

AIR DASHBOARD

TRAVEL AND TOURISM

August 2016



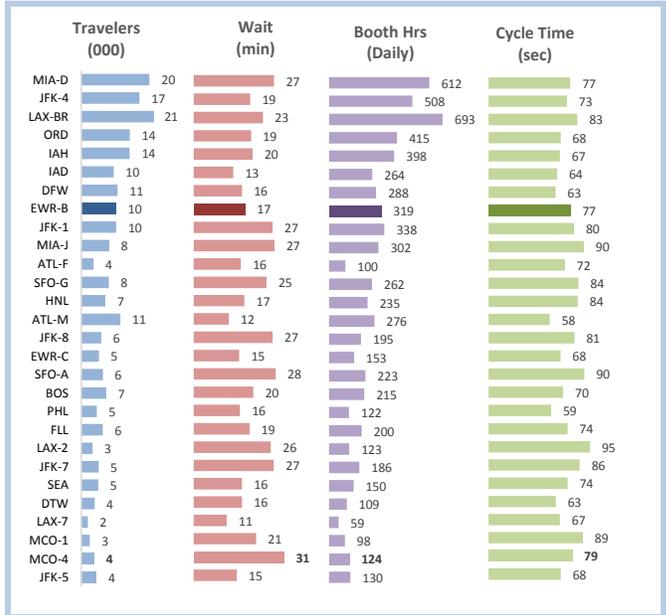
U.S. Customs and
Border Protection

Office of Field Operations

Key Metrics

Volume	YTD 2016	YTD 2015	Change	% Change
Average Daily Travelers	10,242	9,960	281	3%
Global Entry, APC, & MPC	9%	7%	2%	29%
Non-Automated	91%	93%	-2%	-2%
United States Citizens	48.1%	47.2%	+0.9%	2%
Non-immigrants	46.4%	47.1%	-0.7%	-1%
Legal Permanent Residents	5.5%	5.8%	-0.3%	-5%
Average Daily Flights (#)	62	60	2	3%
Wait Time				
Average Primary Wait (m)	17.4	19.9	-2.6	-13%
% Travelers < 60 minutes	98%	97%	1%	1%
% Travelers > 120 mins	0.09%	0.08%	+0.01%	8%
Primary Booth Hours				
Average Daily Booth Hours	319	297	22	7%
Efficiency				
Average Cycle Time (s)	76.8	72.9	3.8	5%
Max Hourly Throughput / booth	46.9	49.4	-2.5	-5%
Average Utilization	69%	68%	0%	1%

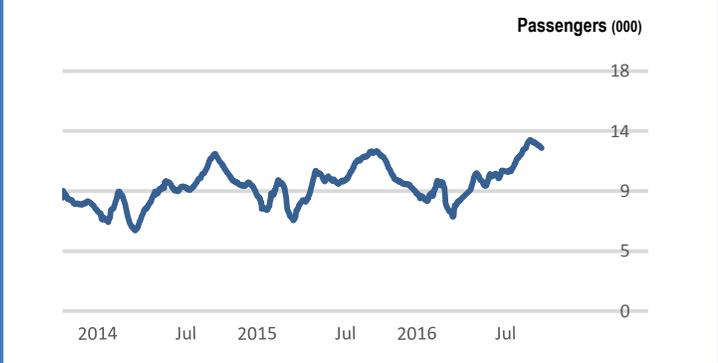
Compared to other major airports ...



