

Key Metrics

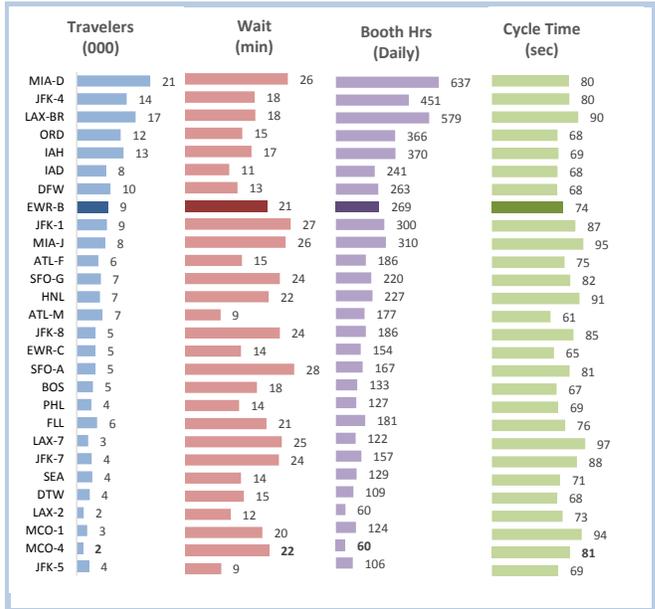
Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	8,960	8,226	734	9%
Global Entry, APC, & MPC	8%	5%	3%	60%
Non-Automated	92%	95%	-3%	-3%
United States Citizens	46.0%	43.3%	+2.7%	6%
Non-immigrants	47.6%	50.6%	-3.0%	-6%
Legal Permanent Residents	6.4%	6.1%	+0.3%	5%
Average Daily Flights (#)	57	56	1	2%

Wait Time	YTD 2015	YTD 2014	Change	% Change
Average Primary Wait (m)	21.0	20.7	0.3	1%
% Travelers < 60 minutes	95%	97%	-1%	-1%
% Travelers > 120 mins	0.12%	0.10%	+0.02%	20%

Primary Booth Hours	YTD 2015	YTD 2014	Change	% Change
Average Daily Booth Hours	269	255	14	5%

Efficiency	YTD 2015	YTD 2014	Change	% Change
Average Cycle Time (s)	74.2	77.8	-3.6	-5%
Max Hourly Throughput / booth	48.5	46.3	2.2	5%
Average Utilization	69%	70%	-1%	-1%

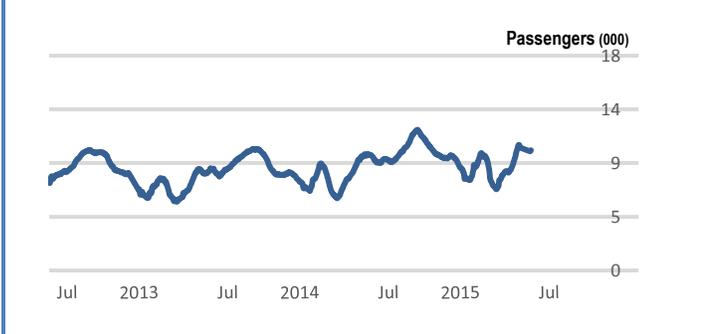
Compared to other major airports ...



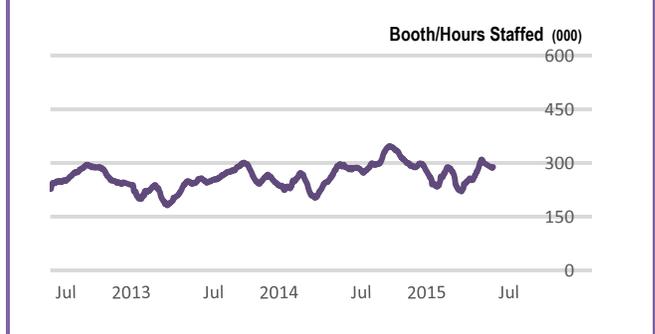
Average traveler volume and wait times increase

- **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.
- **More booths being staffed to meet demand.** Booth hours increased 5% compared to a year ago, from 255 hours a year ago to 269 hours this year.
- **Waits hold steady.** Year to date, average wait time is 21 minutes, roughly the same as last year.
- **Cycle time 3.6 seconds faster.** Average cycle time (74.2 seconds) is down from 77.8 seconds a year ago. APC technology could be a solution to reduce average cycle time at EWR-B.

