

# AIR DASHBOARD

TRAVEL AND TOURISM

*August 2016*



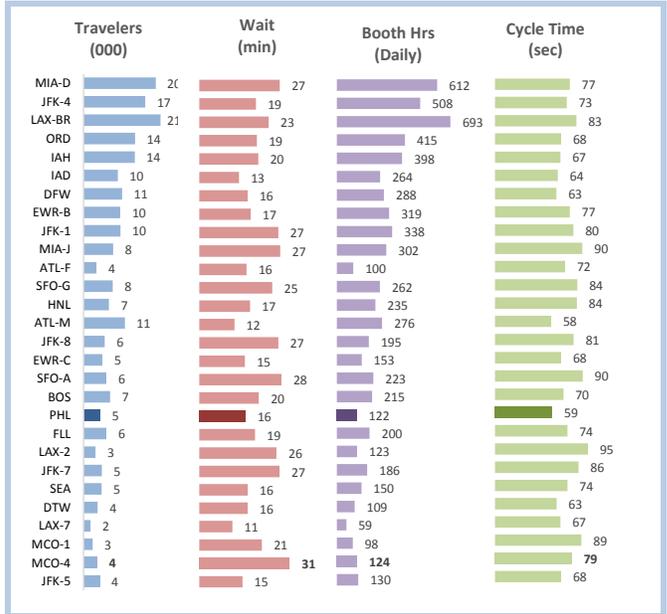
U.S. Customs and  
Border Protection

*Office of Field Operations*

### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	4,579	5,088	-509	-10%
Global Entry, APC, & MPC	39%	36%	3%	8%
Non-Automated	61%	64%	-3%	-5%
United States Citizens	70.8%	67.5%	+3.3%	5%
Non-immigrants	26.2%	29.4%	-3.3%	-11%
Legal Permanent Residents	3.1%	3.0%	+0.0%	1%
Average Daily Flights (#)	26	28	-1	-5%
<b>Wait Time</b>				
Average Primary Wait (m)	15.6	16.2	-0.6	-3%
% Travelers < 60 minutes	97%	97%	1%	1%
% Travelers > 120 mins	0.14%	0.22%	-0.08%	-38%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	122	149	-27	-18%
<b>Efficiency</b>				
Average Cycle Time (s)	58.7	66.6	-7.8	-12%
Max Hourly Throughput / booth	61.3	54.1	7.2	13%
Average Utilization	61%	63%	-2%	-3%

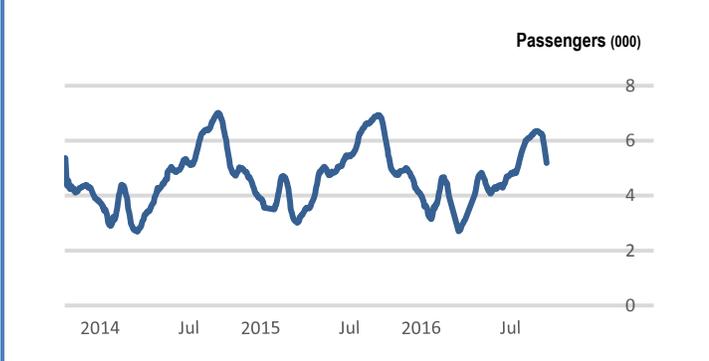
### Compared to other major airports ...



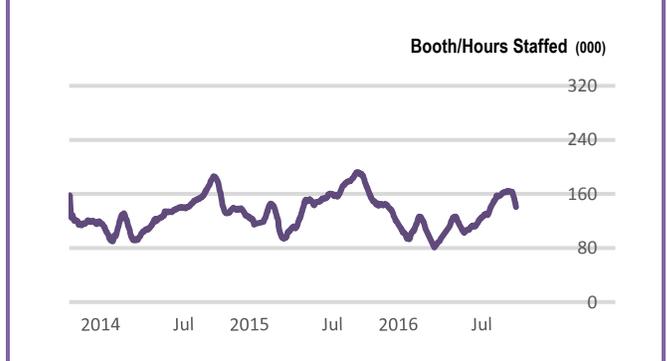
### Improved efficiency and fewer travelers maintain wait times