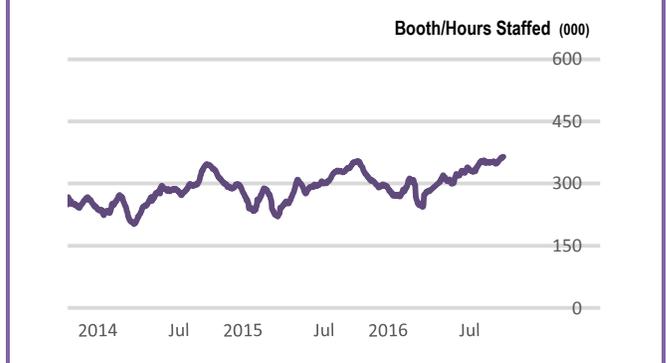
More booth hours reduce wait times by 13%

- **Travel is up slightly at Newark (Terminal B).** Traveler volume increased from 9,960 travelers a year ago to 10,242 travelers this year. 9% of all passengers use Global Entry, compared to 7% last year. MPC has been implemented recently and APC has not yet been introduced.
- **More booths being staffed to meet demand.** Booth hours increased 7% compared to a year ago, from 297 booth hours a year ago to 319 booth hours this year.
- **Waits decreased by 13%.** Year to date, average wait time is 17.4 minutes, compared to 19.9 minutes last year. More booth hours have helped reduce wait times by 13%.
- **Cycle time 3.8 seconds slower.** Average cycle time (76.8 seconds) is up from 72.9 seconds a year ago. The increase in booth hours has likely caused the longer cycle times. The efficiency should be further improved if APC can be implemented in EWR-B.

