

AIR DASHBOARD

TRAVEL AND TOURISM

August 2016



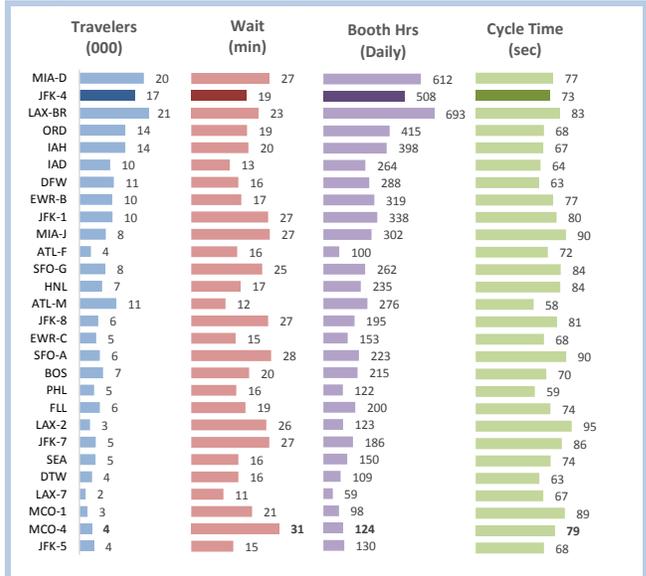
U.S. Customs and
Border Protection

Office of Field Operations

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	17,170	16,995	175	1%
Global Entry, APC, & MPC	55%	43%	12%	28%
Non-Automated	45%	57%	-12%	-21%
United States Citizens	46.5%	45.4%	+1.1%	2%
Non-immigrants	46.2%	46.8%	-0.7%	-1%
Legal Permanent Residents	7.3%	7.8%	-0.5%	-6%
Average Daily Flights (#)	82	80	2	3%
Wait Time				
Average Primary Wait (m)	19.1	19.6	-0.5	-2%
% Travelers < 60 minutes	96%	94%	2%	2%
% Travelers > 120 mins	0.40%	0.47%	-0.07%	-15%
Primary Booth Hours				
Average Daily Booth Hours	508	539	-31	-6%
Efficiency				
Average Cycle Time (s)	73.5	80.0	-6.5	-8%
Max Hourly Throughput / booth	49.0	45.0	4.0	9%
Average Utilization	69%	70%	-1%	-2%

Compared to other major airports ...



Automated technologies help reduce wait times, despite increased volume and fewer booth hours

- Travel is up at JFK (Terminal 4).** Traveler volume increased 1% compared to last year. 55% of passengers use automated solutions like Global Entry and APC, up from 43% last year. MPC has recently been introduced.
- Booth hours decreased.** Booth hours have decreased by 6% compared to a year ago, from 539 hours to 508 hours.
- Wait time decreased.** Year to date, average wait is down by 2% compared to a year ago, from 19.6 minutes to 19.1 minutes. 96% of passengers are being processed in under 60 minutes.
- Cycle time is 6.5 seconds faster.** Global Entry, APC, and MPC have combined to reduce average cycle time. The faster cycle time allows for 4 additional passengers to be processed per booth, per hour. APC technology applied to non-immigrants could be a solution to further reduce average cycle time.

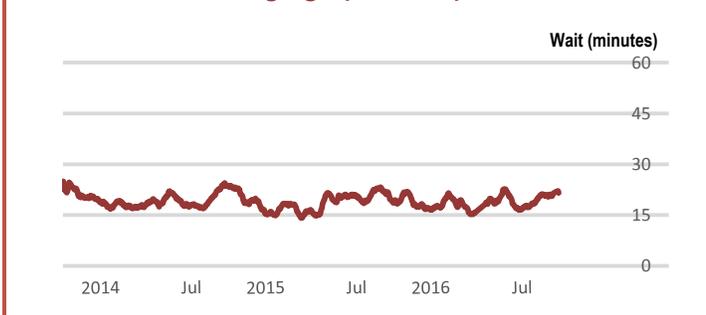
Traveler Volume ... modest growth compared to last year



