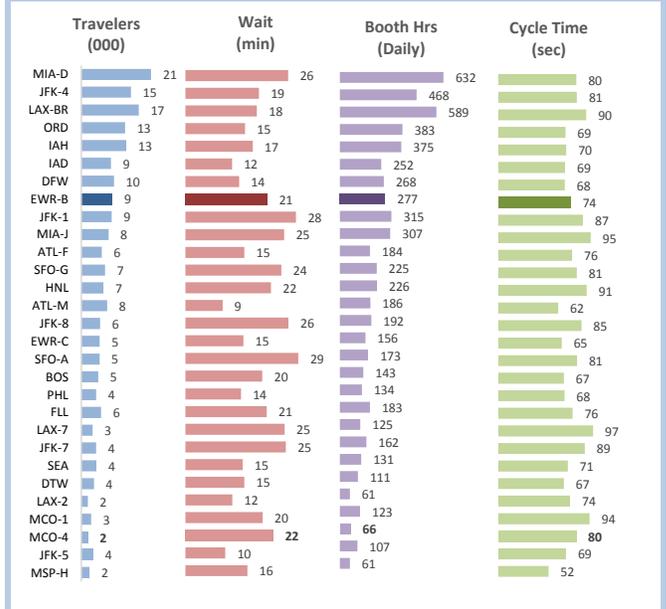


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	9,168	8,423	745	9%
Global Entry, APC, & MPC	8%	5%	3%	60%
Non-Automated	92%	95%	-3%	-3%
United States Citizens	45.4%	43.1%	+2.3%	5%
Non-immigrants	48.4%	50.9%	-2.5%	-5%
Legal Permanent Residents	6.1%	5.9%	+0.2%	3%
Average Daily Flights (#)	58	56	2	3%
Wait Time				
Average Primary Wait (m)	20.7	21.6	-0.9	-4%
% Travelers < 60 minutes	96%	96%	0%	0%
% Travelers > 120 mins	0.10%	0.10%	-0.00%	-2%
Primary Booth Hours				
Average Daily Booth Hours	277	261	16	6%
Efficiency				
Average Cycle Time (s)	74.3	77.8	-3.6	-5%
Max Hourly Throughput / booth	48.5	46.3	2.2	5%
Average Utilization	68%	70%	-1%	-2%

Compared to other major airports ...



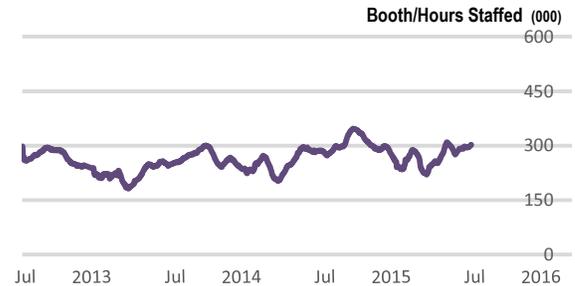
More booths and faster processing help reduce wait times

- **Travel is up at Newark (Terminal B).** Traveler volume increased 9% compared to last year. 8% of all passengers use Global Entry and APC, compared to 5% last year.
- **More booths being staffed to meet demand.** Booth hours increased 6% compared to a year ago, from 261 hours a year ago to 277 hours this year.
- **Waits slightly decreased by 4%.** Year to date, average wait time is 20.7 minutes, compared to 21.6 minutes last year.
- **Cycle time 3.6 seconds faster.** Average cycle time (74.3 seconds) is down from 77.8 seconds a year ago. APC/MPC technology could be a solution to reduce average cycle time at EWR-B.

