

# AIR DASHBOARD

TRAVEL AND TOURISM

*August 2016*



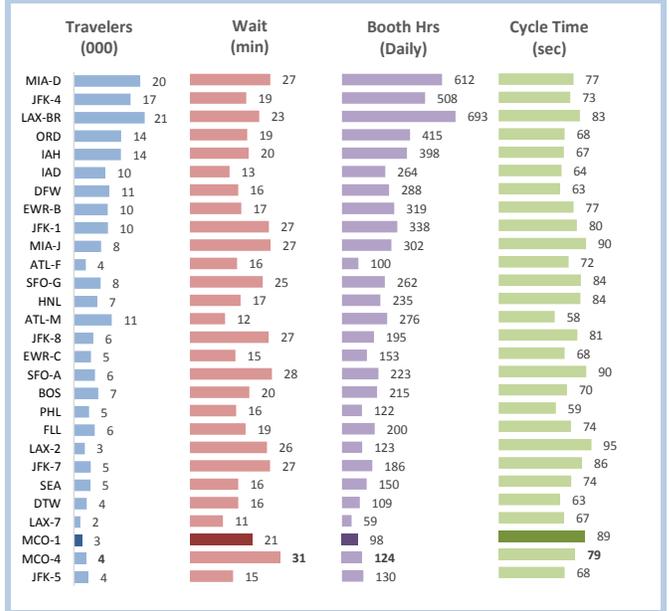
U.S. Customs and  
Border Protection

*Office of Field Operations*

### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	2,516	3,064	-548	-18%
Global Entry, APC, & MPC	23%	16%	7%	44%
Non-Automated	77%	84%	-7%	-8%
United States Citizens	28.3%	21.0%	+7.3%	35%
Non-immigrants	67.4%	75.8%	-8.4%	-11%
Legal Permanent Residents	4.3%	3.2%	+1.1%	35%
Average Daily Flights (#)	19	22	-3	-15%
<b>Wait Time</b>				
Average Primary Wait (m)	21.1	19.3	1.8	9%
% Travelers < 60 minutes	95%	96%	-1%	-1%
% Travelers > 120 mins	0.12%	0.10%	+0.0%	23%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	98	129	-31	-24%
<b>Efficiency</b>				
Average Cycle Time (s)	88.5	94.1	-5.5	-6%
Max Hourly Throughput / booth	40.7	38.3	2.4	6%
Average Utilization	63%	62%	1%	2%

### Compared to other major airports ...



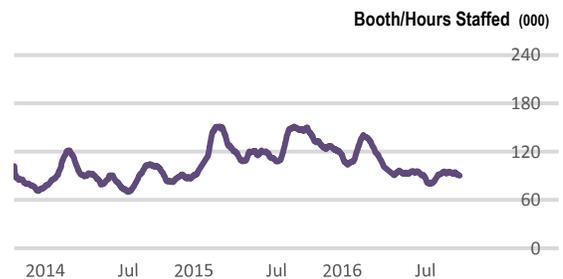
### Airside 1 traffic continues to shift to Airside 4

- **Travel is down 18% at Orlando Airside 1.** Traveler volume (year to date) has decreased 18% compared to last year as traffic migrates to MCO-4. Today, 23% of passengers are confirmed with Global Entry and APC.
- **Wait times increased by 9%.** A decrease in booth hours has increased the average wait time from 19.3 minutes last year to 21.1 minutes this year.
- **Fewer booths to meet demand.** Booth hours have decreased faster than volume. Average daily booth hours decreased 24% from 129 hours last year to 98 hours this year.
- **Cycle time decreased.** Average cycle time is 5.5 seconds faster this year, while max hourly throughput increased by 2.4 passenger per booth, per hour.

