

# AIR DASHBOARD

TRAVEL AND TOURISM

*August 2016*



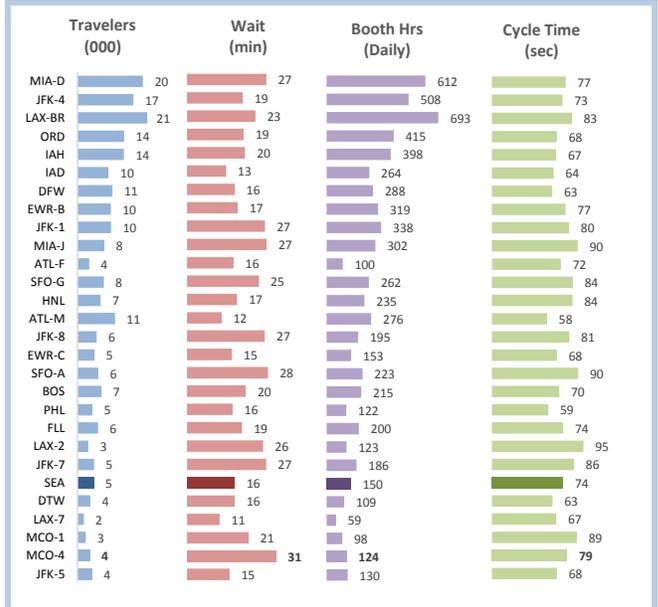
U.S. Customs and  
Border Protection

*Office of Field Operations*

### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	5,005	4,901	104	2%
Global Entry, APC, & MPC	51%	49%	2%	4%
Non-Automated	49%	51%	-2%	-4%
United States Citizens	46.3%	43.9%	+2.4%	5%
Non-immigrants	47.1%	50.0%	-2.8%	-6%
Legal Permanent Residents	6.5%	6.1%	+0.4%	7%
Average Daily Flights (#)	29	27	2	8%
<b>Wait Time</b>				
Average Primary Wait (m)	16.3	15.5	0.9	6%
% Travelers < 60 minutes	96%	97%	-1%	-1%
% Travelers > 120 mins	0.13%	0.08%	+0.0%	59%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	150	146	4	3%
<b>Efficiency</b>				
Average Cycle Time (s)	74.3	73.0	1.3	2%
Max Hourly Throughput / booth	48.5	49.3	-0.9	-2%
Average Utilization	69%	68%	1%	1%

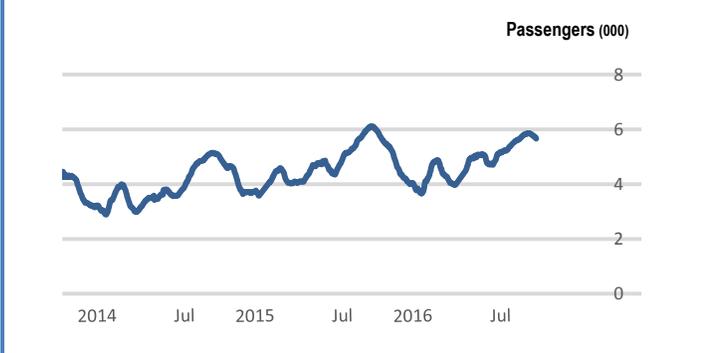
### Compared to other major airports ...