Booth Hours ... 6% fewer booth hours than last year



Wait Time ... increasing slightly since early 2015

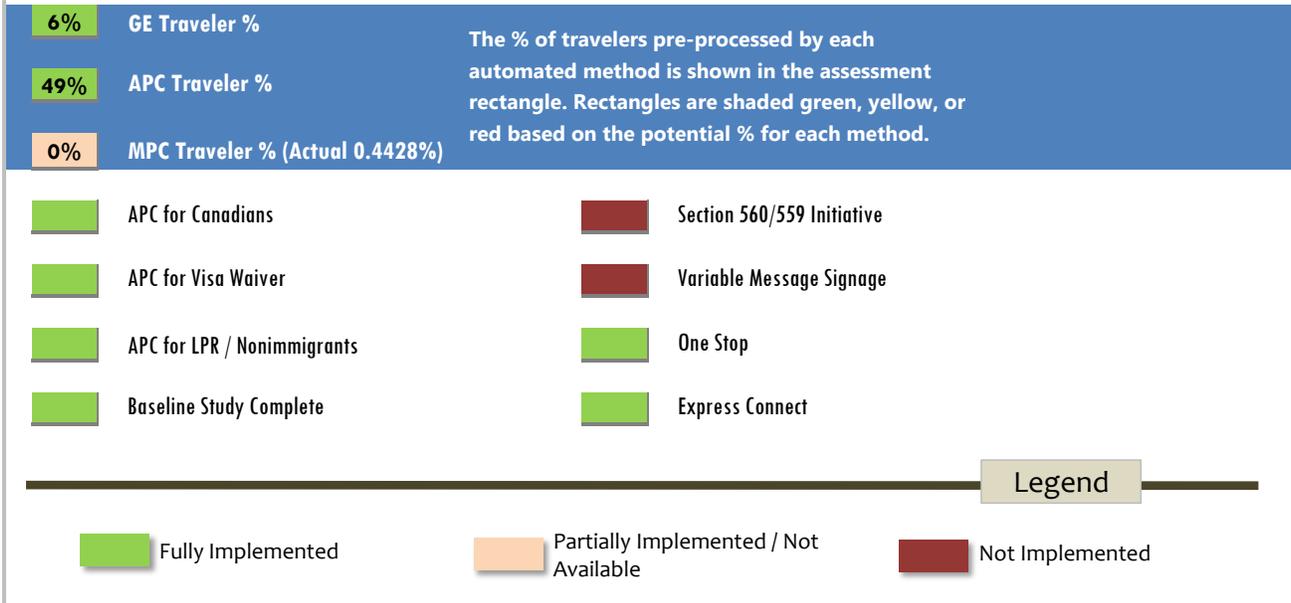


Cycle Time ... steadily decreasing cycle times



Best Practice Inventory

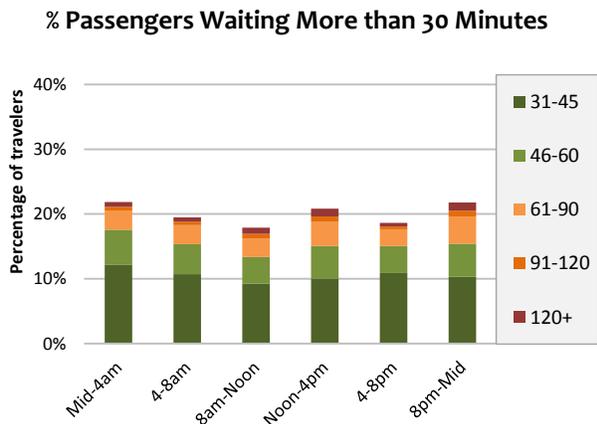
JFK-4 Best Practice Assessment: JFK-4 has implemented many of the available best practices such as Global Entry, Automated Passport Control, One Stop, and Express Connect. MPC has recently been implemented. Today, 55% of passengers are processed by GE and APC kiosks. APC is available at JFK-4 not only 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.

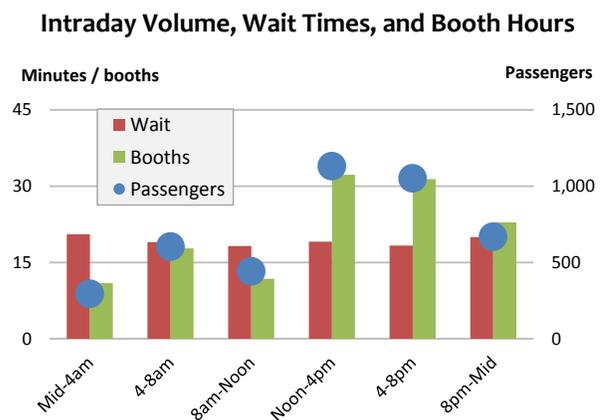
20% of passengers wait more than 30 minutes

Year to date, approximately 5% of JFK Terminal 4 passengers wait more than 1 hour, approximately 20% of passengers wait more than 30 minutes. During multiple time periods, 22% of passengers wait more than 30 minutes.



JFK-4 matches booth hours well to traffic

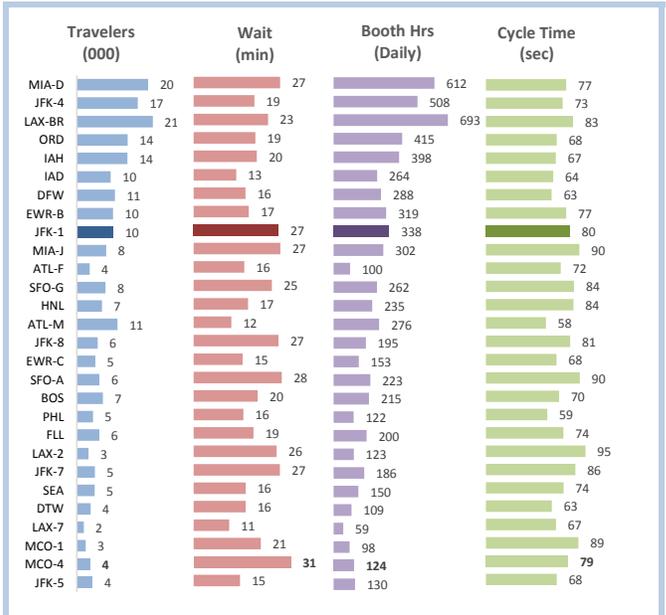
Average wait is very consistent throughout the day. Waits are a bit higher from Midnight to 4am during the lower volume period.



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	10,297	10,082	215	2%
Global Entry, APC, & MPC	42%	30%	12%	40%
Non-Automated	58%	70%	-12%	-17%
United States Citizens	34.0%	32.7%	+1.3%	4%
Non-immigrants	58.5%	60.0%	-1.5%	-2%
Legal Permanent Residents	7.5%	7.3%	+0.2%	2%
Average Daily Flights (#)	44	41	2	6%
Wait Time				
Average Primary Wait (m)	26.7	30.0	-3.3	-11%
% Travelers < 60 minutes	91%	87%	3%	4%
% Travelers > 120 mins	1.41%	2.14%	-0.73%	-34%
Primary Booth Hours				
Average Daily Booth Hours	338	347	-9	-3%
Efficiency				
Average Cycle Time (s)	80.3	85.7	-5.4	-6%
Max Hourly Throughput / booth	44.8	42.0	2.8	7%
Average Utilization	68%	69%	-1%	-2%

Compared to other major airports ...