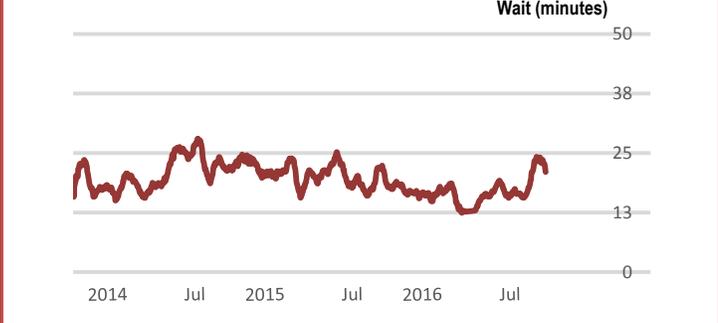
Traveler Volume ... continued growth



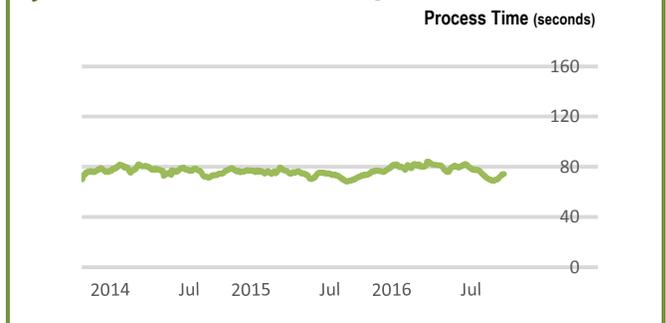
Booth Hours ... steadily increasing



Wait Time ... downward trend

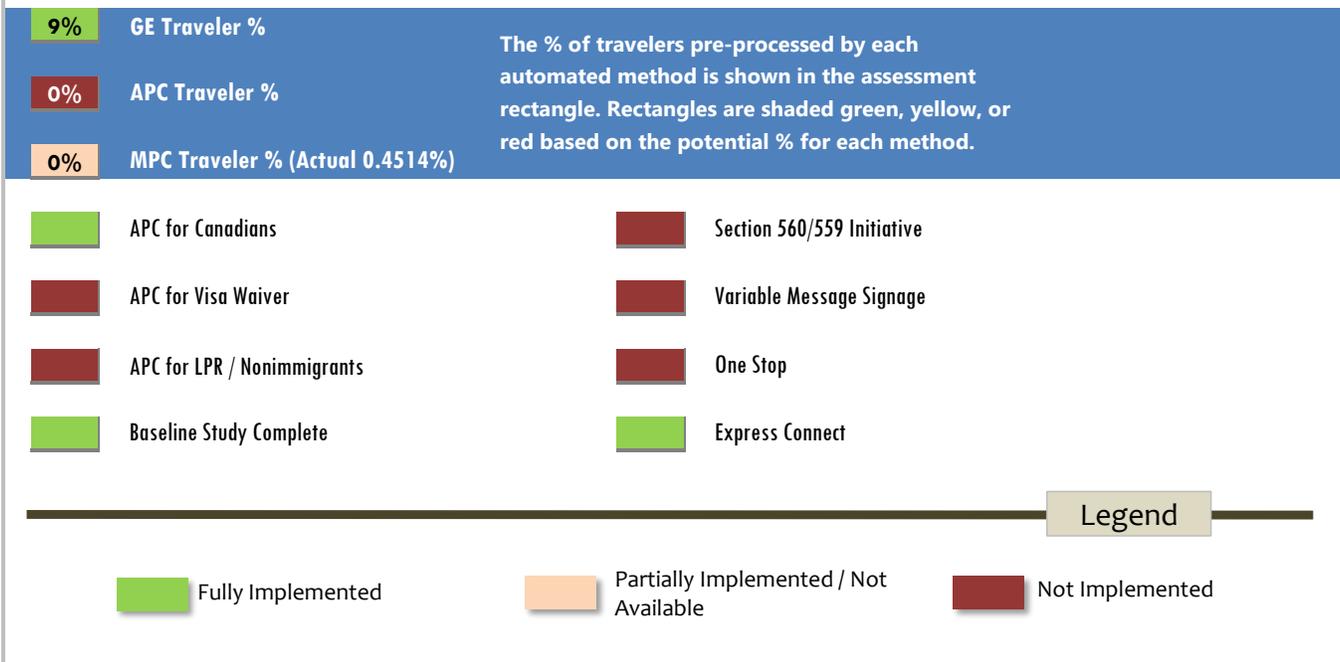


Cycle Time ... recently increasing



Best Practice Inventory

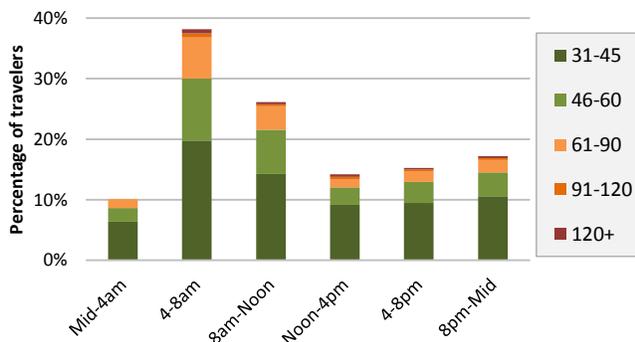
EWR Terminal B Best Practice Assessment: EWR Terminal B has not implemented many of the available best practices. Most notably, 9% of passengers were processed by Global Entry. MPC has recently been implemented. The cycle time should be reduced by the implementation of APC at EWR-B.



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.

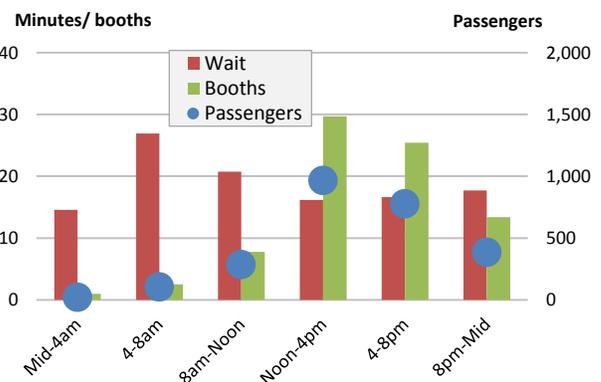
17% of passengers wait more than 30 minutes
 While very few EWR Terminal B passengers wait more than 1 hour (about 3%), approximately 17% wait more than 30 minutes. Between the hours of 4am to 8am, 38% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



Waits are higher from 4am to 8am
 Nearly 870 passengers (on average) arrive every hour between Noon and 8pm, accounting for about 70% of all daily traffic. Meanwhile, fewer than 200 passengers arrive per hour from 4am to Noon, but wait times are higher during this period. Opening extra booths from 4am to Noon may help reduce overall wait times.

