

AIR DASHBOARD

TRAVEL AND TOURISM

August 2016



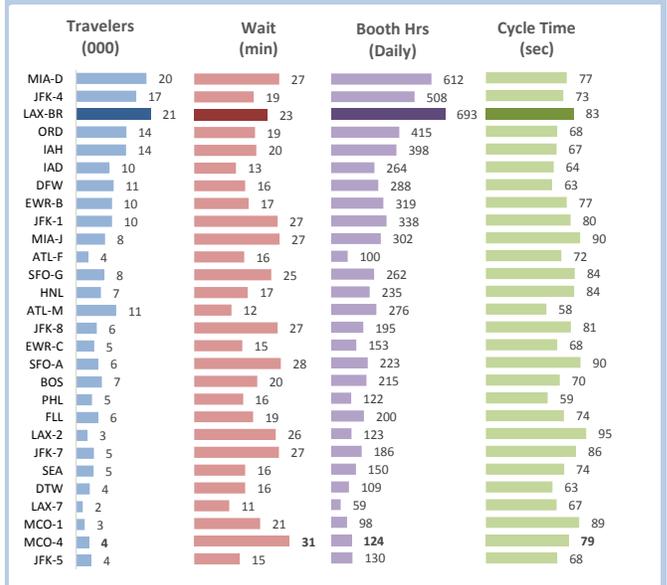
U.S. Customs and
Border Protection

Office of Field Operations

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	21,454	18,665	2,789	15%
Global Entry, APC, & MPC	45%	30%	15%	50%
Non-Automated	55%	70%	-15%	-21%
United States Citizens	38.9%	36.1%	+2.9%	8%
Non-immigrants	54.8%	57.9%	-3.2%	-5%
Legal Permanent Residents	6.3%	6.0%	+0.3%	5%
Average Daily Flights (#)	86	71	15	20%
Wait Time				
Average Primary Wait (m)	23.4	20.7	2.7	13%
% Travelers < 60 minutes	93%	95%	-2%	-2%
% Travelers > 120 mins	0.27%	0.10%	+0.17%	179%
Primary Booth Hours				
Average Daily Booth Hours	693	644	50	8%
Efficiency				
Average Cycle Time (s)	83.4	90.2	-6.8	-8%
Max Hourly Throughput / booth	43.2	39.9	3.3	8%
Average Utilization	72%	73%	-1%	-1%

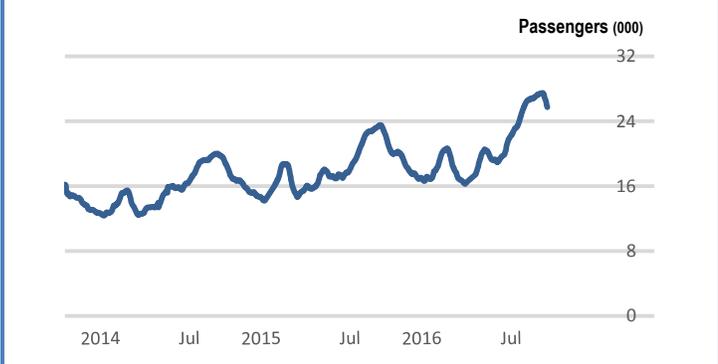
Compared to other major airports ...



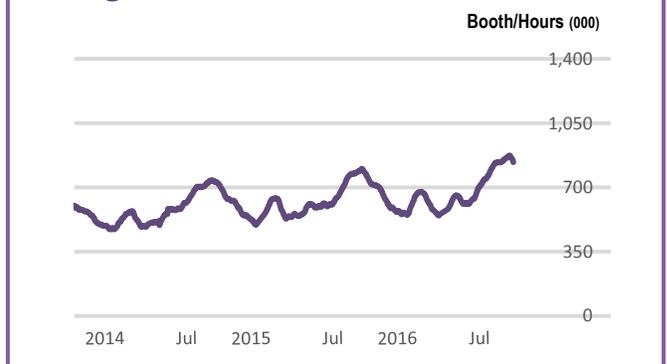
Travel volume growth increases wait; Bradley is now the largest terminal

