

# AIR DASHBOARD

TRAVEL AND TOURISM

*August 2016*



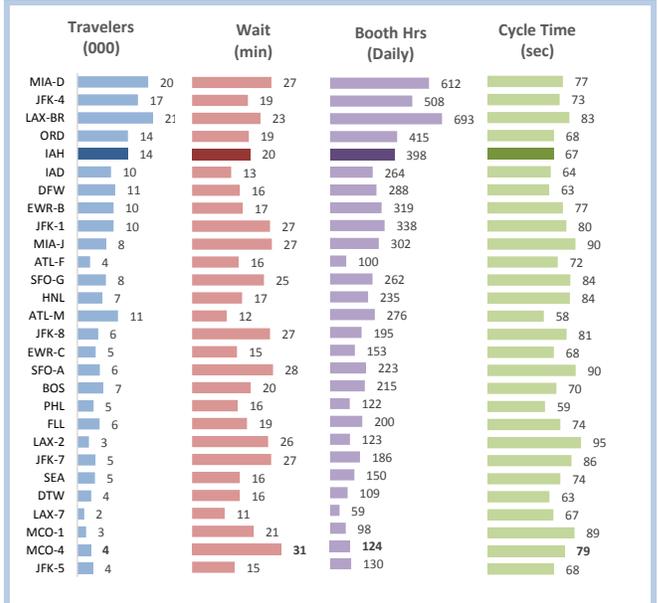
U.S. Customs and  
Border Protection

*Office of Field Operations*

### Key Metrics

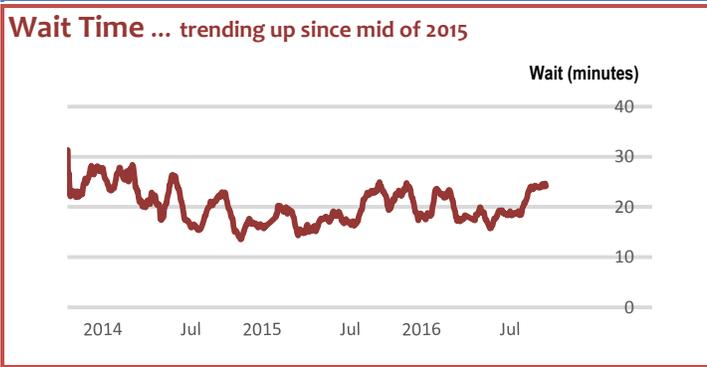
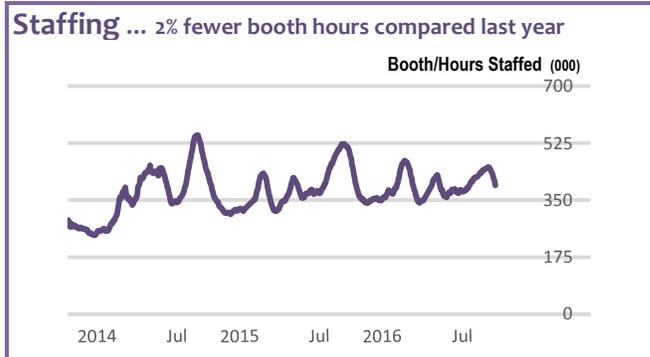
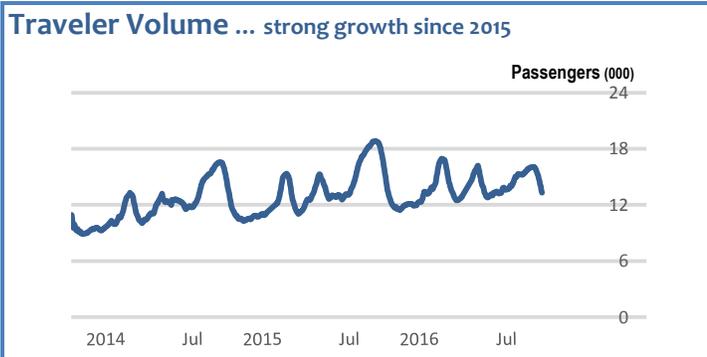
	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	14,275	14,515	-240	-2%
Global Entry, APC, & MPC	52%	44%	8%	18%
Non-Automated	48%	56%	-8%	-14%
United States Citizens	54.7%	54.1%	+0.6%	1%
Non-immigrants	39.0%	39.5%	-0.5%	-1%
Legal Permanent Residents	6.3%	6.4%	-0.1%	-1%
Average Daily Flights (#)	114	117	-4	-3%
<b>Wait Time</b>				
Average Primary Wait (m)	19.9	18.9	1.0	5%
% Travelers < 60 minutes	94%	96%	-2%	-2%
% Travelers > 120 mins	0.29%	0.20%	+0.08%	41%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	398	407	-9	-2%
<b>Efficiency</b>				
Average Cycle Time (s)	67.0	69.9	-2.9	-4%
Max Hourly Throughput / booth	53.7	51.5	2.3	4%
Average Utilization	67%	69%	-3%	-4%

### Compared to other major airports ...



### Waits begin to increase at IAH

- Travel is down slightly at Houston Intercontinental.** Traveler volume at Houston has decreased 2% compared to last year. Today, 52% of IAH's passengers are confirmed with Global Entry and APC.
- Booth hours decreased.** Booth hours have decreased 2% compared to last year. This decrease in staffing 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 18.9 minutes last year to 19.9 minutes this year). IAH has been doing a better job of staffing booths to meet demand throughout the day.
- Cycle time and throughput increased.** APC and Global Entry growth has increased by 8%, and average cycle time (67 seconds) this year is down from (69.9 seconds) a year ago. Max hourly throughput increased by 2.3 passengers per booth, per hour.



### 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, 52% 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.

<b>9%</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 %</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

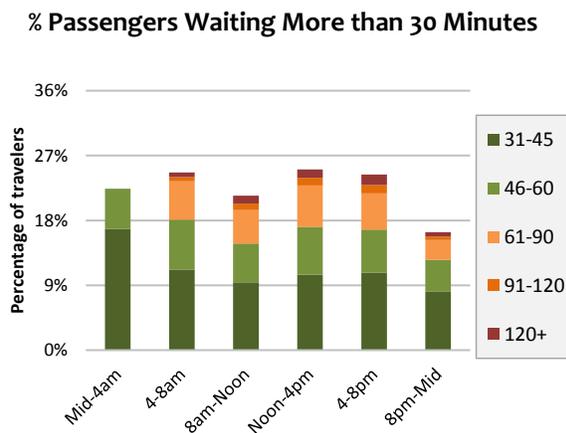
  

**Legend**

 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.

**24% of passengers wait more than 30 minutes**  
 Year to date, approximately 7% of Houston passengers wait more than 1 hour, approximately 24% of passengers wait more than 30 minutes. During multiple time periods, 25% 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 31 booths during this time period, average waits are only slightly higher than the daily average.

