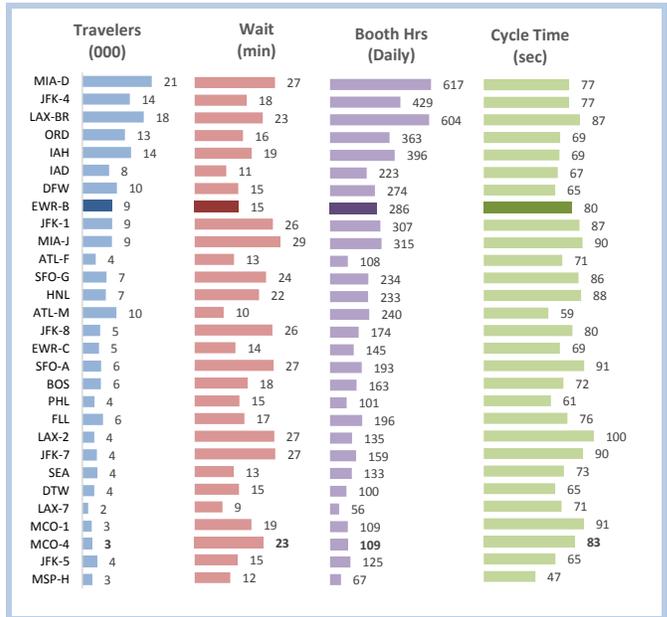


### Key Metrics

Volume	YTD 2016	YTD 2015	Change	% Change
Average Daily Travelers	8,740	8,645	94	1%
Global Entry, APC, & MPC	9%	8%	1%	13%
Non-Automated	91%	92%	-1%	-1%
United States Citizens	46.7%	45.8%	+0.9%	2%
Non-immigrants	47.0%	47.5%	-0.5%	-1%
Legal Permanent Residents	6.3%	6.7%	-0.4%	-6%
Average Daily Flights (#)	57	55	2	4%
Wait Time				
Average Primary Wait (m)	14.8	20.4	-5.5	-27%
% Travelers < 60 minutes	99%	96%	3%	3%
% Travelers > 120 mins	0.05%	0.12%	-0.07%	-58%
Primary Booth Hours				
Average Daily Booth Hours	286	264	22	8%
Efficiency				
Average Cycle Time (s)	80.2	75.1	5.0	7%
Max Hourly Throughput / booth	44.9	47.9	-3.0	-6%
Average Utilization	68%	68%	0%	0%

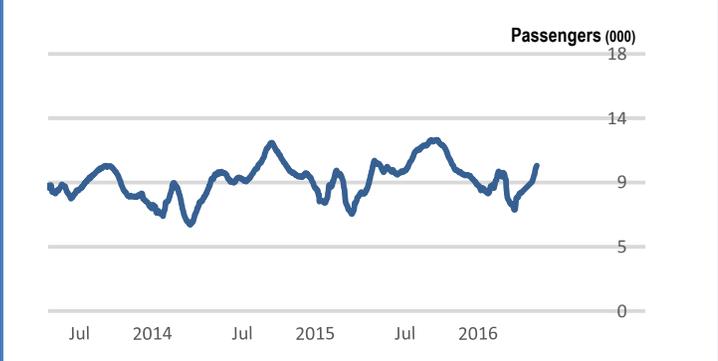
### Compared to other major airports ...



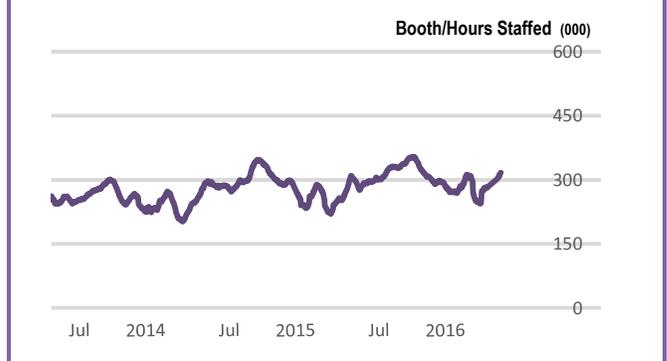
### More booths help reduce wait times by 27%

