May 27, 2008

MEMORANDUM FOR: Directors, Field Operations
Director, Pre-clearance Operations

FROM: Acting Executive Director **(b) (6), (b) (7)(C)**
Planning, Program Analysis and Evaluation
Office of Field Operations (OFO)

SUBJECT: Airport Wait Time Console
(b) (7)(E)

This notice is to inform your office of the deployment of the new Airport Wait Time (AWT) Console. The AWT Console is a web-based application developed to automate the collection, reporting, and verification of flight and terminal wait times. The AWT system is 100% automated and will allow for better use of personnel resources currently dedicated to the manual posting of wait time data. The AWT Console will be available for use by all Field Offices starting on June 1, 2008.

Once deployed, the Field Offices use of the AWT Console will be mandatory eliminating the port requirement to report airport wait time data to OFO headquarters.

The AWT Console will be available at all airport ports of entry via **(b) (7)(E)** **(b) (7)(E)** To prepare for the changeover from manual wait time data collection to the automated AWT Console, the Office of Admissibility and Passenger Programs (APP) will be holding two training teleconferences. A schedule identifying the affected ports and call-in numbers for the training teleconference(s) is attached. In addition, APP requests that Field Offices return the attached registration form complete with the designated Officer(s) information that will be assuming the AWT Console monitoring and verification responsibilities. APP recommends that this position be filled with a supervisory GS-12 or higher. All completed registration forms must be e-mailed to MD HELPDESK MAILBOX by close of business on May 30, 2008.

Within the next few business days, the Customs and Border Protection (CBP), Office of Information and Technology (OIT) will be sending an email to the designated officers entitled "Welcome to the Reports and Metrics Dashboard System". Officers should follow the directions in the email to create and set their passwords for accessing the **(b) (7)(E)** AWT Console. If problems are encountered when changing and verifying the AWT Console password, officers should email MD HELPDESK MAILBOX or contact **(b) (7)(E)** **(b) (7)(E)**

The deployment of the AWT Console is a high priority to OFO and your support is greatly appreciated. If you have any questions regarding the information requested in this email, please contact ████(b) (6), (b) (7)(C)████ Acting Executive Director, Planning, Program Analysis and Evaluation at ████(b) (6), (b) (7)(C)████ For questions regarding the ██(b) (7)(E)██ AWT Console please contact ████(b) (6), (b) (7)(C)████ ████(b) (6), (b) (7)(C)████ Program Manager, Program Analysis and Measures, at ████(b) (6), (b) (7)(C)████ ████(b) (6), (b) (7)(C)████ rogram Manager, Program Analysis and Measures, at ████(b) (6), (b) (7)(C)████ A muster is

Attachments

Weekly Muster

Week of Muster: May 26, 2008

Topic: Deployment of the Airport Wait Time (AWT) Console

HQ POC: (b) (6), (b) (7)(C)

Office: Admissibility and Passenger Programs, Office of Field Operations

- The new Airport Wait Time (AWT) Console will be deployed in June 1, 2008.

- The AWT Console is a web-based application developed to automate the collection, reporting, and verification of flight and terminal wait times and allows for better use of personnel resources currently dedicated to the manual posting of wait time data.

- The use of the AWT Console will be mandatory by all Field Offices. The ports manual reporting requirement of airport wait time data to OFO headquarters will no longer be required.

- The AWT Console will be available at all airport ports of entry via the (b) (7)(E) (b) (7)(E)

- To prepare for the changeover from manual wait time data collection to the automated AWT Console, the Office of Admissibility and Passenger Programs (APP) will be holding two training teleconferences. A schedule identifying the affected ports and call-in numbers for the training teleconference(s) is attached.

- APP requests that Officer(s) assuming the AWT Console monitoring and verification responsibilities complete and email the attached registration form to the MD HELPDESK MAILBOX by close of business on May 30, 2008. APP recommends that this position be filled with a supervisory GS-12 or higher.

- Within the next few business days, the Customs and Border Protection (CBP), Office of Information and Technology (OIT) will be sending an email to the designated officers entitled "Welcome to the Reports and Metrics Dashboard System". Officers should follow the directions in the email to create and set their passwords for accessing the (b) (7)(E) (b) (7)(E) AWT Console. If problems are encountered when changing and verifying the AWT Console password, Officers should email MD HELPDESK MAILBOX or contact (b) (7)(E)

East Coast AWT Console Training Teleconference;

Date: May 29, 2008
Time: 1000 Eastern
Conference phone number (b) (7)(E)
Pass Code: (b) (7)(E)

Field Office - Airports:

Atlanta - Hartsfield-Jackson Atlanta International (ATL)
Baltimore - Washington Dulles International (IAD)
Boston - Logan International Airport (BOS)
New York - John F. Kennedy International (JFK)
New York - Newark International (EWR)
Miami - Miami International (MIA)
Miami - Fort Lauderdale/Hollywood International Airport (FLL)
Philadelphia - Philadelphia International Airport (PHL)
San Juan - San Juan Luiz Munoz Marin International (SJU)
Tampa - Orlando International Airport (MCO)
Tampa - Orlando Sanford International (SFB)

West Coast AWT Console Training Teleconference;

Date: May 29, 2008
Time: 1500 Eastern
Conference phone number (b) (7)(E)
Pass Code (b) (7)(E)

Field Office - Airports:

Chicago - Chicago O'Hare International (ORD)
Chicago - Minneapolis/St. Paul International Airport (MSP)
Chicago - Cincinnati/Northern Kentucky International Airport (CVG)
Detroit - Detroit Metropolitan Wayne County Airport (DTW)
Houston - George Bush International (IAH)
Houston - Dallas Fort Worth International Airport (DFW)
Los Angeles - Los Angeles International (LAX)
Los Angeles - Las Vegas McCarren International Airport (LAS)
Los Angeles - Ontario International Airport (California)(ONT)
San Francisco - San Francisco International (SFO)
San Francisco - Honolulu International (HNL)
Seattle - Seattle-Tacoma International Airport (SEA)

SS# Do not enter dashes	Hash ID #	Supervisors Hash ID #	CBP Employee? Y or N	First Name	Last Name	Middle Initial	Work Phone # Do Not enter dashes	Email Address	Title	Role (Field Office, HQ, Port)	Field Office Use drop down	Port Name Use drop down	Computer Name For Flash Player (see Computer Name Info Tab for instructions)
886429857	HH12345	HH67890	Y	Sam	Sample		1234567890	Ssample@dhs.gov	Port Director	HQ	Atlanta	CAPE CHARLES, VA	(b) (7)(E)
								Use Dropdown selections when present - **DO NOT PASTE ACROSS CELLS**					

<u>Adobe Flash Player</u>

Adobe Flash Player 9.x is required to view the Enforce Overview page.

   1) Enter your computer name on the BorderStat Registration sheet in the Computer Name cell and we will push the update via Tivoli to your computer.

       a) To find your Workstation name
              1) From your desktop, right click on "My Computer" icon
              2) Click on Properties
              3) Click on the Computer Name Tab
              4) Provide the Full computer name on the BorderStat Registration Tab in the specified Cell,