- Travel is up significantly at LAX (Bradley).** Traveler volume at Bradley Terminal (year to date) has increased 15% compared to last year. Bradley has eclipsed JFK-4 and MIA-D to become the busiest US international terminal.
- More booths being staffed to meet demand.** Booth hours at LAX Bradley have increased 8% compared to a year ago, from 644 hours to 693 hours per day, but have not kept pace with traveler volume (+15%).
- Increase in wait times.** Year to date, LAX Bradley's average wait increased by 2.7 minutes (13%) to 23.4 minutes. 93% of passengers are being processed in under 60 minutes, down from 95% last year.
- Faster processing.** LAX (Bradley) has one of the longest average cycle times of any major terminal. However, average cycle time (83.4 seconds) has decreased from 90.2 seconds a year ago. Cycle time will further improve if APC could be applied to non-immigrants (55%).

Traveler Volume ... trending upwards



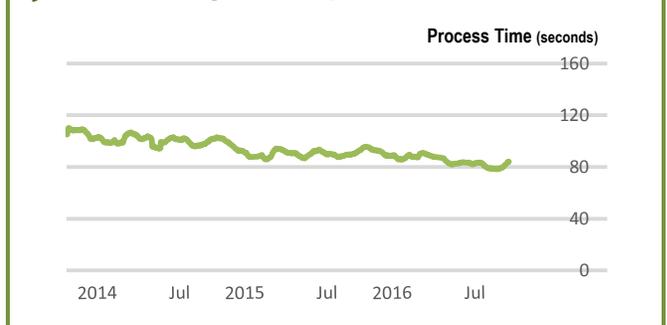
Staffing ... 8% more booths staffed than last year



Wait Time ... recent upturn in wait time



Cycle Time ... significant improvement since 2015



Best Practice Inventory

LAX Bradley Best Practice Assessment: LAX Bradley has implemented many of the available best practices. Most notably, 45% of LAX Bradley's passengers are now processed by Global Entry and APC. APC is available at LAX Bradley not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

4%	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.
41%	APC Traveler %	
0%	MPC Traveler %	

 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

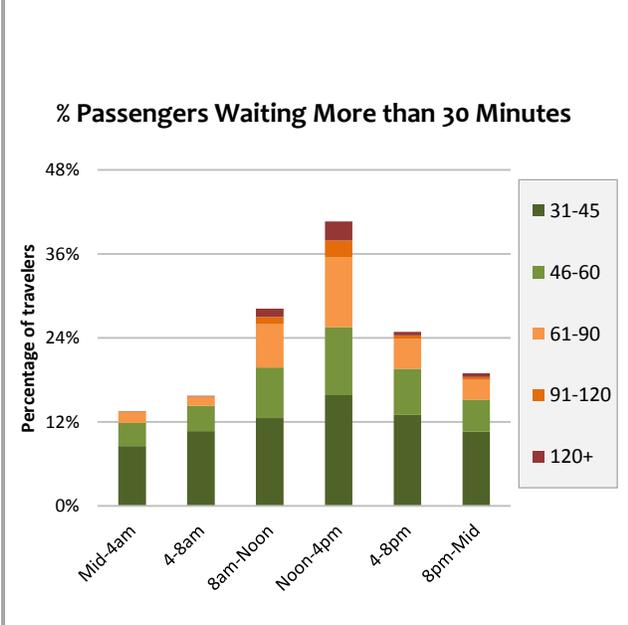
Legend

 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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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.

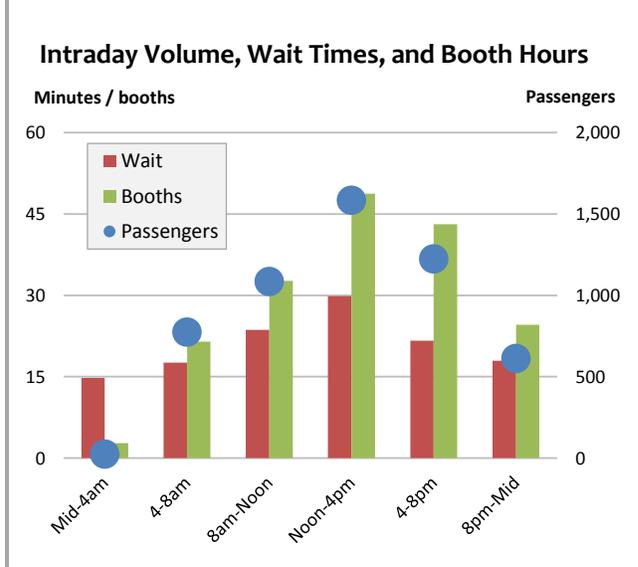
28% of passengers wait more than 30 minutes

Year to date, approximately 8% of Bradley passengers wait more than 1 hour. Between the hours of Noon to 4pm, 41% of passengers wait more than 30 minutes.