Traveler Volume ... continued growth



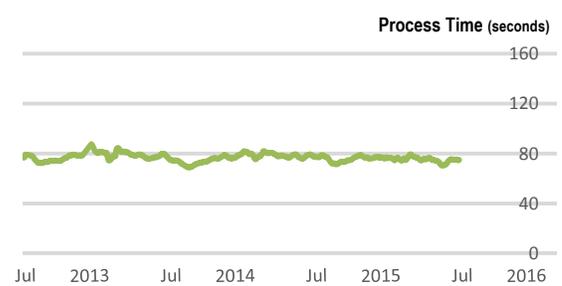
Booth Hours ... steadily increasing



Wait Time ... slight downward trend

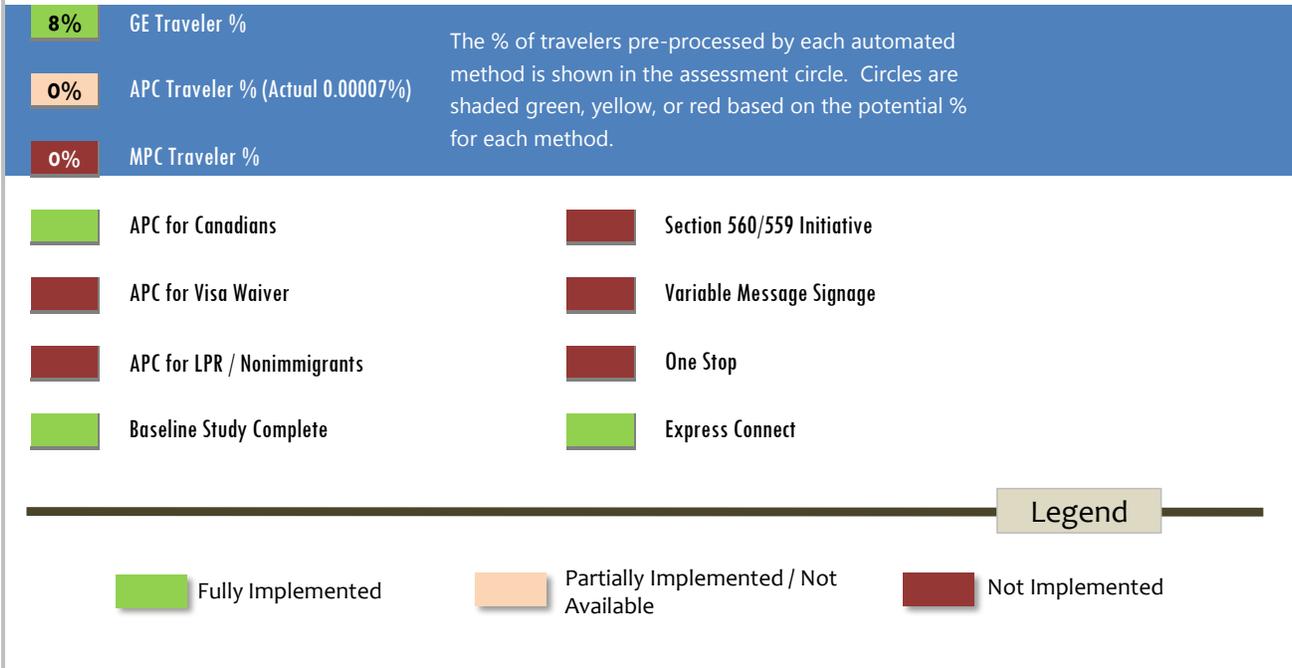


Cycle Time ... steadily decreasing



Best Practice Inventory

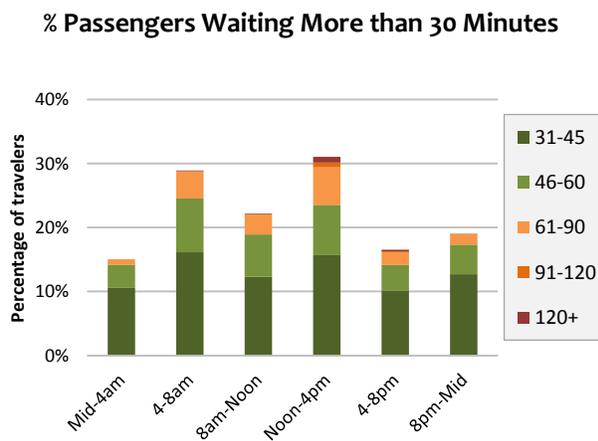
EWR Terminal B Best Practice Assessment: EWR Terminal B has not implemented many of the available best practices. Most notably, only 8% of passengers were processed by Global Entry. APC has been implemented at EWR-B that should be able to reduce its cycle time and wait times as more passengers utilized 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.