### Traveler Volume ... recent decrease



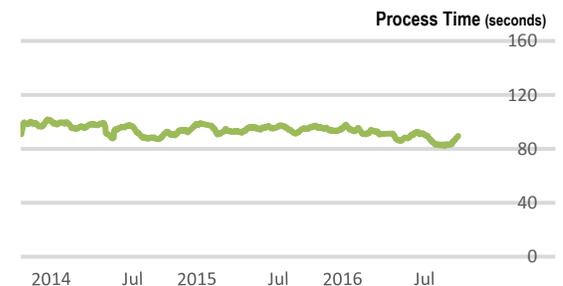
### Booth Hours ... 24% fewer booth hours than last year



### Wait Time ... downward trend since the spike

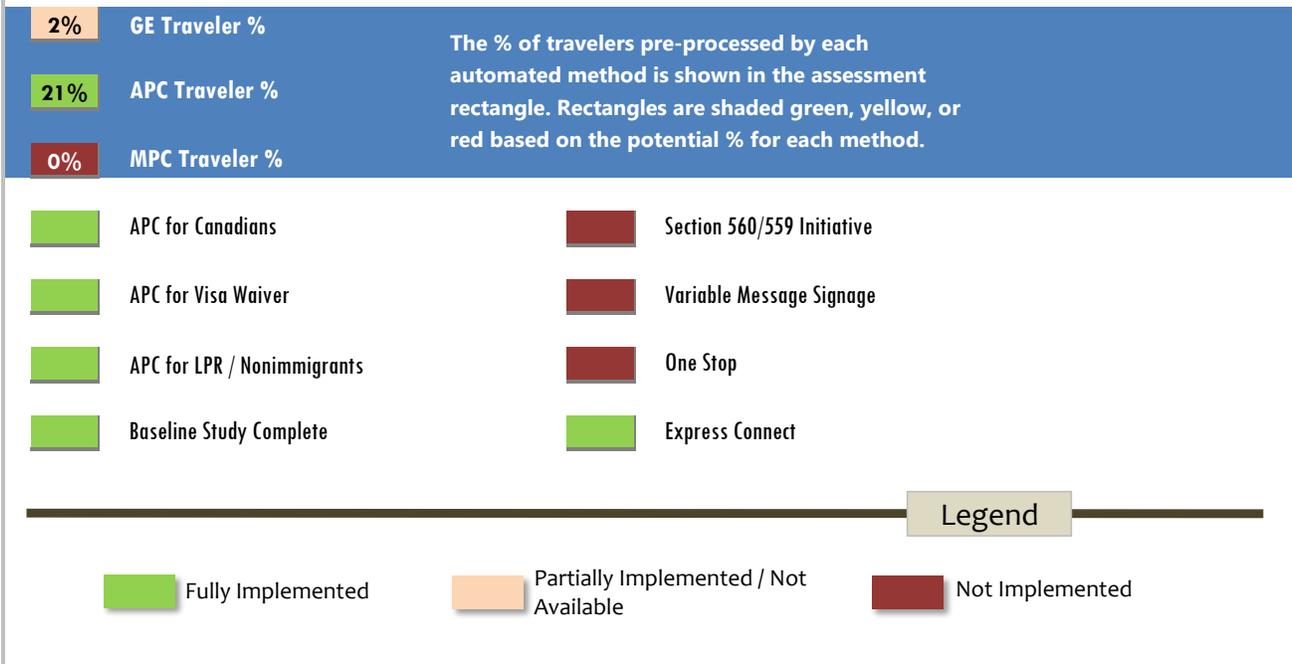


### Cycle Time ... slowly decreasing



## Best Practice Inventory

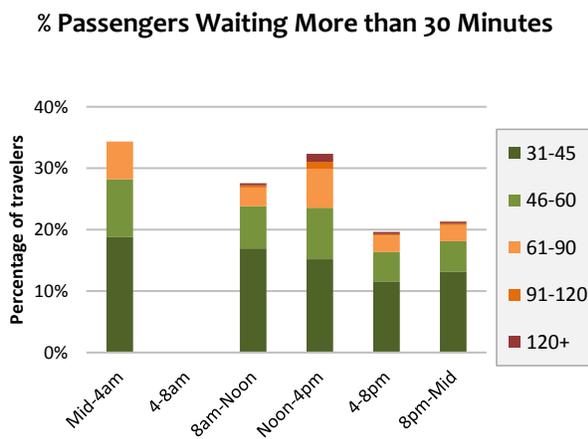
**MCO-1 Best Practice Assessment:** MCO Airside 1 has implemented many of the available best practices. Most notably, 23% of MCO Airside 1 passengers are now processed by automated technologies like Global Entry and APC. APC is available at MCO-1 not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.



