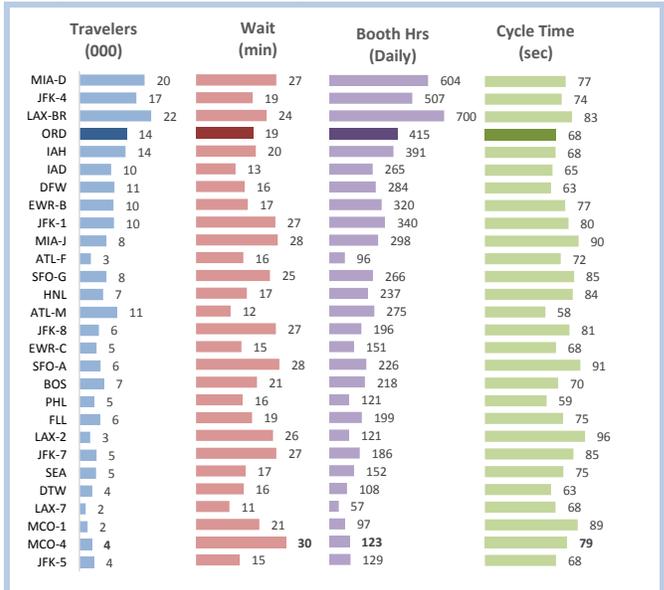
U.S. Customs and
Border Protection

Office of Field Operations

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	14,242	14,374	-132	-1%
Global Entry, APC, & MPC	50%	44%	6%	14%
Non-Automated	50%	56%	-6%	-11%
United States Citizens	52.2%	49.8%	+2.4%	5%
Non-immigrants	42.1%	44.5%	-2.4%	-5%
Legal Permanent Residents	5.7%	5.6%	+0.0%	1%
Average Daily Flights (#)	74	73	1	1%
Wait Time				
Average Primary Wait (m)	19.2	16.8	2.4	14%
% Travelers < 60 minutes	94%	96%	-2%	-2%
% Travelers > 120 mins	0.79%	0.27%	+0.52%	188%
Primary Booth Hours				
Average Daily Booth Hours	415	427	-12	-3%
Efficiency				
Average Cycle Time (s)	68.0	70.3	-2.4	-3%
Max Hourly Throughput / booth	53.0	51.2	1.8	3%
Average Utilization	65%	66%	-1%	-2%

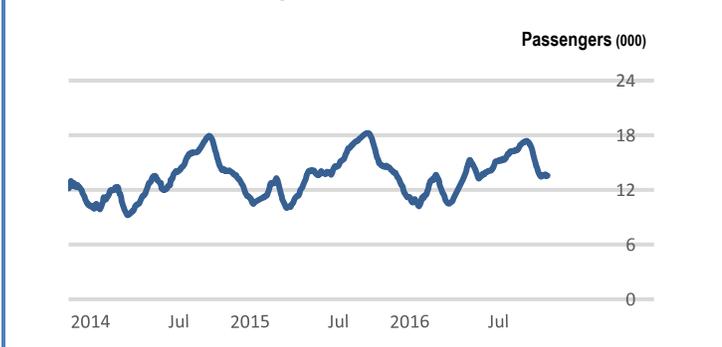
Compared to other major airports ...



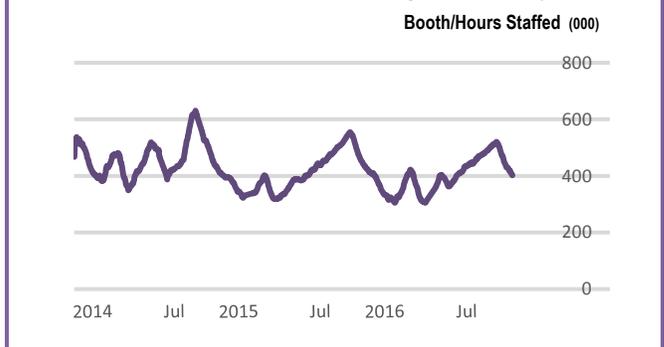
Booth hours decline more than traffic volume; increase waits

- **Travel is down slightly at Chicago O'Hare Main Terminal.** Traveler volume at Chicago O'Hare (year to date) decreased 1% compared to last year. About 50% of O'Hare's passengers are confirmed with automated solutions like Global Entry and APC, up from 44% last year.
- **Slightly fewer booth hours.** Booth hours at O'Hare have decreased 3% compared to a year ago. Booth hours have not kept pace with traveler volume, as reflected by longer waits.
- **Wait times increased.** Year to date, O'Hare's average wait is up 14%, from 16.8 minutes last year to 19.2 minutes this year. Waits in off peak hours may be reduced with just a few more booths.
- **Slightly more throughput.** Average cycle time decreased 3%, while max hourly throughput increased by 1.8 passengers per booth, per hour.

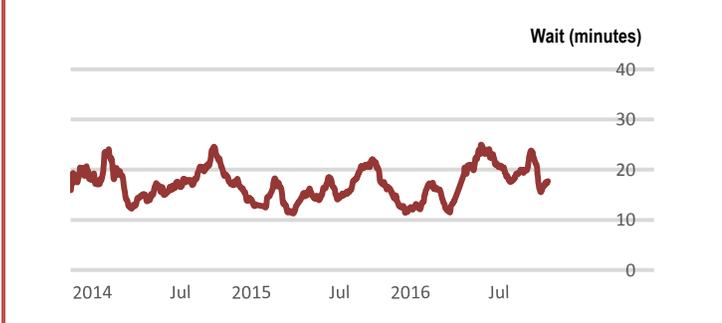
Traveler Volume ... upward trend



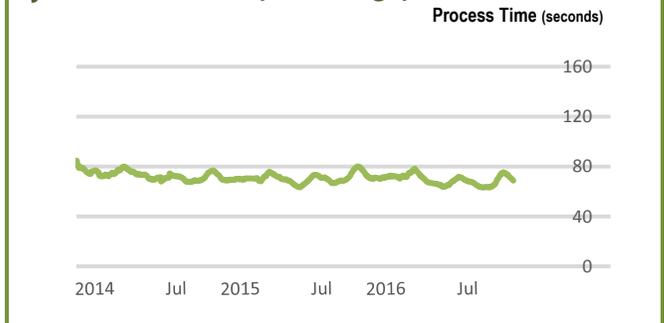
Booth Hours ... 3% less booths compared to last year