LAX Bradley staffs well to traffic demand

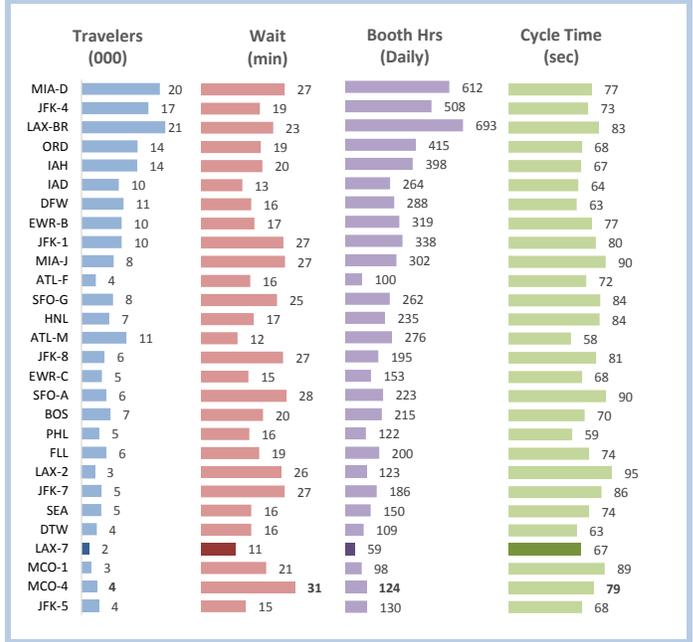
On average, over 1,580 passengers arrive every hour between Noon and 4pm. By staffing 49 booths, average waits (30 minutes) are higher than the average (23.4 minutes). Opening extra booths from 8am to Noon may reduce average waits leading into peak hours.



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers (000)	1,950	2,032	-83	-4%
Global Entry, APC, & MPC	55%	5%	50%	1000%
Non-Automated	45%	95%	-50%	-53%
United States Citizens	66.0%	64.1%	+1.9%	3%
Non-immigrants	28.6%	29.5%	-0.9%	-3%
Legal Permanent Residents	5.4%	6.4%	-1.0%	-16%
Average Daily Flights (#)	13	14	-2	-11%
Wait Time				
Average Primary Wait (m)	11.2	12.8	-1.6	-13%
% Travelers < 60 minutes	99%	99%	0%	0%
% Travelers > 120 mins	0.06%	0.02%	+0.00%	241%
Primary Booth Hours				
Average Daily Booth Hours	59	63	-5	-7%
Efficiency				
Average Cycle Time (s)	67.0	73.0	-5.9	-8%
Max Hourly Throughput / booth	53.7	49.3	4.4	9%
Average Utilization	62%	65%	-3%	-5%

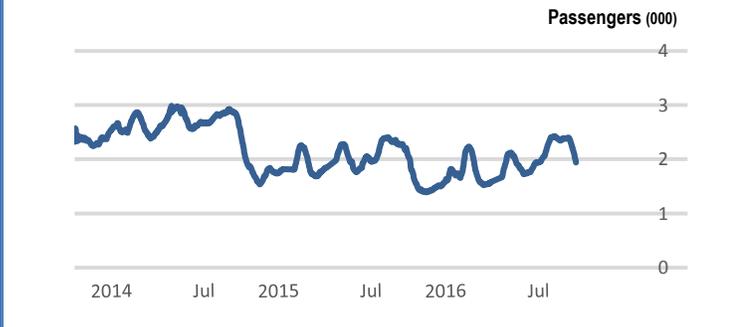
Compared to other major airports ...



