

AIR DASHBOARD

TRAVEL AND TOURISM

August 2016



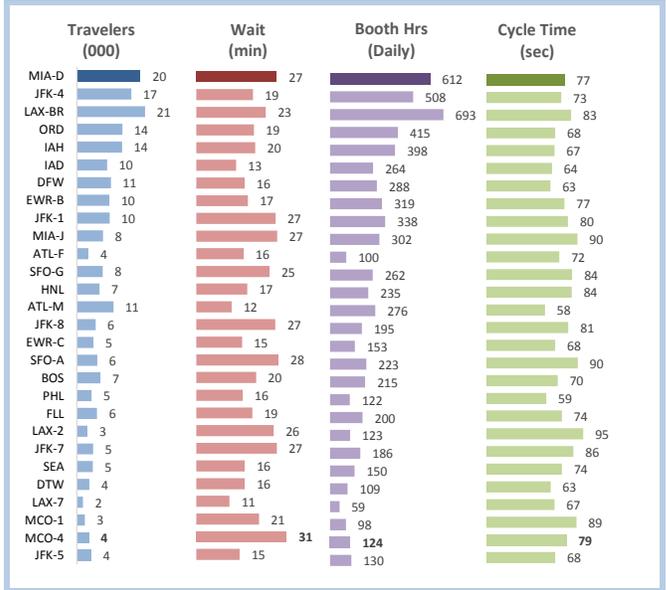
U.S. Customs and
Border Protection

Office of Field Operations

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	20,098	21,431	-1,332	-6%
Global Entry, APC, & MPC	41%	35%	6%	17%
Non-Automated	59%	65%	-6%	-9%
United States Citizens	40.5%	41.0%	-0.5%	-1%
Non-immigrants	52.4%	52.5%	-0.1%	0%
Legal Permanent Residents	7.1%	6.5%	+0.6%	10%
Average Daily Flights (#)	142	137	5	3%
Wait Time				
Average Primary Wait (m)	27.2	27.0	0.2	1%
% Travelers < 60 minutes	91%	91%	0%	0%
% Travelers > 120 mins	0.75%	0.45%	+0.29%	65%
Primary Booth Hours				
Average Daily Booth Hours	612	651	-39	-6%
Efficiency				
Average Cycle Time (s)	76.8	78.7	-1.9	-2%
Max Hourly Throughput / booth	46.9	45.8	1.1	2%
Average Utilization	70%	72%	-2%	-3%

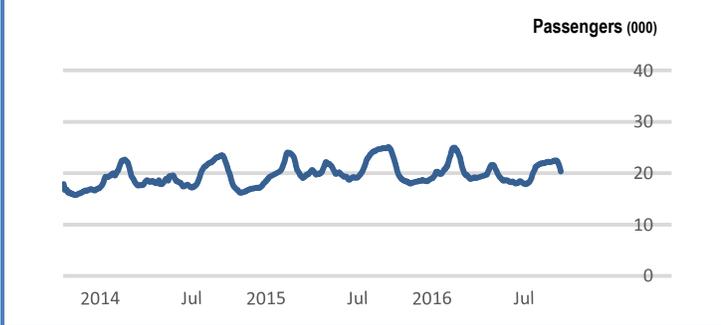
Compared to other major airports ...



