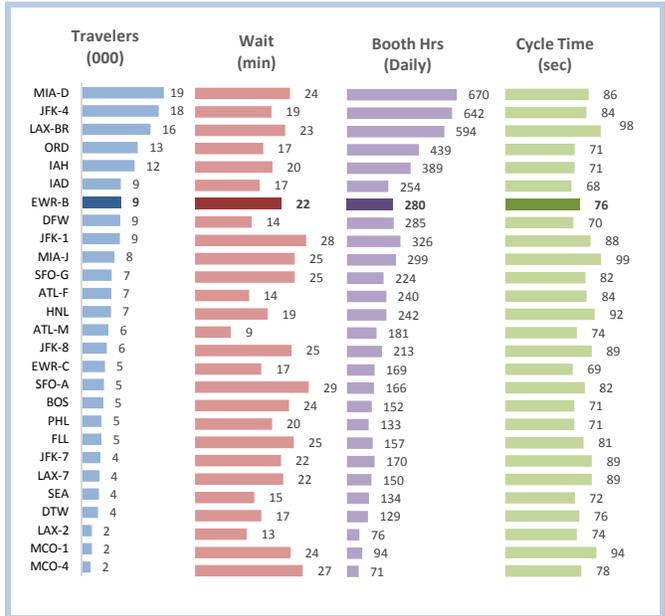


Key Metrics

	YTD 2014	YTD 2013	Change	% Change
Volume				
Average Daily Travelers	9,156	8,168	988	12%
Global Entry & APC	6%	4%	2%	49%
Non-Automated	94%	96%	-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 (#)	52	50	2	4%
Wait Time				
Average Primary Wait (m)	22.1	21.9	0.2	1%
% Travelers < 60 minutes	96%	95%	0%	0%
% Travelers > 120 mins	0.12%	0.12%	+0.00%	4%
Primary Booth Hours				
Average Daily Booth Hours	280	249	31	13%
Efficiency				
Average Cycle Time (s)	76.5	76.1	0.4	0%
Max Hourly Throughput / booth	47.1	47.3	-0.2	0%
Average Utilization	69%	69%	0%	0%

Compared to other major airports ...



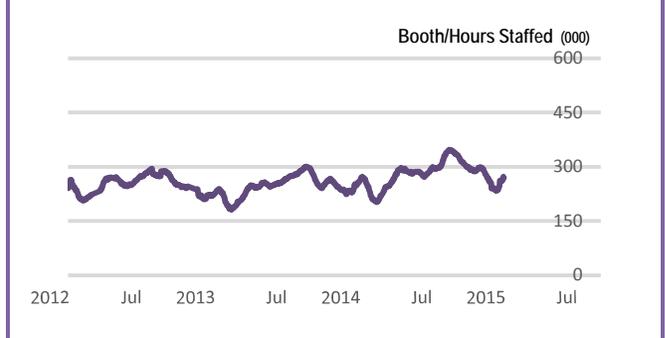
Increased booth hours offset increase in volume

- **Travel is up at Newark (Terminal B).** Traveler volume increased 12% compared to last year. 6% of all passengers use Global Entry, compared to 4% last year.
- **More booths being staffed to meet demand.** Booth hours increased 13% compared to a year ago. This increase has offset the increase in traveler volume.
- **Wait times have remained virtually the same since 2013.** Year to date, average wait time is up by 0.2 seconds to 22.1 minutes, compared to 21.9 seconds last year.
- **Cycle time has increased by less than 1 second.** Average cycle time (76.5 seconds) is slightly up from 76.1 seconds a year ago. APC technology could be a solution to reduce average cycle time at EWR-B.

Traveler Volume ... continued growth



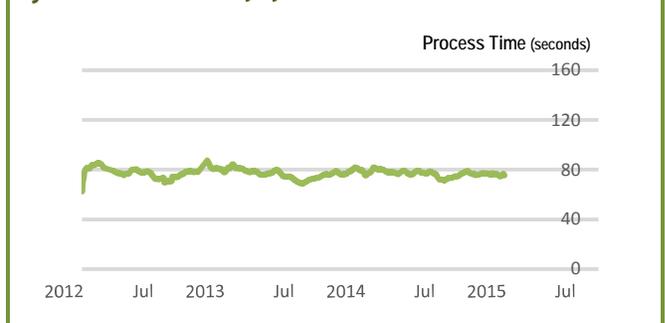
Booth Hours ... 13% more booth hours than last year



