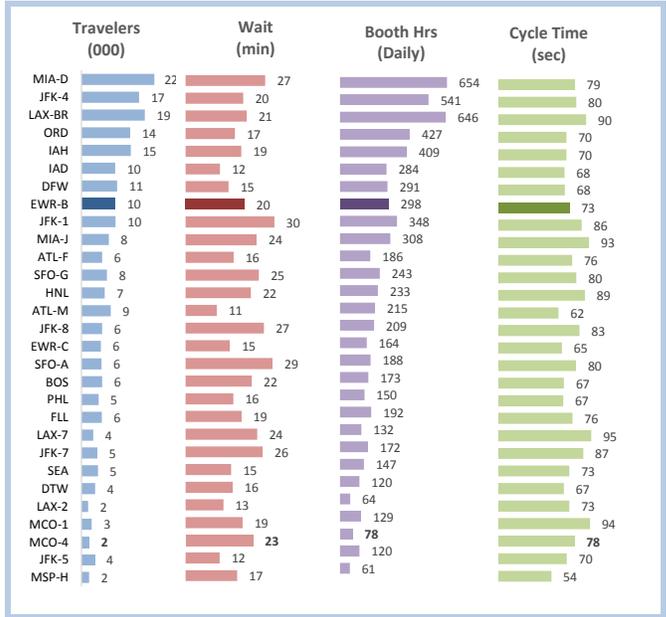


Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	10,001	9,198	803	9%
Global Entry, APC, & MPC	7%	5%	2%	40%
Non-Automated	93%	95%	-2%	-2%
United States Citizens	47.2%	45.1%	+2.0%	4%
Non-immigrants	47.1%	49.1%	-2.0%	-4%
Legal Permanent Residents	5.8%	5.8%	-0.0%	0%
Average Daily Flights (#)	59	58	1	2%
Wait Time				
Average Primary Wait (m)	19.9	22.1	-2.1	-10%
% Travelers < 60 minutes	97%	96%	1%	1%
% Travelers > 120 mins	0.08%	0.10%	-0.02%	-18%
Primary Booth Hours				
Average Daily Booth Hours	298	281	17	6%
Efficiency				
Average Cycle Time (s)	72.9	76.3	-3.4	-4%
Max Hourly Throughput / booth	49.4	47.2	2.2	5%
Average Utilization	68%	69%	-1%	-2%

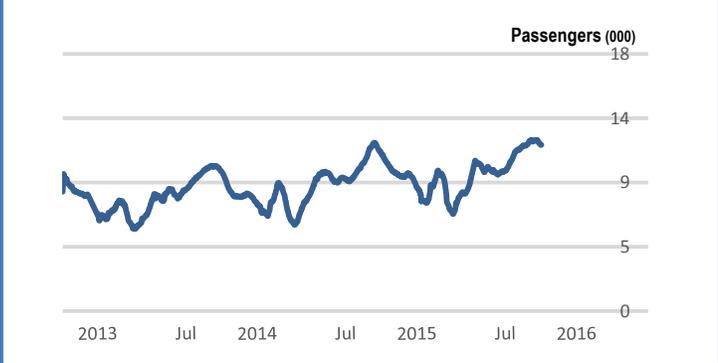
Compared to other major airports ...



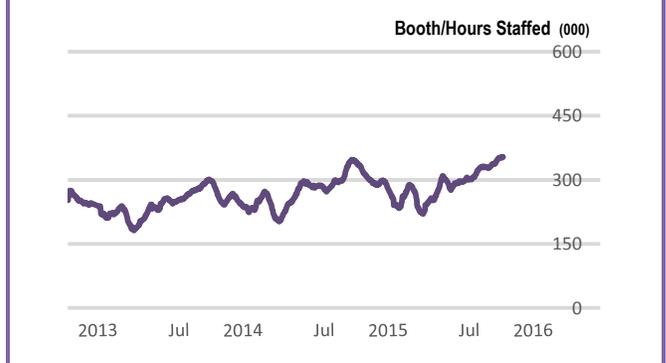
More booths and faster processing help reduce wait times

- **Travel is up at Newark (Terminal B).** Traveler volume increased 9% compared to last year. 7% of all passengers use Global Entry, compared to 5% last year. APC has not yet been implemented at EWR-B.
- **More booths being staffed to meet demand.** Booth hours increased 6% compared to a year ago, from 281 hours a year ago to 298 hours this year.
- **Waits decreased by 10%.** Year to date, average wait time is 19.9 minutes, compared to 22.1 minutes last year. More booth hours and faster processing have helped reduce wait times by 10%.
- **Cycle time 3.4 seconds faster.** Average cycle time (72.9 seconds) is down from 76.3 seconds a year ago. APC/MPC technology could be a solution to further reduce average cycle time at EWR-B.

