

# TSA PERFORMANCE REPORT

The City's efforts to reduce the wait times at O'Hare International Airport continues to have positive impacts to the traveling public. The City continues to work with the TSA to ensure the appropriate resources are available at O'Hare.

## Focus

As of October 31, 2017



### Average Wait Time

Passengers are experiencing average wait times of **less than 5 minutes**.



### Average Wait Times During Peak Travel Periods

During peak travel times, passengers are waiting an average of **9 minutes**. The maximum wait time for the month of October was **30 minutes**.



### Canine Teams

The TSA currently has **10 Certified Canine Teams** assigned at ORD.







### Screening Officers

The TSA currently has **1550 Screening Officers**. Since early May, 2016 the TSA has converted **286 part time Screening Officers** to full time screening officers.

Source: Transportation Security Administration (TSA), 10/31/2017

# O'HARE INTERNATIONAL AIRPORT

|   | MAY 16'            |                   | JULY 17'         | AUGUST 17'       | SEPTEMBER 17'    | OCTOBER 17'                    |
|---|--------------------|-------------------|------------------|------------------|------------------|--------------------------------|
|  <b>Average Wait Time</b>                             | <b>15</b><br>Min.  | <b>8</b><br>Min.  | <b>2</b><br>Min. | <b>2</b><br>Min. | <b>2</b><br>Min. | <b>2</b><br>Min.               |
|  <b>Average Wait Times During Peak Travel Periods</b> | <b>104</b><br>Min. | <b>42</b><br>Min. | <b>7</b><br>Min. | <b>8</b><br>Min. | <b>8</b><br>Min. | <b>9<sup>(1)</sup></b><br>Min. |
|  <b>Canine Teams</b>                                  | <b>4</b>           | <b>12</b>         | <b>10</b>        | <b>10</b>        | <b>10</b>        | <b>10</b>                      |
|  <b>Screening Officers</b>                          | <b>1,368</b>       | <b>1,400</b>      | <b>1,572</b>     | <b>1,551</b>     | <b>1,538</b>     | <b>1,550</b>                   |

(1) Maximum wait time for the month of October was 30 minutes.