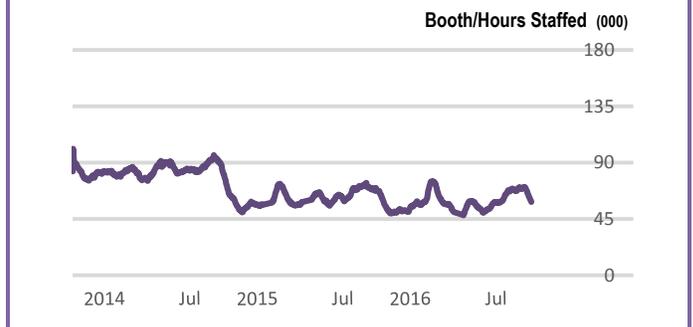
Very short waits due to decreased traveler volume

- Travel is down at LAX Terminal 7.** Traveler volume (year to date) has decreased 4% compared to last year. Today, 55% of LAX-7's passengers are confirmed with Global Entry and APC.
- Decreased booths hours.** Average daily booth hours have decreased 7%, from 63 hours last year to 59 hours this year.
- Faster processing.** Average cycle time has improved by 5.9 seconds compared to last year, while max hourly throughput increased by 4.4 passengers per booth, per hour.
- Wait times decreased by 13%.** A decrease in traveler volume and more efficient processing have led to a decrease in wait time. The average wait time decreased by 13%, from 12.8 minutes last year to 11.2 minutes this year.

Traveler Volume ... sharp decrease in 2015



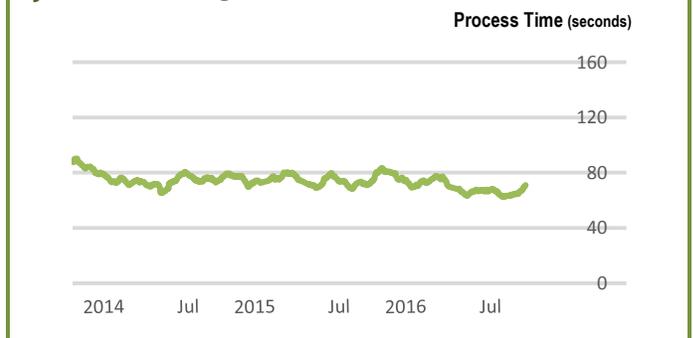
Booth hours ... sharp decrease in 2015



Wait Time ... steadily decreasing



Cycle Time ... slight downward trend since 2014



Best Practice Inventory

LAX-7 Best Practice Assessment: LAX-7 has implemented many of the available best practices. Most notably, 55% of LAX-7's passengers are now processed by Global Entry and APC. APC is available at LAX Bradley not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

6%	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.
49%	APC Traveler %	
0%	MPC Traveler %	

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

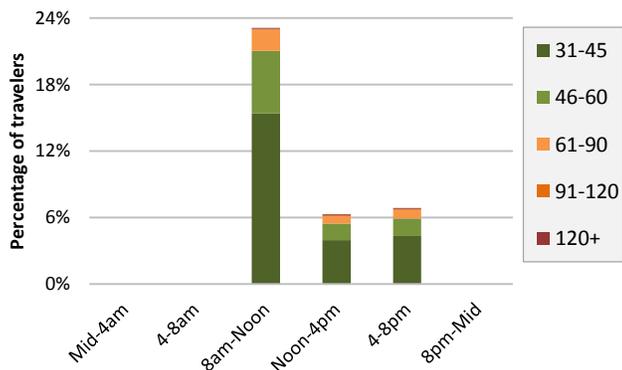
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|---|---|---|
|  Fully Implemented |  Partially Implemented / Not Available |  Not Implemented |
|---|---|---|

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11% of passengers wait more than 30 minutes

While very few Terminal 7 passengers wait more than 1 hour (about 1%), approximately 11% wait more than 30 minutes. Between the hours of 8am to Noon, 23% of passengers wait more than 30 minutes.

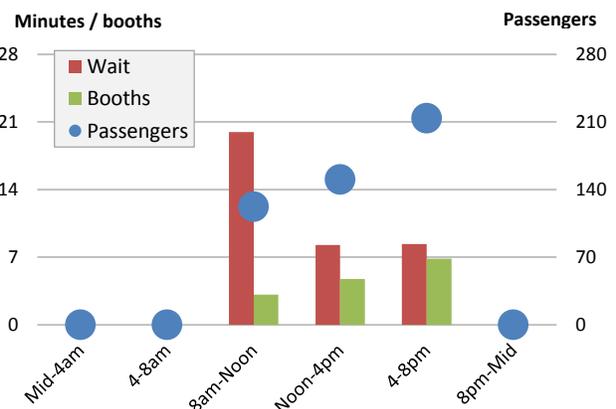
% Passengers Waiting More than 30 Minutes



Waits are less than 20 minutes at all times

LAX-7 is busiest between 4pm and 8pm, when 214 passengers arrive per hour. Waits are lower than the average. The waits are highest from 8am to Noon, but still less than 20 minutes.

