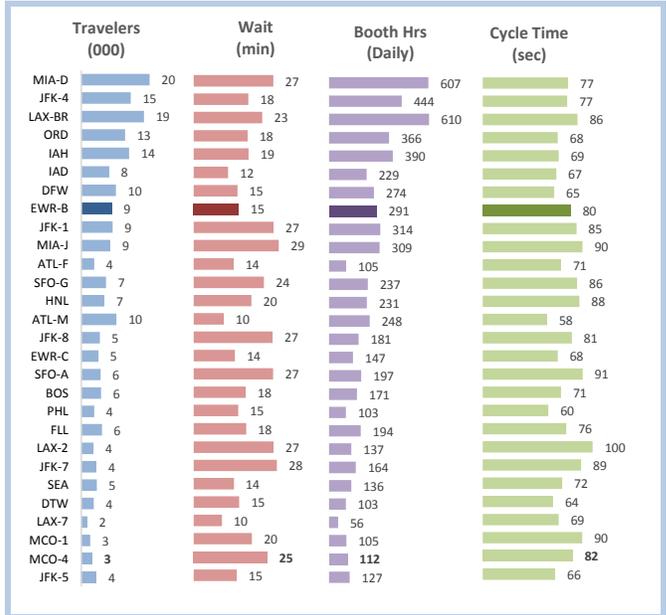


### Key Metrics

Volume	YTD 2016	YTD 2015	Change	% Change
Average Daily Travelers	9,000	8,957	43	0%
Global Entry, APC, & MPC	9%	8%	1%	13%
Non-Automated	91%	92%	-1%	-1%
United States Citizens	46.5%	46.0%	+0.5%	1%
Non-immigrants	47.4%	47.6%	-0.2%	0%
Legal Permanent Residents	6.1%	6.4%	-0.3%	-5%
Average Daily Flights (#)	58	57	1	1%
Wait Time				
Average Primary Wait (m)	15.2	21.0	-5.8	-27%
% Travelers < 60 minutes	98%	95%	3%	3%
% Travelers > 120 mins	0.05%	0.12%	-0.07%	-60%
Primary Booth Hours				
Average Daily Booth Hours	291	269	22	8%
Efficiency				
Average Cycle Time (s)	79.7	74.2	5.4	7%
Max Hourly Throughput / booth	45.2	48.5	-3.3	-7%
Average Utilization	68%	69%	0%	0%

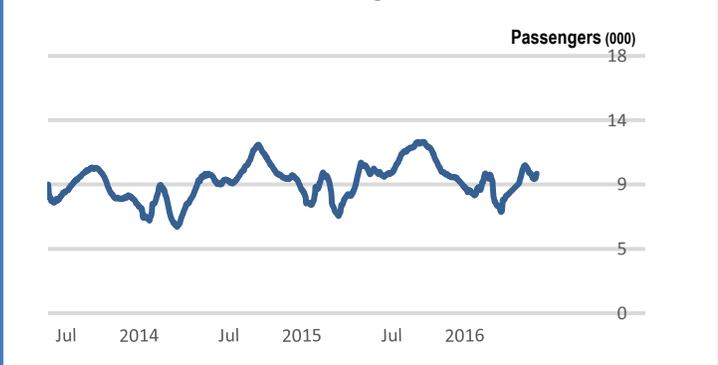
### Compared to other major airports ...



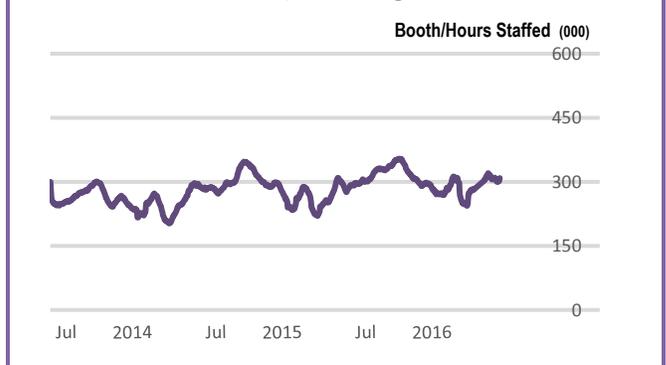
### More booths and stagnant volume growth help reduce wait times by 27%

- **Travel is up slightly at Newark (Terminal B).** Traveler volume increased from 8,957 travelers a year ago to 9,000 travelers this 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 269 booth hours a year ago to 291 booth hours this year.
- **Waits decreased by 27%.** Year to date, average wait time is 15.2 minutes, compared to 21 minutes last year. More booth hours have helped reduce wait times by 27%.
- **Cycle time 5.4 seconds slower.** Average cycle time (79.7 seconds) is up from 74.2 seconds a year ago. The increase in booth hours without volume change has likely caused the longer cycle times.