- **Travel is up slightly at Newark (Terminal B).** Traveler volume increased 1% compared to last year. 9% of all passengers use Global Entry, compared to 8% last year. APC has not yet been implemented at EWR-B.
- **More booths being staffed to meet demand.** Booth hours increased 8% compared to a year ago, from 264 booth hours a year ago to 286 booth hours this year.
- **Waits decreased by 27%.** Year to date, average wait time is 14.8 minutes, compared to 20.4 minutes last year. More booth hours have helped reduce wait times by 27%.
- **Cycle time 5 seconds slower.** Average cycle time (80.2 seconds) is up from 75.1 seconds a year ago. APC/MPC technology could be a solution to reduce average cycle time at EWR-B.

### Traveler Volume ... continued growth



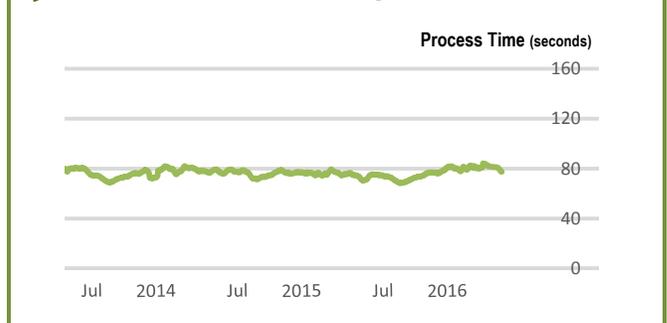
### Booth Hours ... steadily increasing



### Wait Time ... downward trend

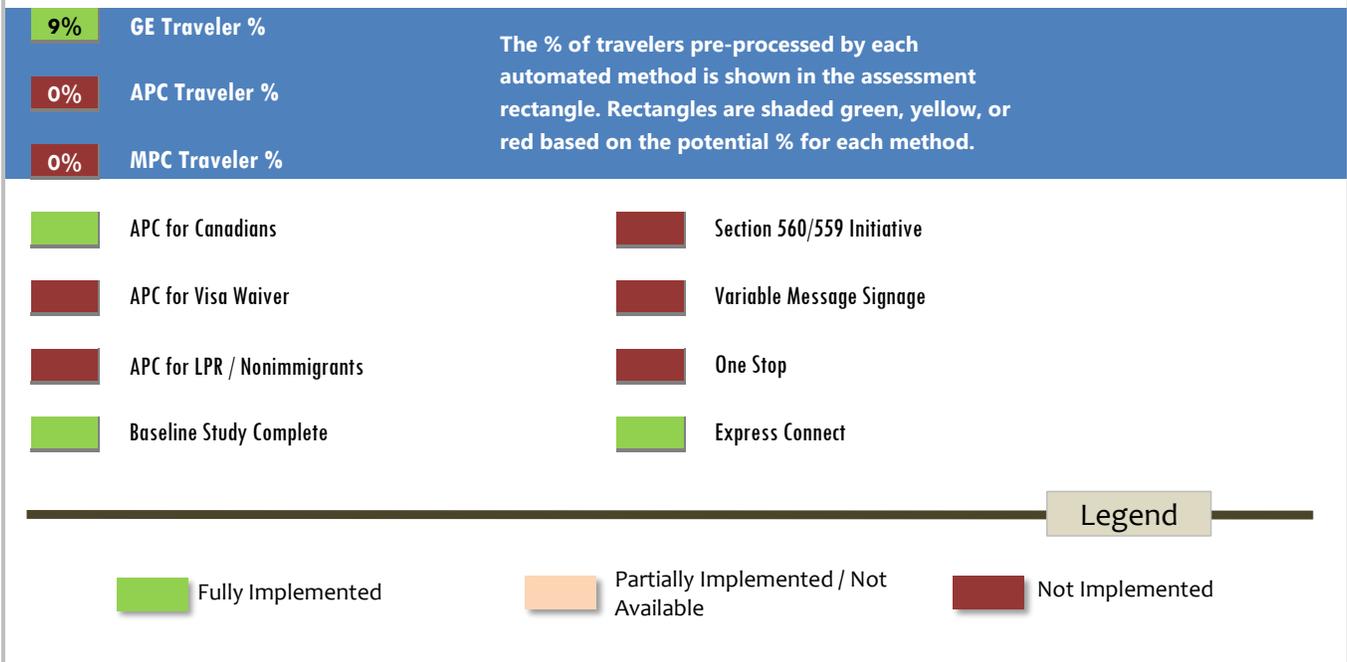


### Cycle Time ... recently increasing



## Best Practice Inventory

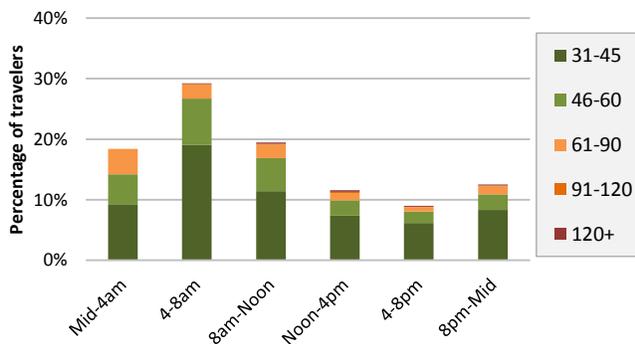