Traveler Volume ... continued growth



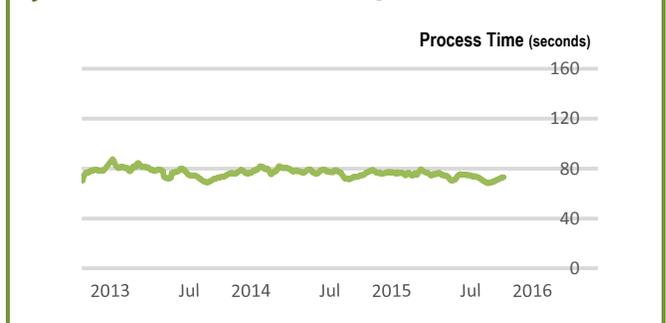
Booth Hours ... steadily increasing



Wait Time ... slight downward trend

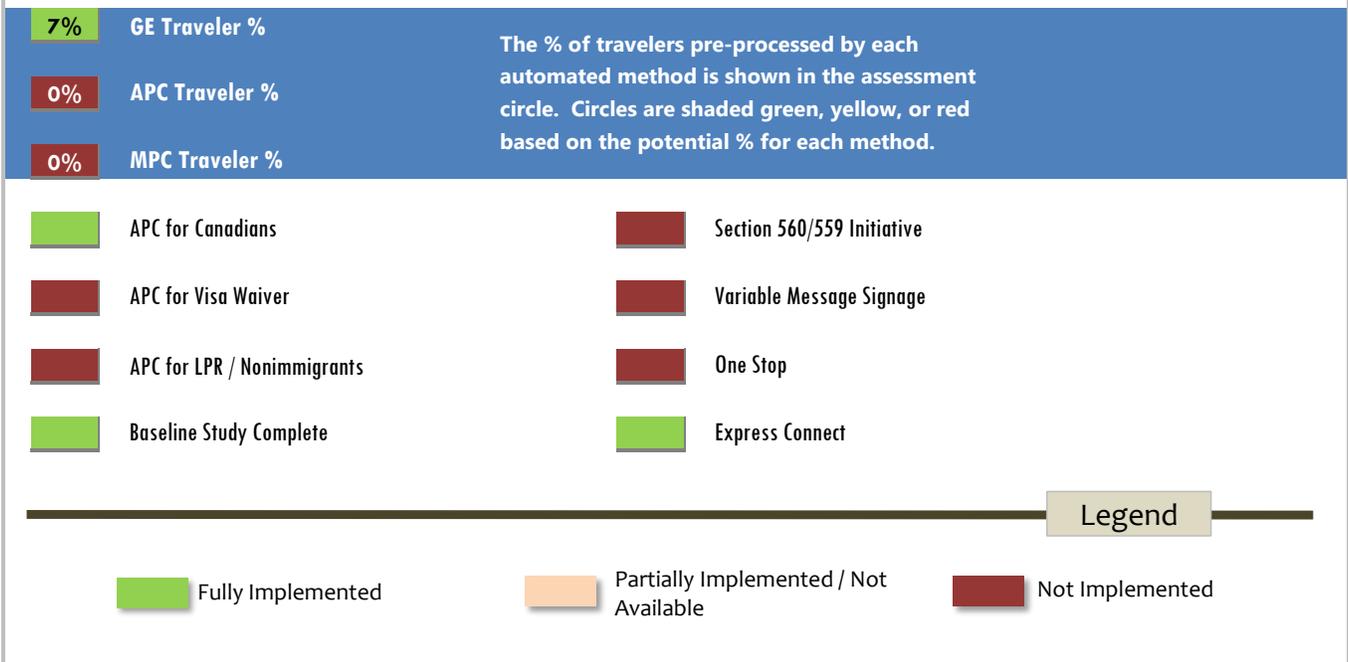


Cycle Time ... steadily decreasing



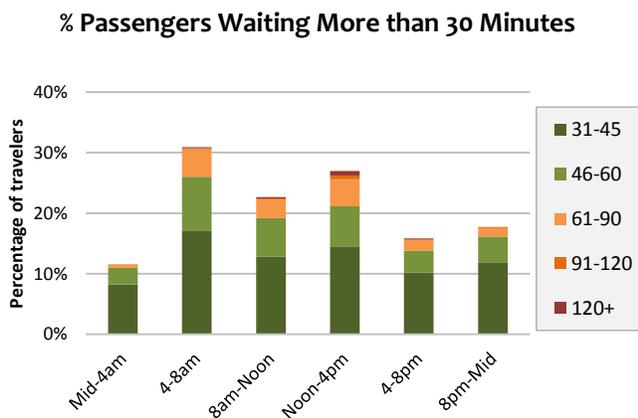
Best Practice Inventory

EWR Terminal B Best Practice Assessment: EWR Terminal B has not implemented many of the available best practices. Most notably, 7% 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.

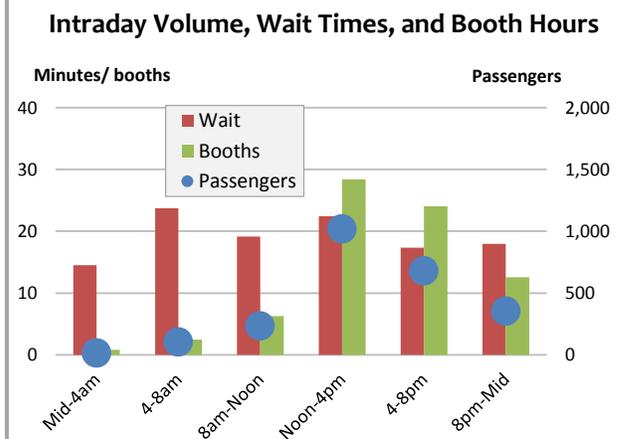


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

22% of passengers wait more than 30 minutes