### Traveler Volume ... continued growth



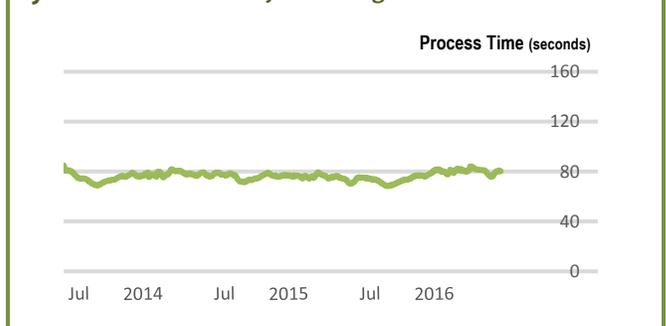
### Booth Hours ... steadily increasing



### 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. MPC has recently been implemented. APC at EWR-B should be able to reduce its cycle time and wait times as more passengers utilized APC.

**9%** GE Traveler %

**0%** APC Traveler %

**0%** MPC Traveler % (Actual 0.0332%)

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.

APC for Canadians

APC for Visa Waiver

APC for LPR / Nonimmigrants

Baseline Study Complete

Section 560/559 Initiative

Variable Message Signage

One Stop

Express Connect

### Legend

Fully Implemented

Partially Implemented / Not Available

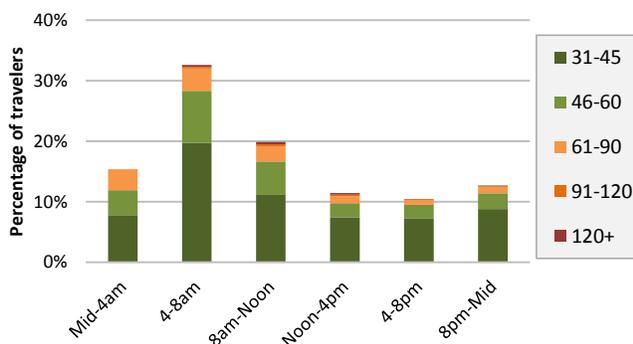
Not Implemented

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.

### 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, 33% of passengers wait more than 30 minutes.

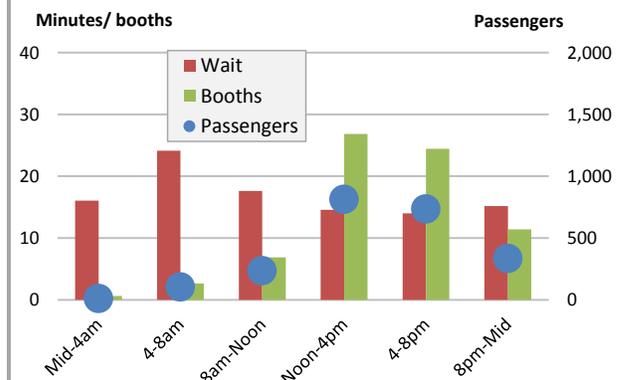
% Passengers Waiting More than 30 Minutes



### Waits are higher off peak from 4am to 8am

Nearly 780 passengers (on average) arrive every hour between Noon and 8pm, accounting for about 70% 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.

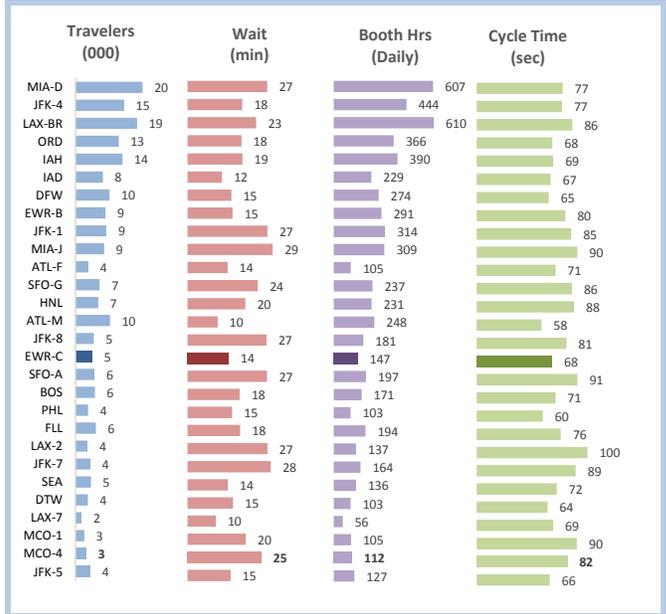
Intraday Volume, Wait Times, and Booth Hours



