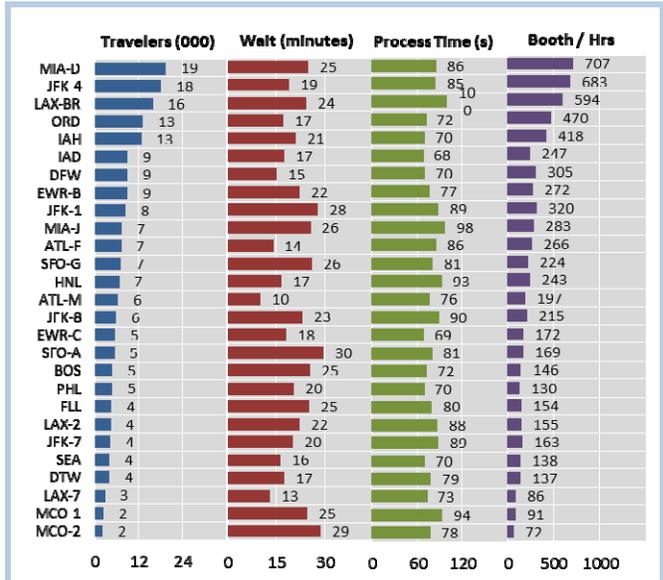


Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers (000)	9,198	8,334	864	10%
Global Entry & APC	5%	3%	2%	48%
Non-Automated	95%	97%	-2%	-2%
United States Citizens	44.7%	45.0%	-0.3%	-1%
Non-immigrants	54.9%	54.5%	+0.4%	1%
Legal Permanent Residents	0.4%	0.4%	-0.1%	-14%
Average Daily Flights (#)	58	56	2	3%
Wait Time				
Average Primary Wait (m)	22.1	23.4	-1.3	-6%
% Travelers < 60 minutes	96%	94%	2%	2%
% Travelers > 120 mins	0.10%	0.12%	-0.02%	-15%
Staffing				
Average Daily Booth Hours	281	249	32	13%
Efficiency				
Average Cycle Time (s)	76.3	75.5	0.8	1%
Throughput per booth hour (#)	32.8	33.5	-1	-2%

Compared to other major airports ...



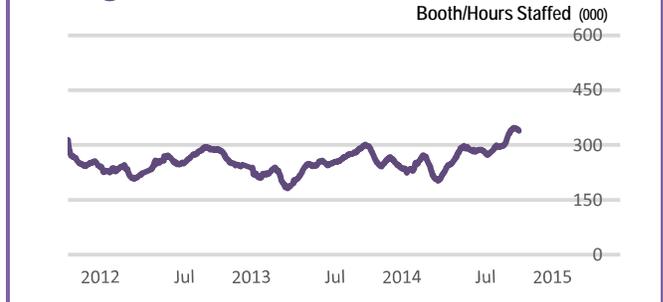
Wait times decrease slightly due to increased staffing

- **Travel is up 10% at Newark (Terminal B).** Traveler volume increased 10% compared to last year. 5% of all passengers use automated solutions such as Global Entry or APC, compared to 3% last year.
- **More booths being staffed to meet demand.** Booth staffing increased 12% compared to a year ago. This increase in staffing has more than offset the increase in traveler volume
- **Wait times have been reduced since July 2013.** Year to date, average wait time is down 2 minutes (from 23.4 minutes last year to 22.1 minutes this year).
- **Cycle time is 1 second slower.** Average cycle time (76.3 seconds) is up from 75.5 seconds a year ago. APC technology could be a solution to reduce average cycle time at EWR-B.