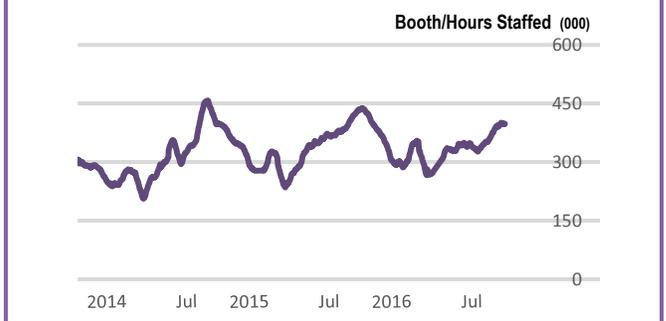
Automation helps to reduce wait times, despite fewer booth hours

- **Travel is up at JFK (Terminal 1).** Traveler volume slightly increased 2% compared to last year. 42% of passengers use automated solutions like Global Entry and APC, up from 30% last year. MPC has recently been introduced.
- **Booth hours slightly decreased.** Booth hours decreased by 3% compared to a year ago. Additional booth hours may be required during non-peak hours.
- **Wait times decreased.** Year to date, average wait is down by 11%, from 30 minutes last year to 26.7 minutes this year. The percentage of travelers waiting less than 60 minutes increased to 91% from 87%.
- **Efficient processing.** The average cycle time is 5.4 seconds faster than last year, allowing for an additional 2.8 passengers to be processed per hour, per booth. The cycle times in JFK-1 could be further improved by applying APC to non-immigrants.

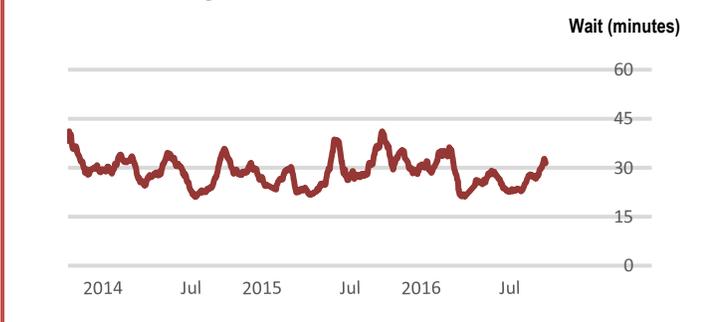
Traveler Volume ... continued strong growth



Booth Hours ... trending higher



Wait Time ... slight downward trend



Cycle Time ... slight downward trend



Best Practice Inventory

JFK Terminal 1 Best Practice Assessment: JFK Terminal 1 has implemented many of the available best practices. Most notably, 42% of JFK-1's passengers are now processed by Global Entry and APC, up from 30% last year. MPC has recently been implemented. APC is available at JFK Terminal 1 not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

3%	GE Traveler %	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.
39%	APC Traveler %	
0%	MPC Traveler % (Actual 0.0867%)	

	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

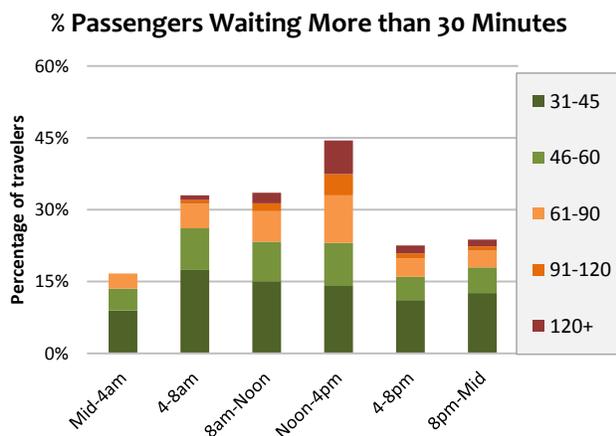
Legend

	Fully Implemented		Partially Implemented / Not Available		Not Implemented
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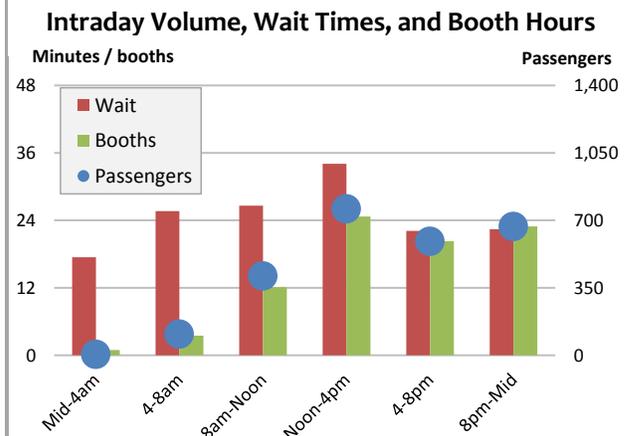
32% of passengers wait more than 30 minutes

Year to date, approximately 11% of JFK Terminal 1 passengers wait more than 1 hour, approximately 32% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 44% of passengers wait more than 30 minutes.



JFK 1 matches booth hours well to traffic

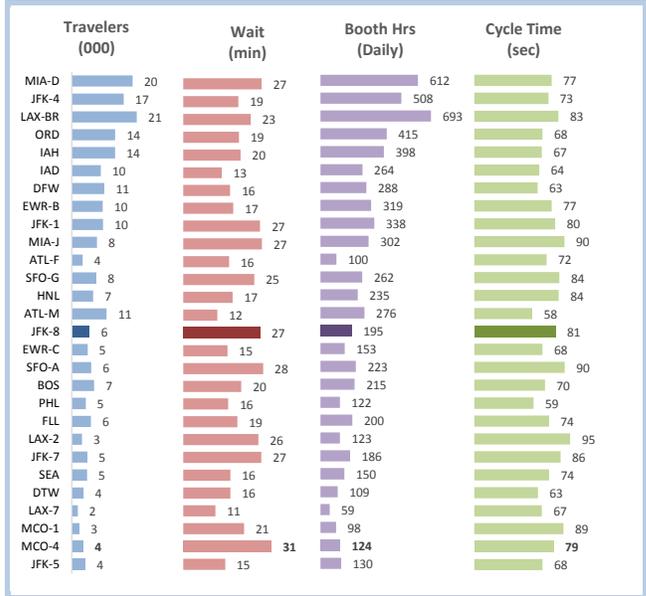
Over 760 passengers (on average) arrive every hour between Noon and 4pm. By opening 25 booths during this time period, the average wait is 34 minutes. All other periods with less traffic maintain a short wait time.



