Transportation Security Administration

Security Operations

November 12, 2020

Operations Directive

OD-400-50-1-5H: Reporting Customer Throughput and Wait Times

Expiration Indefinite

This Operations Directive (OD) supersedes OD-400-50-1-5**G**: Reporting Customer Throughput and Wait Times, dated **October 1, 2020**, and is effective immediately.

Summary

This OD provides instructions for timely and consistent collection and reporting of checkpoint wait times and throughput data for individuals undergoing screening in Transportation Security Administration (TSA) screening lanes. Unless otherwise indicated, collection and reporting of wait time data is required for every operational hour in checkpoints where TSA screening of individuals is conducted. Collection and reporting of hourly throughput data are required continuously throughout the year.

Requirements

A. Wait Time Data Collection and Reporting Methods:

1. Measurement and Collection:
   a. FSDs or their designees at all airports will measure and report wait time data for all operating checkpoints during all operating periods.
   b. Except for Category III and IV (CAT III and IV) airports, as described in Section D, wait times must be:
      1) Measured in actual time, using a verifiable system such as wait time cards, closed circuit television (CCTV) monitoring, or other confirmable method. Estimation is not authorized.
      2) Reported as actual and specific measured time values.
   c. Measure all wait times from when an individual enters a queue for a screening checkpoint and ending when that individual exits the checkpoint. The entrance of the queue is defined as the end of the line in which individuals are waiting and is not limited to the stanchioned area alone. Exit the checkpoint is defined as when an individual retrieves their screened property.
2. Reporting:
   a. Except as described for CAT III and IV airports in Section D, wait time data for all active checkpoints for every operational hour will be entered into the Performance Measurement Information System (PMIS) using the Passenger Wait Time Submissions module. Instructions for reporting individual wait times are outlined on the PMIS Web page at https://tsaweb.tsa.dhs.gov/pmis.
   b. In PMIS, enter actual and specific:
      1) TSA PreCheck® (individuals with a "LLLL" on their boarding pass only) screening lane wait-time data in the "Pre-Check (minutes)" column
      2) Standard screening lane wait-time data in the "Wait Time (minutes)" column

3) Canine Enhanced Screening (CES) wait time data in the “CES (minutes)” column.

c. Do not enter estimated, default, or range values.

B. Throughput Data Collection and Reporting Methods:

1. Collection: FSDs or their designees at all airports will collect throughput data from the WTMDs and AITs and report the data in PMIS for all hours of screening operations throughout the calendar year.

2. Reporting: Throughput data for all active checkpoints will be entered into PMIS using the Customer Throughput Submissions Module of the PMIS application. Instructions for reporting throughputs are outlined on the PMIS Web page at https://tsaweb.tsa.dhs.gov/pmis.

C. Wait Time and Throughput Data Reporting Timeline Minimum Requirement: Wait-time and throughput data entry into PMIS must be completed daily and submitted no later than 3:30 a.m. Eastern Time of the next calendar day for the data to be reflected the next day in the TSA Business Intelligence Tool reports. Airports outside of Eastern Time zone must record and enter data into PMIS for as many operational hours as possible before the deadline.

D. Exception for CAT III and IV airports when measuring and reporting wait times:

1. Wait times for queues at CAT III and IV airports may be estimated initially, but must be measured in actual time as described in Section A.1 when wait times are estimated at 10 minutes or greater.

2. At CAT III and IV airports, wait time data must be entered into the PMIS as described in Section A.2.a only when wait times are 10 minutes or greater.

Points of Contact

1. For assistance with PMIS entry and reports, contact PMIS Help Desk, 571-227-1900, or PMISHelpDesk@dhs.gov.

2. For additional assistance, email PMDHelpdesk@tsa.dhs.gov.

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