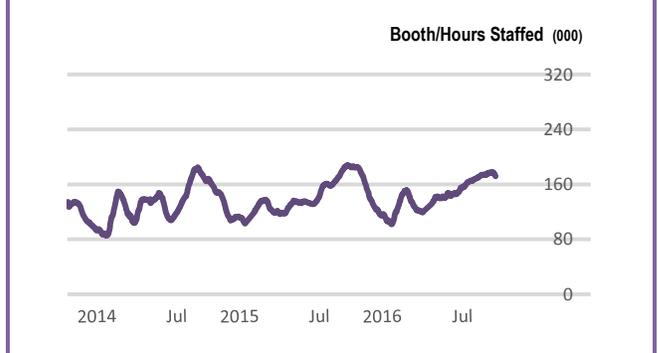
### Slower processing increase wait

- Travel is up at Seattle Airport.** Traveler volume (year to date) has slightly increased 2% compared to last year. Today, 51% of passengers are confirmed with Global Entry, APC, and MPC.
- Booth staffing increased.** Booth hours have increased by 3% compared to last year. The timing (throughout the day) of booth staffing has improved, but waits are still highest in off peak hours.
- Cycle time increased and throughput decreased.** Average cycle time has increased by 1.3 seconds, and max throughput has decreased by 1 traveler per booth, per hour.
- Wait times up.** Wait times have increased to 16.3 minutes from 15.5 minutes a year ago.

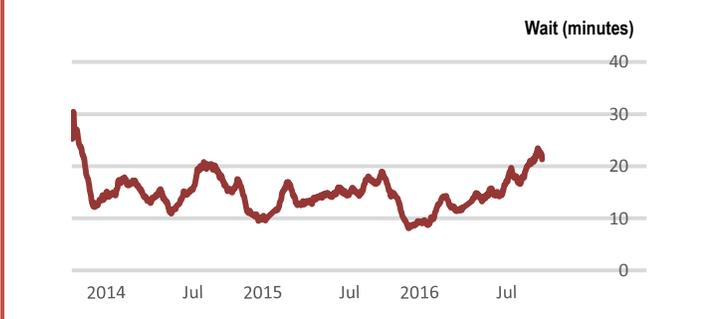
### Traveler Volume ... continued healthy growth



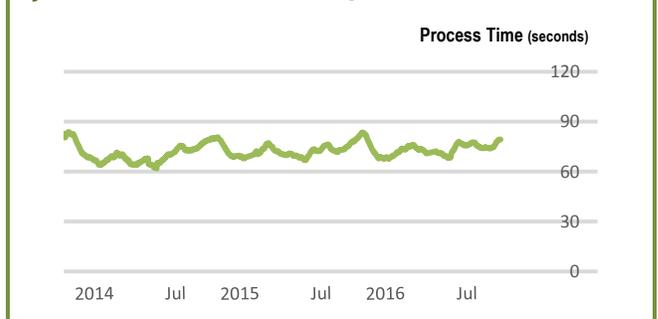
### Booth Hours ... 3% more booths than last year



### Wait Time ... recent upward trend



### Cycle Time ... slowly increasing since 2014



## Best Practice Inventory

**SEA Best Practice Assessment:** SEA has implemented many of the available best practices like GE, APC and MPC. Most notably, 51% of SEA passengers are now processed by automated technologies like Global Entry and APC. MPC has been implemented. APC is available not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.

<b>5%</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>46%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler % (Actual 0.3520%)</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

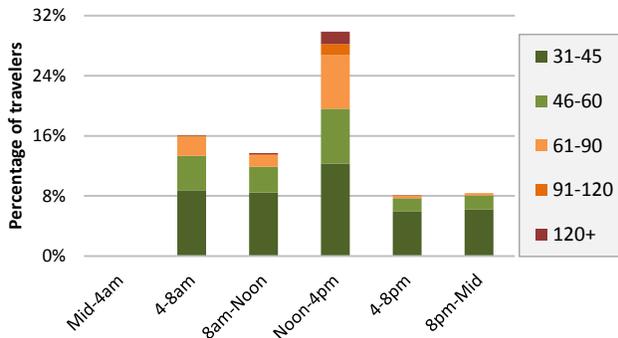


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

### 18% of passengers wait more than 30 minutes

Year to date, approximately 4% of SEA-TAC passengers wait more than 1 hour. Between the hours of Noon to 4pm, 30% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### SEA staffs well to traffic

SEA is busiest between 8am to 4pm, when over 400 passengers arrive per hour. An average of 11 to 15 booths per hour are staffed during this time. Waits during off-peak hours are lower.

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