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	5,893	6,100	-206	-3%
Global Entry, APC, & MPC	41%	17%	24%	141%
Non-Automated	59%	83%	-24%	-29%
United States Citizens	38.1%	36.9%	+1.3%	3%
Non-immigrants	56.5%	57.8%	-1.3%	-2%
Legal Permanent Residents	5.4%	5.3%	+0.1%	1%
Average Daily Flights (#)	30	29	1	2%
Wait Time				
Average Primary Wait (m)	26.7	26.5	0.2	1%
% Travelers < 60 minutes	93%	91%	2%	2%
% Travelers > 120 mins	0.69%	0.48%	+0.21%	44%
Primary Booth Hours				
Average Daily Booth Hours	195	208	-12	-6%
Efficiency				
Average Cycle Time (s)	80.6	83.4	-2.8	-3%
Max Hourly Throughput / booth	44.7	43.1	1.5	4%
Average Utilization	68%	68%	-1%	-1%

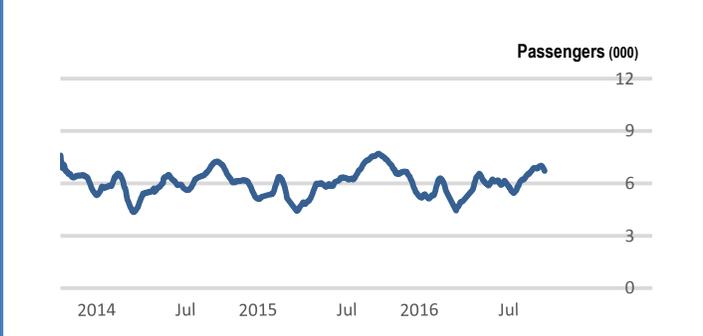
Compared to other major airports ...



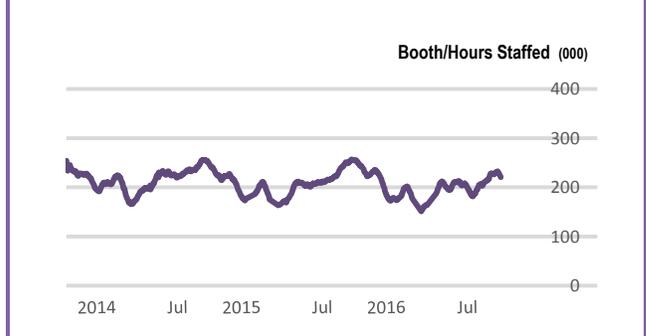
Booth hours decrease more than traffic declines

- Travel is down at JFK Terminal 8.** Traveler volume slightly decreased compared to last year. Today, 41% of JFK-8's passengers are confirmed with automated solutions like Global Entry and APC, compared to 17% last year. MPC has recently been introduced.
- Booth hours decreased.** JFK-8 booth hours have decreased 6% from 208 last year to 195 this year. Since traffic decreased 3%, JFK 8 missed an opportunity to reduce waits by maintaining booth levels.
- Cycle time 2.8 seconds faster.** Cycle time is 3% (2.8 seconds) faster than last year, allowing for an additional 1.5 passengers to be processed per hour, per booth.
- Wait times increased.** Wait time at JFK-8 is slightly longer (1% longer compared to last year). Waits are longest from 4am to Noon when there are fewer travelers at JFK-8. A few extra booths open during this time period could greatly reduce waits.

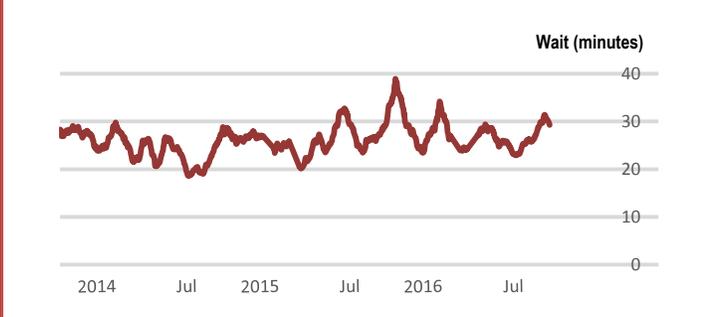
Traveler Volume ... recent up trend



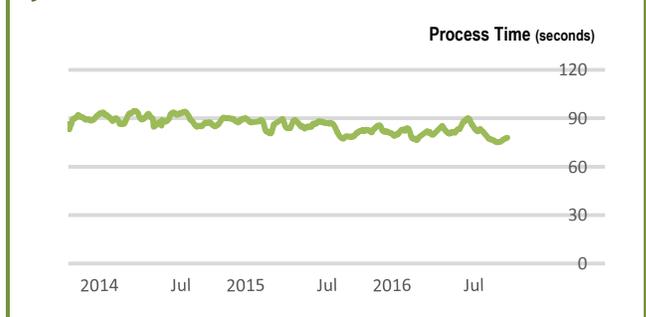
Booth hours ... 6% fewer booths than last year



Wait Time ... recent upward trend



Cycle Time ... recent improvement



Best Practice Inventory

JFK Best Practice Assessment: JFK-8 has implemented many of the available best practices. 41% of travelers use GE and APC. MPC has recently been implemented. APC is available at JFK Terminal 8 not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

5%	GE Traveler %	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.
36%	APC Traveler %	
0%	MPC Traveler % (Actual 0.3889%)	