 Year to date, approximately 4% of EWR Terminal B passengers wait more than 1 hour, approximately 22% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 31% of passengers wait more than 30 minutes.



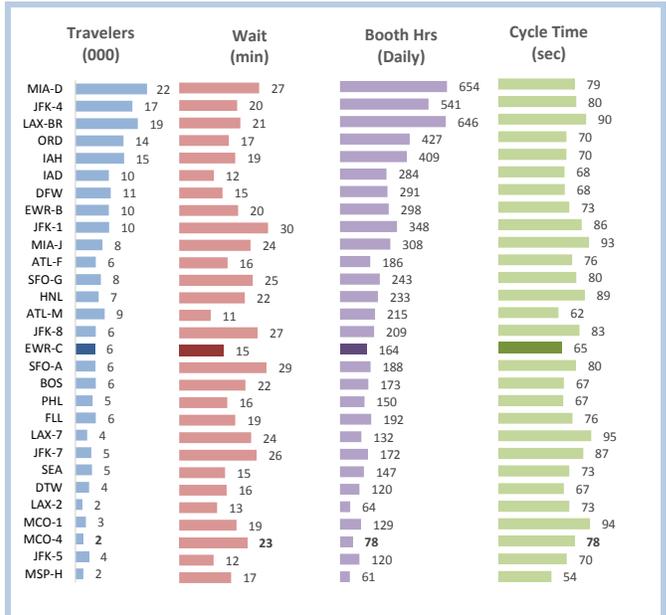
More booths needed from 4am to Noon
 More than 1,000 passengers (on average) arrive at EWR Terminal B every hour between Noon and 4pm, accounting for about 43% of all daily traffic. Meanwhile, fewer than 240 passengers arrive per hour from 8am to Noon, but wait times are still high. A couple of extra booths from 4am to Noon will help reduce wait times leading into peak hours.