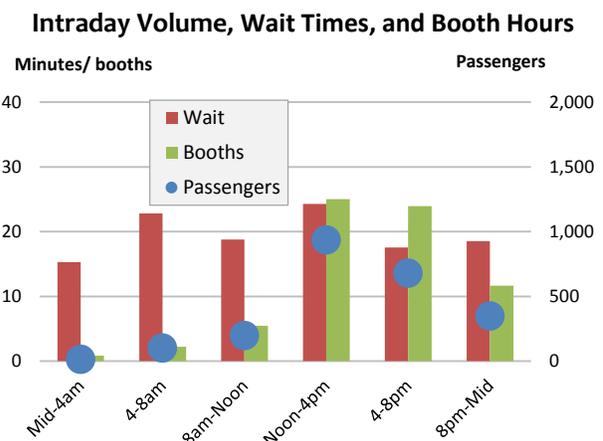
24% of passengers wait more than 30 minutes

Year to date, approximately 5% of EWR Terminal B passengers wait more than 1 hour. Between the hours of Noon to 4pm, 31% of passengers wait more than 30 minutes.



More staffing during peak hours required

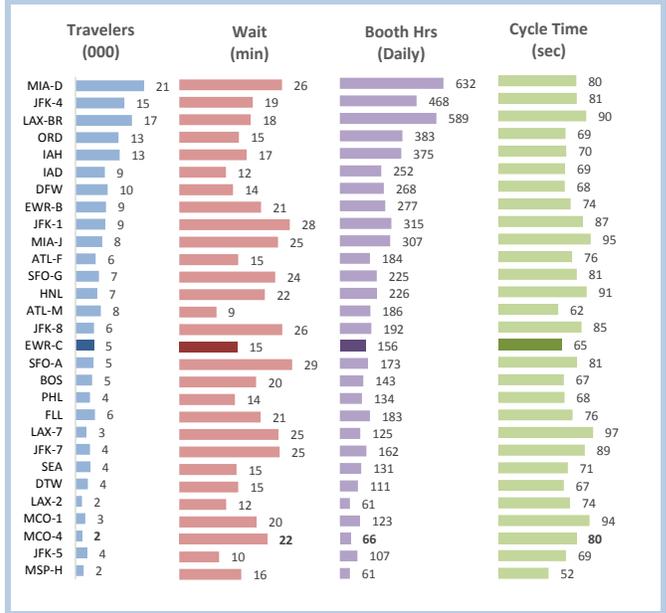
More than 930 passengers (on average) arrive at EWR Terminal B every hour between Noon and 4pm, accounting for about 40% of all daily traffic. Meanwhile, fewer than 250 passengers arrive per hour from 8am to Noon, but wait times are still high. A couple of extra booths from 4am to Noon will help reduce average wait.



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	5,428	5,091	337	7%
Global Entry, APC, & MPC	48%	6%	42%	700%
Non-Automated	52%	94%	-42%	-45%
United States Citizens	58.0%	53.5%	+4.6%	9%
Non-immigrants	35.6%	40.5%	-4.9%	-12%
Legal Permanent Residents	6.3%	6.1%	+0.3%	5%
Average Daily Flights (#)	33	32	1	2%
Wait Time				
Average Primary Wait (m)	14.7	17.9	-3.2	-18%
% Travelers < 60 minutes	99%	98%	0%	0%
% Travelers > 120 mins	0.07%	0.03%	+0.04%	110%
Primary Booth Hours				
Average Daily Booth Hours	156	152	4	2%
Efficiency				
Average Cycle Time (s)	65.2	69.3	-4.2	-6%
Max Hourly Throughput / booth	55.3	51.9	3.3	6%
Average Utilization	63%	64%	-1%	-2%