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.

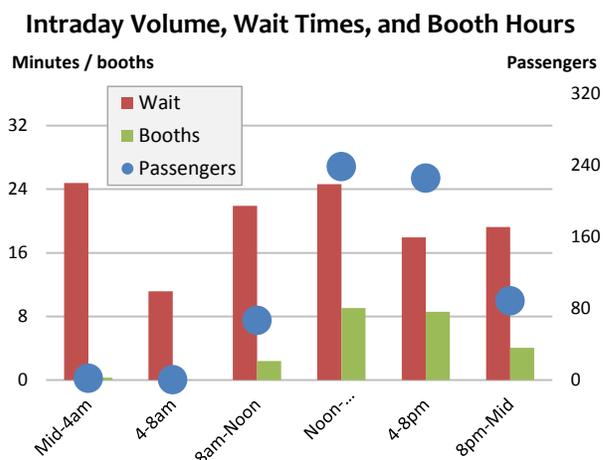
### 26% of passengers wait more than 30 minutes

Year to date, approximately 5% of MCO Airside 1 passengers wait more than 1 hour. Between the hours of Midnight to 4am, 34% of passengers wait more than 30 minutes.



### Reduced waits are possible at off-peak hours

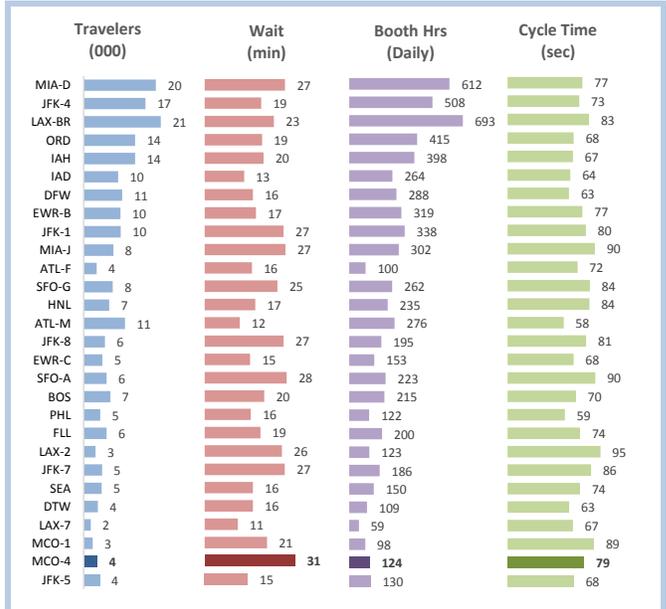
Despite being three times busier between Noon and 8pm, MCO-1 wait times are about as long from 8am to Noon. Opening one additional booth during the 8am-Noon period could reduce MCO-1 average wait leading into peak hours.



### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	3,793	2,358	1,435	61%
Global Entry, APC, & MPC	27%	15%	12%	80%
Non-Automated	73%	85%	-12%	-14%
United States Citizens	12.5%	11.8%	+0.7%	6%
Non-immigrants	85.8%	87.0%	-1.1%	-1%
Legal Permanent Residents	1.7%	1.2%	+0.4%	35%
Average Daily Flights (#)	14	8	7	88%
<b>Wait Time</b>				
Average Primary Wait (m)	30.5	22.9	7.6	33%
% Travelers < 60 minutes	87%	95%	-7%	-8%
% Travelers > 120 mins	1.63%	0.30%	+1.3%	449%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	124	78	46	60%
<b>Efficiency</b>				
Average Cycle Time (s)	78.5	78.0	0.6	1%
Max Hourly Throughput / booth	45.8	46.2	-0.3	-1%
Average Utilization	67%	66%	1%	2%