**Key Metrics**

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	5,038	5,338	-301	-6%
Global Entry, APC, & MPC	49%	51%	-2%	-4%
Non-Automated	51%	49%	+2%	4%
United States Citizens	60.4%	58.2%	+2.2%	4%
Non-immigrants	32.9%	35.3%	-2.4%	-7%
Legal Permanent Residents	6.7%	6.4%	+0.2%	4%
Average Daily Flights (#)	29	33	-4	-13%
<b>Wait Time</b>				
Average Primary Wait (m)	14.0	14.5	-0.5	-3%
% Travelers < 60 minutes	98%	99%	0%	0%
% Travelers > 120 mins	0.11%	0.06%	+0.05%	82%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	147	154	-7	-5%
<b>Efficiency</b>				
Average Cycle Time (s)	67.9	64.7	3.2	5%
Max Hourly Throughput / booth	53.0	55.6	-2.6	-5%
Average Utilization	65%	62%	2%	4%

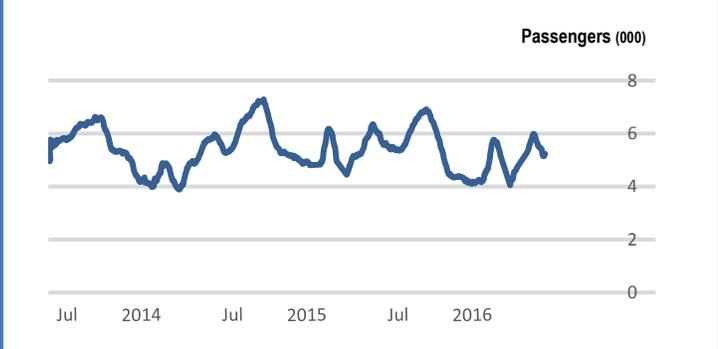
Compared to other major airports ...



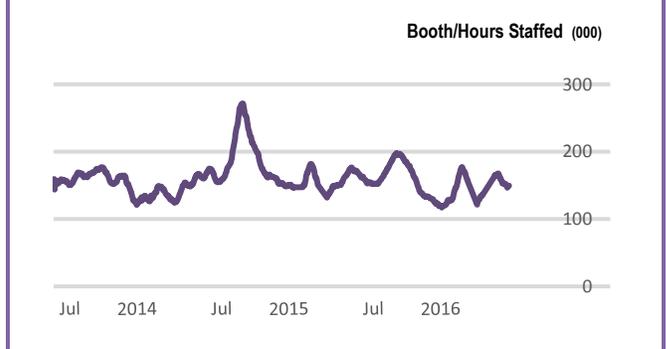
**Decreased traffic, booths, automation, and efficiency**

- **Fewer travelers using APC.** Traveler volume (year to date) has decreased by 6% compared to last year. Today, 49% of passengers are confirmed with Global Entry and APC, down from 51% a year ago.
- **Wait times slightly decreased.** Wait times have decreased slightly to 14 minutes 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 67.9 seconds from 64.7 seconds last year, while max hourly throughput decreased by 2.6 passengers per booth, per hour. The increase is partially due to lower APC usage, and lower volume.
- **Booth hours decreased.** Average daily booth hours have decreased 5% from 154 hours last year to 147 hours this year. The reduction in booth hours is due to the decrease in traffic share.

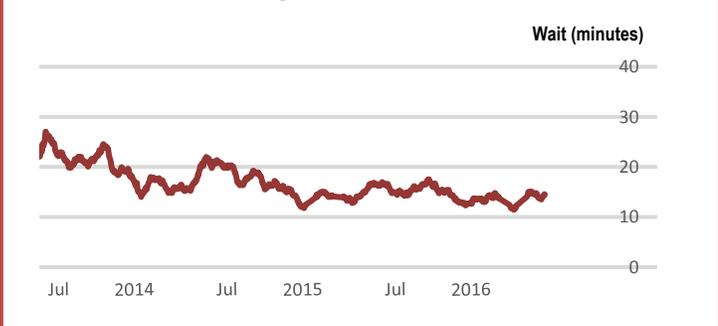
**Traveler Volume ... down compared to last year**



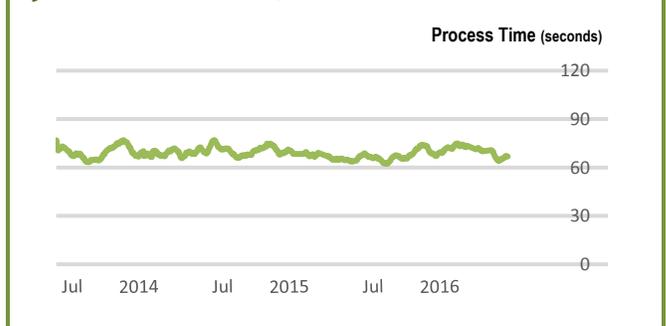
**Booth Hours ... 5% fewer booths than last year**