Traveler Volume ... continued growth



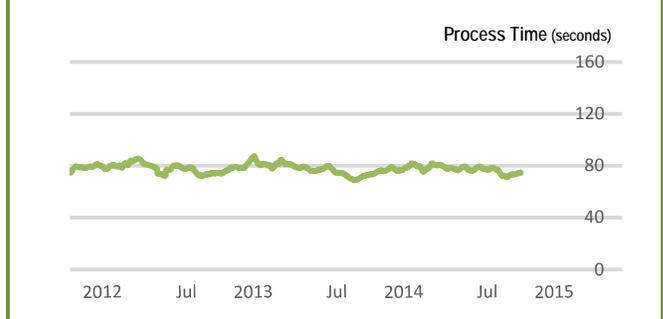
Staffing ... 13% more booths staffed than last year



Wait Time ... slightly reduced since July 2013

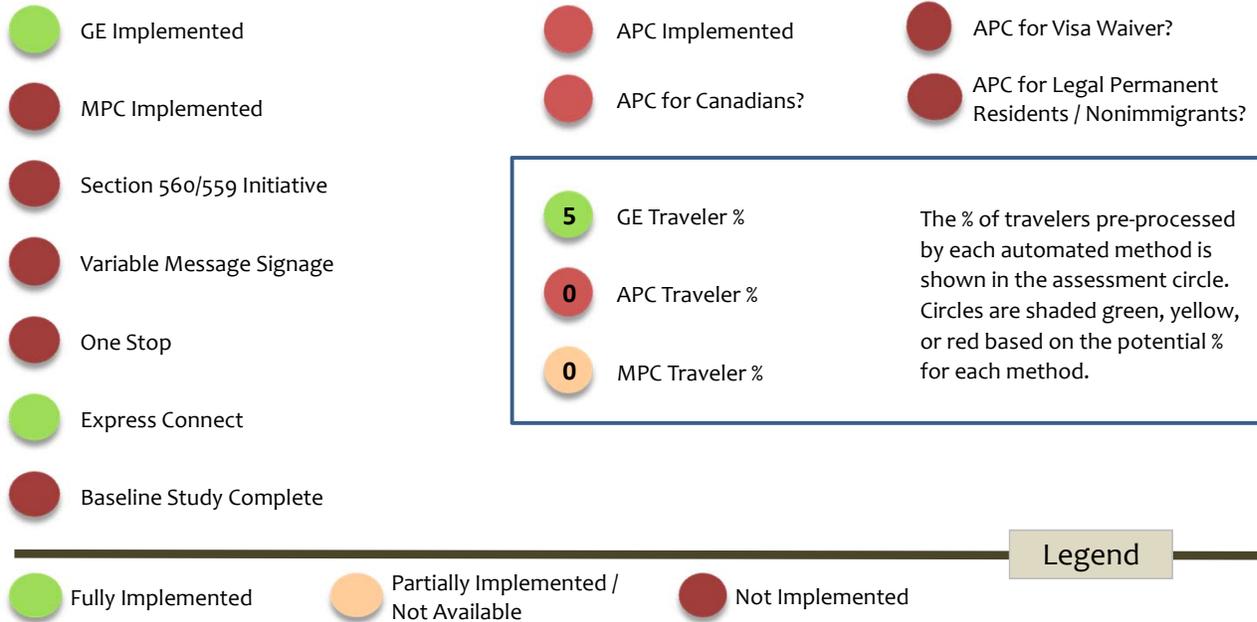


Cycle Time ... steady cycle times



Best Practice Inventory

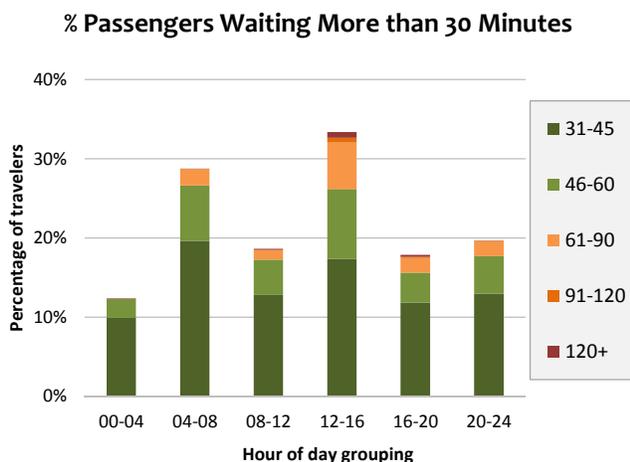
EWR Terminal B Best Practice Assessment: EWR Terminal B has implemented many of the available best practices. Most notably, there has been a 48% increase in passengers now processed by Global Entry. Global Entry is available at EWR Terminal B not only to US Citizens, but also Canadians and Visa Waiver country travelers.



Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not implementing any of the best practices. A green "assessment circle" indicates the best practice has been properly and fully implemented. Red means the best practice is not in place. Orange indicates implementation is not available, or has occurred but on a limited basis and achieves less than optimal results.

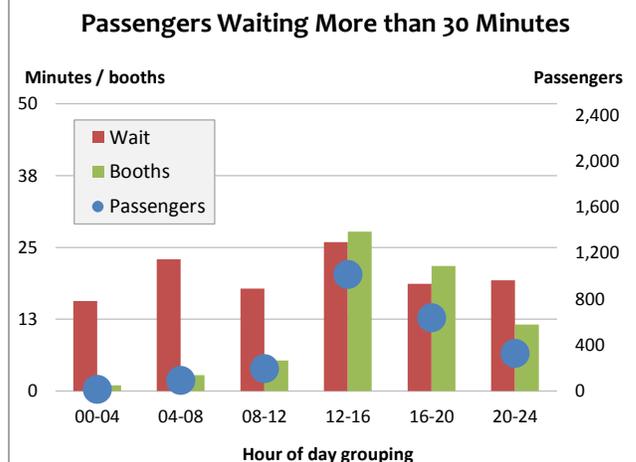
25% of passengers wait more than 30 minutes

While about 4% of passengers wait more than 1 hour, 25% wait more than 30 minutes. Between the hours of 12 pm and 4 pm, 33% of passengers wait more than 30 minutes.



More staffing during peak hours required

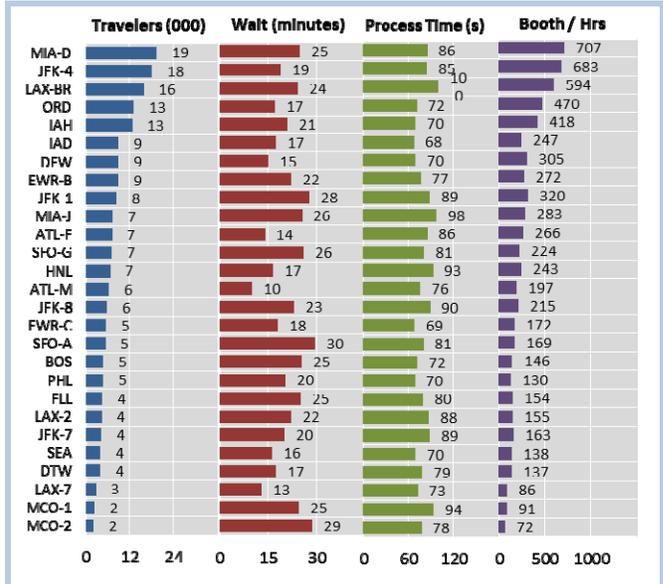
More than 1,000 passengers (on average) arrive at Terminal B every hour between 12 pm and 4 pm, accounting for nearly half of all daily traffic. Although 28 booths are staffed, wait times are still highest during this time.



Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers (000)	5,661	5,957	-295	-5%
Global Entry & APC	20%	4%	16%	429%
Non-Automated	80%	96%	-16%	-17%
United States Citizens	55.0%	52.3%	+2.6%	5%
Non-immigrants	44.9%	47.5%	-2.7%	-6%
Legal Permanent Residents	0.2%	0.2%	+0.0%	14%
Average Daily Flights (#)	35	36	-2	-5%
Wait Time				
Average Primary Wait (m)	17.9	22.9	-5.0	-22%
% Travelers < 60 minutes	98%	95%	3%	3%
% Travelers > 120 mins	0.06%	0.05%	+0.01%	19%
Staffing				
Average Daily Booth Hours	176	162	14	9%
Efficiency				
Average Cycle Time (s)	69.0	68.7	0.2	0%
Throughput <i>per booth hour</i> (#)	32.1	36.8	-5	-13%

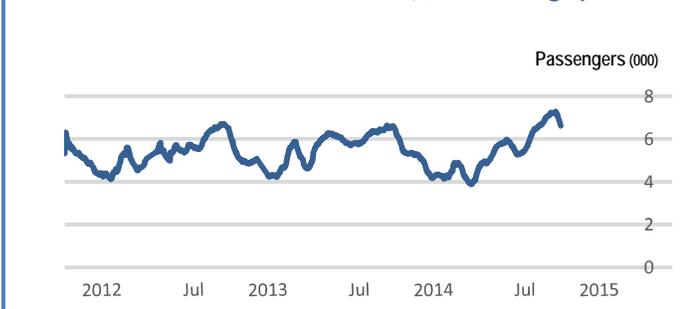
Compared to other major airports



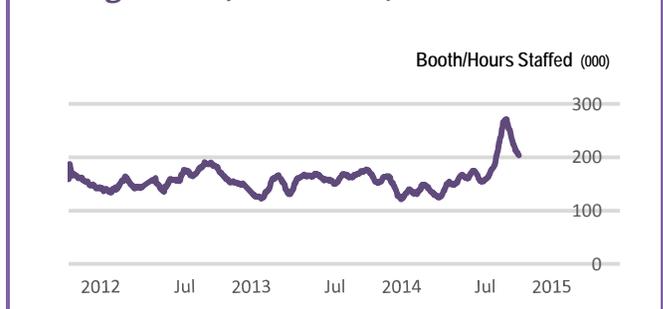
Increased booth staffing and Global Entry/APC usage decrease wait time

- **Travel is down slightly at Newark Airport Terminal C.** Traveler volume (year to date) has decreased 5% compared to last year. Today, 20% of passengers are pre-processed with Global Entry and APC, up from 4% last year.
- **Booth hours increase.** Despite a decrease in average daily travelers, there has been a 9% increase in average daily booth hours, increasing from 162 hours to 176 hours today. This might be unnecessary due to the traveler volume decrease.
- **Cycle time steady while throughput decreases.** Although average cycle time remained the same at 69 seconds, throughput is down 13%. This is due to more open booths and less traffic.
- **Wait times decreased by 22%.** Wait time has decreased by an average of 5 minutes, from 22.9 minutes last year to 17.9 minutes today. This is due to increased usage of Global Entry and APC and increased booth hours.

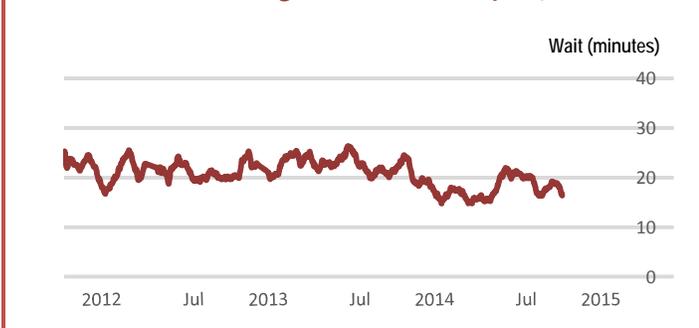
Traveler Volume ... down from 2013, but trending up