	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

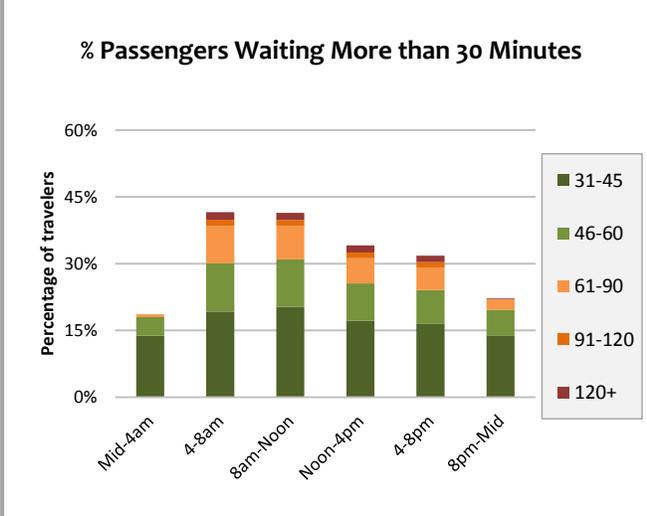
Legend

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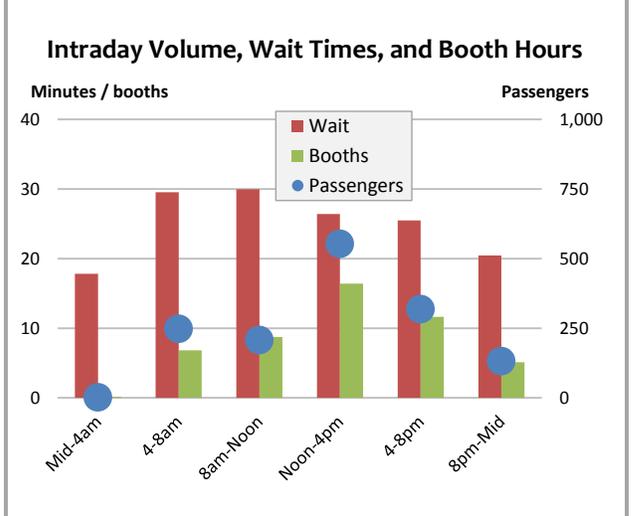
35% of passengers wait more than 30 minutes

Year to date, approximately 9% of JFK Terminal 8 passengers wait more than 1 hour, approximately 35% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 42% of passengers wait more than 30 minutes.



Waits are longer during off peak hours

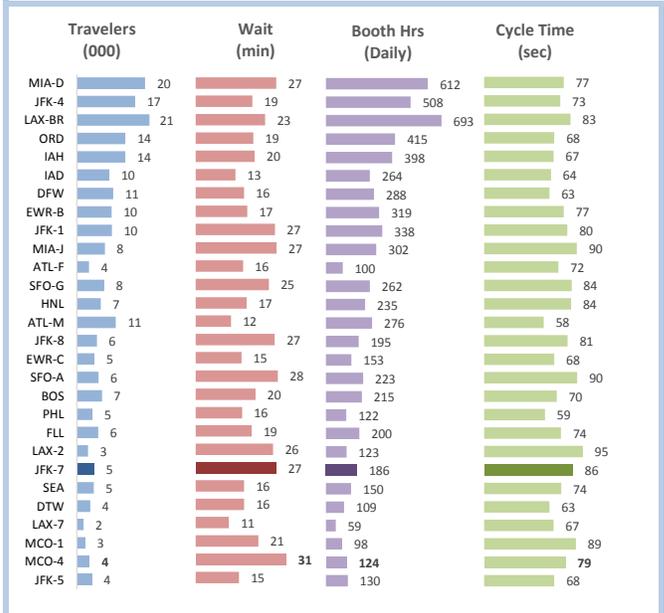
JFK-8 is busiest between Noon-4pm (553 passengers arrive per hour) and waits are 26 minutes during this time. Wait times during non-peak hours are longer and could be improved by opening a few more booths, especially between 4am and Noon.



Key Metrics

Volume	YTD 2016	YTD 2015	Change	% Change
Average Daily Travelers	5,116	4,719	397	8%
Global Entry, APC, & MPC	13%	4%	9%	225%
Non-Automated	87%	96%	-9%	-9%
United States Citizens	29.1%	27.8%	+1.3%	5%
Non-immigrants	65.4%	66.5%	-1.2%	-2%
Legal Permanent Residents	5.5%	5.6%	-0.1%	-2%
Average Daily Flights (#)	23	20	2	12%
Wait Time				
Average Primary Wait (m)	27.1	26.1	1.0	4%
% Travelers < 60 minutes	91%	92%	-1%	-1%
% Travelers > 120 mins	0.52%	0.39%	+0.1%	34%
Primary Booth Hours				
Average Daily Booth Hours	186	171	15	9%
Efficiency				
Average Cycle Time (s)	85.6	87.2	-1.6	-2%
Max Hourly Throughput / booth	42.1	41.3	0.8	2%
Average Utilization	65%	67%	-1%	-2%

Compared to other major airports ...



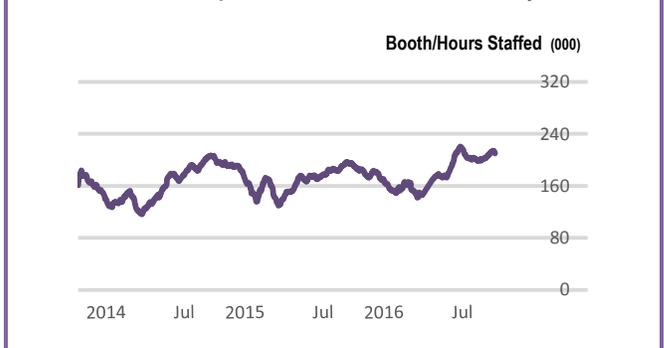
APC should help JFK-7 keep pace with traffic growth

- Travel is up at JFK-7.** Traveler volume at JFK-7 (year to date) has increased 8% compared to last year. Today, only 13% of JFK-7's passengers are confirmed with Global Entry and APC, up from 4% last year. JFK-7 has recently introduced APC and MPC.
- Booth hours increased.** Booth hours have increased to 186 hours per day compared to last year (171 booth hours). This 9% increase has not been able to keep up with traveler volume (up 8%), as shown by 4% longer waits.
- Faster processing.** The implementation of APC has improved efficiency. The average cycle time is 1.6 seconds faster than last year, allowing for an additional 0.8 passenger to be processed per booth, per hour. The cycle times in JFK-7 could be further improved by applying APC to non-immigrants (65.4%).
- Wait times increased by 4%.** The average wait time increased from 26.1 minutes last year to 27.1 minutes this year. The percentage of travelers waiting less than 60 minutes decreased to 91% from 92%.