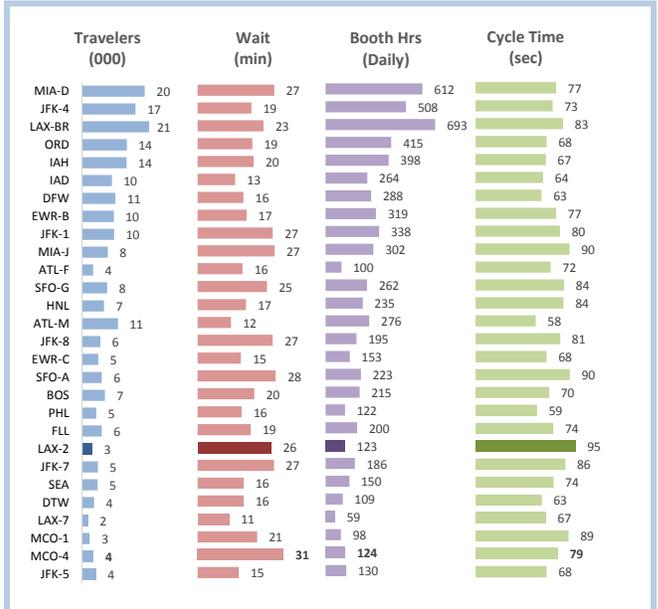
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

Volume	YTD 2016	YTD 2015	Change	% Change
Average Daily Travelers (000)	3,307	3,508	-201	-6%
Global Entry, APC, & MPC	15%	2%	13%	650%
Non-Automated	85%	98%	-13%	-13%
United States Citizens	45.3%	44.5%	+0.9%	2%
Non-immigrants	44.2%	44.5%	-0.4%	-1%
Legal Permanent Residents	10.5%	11.0%	-0.5%	-5%
Average Daily Flights (#)	21	22	-1	-5%
Wait Time				
Average Primary Wait (m)	26.1	24.3	1.8	8%
% Travelers < 60 minutes	94%	96%	-2%	-2%
% Travelers > 120 mins	0.18%	0.06%	+0.1%	207%
Primary Booth Hours				
Average Daily Booth Hours	123	131	-8	-6%
Efficiency				
Average Cycle Time (s)	95.3	95.4	-0.1	0%
Max Hourly Throughput / booth	37.8	37.8	0.0	0%
Average Utilization	71%	71%	0%	0%

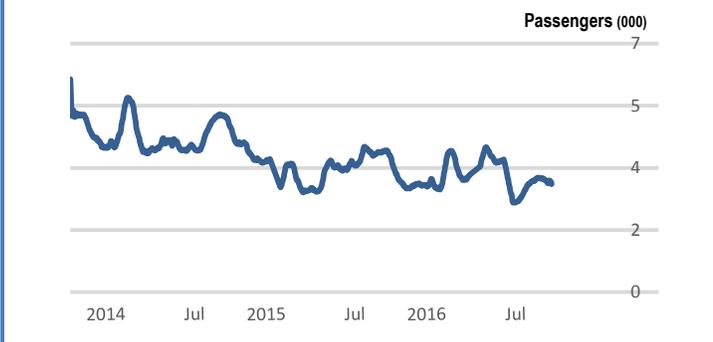
Compared to other major airports ...



