



Challenges

GOAL:

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



- Processing time
- Sequestration
- CBP - administrative tasks

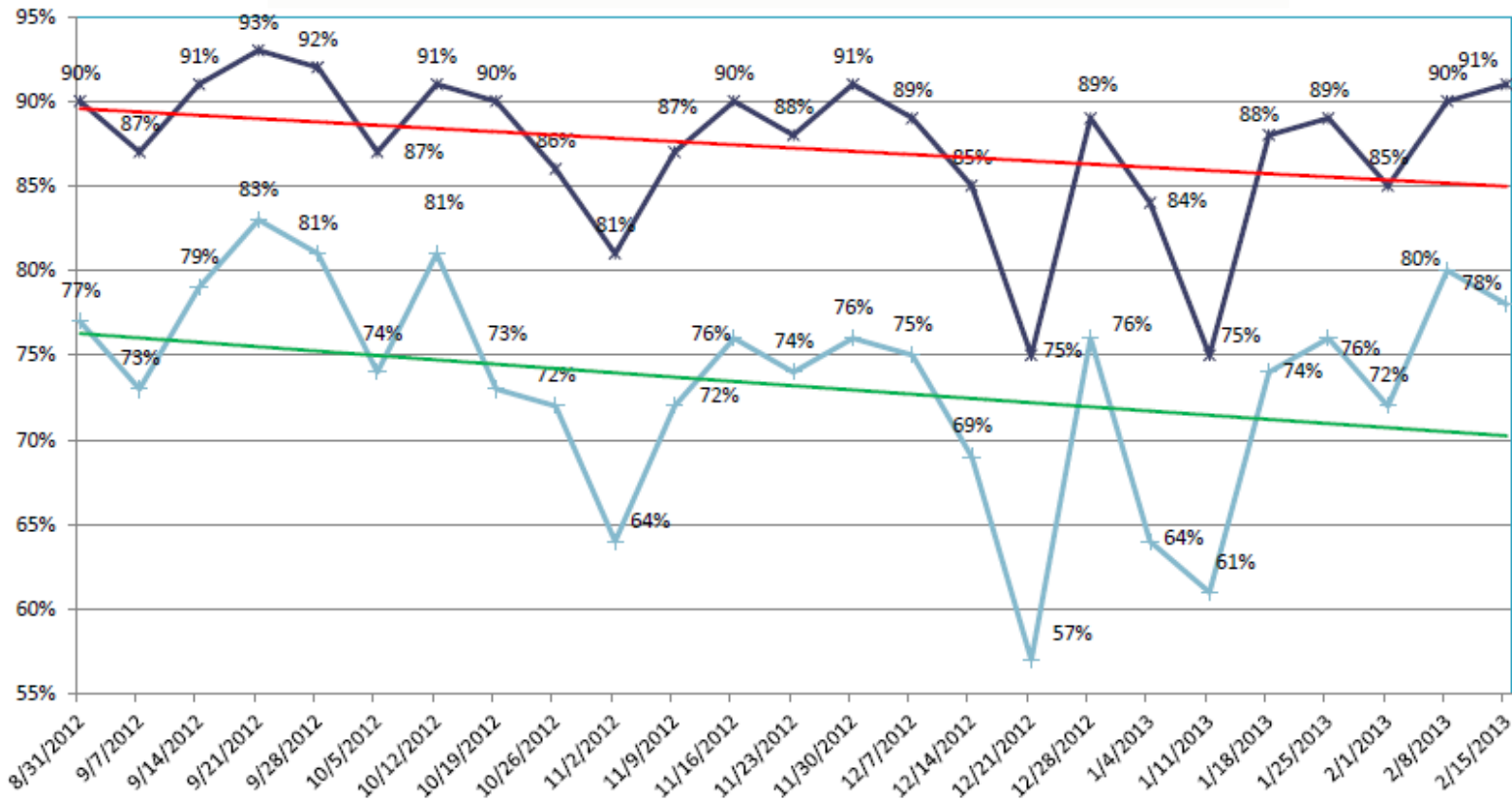
Pre-Sequestration

Weekly Trend Analysis for CBP's Average Processing

45 Minutes Average
87%

30 Minutes Average
73%

— %PAX CLEARED 45 MINUTES OR LESS — %PAX CLEARED 30 MINUTES OR LESS



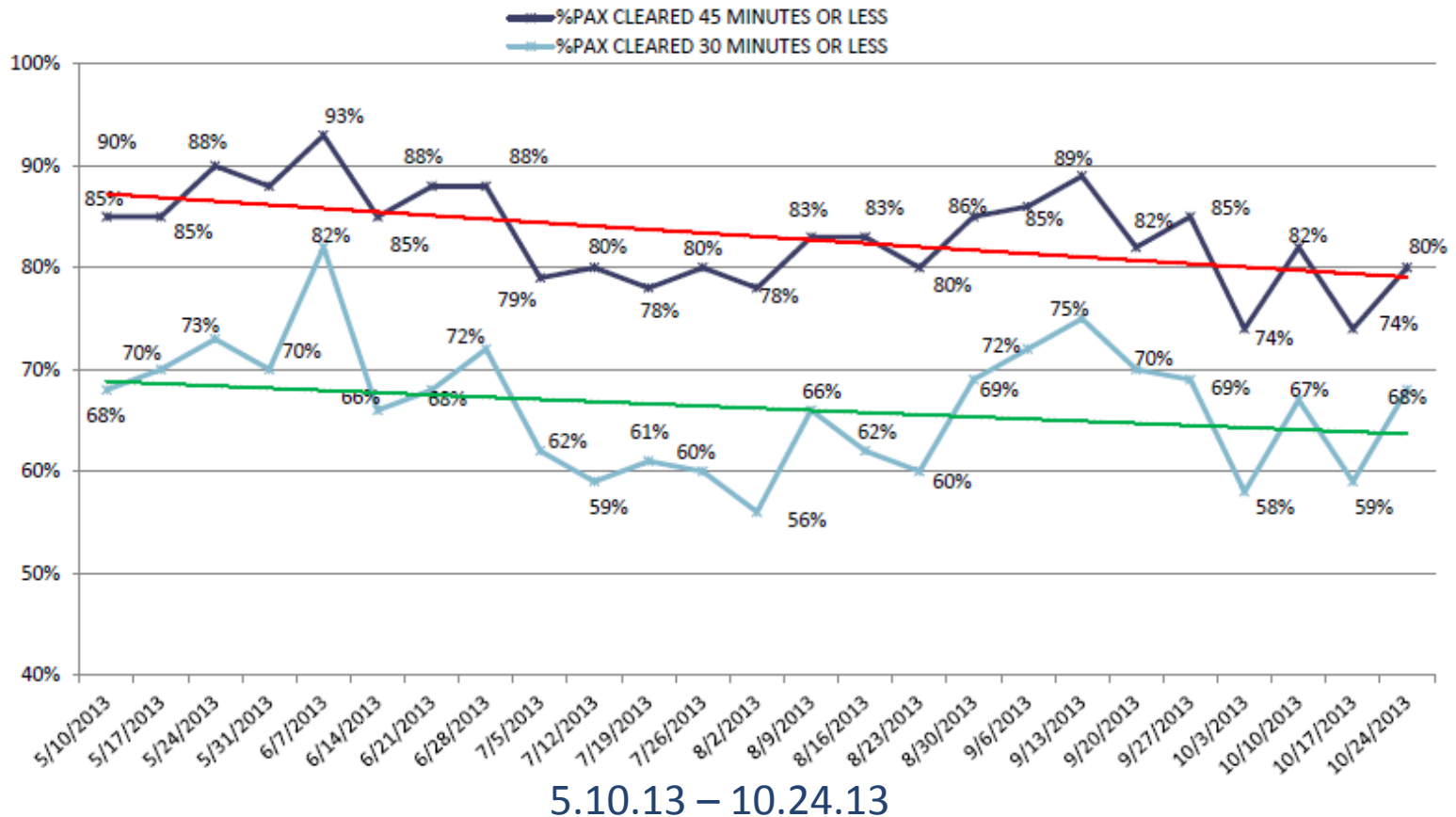
8.31.12 – 2.15.13

During Sequestration

Weekly Trend Analysis for CBP's Average Processing

45 Minutes
Average
83%

30 Minutes
Average
66%



Benefits



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



Automated Passport Control



New Process Flow



Automated Passport Control



Process Comparison

U.S. Customs and Border Protection

Customs Declaration FORM APPROVED
OMB NO. 1551-0009

19 CFR 122.27, 348.12, 543.13, 148.110, 148.111, 1496, 31 CFR 5336

Each arriving traveler or responsible family member must provide the following information (only ONE written declaration per family is required):

- Family Name**
First (Given) _____ Middle _____
- Birth date** Day _____ Month _____ Year _____
- Number of Family members** traveling with you _____
- (a) U.S. Street Address** (hotel name/destination) _____
(b) City _____ (c) State _____
- Passport issued by** (country) _____
- Passport number** _____
- Country of Residence** _____
- Countries visited** on this trip prior to U.S. arrival _____
- Airline/Flight No. or Vessel Name** _____
- The primary purpose of this trip is **business**: Yes No
- I am (We are) bringing:
 - (a) fruits, vegetables, plants, seeds, food, insects: Yes No
 - (b) meats, animals, animal/wildlife products: Yes No
 - (c) disease agents, cell cultures, snails: Yes No
 - (d) soil or have been on a farm/ranch/pasture: Yes No
- I have (We have) been in close proximity of (such as touching or handling) **livestock**: Yes No
- I am (We are) carrying **currency or monetary instruments** over \$10,000 U.S. or foreign equivalent: (see definition of monetary instruments on reverse) Yes No
- I have (We have) **commercial merchandise**: (articles for sale, samples used for soliciting orders, or goods that are not considered personal effects) Yes No
- Residents** — the total value of all goods, including commercial merchandise I/we have purchased or acquired abroad, (including gifts for someone else, but not items mailed to the U.S.) and am/are bringing to the U.S. is: \$ _____
Visitors — the total value of all articles that will remain in the U.S., including commercial merchandise is: \$ _____

Read the instructions on the back of this form. Space is provided to list all the items you must declare.