Traveler Volume ... continued growth



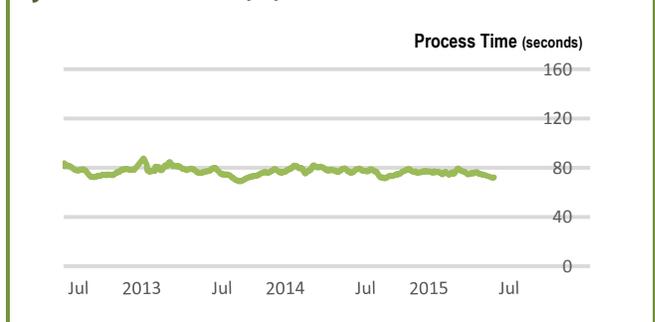
Booth Hours ... steadily increasing



Wait Time ... steady wait times

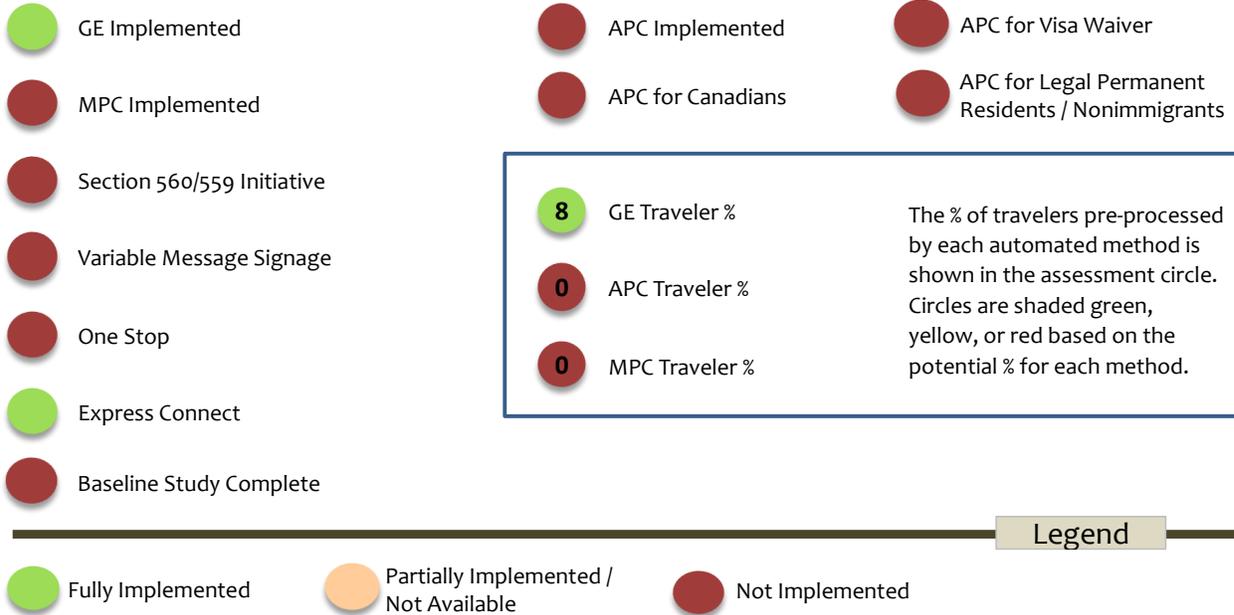


Cycle Time ... steady cycle times



Best Practice Inventory

EWR Terminal B Best Practice Assessment: EWR Terminal B has not implemented many of the available best practices. Most notably, only a 8% increase in passengers processed by Global Entry. EWR-B should be able to reduce its increasing cycle time and decrease its stagnant wait time by implementing available best practices.