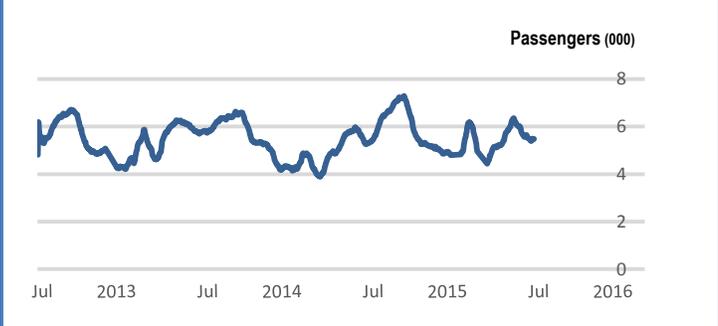
Compared to other major airports ...



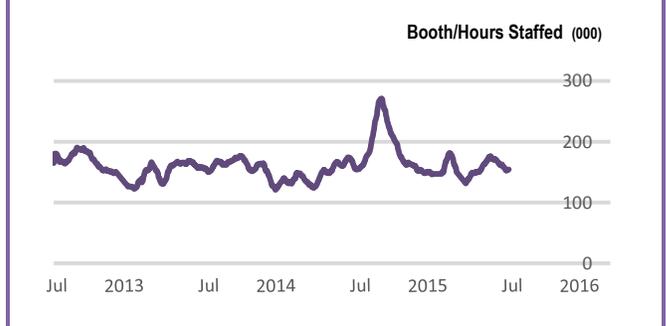
Increased booth staffing and Global Entry/APC usage decrease cycle time and wait time

- Travel is up at Newark Airport Terminal C.** Traveler volume (year to date) has increased 7% compared to last year. Today, 48% of passengers are pre-processed with Global Entry and APC, up from 6% last year.
- Wait times decreased by 18%.** Wait time has decreased by 3.2 minutes, from 17.9 minutes last year to 14.7 minutes today. This is primarily due to increased booth hours and reduced cycle time (4.2 seconds).
- Faster processing and more throughput.** Average cycle time is down to 65.2 seconds, while throughput has increased by 3.3 passengers per hour. The improvement is likely due to an increase in APC usage.
- Booth hours increase.** There has been a 2% increase in average daily booth hours, from 152 hours to 156 hours. This has served to reduce wait times.

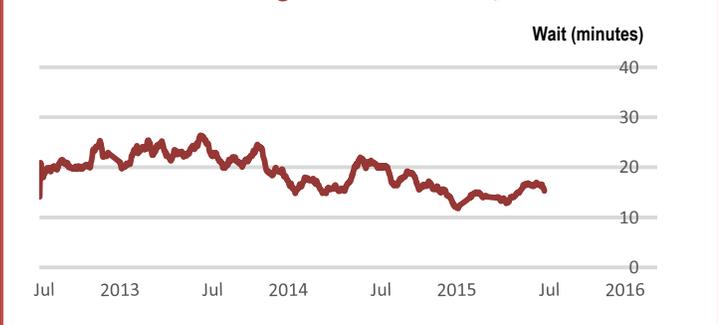
Traveler Volume ... up from 2014, continual growth



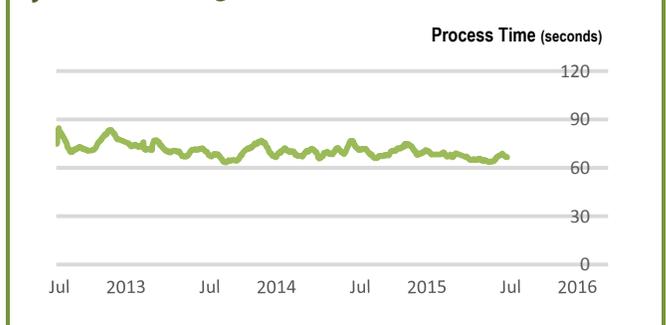
Booth Hours ... sharp increase in July 2014, trending up