### Compared to other major airports ...



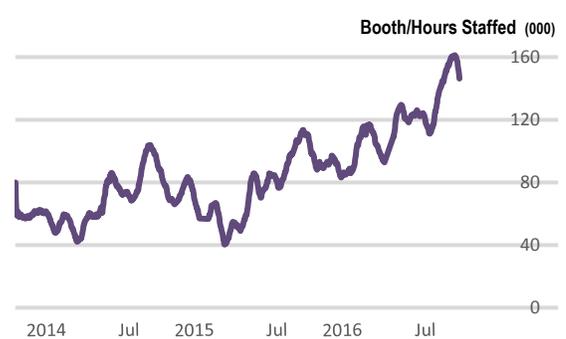
### MCO-4 has the longest average wait time as it struggles to adopt to rapid growth

- Travel is up 61% at Orlando Terminal 4.** Traveler volume (year to date) has substantially increased (61%) compared to last year, and daily flights increased from 8 to 14. Today, 27% of passengers are confirmed with Global Entry and APC, up from 15% last year.
- Increased booth hours to meet demand.** While booth hours have increased by 60%, MCO-4 can improve booth timing to reduce waits.
- Wait times increased.** The average wait time increased by 33%, from 22.9 minutes last year to 30.5 minutes this year. While MCO-4 is still adjusting to its new traffic patterns, it now has the longest average wait in the nation.
- Slower processing and slightly decreased throughput.** Throughput decreased by 0.3 passengers per booth per hour compared to a year ago as average cycle time increased by 0.6 seconds.

### Traveler Volume ... rebounding from 2014



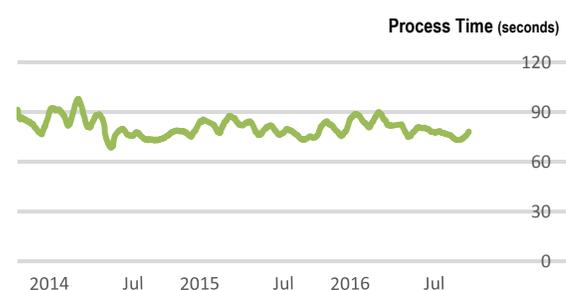
### Booth Hours ... 60% more booth hours than last year



### Wait Time ... recently increasing



### Cycle Time ... up compared to last year



## Best Practice Inventory

**MCO-4 Best Practice Assessment:** MCO-4 has implemented many of the available best practices. Most notably, 27% of MCO Airside 4 passengers are now processed by automated technologies like Global Entry and APC. APC is available at MCO-4 not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

<b>1%</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>26%</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

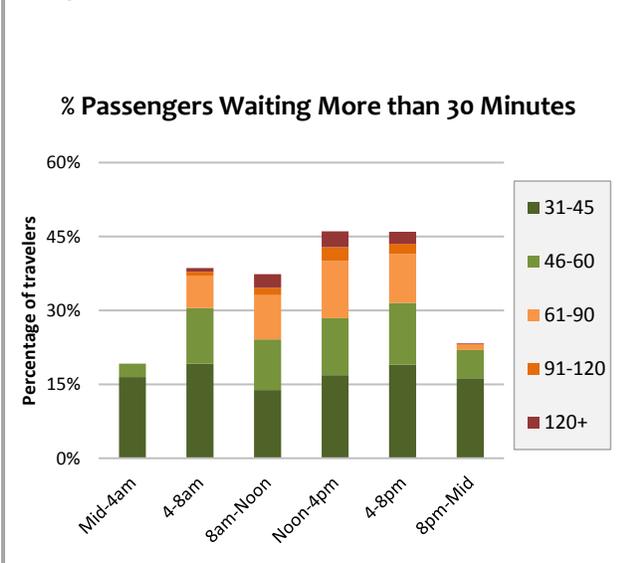
Legend

 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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### 44% of passengers wait more than 30 minutes

Year to date, approximately 15% of MCO Airside 4 passengers wait more than 1 hour, approximately 44% of passengers wait more than 30 minutes. During multiple time periods, 46% of passengers wait more than 30 minutes.



### Full booth openings from Noon to 8pm

83% of MCO-4 traffic arrives between Noon and 8pm. More than twice as many booths are opened from 4-8pm (17 booths) compared to Noon-4pm. Recommend opening more booths from Noon to 8pm to greatly reduce MCO-4 average wait time.