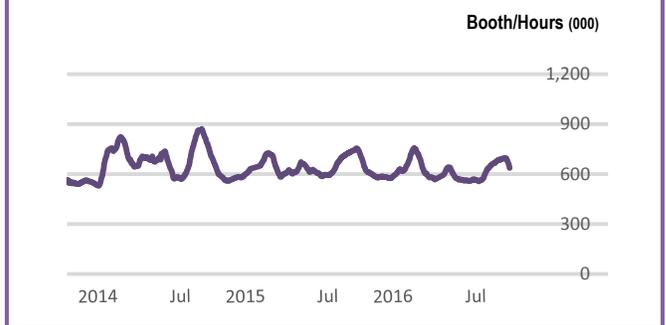
Fewer travelers, fewer booths

- **Travel decreased at Miami Terminal D.** Traveler volume (year to date) has decreased 6% compared to last year. Today, 41% of passengers are confirmed with automated solutions such as Global Entry, APC, and MPC, up from 35% last year.
- **Fewer booth hours.** Booth hours have decreased 6% compared to a year ago, from 651 hours to 612 hours per day.
- **Wait times up slightly.** Year to date, average wait is 27.2 minutes, compared to 27 minutes last year. MIA-D may have missed an opportunity to reduce waits given the lower volume.
- **Cycle time is faster this year.** APC, Global Entry, and MPC growth have combined to reduce average cycle time. Average cycle time is 2 seconds faster than a year ago, increasing max hourly throughput by 1.1 passengers per booth, per hour.

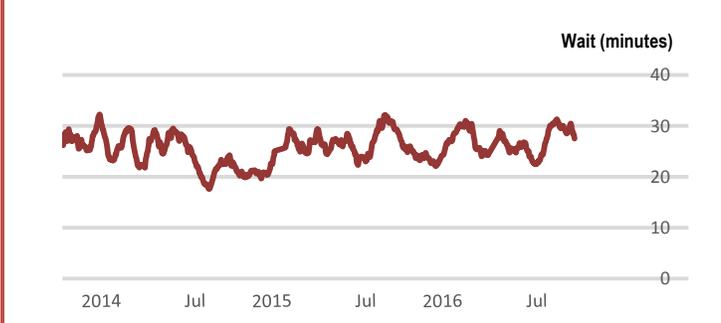
Traveler Volume ... modest growth since 2014



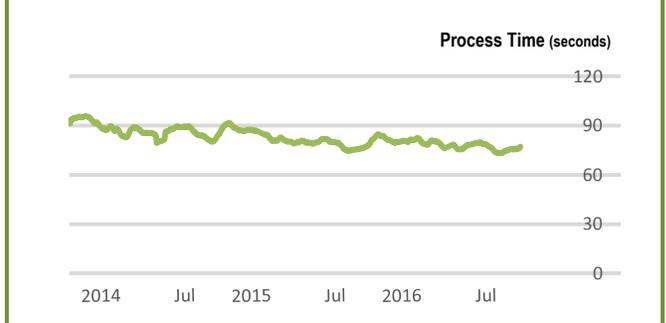
Booth hours ... 6% fewer booths staffed than last year