Wait Time ... decreasing wait times since 2013

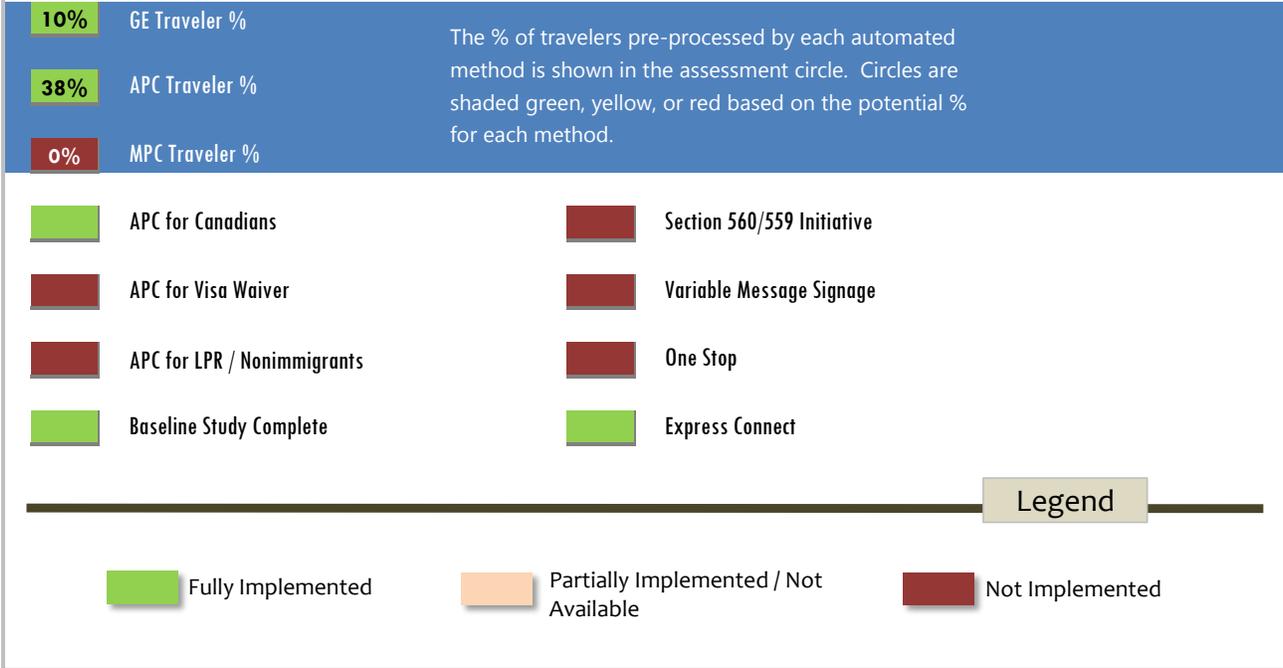


Cycle Time ... slight downward trend



Best Practice Inventory

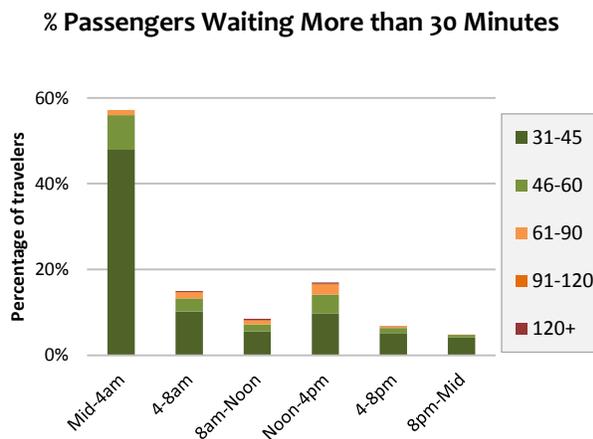
EWR Best Practice Assessment: EWR-C has implemented many of the available best practices. Most notably, 48% of EWR Terminal C passengers are now processed by automated technologies like Global Entry and APC. APC is available at EWR only to US and Canadian citizens.



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.

12% of passengers wait more than 30 minutes

While very few EWR Terminal C passengers wait more than 1 hour (about 2%), approximately 12% wait more than 30 minutes. Between the hours of Midnight to 4am, 57% of passengers wait more than 30 minutes.



EWR-C staffs well to peak traffic

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

Intraday Volume, Wait Times, and Booth Hours

