Logistics Resiliency Case Study: Passenger Processing Through Immigration

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U.S. Immigration: Idlewild (JFK) 1963

Source: ElectroSpark on Flickr
U.S. Immigration: JFK 2014

JetBlue’s Terminal 5
International Arrivals Facility
opened November 12, 2014
Automated Passport Control (APC)

- Passenger uses kiosk to swipe passport, answer questions, and take photo.
- After kiosk, officer conducts brief behavioral interview.
  - 20 sec per U.S. Citizen
  - 60 sec at traditional booth
  - 3x officer productivity
- Currently available to U.S. Citizens, and certain returning Visitors from Visa Waiver nations.
- Soon to be certified for U.S. Permanent Residents

Source: Greater Orland Airport Authority
Case Study: Resiliency & Robustness with APC

• A reality of U.S. Customs & Border Protection is limited staffing.
• How best to deal with the wave of an arriving flight, or multiple?
• 90 minutes to clear ~300 passengers off two simultaneous arrivals from the Dominican Republic.
  - Very few passengers eligible to use APC (DR citizens, U.S. Residents).
• 30 minutes to clear ~150 passengers off a Montego Bay Arrival.
  - Majority of passengers used APC (U.S. Citizens in flip flops).

• Demonstrates the value of APC technology in enhancing the resiliency and robustness of the Immigration hall system.
• Emphasizes need to expand technology to all/most passengers.