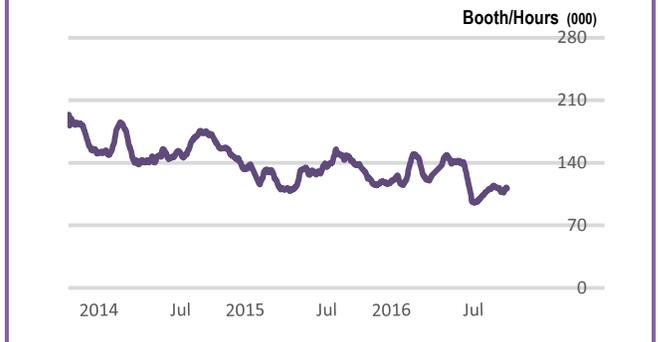
Automation needed to speed processing; slowest cycle time in the nation

- Travel volume is down at LAX Terminal 2.** Traveler volume (year to date) has decreased 6% compared to last year. Today, only 15% of passengers are confirmed with Global Entry and APC, up from last year. APC has been recently introduced.
- Booth hours decreased.** Booth hours have decreased by 6% compared to a year ago, from 131 hours last year to 123 hours this year.
- Consistent processing.** Average cycle time is virtually unchanged compared to a year ago. LAX-2 has the slowest cycle time in the nation.
- Wait times increased by 8%.** The average wait time increased 1.8 seconds, from 24.3 minutes last year to 26.1 minutes this year. Automation and a few more booth may reverse this trend.

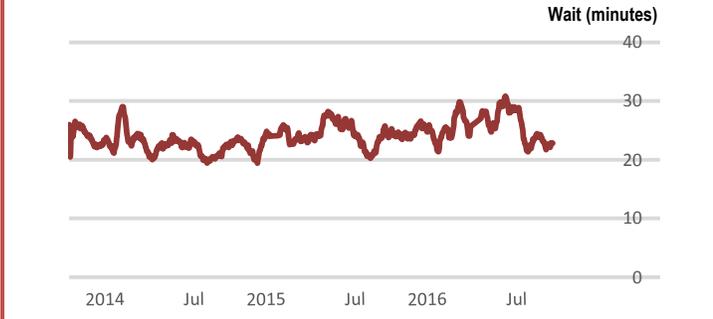
Traveler Volume ... trending downward



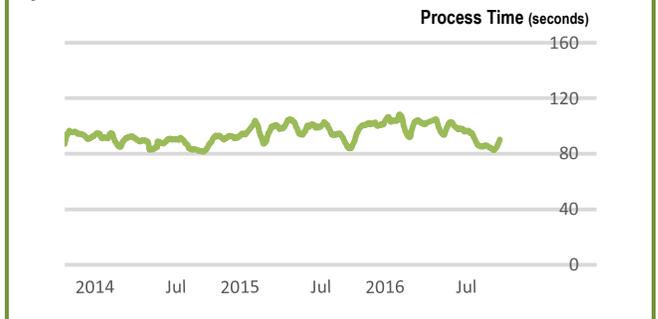
Booth Hours ... 6% decreased compared to last year



Wait Time ... trending upward



Cycle Time ... recent upward trend



Best Practice Inventory

LAX-2 Best Practice Assessment: LAX-2 has not introduced many of the available best practices. Automated processing such as Global Entry and APC are implemented, only 15% of travelers are utilizing it. To fulfill its potential, LAX Terminal 2 needs to utilize more best practices, especially APC.

2%	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.
13%	APC Traveler %	
0%	MPC Traveler %	

 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

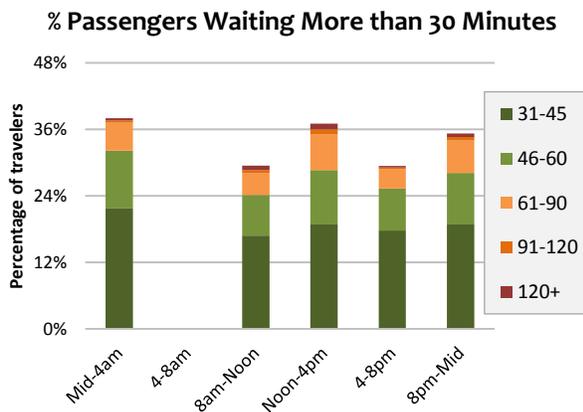
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33% of passengers wait more than 30 minutes

Year to date, approximately 7% of Terminal 2 passengers wait more than 1 hour. Between the hours of Midnight to 4am, 38% of passengers wait more than 30 minutes.



Off peak hours wait could be reduced

From 8am to Noon and from 4pm to 8pm, LAX-2 operates an average of 5 booths. The wait time (25 minutes) is nearly long as peak periods (Noon-4pm and 8pm-midnight) when an average of 10 booths are open. Opening 6 booths during off-peak travel should reduce waits noticeably.