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	5,729	5,661	68	1%
Global Entry, APC, & MPC	48%	20%	28%	140%
Non-Automated	52%	80%	-28%	-35%
United States Citizens	59.0%	54.6%	+4.3%	8%
Non-immigrants	34.9%	39.4%	-4.5%	-11%
Legal Permanent Residents	6.1%	6.0%	+0.2%	3%
Average Daily Flights (#)	32	35	-3	-7%
Wait Time				
Average Primary Wait (m)	15.1	17.9	-2.9	-16%
% Travelers < 60 minutes	98%	98%	0%	0%
% Travelers > 120 mins	0.12%	0.06%	+0.06%	107%
Primary Booth Hours				
Average Daily Booth Hours	164	176	-12	-7%
Efficiency				
Average Cycle Time (s)	65.2	69.0	-3.8	-5%
Max Hourly Throughput / booth	55.2	52.2	3.0	6%
Average Utilization	63%	62%	2%	3%

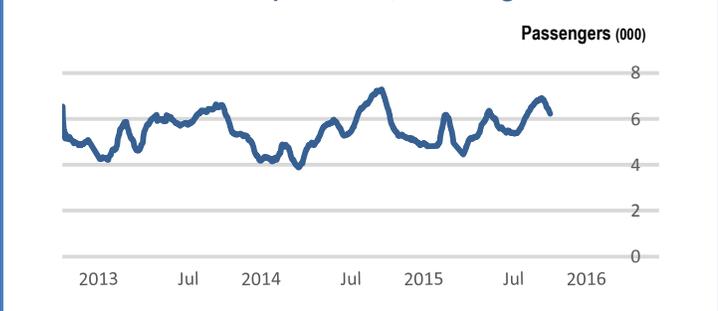
Compared to other major airports ...



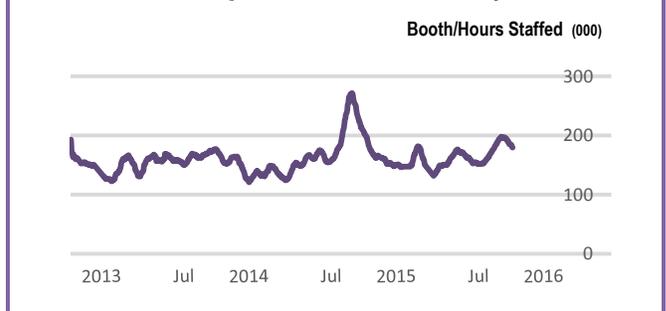
Increased Global Entry/APC usage decreases cycle time and wait time

- **Travel is slightly up at Newark Airport Terminal C.** Traveler volume (year to date) has increased 1% compared to last year. Today, 48% of passengers are confirmed with Global Entry and APC, up from 20% last year.
- **Wait times decreased by 16%.** Wait time has decreased by 2.9 minutes, from 17.9 minutes last year to 15.1 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 65.2 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 7%, from 176 hours last year to 164 hours this year. The reduction in booth hours is warranted given the modest growth in traffic and decrease in wait times.

Traveler Volume ... up from 2014, continual growth



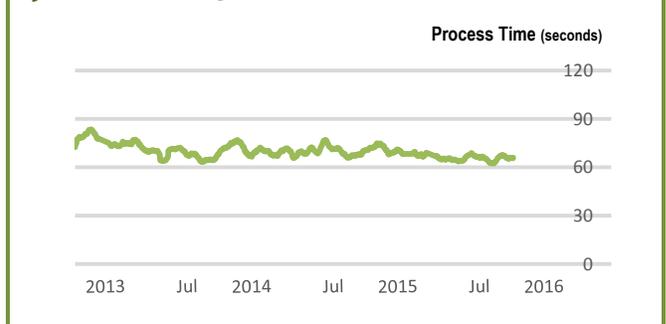
Booth Hours ... 7% fewer booths than last year