**EWR Terminal B Best Practice Assessment:** EWR Terminal B has not implemented many of the available best practices. Most notably, 9% of passengers were processed by Global Entry. APC has been implemented at EWR-B that should be able to reduce its cycle time and wait times as more passengers utilized APC.



Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A Green "assessment rectangle" indicates the practice is properly and fully implemented; Red means the practice is not in place; and Orange indicates implementation is limited and achieves less than intended results.

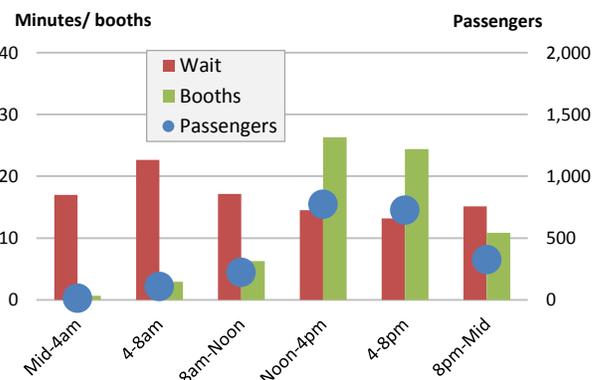
**13% of passengers wait more than 30 minutes**  
 While very few EWR Terminal B passengers wait more than 1 hour (about 2%), approximately 13% wait more than 30 minutes. Between the hours of 4am to 8am, 29% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



**Waits are higher off peak from 4am to 8am**  
 Nearly 750 passengers (on average) arrive every hour between Noon and 8pm, accounting for about 69% of all daily traffic. Meanwhile, fewer than 110 passengers arrive per hour from 4am to 8am, but wait times are highest during this period. Opening extra booths from 4am to 8am may help reduce overall wait times leading into peak hours.

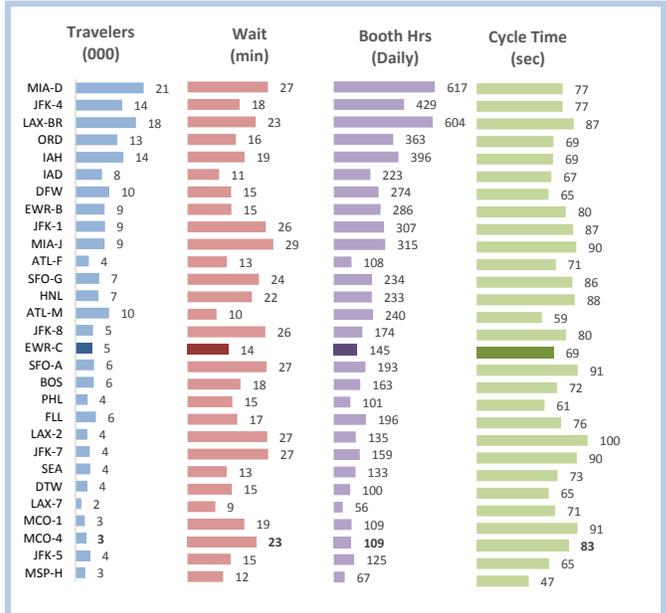
**Intraday Volume, Wait Times, and Booth Hours**



### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	4,904	5,136	-232	-5%
Global Entry, APC, & MPC	48%	50%	-2%	-4%
Non-Automated	52%	50%	+2%	4%
United States Citizens	59.5%	57.7%	+1.8%	3%
Non-immigrants	33.7%	35.8%	-2.1%	-6%
Legal Permanent Residents	6.8%	6.5%	+0.4%	6%
Average Daily Flights (#)	28	32	-4	-13%
<b>Wait Time</b>				
Average Primary Wait (m)	13.8	13.8	0.0	0%
% Travelers < 60 minutes	98%	99%	-1%	-1%
% Travelers > 120 mins	0.11%	0.05%	+0.06%	125%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	145	149	-4	-3%
<b>Efficiency</b>				
Average Cycle Time (s)	69.2	65.1	4.1	6%
Max Hourly Throughput / booth	52.1	55.3	-3.3	-6%
Average Utilization	65%	62%	3%	5%

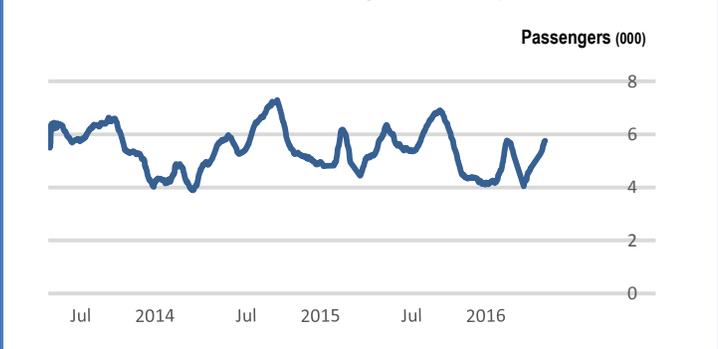
### Compared to other major airports ...



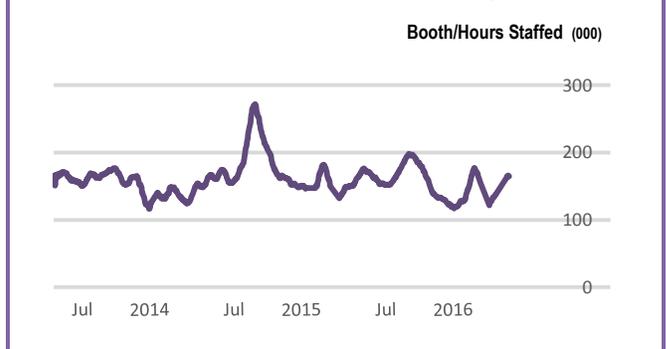
### Decreased traffic, booths, and efficiency

- Fewer travelers using APC.** Traveler volume (year to date) has decreased by 5% compared to last year. Today, 48% of passengers are confirmed with Global Entry and APC, down from 50% a year ago.
- Wait times unchanged.** Wait time (13.8 minutes) is unchanged compared to a year ago. 98% of passengers are being processed in under 60 minutes.
- Slower processing and less throughput.** Average cycle time is up to 69.2 seconds from 65.1 seconds last year, while max hourly throughput decreased by 3.3 passengers per booth, per hour. The increase is partially due to lower APC usage.
- Booth hours decreased.** Average daily booth hours have decreased 3% from 149 hours last year to 145 hours this year. The reduction in booth hours is due to the decrease in traffic share.