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

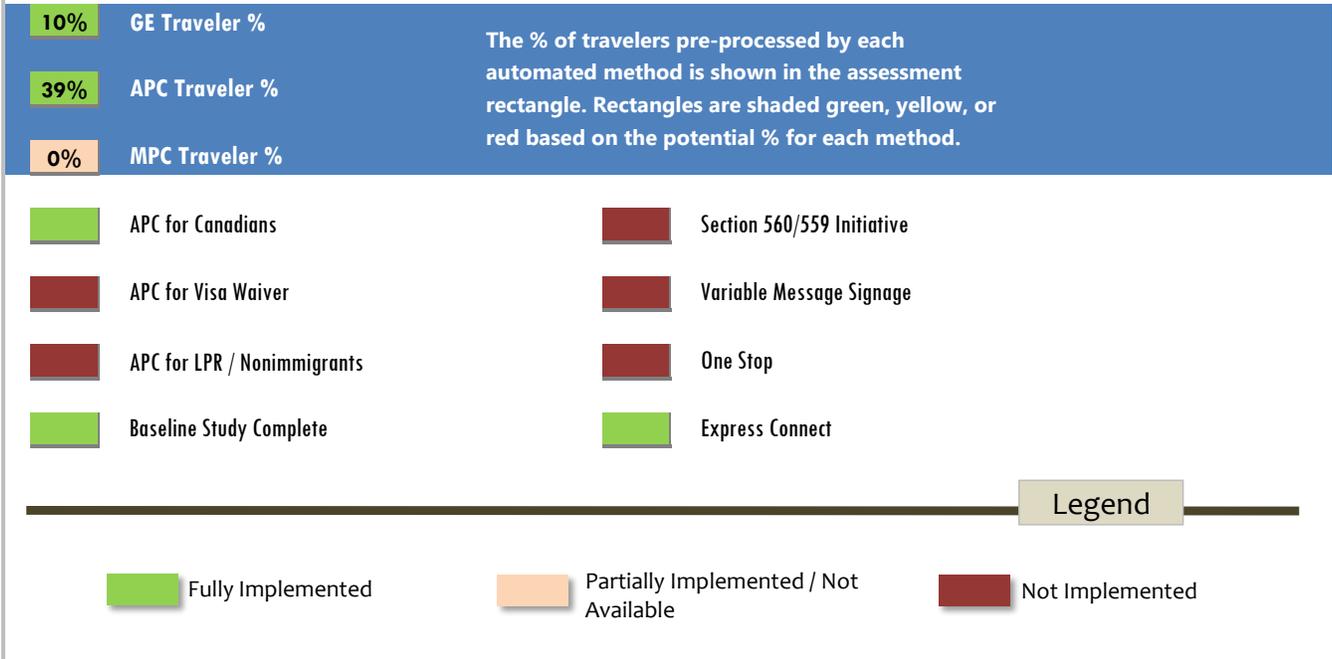


**Cycle Time ... recent upward trend**



### Best Practice Inventory

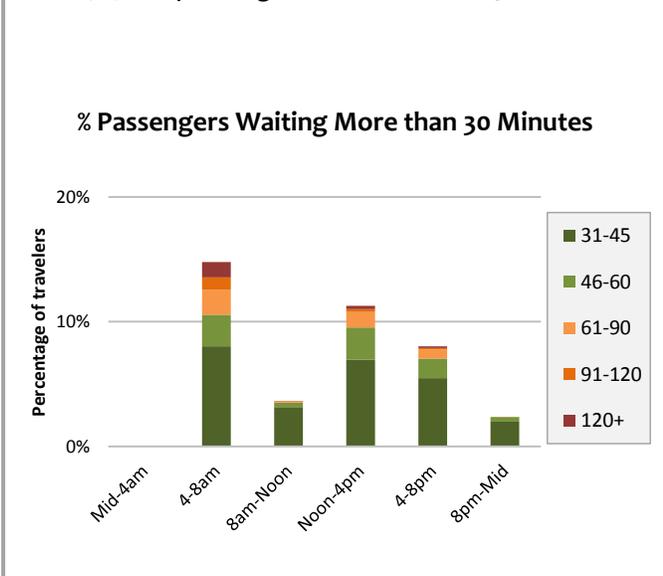
**EWR Best Practice Assessment:** EWR-C has implemented some of the available best practices. Most notably, 49% of EWR Terminal C passengers are now processed by automated technologies like Global Entry and APC. MPC has recently been implemented. APC is available at EWR only to US and Canadian citizens.



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 (316 per hour), but waits are longer (16 minutes).

