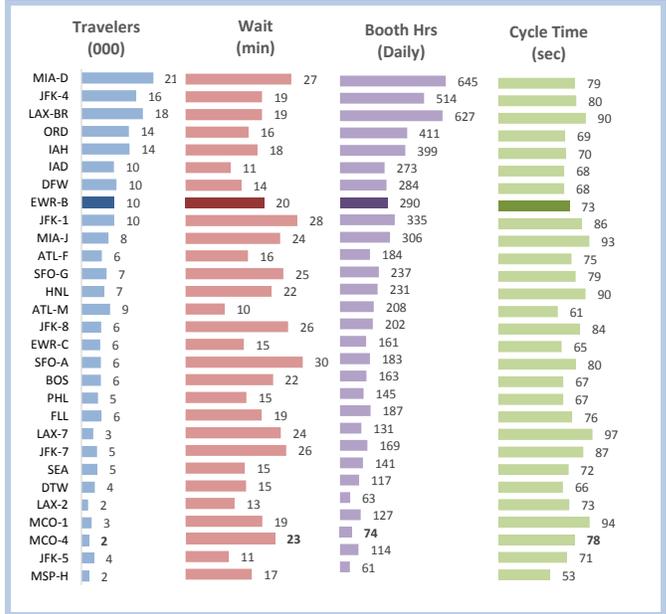


**Key Metrics**

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	9,738	8,900	837	9%
Global Entry, APC, & MPC	8%	5%	3%	60%
Non-Automated	92%	95%	-3%	-3%
United States Citizens	46.7%	44.6%	+2.2%	5%
Non-immigrants	47.5%	49.7%	-2.2%	-4%
Legal Permanent Residents	5.8%	5.7%	+0.0%	1%
Average Daily Flights (#)	58	57	0	1%
<b>Wait Time</b>				
Average Primary Wait (m)	20.0	22.2	-2.2	-10%
% Travelers < 60 minutes	96%	96%	1%	1%
% Travelers > 120 mins	0.09%	0.11%	-0.02%	-18%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	290	272	18	7%
<b>Efficiency</b>				
Average Cycle Time (s)	73.1	76.7	-3.6	-5%
Max Hourly Throughput / booth	49.3	46.9	2.3	5%
Average Utilization	68%	70%	-2%	-2%

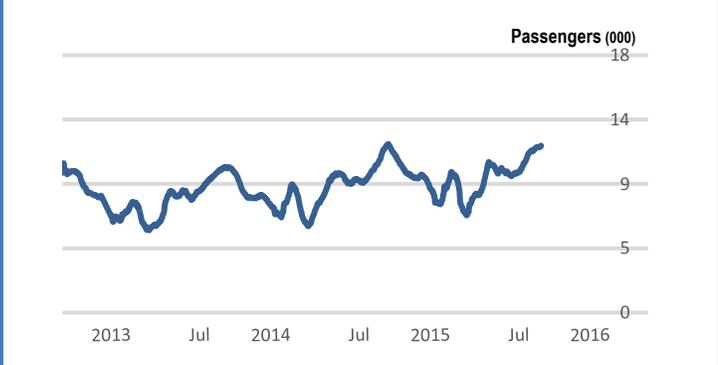
Compared to other major airports ...



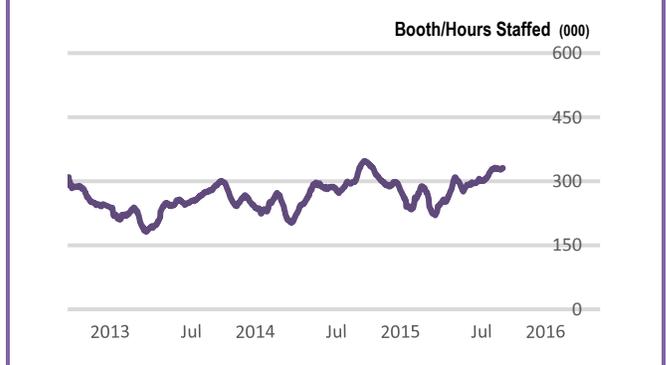
**More booths and faster processing help reduce wait times**

- **Travel is up at Newark (Terminal B).** Traveler volume increased 9% compared to last year. 8% of all passengers use Global Entry, compared to 5% last year. APC has not yet been implemented at EWR.
- **More booths being staffed to meet demand.** Booth hours increased 7% compared to a year ago, from 272 hours a year ago to 290 hours this year.
- **Waits decreased by 10%.** Year to date, average wait time is 20 minutes, compared to 22.2 minutes last year.
- **Cycle time 3.6 seconds faster.** Average cycle time (73.1 seconds) is down from 76.7 seconds a year ago. APC/MPC technology could be a solution to further reduce average cycle time at EWR-B.