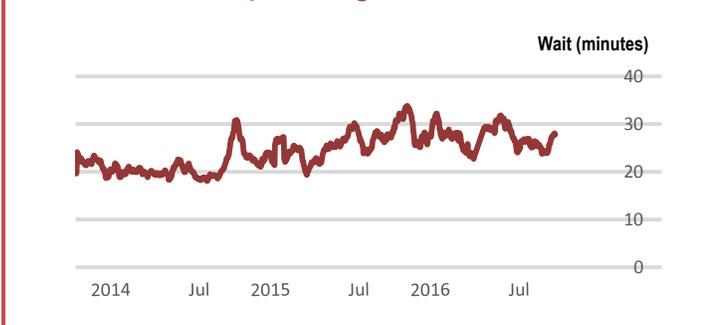
Traveler Volume ... steady upward trend



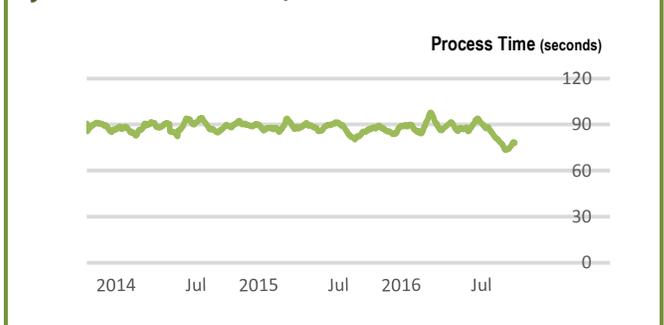
Booth Hours ... 9% more booth hours than last year



Wait Time ... steadily increasing since late 2014

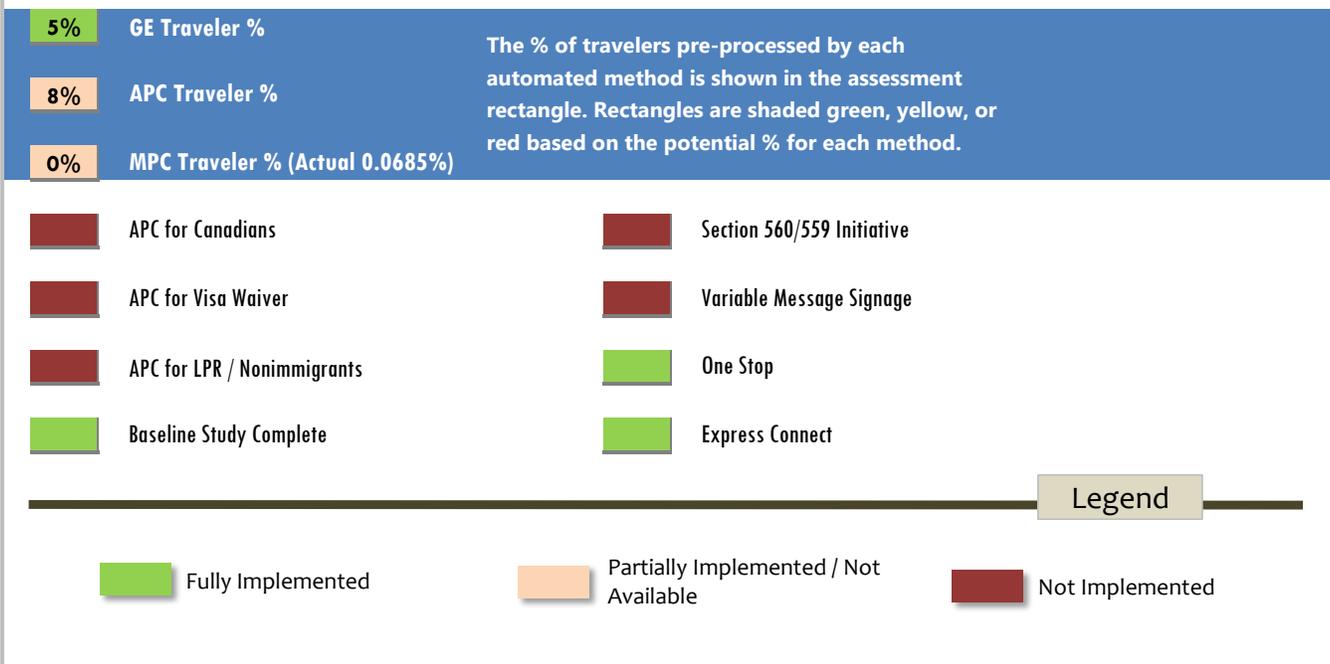


Cycle Time ... recent improvement



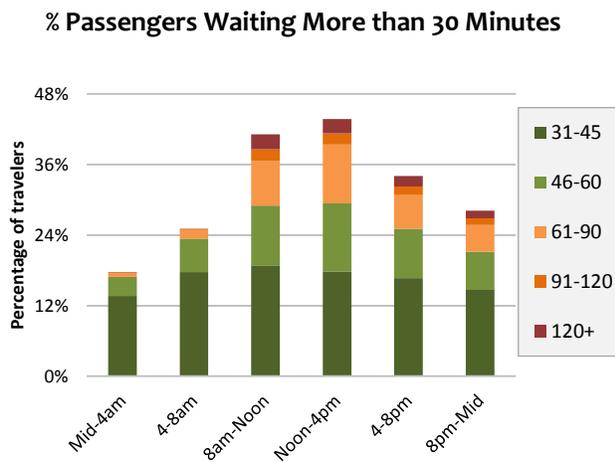
Best Practice Inventory

JFK Best Practice Assessment: JFK-7 has yet to implement some of the available best practices. 13% of travelers use GE and APC. MPC and APC have recently been implemented. These practices need to be applied to reduce cycle times, as seen at other terminals across the country.