I HAVE READ THE IMPORTANT INFORMATION ON THE REVERSE SIDE OF THIS FORM AND HAVE MADE A TRUTHFUL DECLARATION.

X (Signature) _____ Date (day/month/year) _____

Welcome to Houston

Automated Passport Control

Insert passport in the scanner as displayed in the video



Place your passport on scanner now!

U.S. Customs and Border Protection

Welcome to Houston

Automated Passport Control

Customs Declaration Questions

Please answer the questions below on behalf of your family.

Do you have any commercial merchandise or are you transferring currency or monetary instruments equal to or greater than \$10,000 U.S. or foreign equivalent, in any form? Yes No

Do you have any articles to declare that were acquired abroad and are being brought into the United States in excess of the duty free restrictions? (See exemptions in Customs 3000 for U.S. residents. Exemptions is normally \$500 for flight crew members.) Yes No

Do you have any fruits, vegetables, plants, insects, meats or meat products, dairy products, seafood, or agricultural products, disease agents, cell cultures, snails, soil, or have you visited a farm/ranch/pasture outside the United States? Yes No

Have you been close to (touch or handling) livestock outside the United States? Yes No

No to all Next

By submitting the information provided at this kiosk to CBP, I am certifying that all information submitted is factual.

U.S. Customs and Border Protection

Welcome to Houston

Automated Passport Control

Passport Scan Results

Confirm the Information Below:

First Name: JOHN KEVIN
Last Name: RAWLS
Date of Birth: 1970-03-20
Citizenship: USA
Passport Number: 407526605
Country of Issuance: USA
Expiration Date: 2016-11-21

Cancel Confirm

U.S. Customs and Border Protection

Welcome to Houston

Automated Passport Control

Air Carriers

Using the touch screen, scroll through the list of carriers to select your airline.

- ALASKA AIRLINES INC.
- BATIK AIR INDONESIA
- BLUE AIRLINE
- INDIAN AIRLINES INC.
- ROYAL AIR MAROC

List of Flights

Once the airline is selected, scroll through the list of flights to select the flight

Not Available
ALA - 2435

Select

U.S. Customs and Border Protection

Welcome to Houston

Automated Passport Control

Please look at the camera

In 10 seconds your picture will be captured...



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U.S. Customs and Border Protection

Welcome to Houston

Automated Passport Control

Receipt being printed...



Please collect the receipt and proceed to a CBP Officer to complete inspection

Finish

U.S. Customs and Border Protection

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*

http://www.cbp.gov/xp/cgov/newsroom/news_releases/national/08152013_9.xml

Other Airports



Vancouver – YVR

Chicago – ORD

*New York - JFK



*Dallas - DFW

Our Partners



Welcome to Houston
Automated Passport Control

START

Disclaimer:
You are about to use a kiosk that is owned by [redacted] and that is used to facilitate processing by U.S. Customs and Border Protection (CBP) of travelers intending to enter the United States. The information you provide at this kiosk will be transmitted to CBP for official use and retention consistent with applicable U.S. laws and policies. The use of this kiosk is voluntary; if you do not wish to use this kiosk, you are prepared directly to CBP primary inspection. Regardless of whether you choose to use this kiosk, as a traveler seeking to enter the United States, you are subject to examination and inspection by CBP.

All information provided by you at this kiosk (whether on your behalf or on behalf of any travelers in your family unit) must be true and correct. Misinformation you provide to CBP through this kiosk is considered a written statement, and you may be subject to sanctions, including criminal penalties, if you knowingly and willfully make a materially false, fictitious or fraudulent statement or representation.

For information about the CBP Privacy Policy and the Privacy Act of 1974, visit www.dhs.gov.

Privacy Act Notification Act Notice

The U.S. Paperwork Reduction Act says we must tell you why we are collecting this information, how we will use it, and whether you have to give it to us. The information collected at this kiosk is needed to carry out the customs, agriculture, currency and other applicable laws of the United States. CBP requires verification of this information to insure that travelers are complying with these laws and to allow us to figure out the right amount of duty and tax. Your response on this kiosk is mandatory in some transactions, you may also be required to complete a CBP form 1585.

A U.S. agency may not conduct or sponsor an information collection and a person is not required to respond to the information unless it displays a current valid Office of Management and Budget (OMB) control number. The official number for this collection is 1615-0113. The estimated average time to complete this collection is 3 minutes per respondent. If you have any comments regarding the burden estimate you can write to U.S. Customs and Border Protection, 984 G Street, NE, 10th Floor, Washington, DC 20226. Exp. Mar 31, 2014.

U.S. CUSTOMS AND BORDER PROTECTION

WARNING: This is a U.S. Government System... Your usage is subject to monitoring!

U.S. Customs and Border Protection



Automated Passport Control



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