Wait Time ... holding steady



Cycle Time ... steady cycle times



Best Practice Inventory

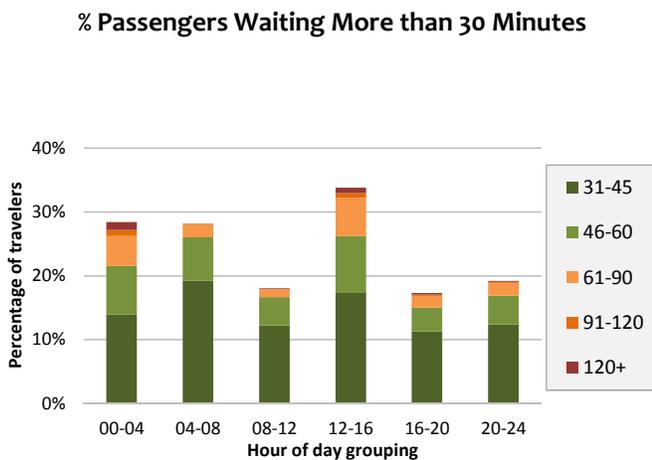
EWR Terminal B Best Practice Assessment: EWR Terminal B has not implemented many of the available best practices. Most notably, there has been only a 2% increase in passengers processed by Global Entry. EWR should be able to reduce its increasing cycle time and decrease its stagnant wait time by implementing available best practices.

-  GE Implemented
-  APC Implemented
-  APC for Visa Waiver
-  MPC Implemented
-  APC for Canadians
-  APC for Legal Permanent Residents / Nonimmigrants
-  Section 560/559 Initiative
-  GE Traveler %
- The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method.
-  Variable Message Signage
-  APC Traveler %
-  One Stop
-  MPC Traveler %
-  Express Connect
-  Baseline Study Complete

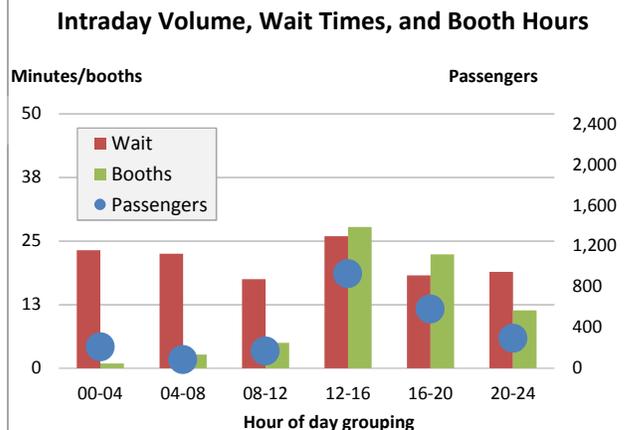


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not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

26% of passengers wait more than 30 minutes
 While about 5% of passengers wait more than 1 hour, 26% wait more than 30 minutes. Between the hours of 12 pm and 4 pm, 34% of passengers wait more than 30 minutes.



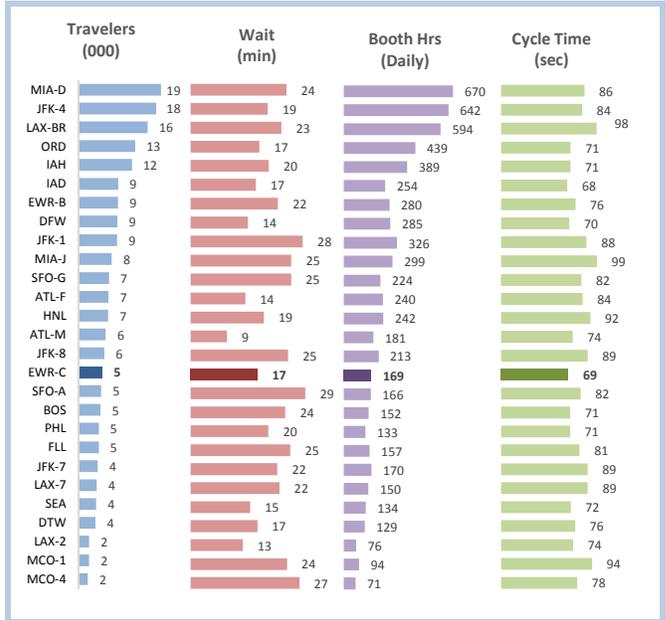
More staffing during peak hours required
 More than 920 passengers (on average) arrive at Terminal B every hour between 12 pm and 4 pm, accounting for about 41% of all daily traffic. Although 28 booths are staffed, wait times are almost 4 minutes higher (26 minutes) than the EWR Terminal B average (22.8).



Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers	5,457	5,550	-94	-2%
Global Entry & APC	27%	4%	23%	516%
Non-Automated	73%	96%	-23%	-24%
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 (#)	31	32	-1	-4%
Wait Time				
Average Primary Wait (m)	16.9	21.8	-4.9	-22%
% Travelers < 60 minutes	98%	96%	3%	3%
% Travelers > 120 mins	0.05%	0.05%	+0.00%	8%
Primary Booth Hours				
Average Daily Booth Hours	169	156	13	9%
Efficiency				
Average Cycle Time (s)	69.3	69.4	-0.1	0%
Max Hourly Throughput / booth	52.0	51.9	0.1	0%
Average Utilization	62%	69%	-7%	-10%

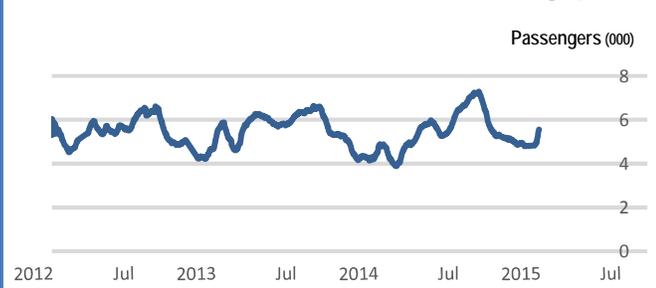
Compared to other major airports ...



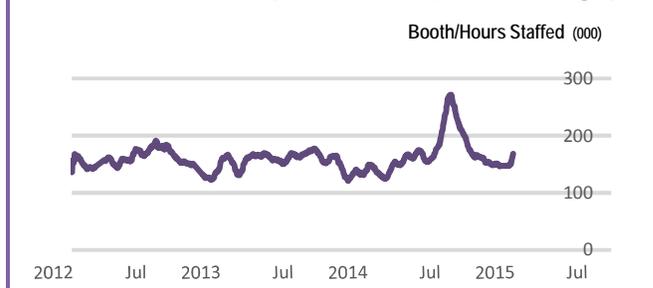
Increased booth staffing and Global Entry/APC usage decrease wait time

- Travel is down slightly at Newark Airport Terminal C.** Traveler volume (year to date) has decreased 2% compared to last year. Today, 27% 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 an 9% increase in average daily booth hours, from 156 hours to 169 hours. This has served to greatly reduce wait times.
- Cycle time and throughput hold steady.** Average cycle time remained around 69 seconds, while throughput has changed marginally (0.1 seconds). This is due to more open booths and less traffic.
- Wait times decreased by 22%.** Wait time has decreased by slightly less than 5 minutes, from 21.8 minutes last year to 16.9 minutes today. This is primarily due to increased booth hours and decreased traffic.

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



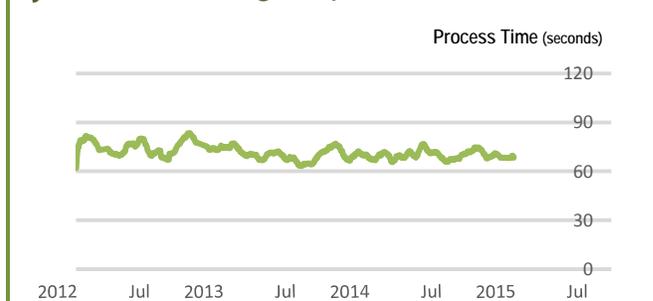
Booth Hours ... sharp increase in July 2014, trending up



Wait Time ... decreasing wait times since 2013



Cycle Time ... holding steady



Best Practice Inventory

EWR Best Practice Assessment: EWR has implemented many of the available best practices. Most notably, more than 1 in 4 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.

- GE Implemented
- APC Implemented
- APC for Visa Waiver
- MPC Implemented
- APC for Canadians
- APC for Legal Permanent Residents / Nonimmigrants
- Section 560/559 Initiative
- Variable Message Signage
- One Stop
- Express Connect
- Baseline Study Complete

7 GE Traveler % The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method.

20 APC Traveler %

0 MPC Traveler %

Legend

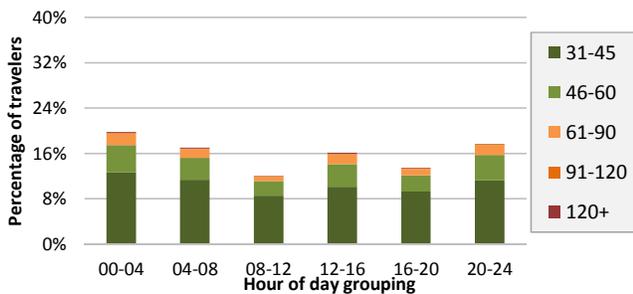
- Fully Implemented
- Partially Implemented / Not Available
- Not Implemented

Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion 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.

15% of passengers wait more than 30 minutes

15% of passengers at EWR-C wait more than 30 minutes, and only 2% wait over 60 minutes. Wait times are relatively consistent throughout the day.

% Passengers Waiting More than 30 Minutes



EWR-C staffs well to peak traffic

EWR-C is busiest between 12pm-4pm, when over 415 passengers arrive per hour. Wait times are nearly the same throughout the day, even during peak hours.

Intraday Volume, Wait Times, and Booth Hours