Wait Time ... decreasing wait times since 2013

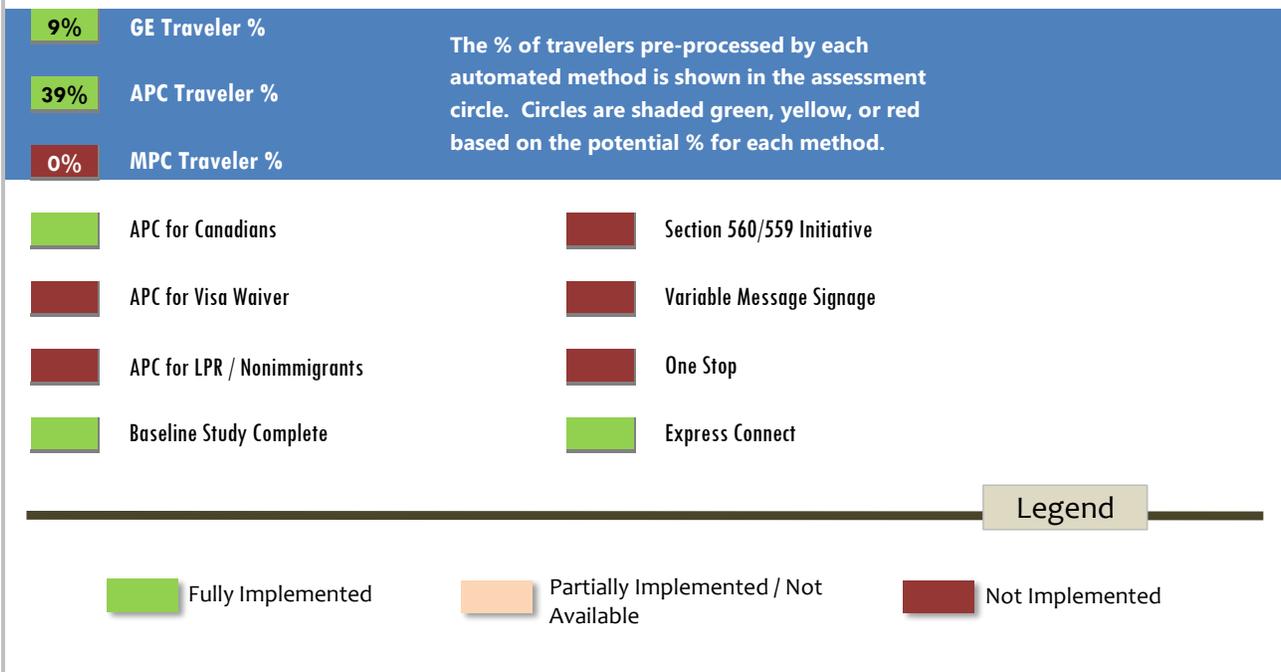


Cycle Time ... slight downward trend



Best Practice Inventory

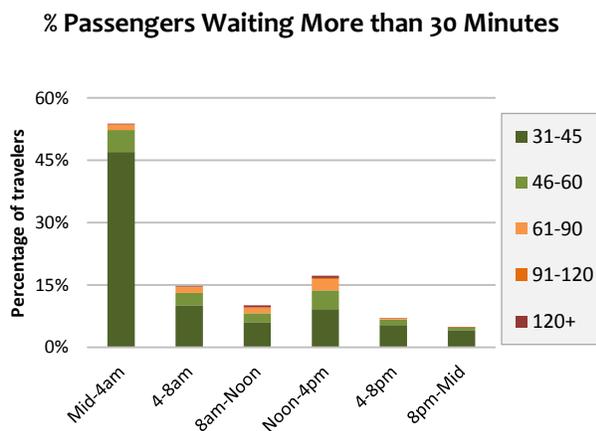
EWR Best Practice Assessment: EWR-C has implemented some of the available best practices. Most notably, 48% of EWR Terminal C passengers are now processed by automated technologies like Global Entry and APC. APC is available at EWR only to US and Canadian citizens.



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.

13% of passengers wait more than 30 minutes

While very few EWR Terminal C passengers wait more than 1 hour (about 2%), approximately 13% of passengers wait more than 30 minutes. Between the hours of Midnight to 4am, 54% of passengers wait more than 30 minutes.



EWR-C staffs well to peak traffic

EWR-C is busiest between Noon and 8pm, when over 440 passengers arrive per hour. Wait times are lower than the average throughout the day, even during peak hours.