Wait Time ... trending up since July 2014

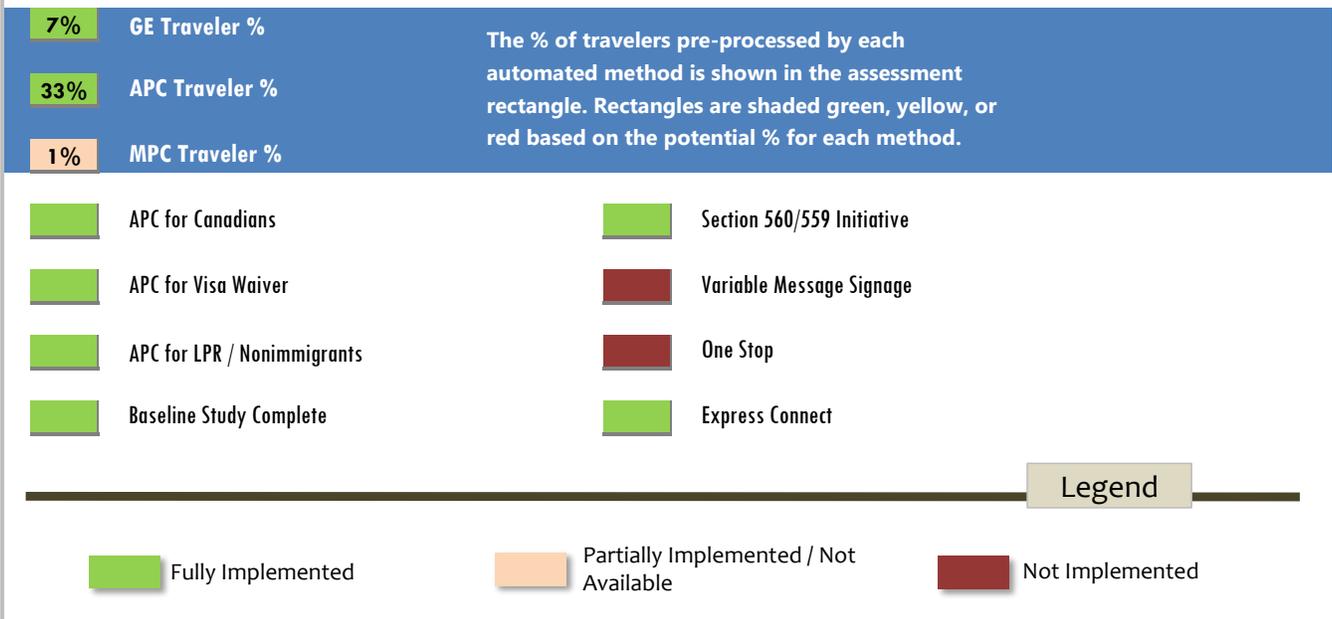


Cycle Time ... steadily decreasing cycle times



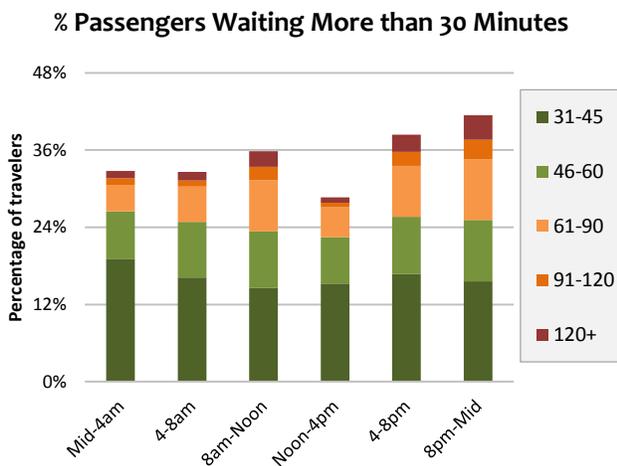
Best Practice Inventory

MIA Terminal D Best Practice Assessment: Terminal D has implemented many of the available best practices. Most notably, 41% of passengers are now processed by automated technologies like Global Entry and APC. MPC has recently been implemented. APC is available at Terminal D not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

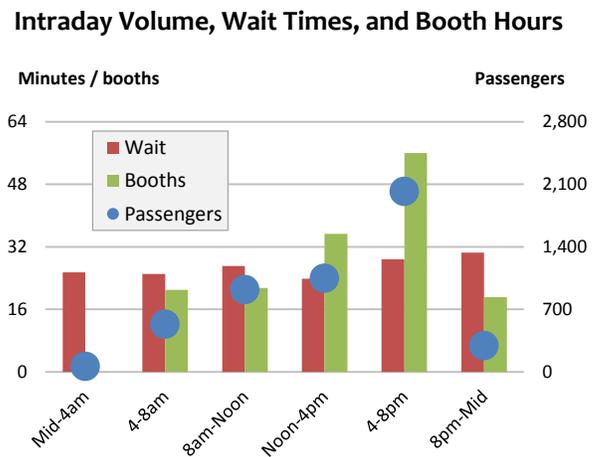


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

35% of passengers wait more than 30 minutes
 Year to date, approximately 11% MIA of Terminal D passengers wait more than 1 hour. Between the hours of 8pm to Midnight, 41% of passengers wait more than 30 minutes.