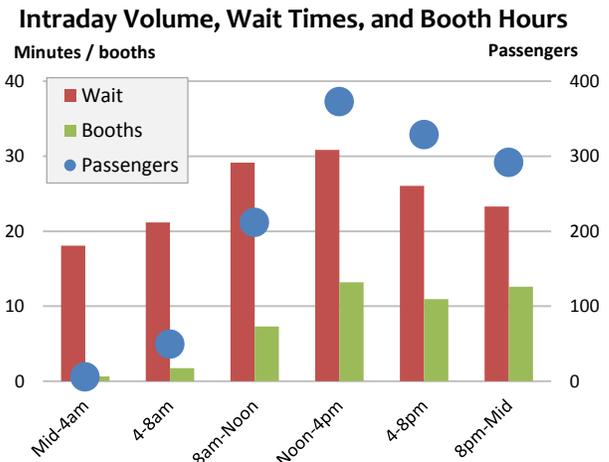


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

36% of passengers wait more than 30 minutes
 Year to date, approximately 10% JFK of Terminal 7 passengers wait more than 1 hour. Between the hours of Noon to 4pm, 44% of passengers wait more than 30 minutes.



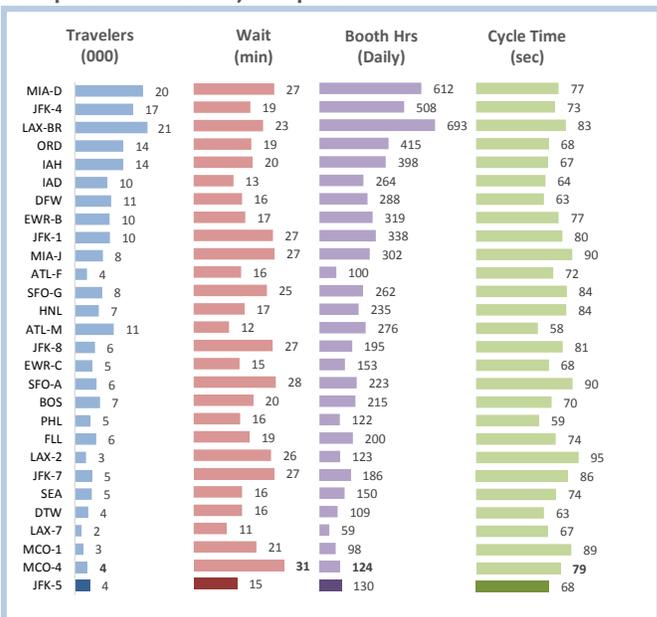
JFK-7 staffs well to traffic
 Passenger volume is highest between Noon and 4pm (373 passengers/hour). By opening 13 booths, wait times are 31 minutes. Wait times are shorter during other periods when less traffic arrives. With very light traffic from midnight to Noon, an extra booth or two could great reduce off-peak waits.



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	4,477	3,934	543	14%
Global Entry, APC, & MPC	56%	45%	11%	24%
Non-Automated	44%	55%	-11%	-20%
United States Citizens	68.6%	70.0%	-1.4%	-2%
Non-immigrants	18.7%	17.3%	1.5%	8%
Legal Permanent Residents	12.7%	12.7%	0.0%	0%
Average Daily Flights (#)	29	27	2	9%
Wait Time				
Average Primary Wait (m)	14.6	12	3.0	26%
% Travelers < 60 minutes	98%	99%	-1%	-1%
% Travelers > 120 mins	0.13%	0.02%	0.1%	552%
Primary Booth Hours				
Average Daily Booth Hours	130	119	11	9%
Efficiency				
Average Cycle Time (s)	67.7	70.4	-2.7	-4%
Max Hourly Throughput / booth	53.1	51.1	2.0	4%
Average Utilization	65%	65%	0%	0%

Compared to other major airports ...



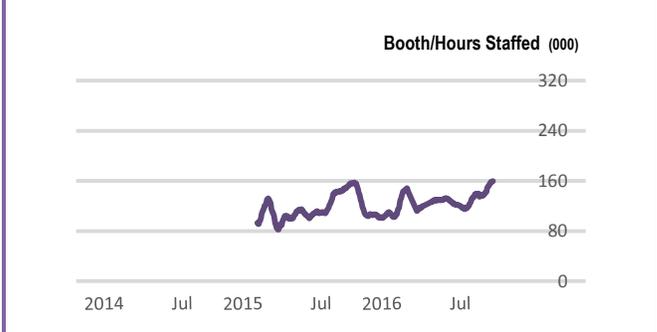
Booth hours and efficiencies have not kept pace with volume growth

- Travel is up significantly at JFK-5.** Traveler volume at JFK-5 has increased 14% compared to last year. Today, 56% of JFK-5's passengers are confirmed with Global Entry and APC, up from 45% last year. MPC has been recently introduced.
- Booth hours increased.** Booth hours increased by 9% compared to a year ago from 119 booth hours to 130 booth hours, but have not kept pace with traveler volume (up 14%), especially in off peak hours when waits are highest. However, JFK-5 still has the shortest wait of any JFK terminal.
- Efficient processing.** Cycle time is 2.7 seconds faster (53.1 passengers per hour, per booth, with an average utilization per booth of 65%). This makes JFK-5 the most efficient of JFK's terminals.
- Wait times increased.** Year to date, average wait is up by 26% compared to a year ago, from 12 minutes to 14.6 minutes due to traffic growth.

