

MODERNIZE AMERICA'S CUSTOMS AND ENTRY SYSTEM FOR INTERNATIONAL VISITORS

Achieve Greater Security and Efficiency - and Realize Increased Benefits from Travel

U.S. TRAVEL ASSOCIATION

Inefficient and inconsistent Customs and entry processes discourage inbound international travel to the United States, which limits economic growth and job creation. Security and efficiency are not mutually exclusive. Rather, they are equally important and mutually achievable objectives, both of which help to facilitate increased visitation and strengthen the U.S. economy.

HOW THE U.S. CUSTOMS AND ENTRY SYSTEM DISCOURAGES TRAVEL TO THE UNITED STATES:

- ➔ **It's inefficient.** According to a recent survey, one in seven overseas travelers to the United States, i.e., international visitors from countries other than Canada and Mexico, reported missing a connecting flight because of inefficiencies and delays at U.S. Customs.
- ➔ **It's excessive.** A chronic shortage of U.S. Customs and Border Protection (CBP) personnel results in excessive screening delays at America's busiest international airports.
- ➔ **It's frustrating.** Nearly two in three overseas travelers said their impressions of the United States include the frustration of long lines and wait times during the customs and entry process. One in three said the U.S. Customs and entry process is falling behind that of other countries or is "the worst they've seen."

HOW TO MODERNIZE U.S. CUSTOMS AND ENTRY TO ENHANCE SECURITY AND BOOST EFFICIENCY:

- ➔ **Increase staffing, streamline entry at U.S. international airports.** Congress should provide the resources required for CBP to complete passport and entry inspection for international travelers within 30 minutes of arrival at the primary inspection area. CBP should use automated scheduling technology, widely used in the private sector, and use part-time personnel to improve efficiency, reduce overtime and better manage unexpected staffing shortfalls.
- ➔ **Expand Global Entry program.** Congress and CBP should expand the highly successful Global Entry program that expedites screening for pre-approved, low-risk international travelers. By removing known, low-risk travelers from the regular screening process, Global Entry enables CBP to focus resources on potentially riskier unknown travelers. Global Entry simultaneously improves security and efficiency, but only a subset of international visitors - those from South Korea, the Netherlands, Mexico and Canada - are currently eligible to participate.
- ➔ **Improve metrics.** Congress should require CBP to deliver monthly reports on screening and entry delays based on actual passenger wait times, not historical averages. CBP should develop customer service reports for inclusion in the U.S. Transportation Department's monthly *Air Travel Consumer Report*.

Congress should include customs and entry modernization measures in any comprehensive immigration reform package.



How Overseas Visitors Benefit America

In 2012, overseas visitors spent more than \$100 billion, supported nearly 900,000 American jobs and generated more than \$15 billion in federal, state and local tax revenue.

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Every 33 additional overseas visitors create one American job.

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In 2012, inbound international travel added nearly \$130 billion to the U.S. economy, making it America's number one service export.



Did you know...

43% of overseas travelers who have visited the U.S. say they will recommend to others that they avoid a trip to the United States, and 44 percent of overseas business travelers say they won't visit in the next five years, because of the U.S. entry process.

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Based on their own experience or word of mouth from others, nearly 100 million overseas travelers are getting the message to avoid travel to the United States - costing the economy at least \$95 billion in total output and 518,900 jobs.

TRAVEL WORKS FOR AMERICA. SUPPORT TRAVEL. SUPPORT STREAMLINED SECURITY AND ENTRY SYSTEMS.