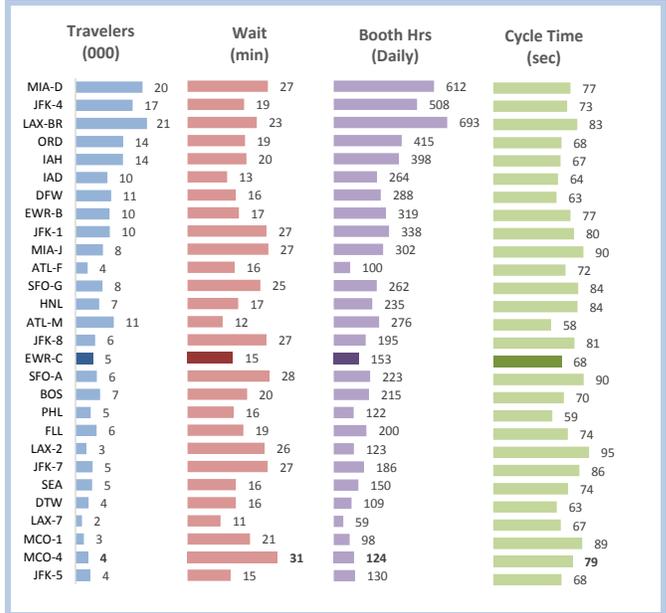
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	5,212	5,706	-493	-9%
Global Entry, APC, & MPC	48%	52%	-4%	-8%
Non-Automated	52%	48%	+4%	8%
United States Citizens	59.1%	59.0%	+0.1%	0%
Non-immigrants	34.6%	34.9%	-0.2%	-1%
Legal Permanent Residents	6.2%	6.1%	+0.1%	1%
Average Daily Flights (#)	29	33	-4	-11%
Wait Time				
Average Primary Wait (m)	15.4	15.1	0.3	2%
% Travelers < 60 minutes	98%	98%	-1%	-1%
% Travelers > 120 mins	0.09%	0.12%	-0.02%	-19%
Primary Booth Hours				
Average Daily Booth Hours	153	163	-11	-7%
Efficiency				
Average Cycle Time (s)	67.7	65.2	2.5	4%
Max Hourly Throughput / booth	53.2	55.2	-2.0	-4%
Average Utilization	64%	63%	1%	1%

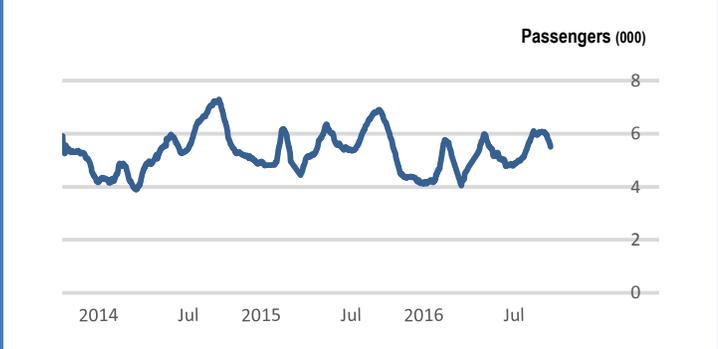
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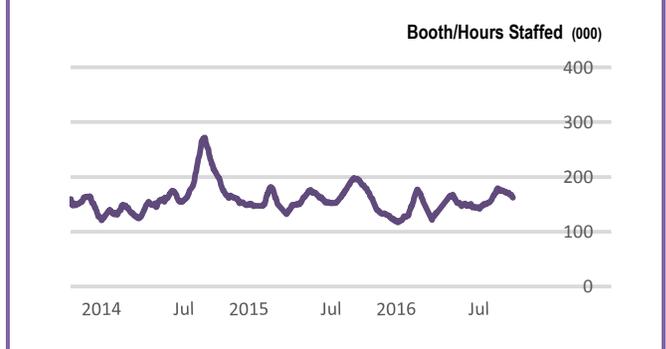
Decreased traffic, automation, booths, and efficiency