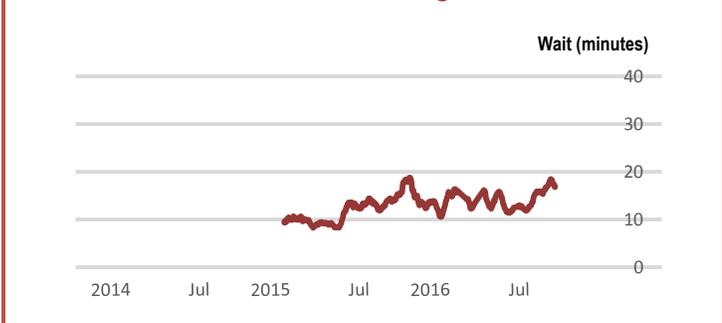
Traveler Volume ... continued growth



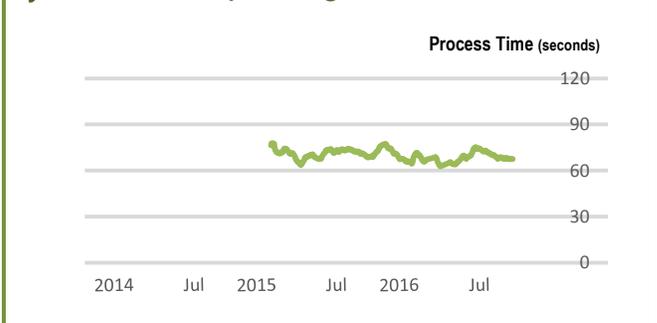
Booth Hours ... continued increase



Wait Time ... short waits, but increasing

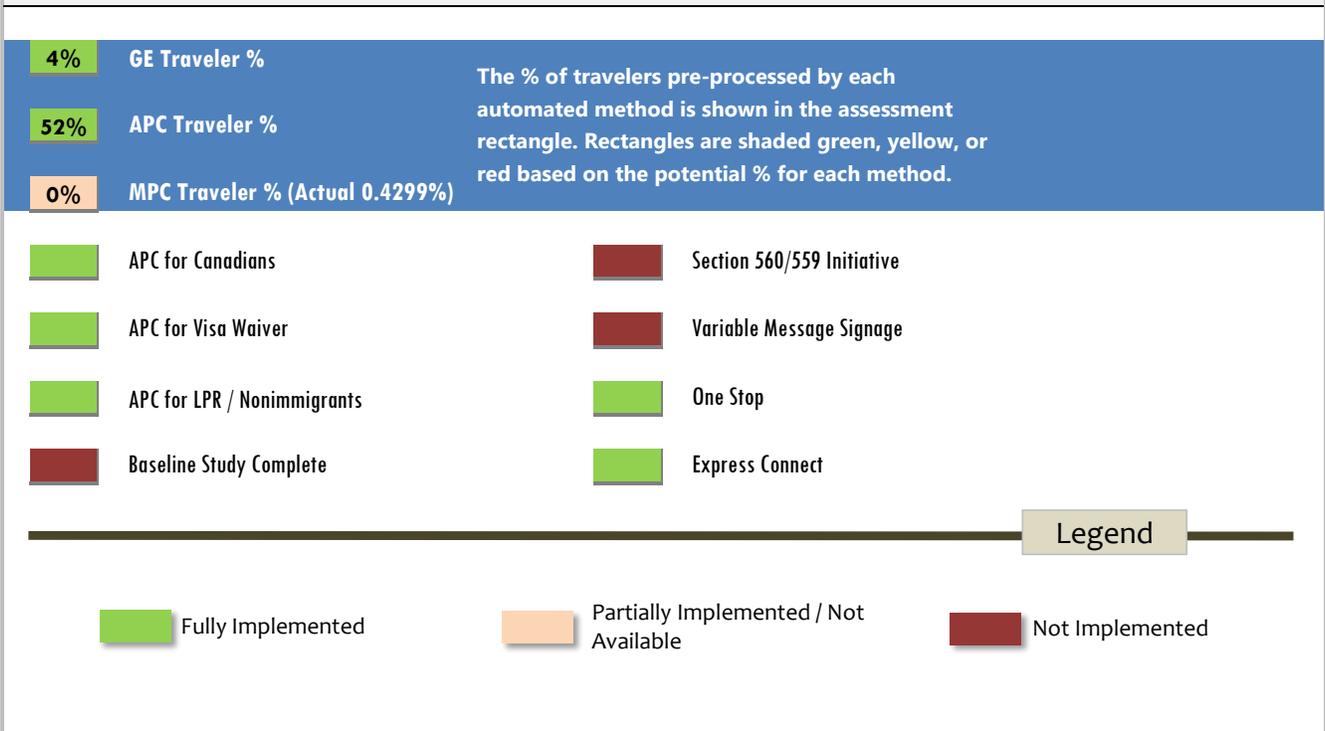


Cycle Time ... fast processing



Best Practice Inventory

JFK Best Practice Assessment: JFK-5 has implemented many of the available best practices. Most notably, 56% of travelers use GE and APC. MPC has recently been implemented. APC is available at JFK Terminal 5 not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

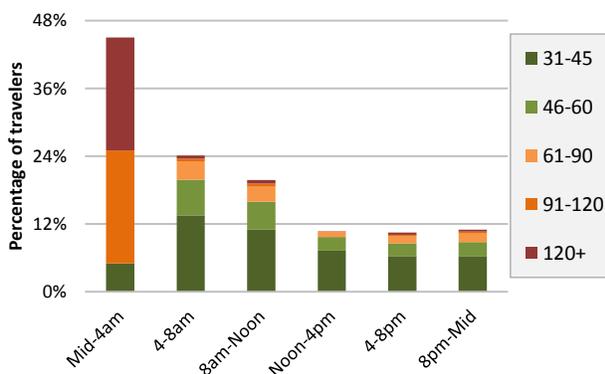


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13% of passengers wait more than 30 minutes

While very few JFK Terminal 5 passengers wait more than 1 hour (about 2%), approximately 13% of passengers wait more than 30 minutes. Between the hours of Midnight to 4am, 45% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



Short waits during busiest times

Passenger volume is highest between 4pm and 8pm (463 passengers/hour), yet with 11 booths open during this time, wait times are lower than the average. More booths may be needed from 4am to Noon (off-peak hours) when waits are higher.

Intraday Volume, Wait Times, and Booth Hours