**Traveler Volume ... continued growth**



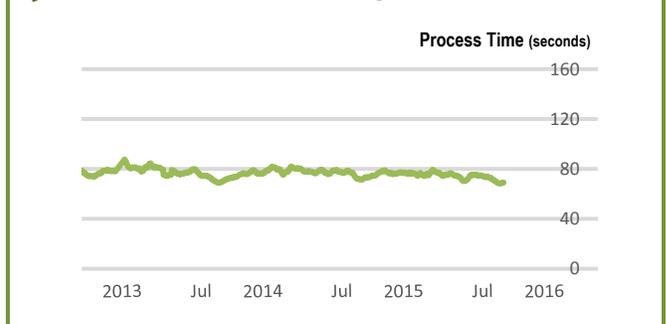
**Booth Hours ... steadily increasing**



**Wait Time ... slight downward trend**

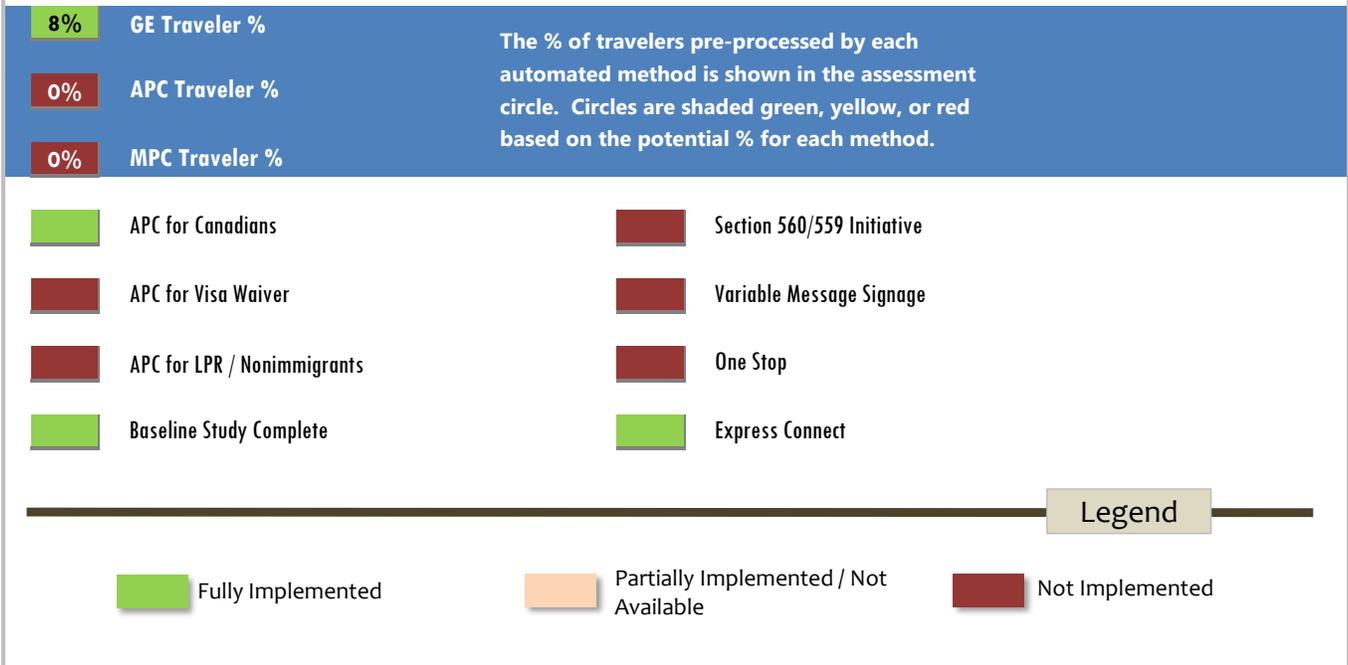


**Cycle Time ... steadily decreasing**

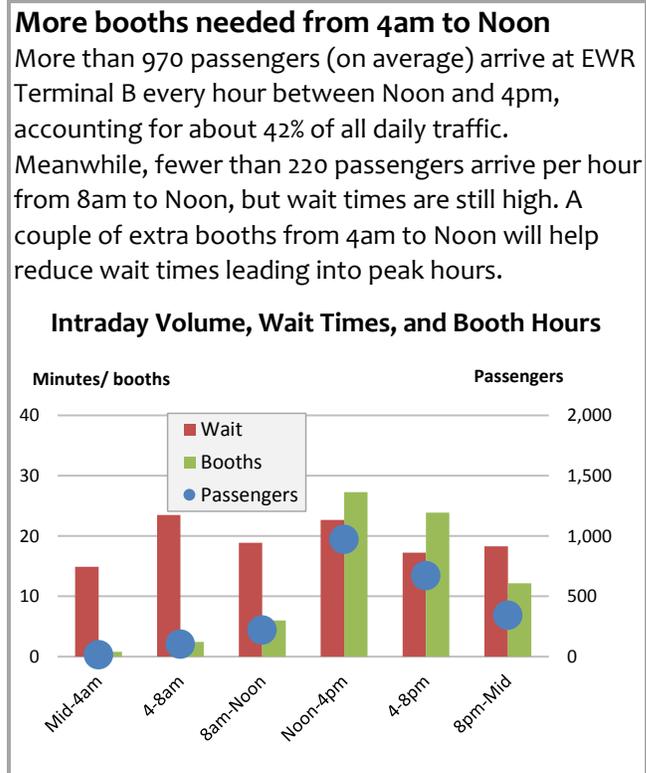