- Fewer travelers using APC.** Traveler volume (year to date) has decreased by 9% compared to last year. As Terminal B traveler volume continues to grow, Terminal C continues to decline. Automation share (GE/APC) has decreased from 52% to 48%.
- Wait times increased.** Wait times have increased by 2% compared to a year ago, from 15.1 minutes to 15.4 minutes. 98% of passengers are being processed in under 60 minutes.
- Slower processing and less throughput.** Average cycle time is up to 67.7 seconds from 65.2 seconds last year, while max hourly throughput decreased by 2 passengers per booth, per hour. The increase is partially due to lower volume.
- Booth hours decreased.** Average daily booth hours have decreased 7% from 163 hours last year to 153 hours this year. The reduction in booth hours is appropriate though, given the decrease in traffic share.

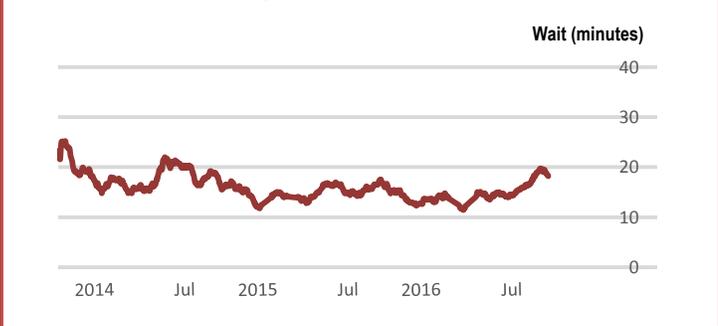
Traveler Volume ... down compared to last year



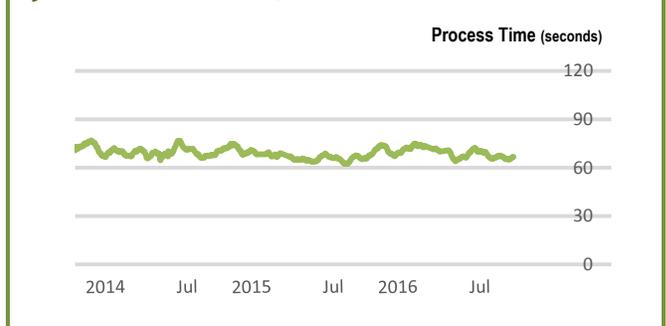
Booth Hours ... 7% fewer booths than last year



Wait Time ... recent upward trend



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.

10%	GE Traveler %	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.
38%	APC Traveler %	
0%	MPC Traveler %	

	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

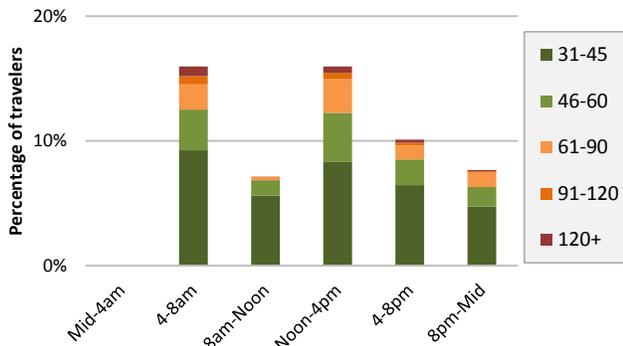
	Fully Implemented		Partially Implemented / Not Available		Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices 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 C passengers wait more than 1 hour (about 3%), approximately 13% of passengers wait more than 30 minutes. During multiple time periods, 16% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



EWR-C matches booth hours well to peak

EWR-C is busiest between Noon and 8pm, when over 420 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 slightly longer (17 minutes).

Intraday Volume, Wait Times, and Booth Hours