Wait Time ... recent increase in wait time

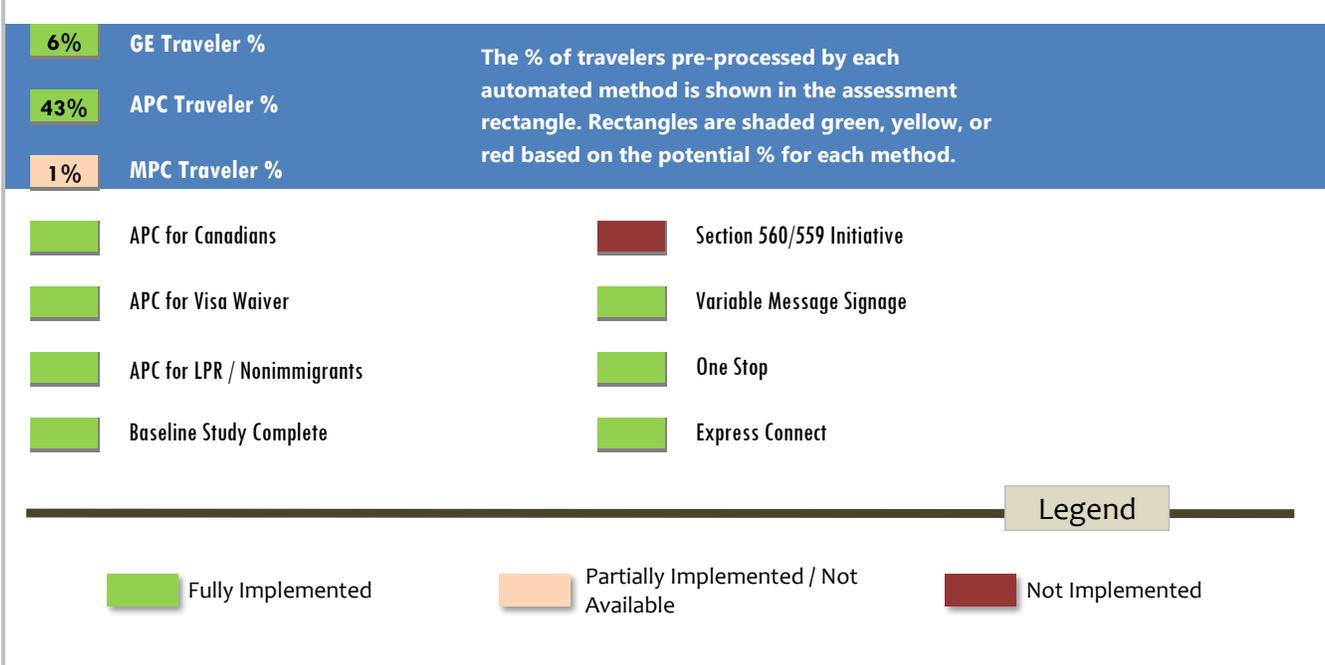


Cycle Time ... steadily decreasing cycle times



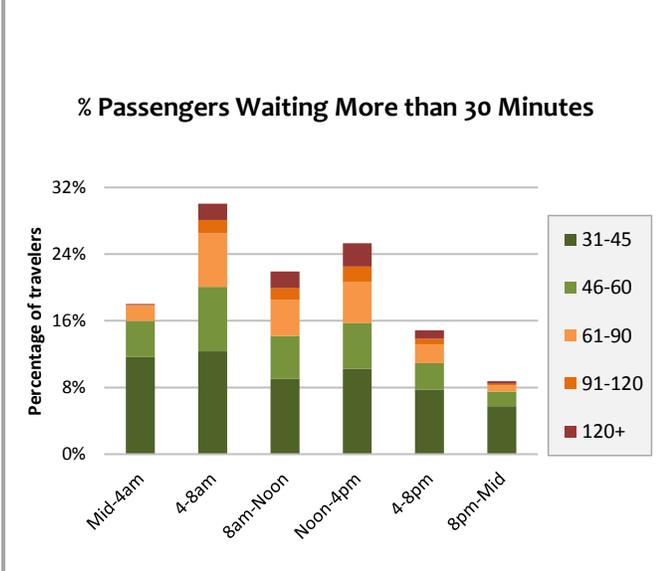
Best Practice Inventory

Chicago O'Hare Main Terminal Best Practice Assessment: O'Hare's Main Terminal has implemented most of the available best practices. Most notably, 50% of passengers are now processed by automated technologies like Global Entry and APC. MPC has recently been implemented. 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.

21% of passengers wait more than 30 minutes
 Year to date, approximately 7% of O'Hare passengers wait more than 1 hour, approximately 21% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 30% of passengers wait more than 30 minutes.



Off peak hours wait could be reduced
 Over 1,300 passengers arrive at O'Hare's Main Terminal every hour between Noon and 8pm. But waits are higher from 4am-8am when only 180 passengers arrive per hour. An extra booth for this period could reduce average wait.