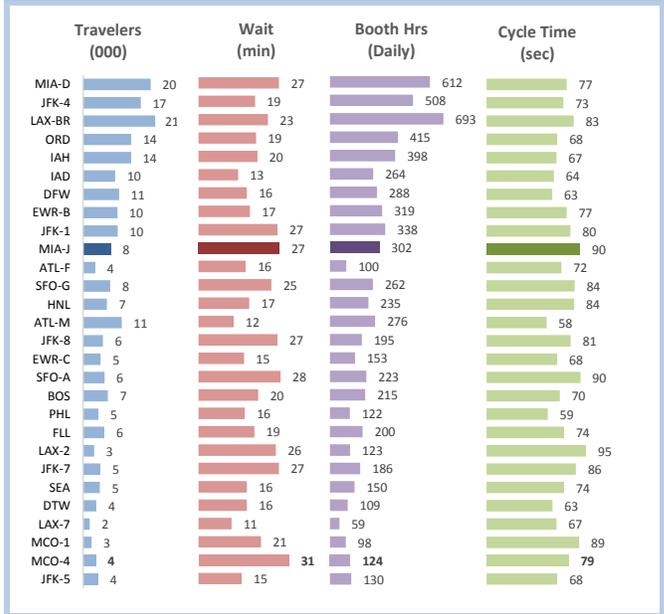
MIA-D staffs well to traffic volume
 Nearly 2,020 passengers (on average) arrive at MIA Terminal D every hour between 4pm and 8pm. MIA-D staffs 56 booth hours during this peak (4-8pm) to keep wait times near average (27 minutes).



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	8,255	8,073	182	2%
Global Entry, APC, & MPC	20%	12%	8%	67%
Non-Automated	80%	88%	-8%	-9%
United States Citizens	19.7%	18.0%	+1.7%	9%
Non-immigrants	75.7%	77.5%	-1.9%	-2%
Legal Permanent Residents	4.7%	4.5%	+0.2%	4%
Average Daily Flights (#)	46	45	1	2%
Wait Time				
Average Primary Wait (m)	27.3	24.1	3.2	13%
% Travelers < 60 minutes	90%	93%	-3%	-4%
% Travelers > 120 mins	0.53%	0.20%	+0.33%	162%
Primary Booth Hours				
Average Daily Booth Hours	302	306	-4	-1%
Efficiency				
Average Cycle Time (s)	89.5	93.2	-3.6	-4%
Max Hourly Throughput / booth	40.2	38.6	1.6	4%
Average Utilization	68%	68%	0%	0%

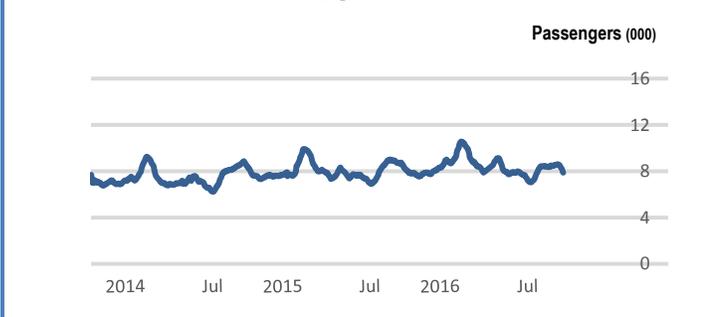
Compared to other major airports ...



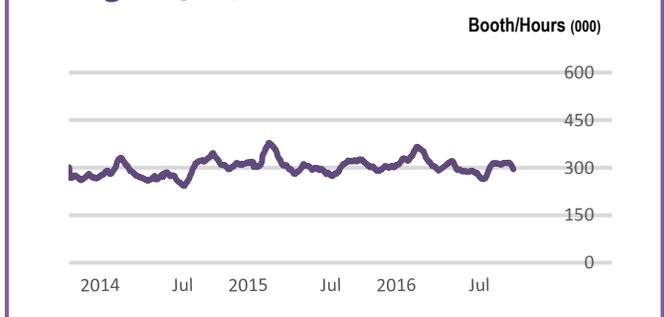
More traffic and fewer booths lead to longer waits