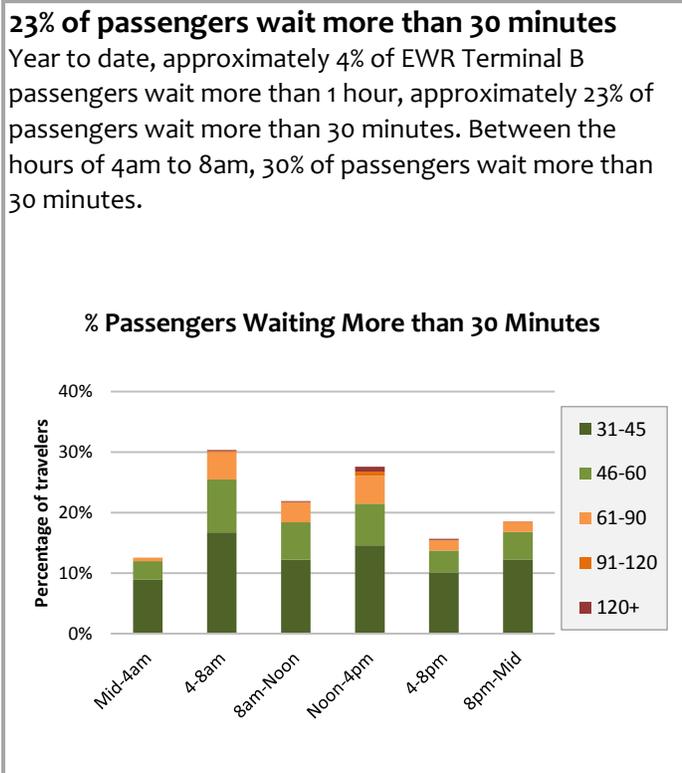


## Best Practice Inventory

**EWR Terminal B Best Practice Assessment:** EWR Terminal B has not implemented many of the available best practices. Most notably, only 8% 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.



