GOAL:
Achieve 80% of passengers cleared through passport control within 30 minutes or less.

- Processing time
- Sequestration
- CBP - administrative tasks
Pre-Sequestration

Weekly Trend Analysis for CBP’s Average Processing

- 45 Minutes Average: 87%
- 30 Minutes Average: 73%

8.31.12 – 2.15.13
**Weekly Trend Analysis for CBP’s Average Processing**

- **45 Minutes Average**: 83%
- **30 Minutes Average**: 66%

During Sequestration

5.10.13 – 10.24.13

5.10.13 – 10.24.13
Benefits

• Reduced wait time
• Reduced missed connections
• More passengers processed per CBP officer

Automated Passport Control
New Process Flow

0. Approach Kiosk
1. Start Screen
2. Scan Passport
3. Take Photo
4. Declaration questions
5. Retrieve Receipt
6. Proceed to CBP Officer

Automated Passport Control

High Performance Organization – Fund the Future – Opening Day Fresh – Serve the Customer
Outcomes

Preliminary CBP APC NUMBERS*

• Peak wait time reduced by 33%
• Missed connections reduced by 62%
• 4x more passengers processed per CBP officer

***Based on Chicago – O’Hare statistics

Other Airports

Vancouver – YVR

Chicago – ORD

*New York - JFK

*Dallas - DFW