- Travel is up at Miami (Terminal J).** Traveler volume increased 2% compared to last year. 20% of passengers are confirmed with automated solutions like Global Entry, APC, and MPC, up from 12% last year. Non-immigrant share is 75.7% this year (Non-immigrants take roughly twice as long to process than US citizens).
- Booth hours slightly decreased.** Booth hours are slightly decreased compared to a year ago, from 306 hours to 302 hours.
- Wait times increased.** Year to date, average wait time is up 3.2 minutes (from 24.1 minutes to 27.3 minutes). The number of passengers that were processed in under 60 minutes has decreased from 93% last year to 90% this year.
- Cycle time is 3.6 seconds faster.** Although average cycle time is down 3.6 seconds from last year, MIA Terminal J has one of the longest cycle times at 89.5 seconds. This is due to the high proportion of non-immigrant travelers (75.7%). However, MIA-J's APC share (18%) is expected to increase if APC is applied to non-immigrants.

Traveler Volume ... steady growth



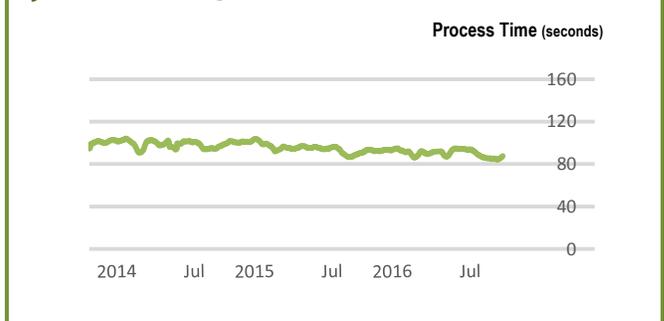
Staffing ... slight upward trend



Wait Time ... recent trending up



Cycle Time ... slight downward trend



Best Practice Inventory

MIA Terminal J Best Practice Assessment: MIA Terminal J has implemented many of the available best practices. Most notably, 20% of MIA-J's passengers are now processed by Global Entry and APC. MPC has recently been implemented. As more travelers begin to utilize the best practices, MIA-J will continue to show operational improvement.

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.
18%	APC Traveler %	
0%	MPC Traveler % (Actual 0.1125%)	

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

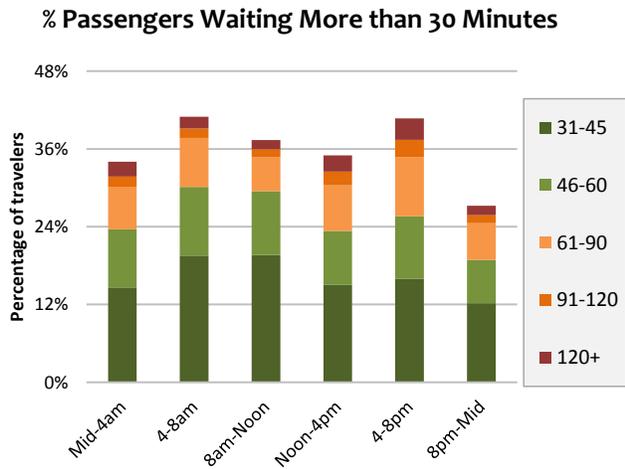
Legend

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

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37% of passengers wait more than 30 minutes

Year to date, approximately 12% MIA of Terminal J passengers wait more than 1 hour. During multiple time periods, 41% of passengers wait more than 30 minutes.



More booths needed off-peak

MIA-J staffs booths well during the peak Noon-8pm travel period. However, wait times during off-peak periods are nearly as high. Opening a few extra booths from midnight to Noon could reduce average waits significantly during this off-peak period.

Intraday Volume, Wait Times, and Booth Hours