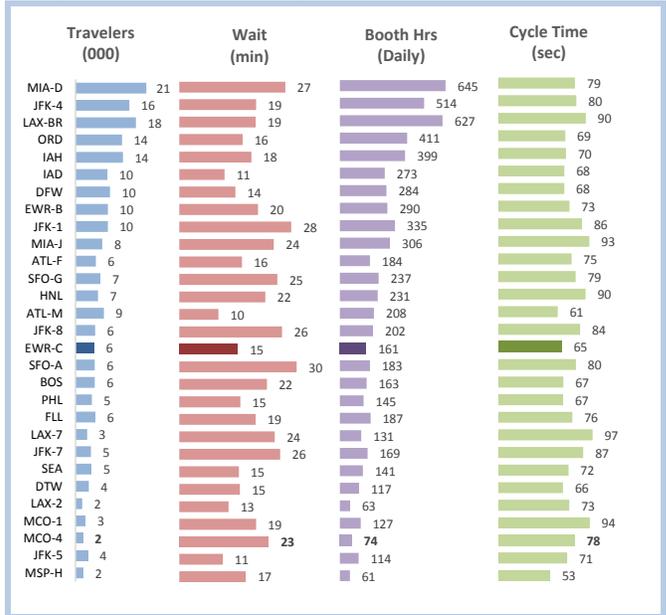
Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A green "assessment circle" 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.



### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	5,617	5,493	123	2%
Global Entry, APC, & MPC	48%	16%	32%	200%
Non-Automated	52%	84%	-32%	-38%
United States Citizens	59.0%	54.8%	+4.2%	8%
Non-immigrants	34.9%	39.3%	-4.4%	-11%
Legal Permanent Residents	6.1%	5.9%	+0.2%	3%
Average Daily Flights (#)	32	34	-2	-7%
<b>Wait Time</b>				
Average Primary Wait (m)	14.9	18.0	-3.2	-18%
% Travelers < 60 minutes	98%	98%	0%	0%
% Travelers > 120 mins	0.09%	0.04%	+0.05%	111%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	161	172	-11	-6%
<b>Efficiency</b>				
Average Cycle Time (s)	65.1	68.9	-3.8	-5%
Max Hourly Throughput / booth	55.3	52.3	3.0	6%
Average Utilization	63%	61%	2%	3%

### Compared to other major airports ...



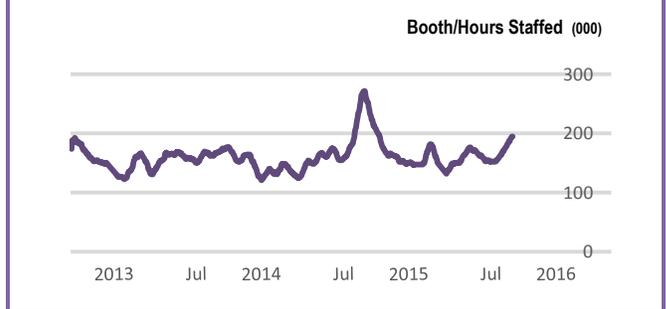
### Increased Global Entry/APC usage decreases cycle time and wait time

- Travel is up at Newark Airport Terminal C.** Traveler volume (year to date) has increased 2% compared to last year. Today, 48% of passengers are confirmed with Global Entry and APC, up from 16% last year.
- Wait times decreased by 18%.** Wait time has decreased by 3.2 minutes, from 18 minutes last year to 14.9 minutes today. This is primarily due to the reduced cycle time (3.8 seconds).
- Faster processing and more throughput.** Average cycle time is down to 65 seconds, while throughput has increased by 3 passengers per hour. The improvement is likely due to an increase in Global Entry and APC usage.
- Booth hours decreased.** Average daily booth hours have decreased 6%, from 172 hours last year to 161 hours this year.

### Traveler Volume ... up from 2014, continual growth



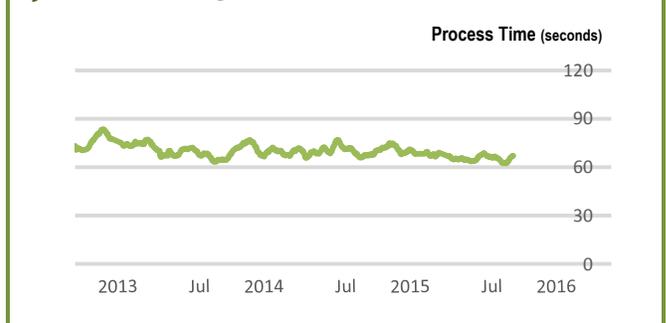
### Booth Hours ... 6% fewer booths than last year