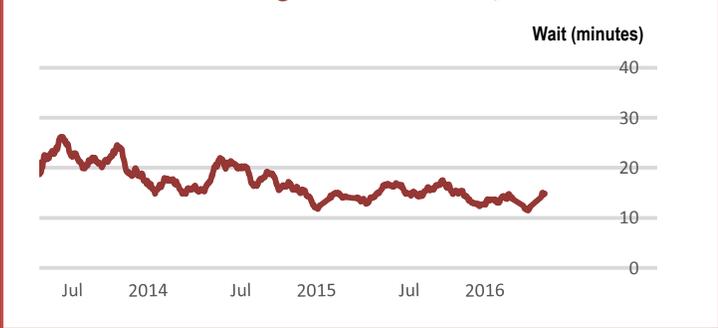
### Traveler Volume ... down compared to last year



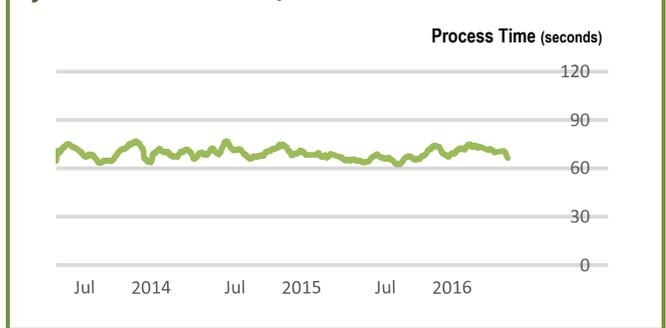
### Booth Hours ... 3% fewer booths than last year



### Wait Time ... decreasing wait times since 2013



### Cycle Time ... recent upward trend



## Best Practice Inventory

**EWR Best Practice Assessment:** EWR-C has implemented some of the available best practices. Most notably, 48% of EWR Terminal C passengers are now processed by automated technologies like Global Entry and APC. APC is available at EWR only to US and Canadian citizens.

<b>10%</b>	<b>GE Traveler %</b>	The % of travelers pre-processed by each automated method is shown in the assessment rectangle. Rectangles are shaded green, yellow, or red based on the potential % for each method.
<b>38%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler %</b>	

- |                                                                                                               |                                                                                                              |
|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
|  APC for Canadians           |  Section 560/559 Initiative |
|  APC for Visa Waiver         |  Variable Message Signage   |
|  APC for LPR / Nonimmigrants |  One Stop                   |
|  Baseline Study Complete     |  Express Connect            |

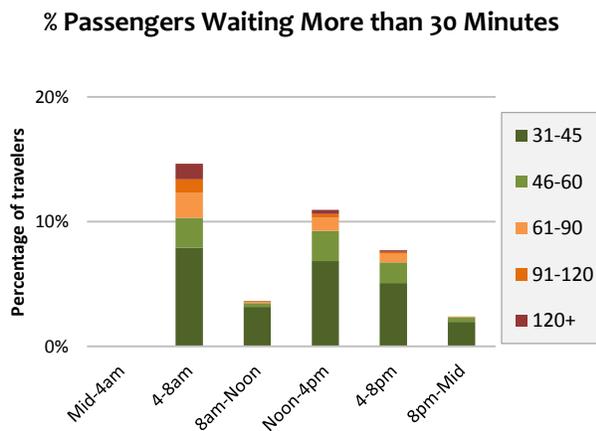
### Legend

- |                                                                                                     |                                                                                                                         |                                                                                                     |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
|  Fully Implemented |  Partially Implemented / Not Available |  Not Implemented |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|

Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A Green "assessment rectangle" indicates the practice is properly and fully implemented; Red means the practice is not in place; and Orange indicates implementation is limited and achieves less than intended results.

### 10% of passengers wait more than 30 minutes

While very few EWR Terminal C passengers wait more than 1 hour (about 2%), approximately 10% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 15% of passengers wait more than 30 minutes.



### EWR-C matches booth hours well to peak

EWR-C is busiest between 4pm and 8pm, when over 430 passengers arrive per hour. Wait times are slightly lower than the average during this time. Waits could be reduced from 4am to 8am when traffic is lighter (310 per hour), but waits are longer (16 minutes).