- Travel is down at PHL.** Traveler volume (year to date) has decreased 10% compared to last year. Today, 39% of passengers are confirmed with Global Entry and APC, up from 36% last year.
- Wait times slightly decreased.** Faster processing and fewer travelers have helped maintain average wait times, despite an 18% reduction in booth hours. The average wait time is 15.6 minutes.
- Booth hours decreased.** The average daily booth hours decreased by 18%, faster than traffic has declined (10%).
- Decrease in cycle time and increase in throughput.** Average cycle time decreased by 12% this year, increasing throughput by 13%. This allows 7.2 additional passengers to be processed per booth, per hour.

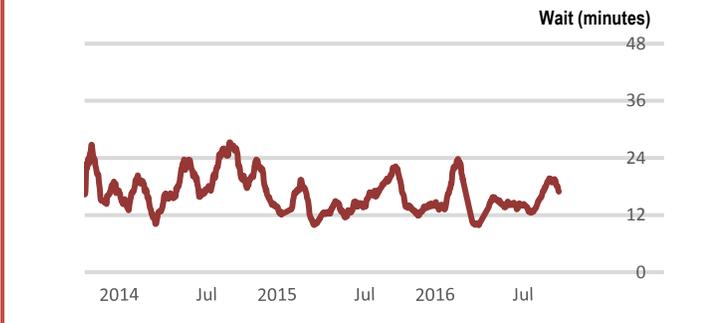
### Traveler Volume ... steady seasonal growth



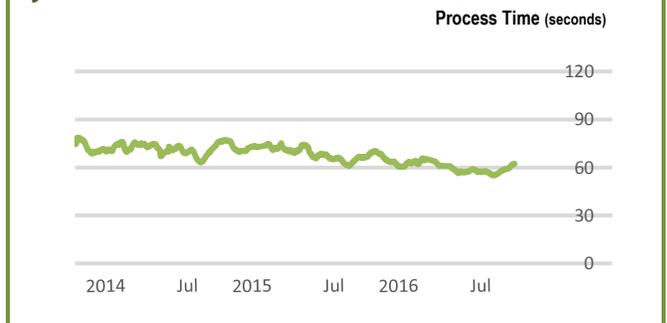
### Booth Hours ... recent downward trend



### Wait Time ... downward trend since 2014



### Cycle Time ... downward trend since 2015



## Best Practice Inventory

**PHL Best Practice Assessment:** PHL implemented some of the available best practices. Most notably, 39% of PHL passengers are processed by automated technologies like Global Entry and APC. This will increase as APC becomes more popular. APC is available at PHL not only to US Citizens, but also Canadians, Visa Waiver country travelers, and LPRs.

<b>8%</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>31%</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

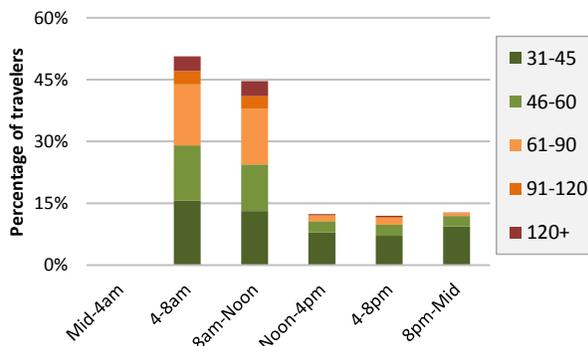
- |   |   |   |
|---|---|---|
|  Fully Implemented |  Partially Implemented / Not Available |  Not Implemented |
|---|---|---|

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.

### 14% of passengers wait more than 30 minutes

Year to date, approximately 3% of Philadelphia passengers wait more than 1 hour, approximately 14% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 51% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### Long waits only during off peak hours

More than 88% of PHL's passengers arrive between Noon and 8pm, yet waits are longer between 8am and Noon. PHL may wish to consider a strategy to prepare for delayed flights between 8am and Noon.

**Intraday Volume, Wait Times, and Booth Hours**