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

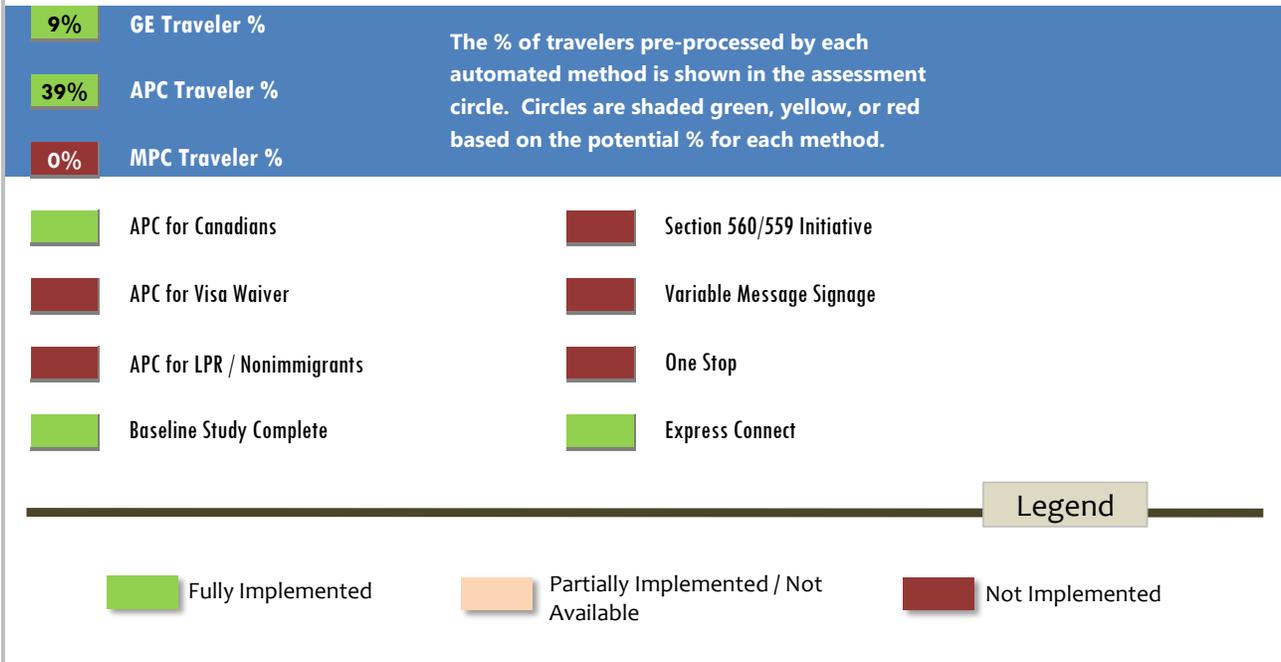


### Cycle Time ... slight downward trend



## Best Practice Inventory

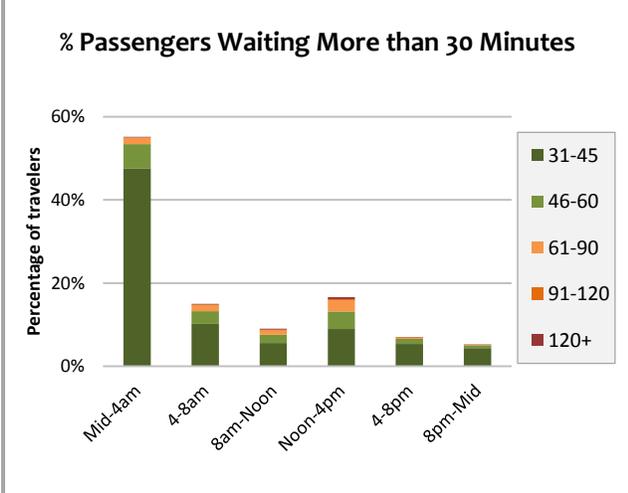
**EWB Best Practice Assessment:** EWB-C has implemented some of the available best practices. Most notably, 48% of EWB Terminal C passengers are now processed by automated technologies like Global Entry and APC. APC is available at EWB only to US and Canadian citizens.



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 circle" 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.

### 12% of passengers wait more than 30 minutes

While very few EWB Terminal C passengers wait more than 1 hour (about 2%), approximately 12% of passengers wait more than 30 minutes. Between the hours of Midnight to 4am, 55% of passengers wait more than 30 minutes.



### EWB-C staffs well to peak traffic

EWB-C is busiest between Noon and 8pm, when over 430 passengers arrive per hour. Wait times are lower than the average throughout the day, even during peak hours.