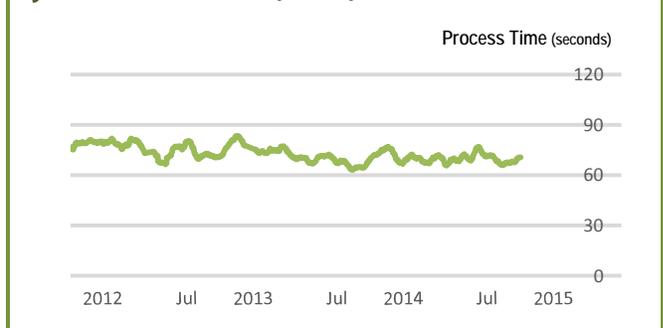
Staffing ... sharp increase in July 2014



Wait Time ... decreasing wait times since July 2013

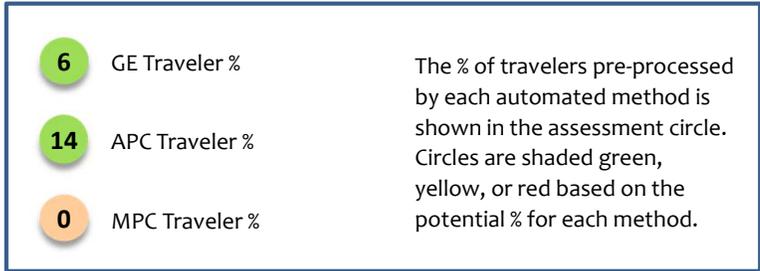
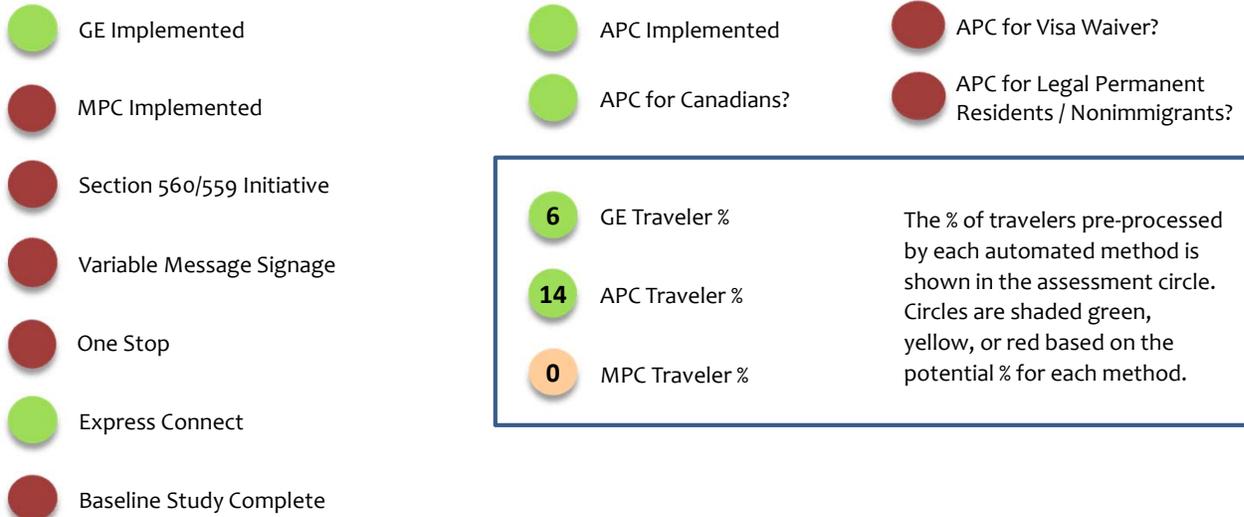


Cycle Time ... relatively steady



Best Practice Inventory

EWR Best Practice Assessment: EWR has implemented many of the available best practices. Most notably 20% of EWR passengers is now processed by automated technologies like Global Entry and APC. 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 and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not implementing any of the best practices. A green "assessment circle" indicates the best practice has been properly and fully implemented. Red means the best practice is not in place. Orange indicates implementation is not available, or has occurred but on a limited basis and achieves less than optimal results.