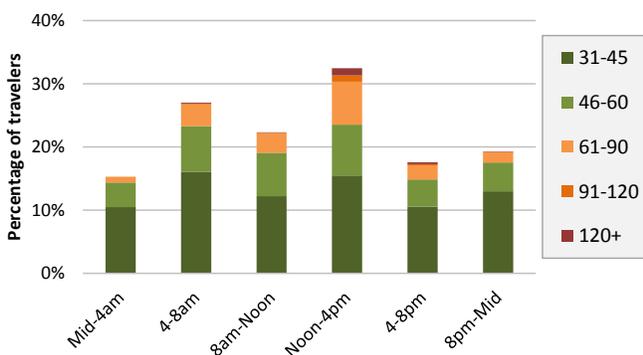


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. 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, 32% of passengers wait more than 30 minutes.

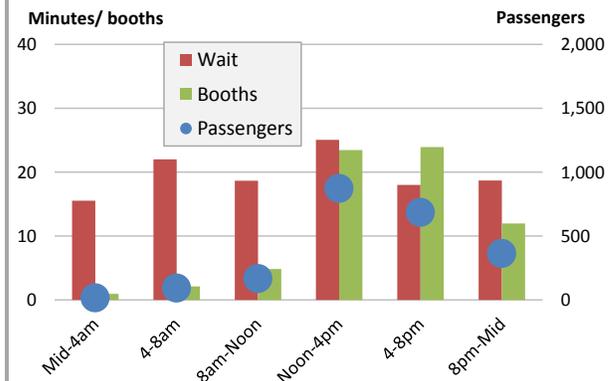
% Passengers Waiting More than 30 Minutes



More staffing during peak hours required

More than 870 passengers (on average) arrive at EWR Terminal B every hour between Noon and 4pm, accounting for about 40% of all daily traffic. Although 23 booths are staffed, wait times are almost 2 minutes higher (23 minutes) than the EWR Terminal B average (21 minutes).

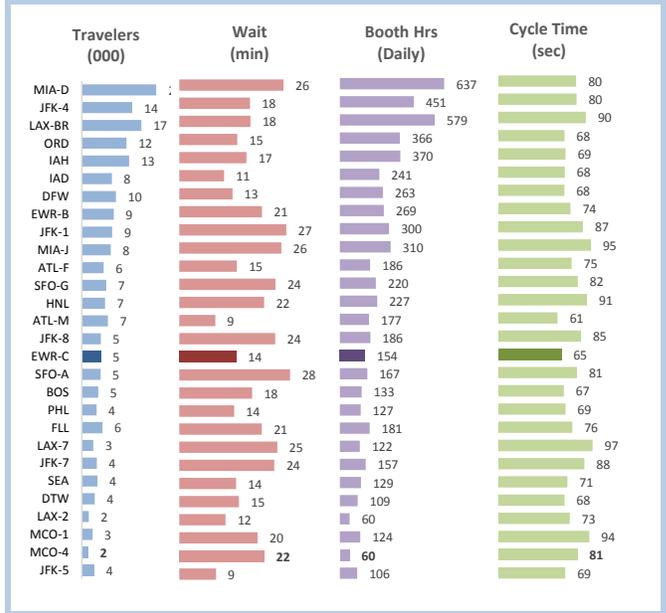
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	5,338	5,005	333	7%
Global Entry, APC, & MPC	49%	6%	43%	717%
Non-Automated	51%	94%	-43%	-46%
United States Citizens	58.3%	54.2%	+4.1%	8%
Non-immigrants	35.3%	39.7%	-4.3%	-11%
Legal Permanent Residents	6.4%	6.2%	+0.2%	3%
Average Daily Flights (#)	33	32	1	3%
Wait Time				
Average Primary Wait (m)	14.4	17.3	-2.9	-17%
% Travelers < 60 minutes	99%	99%	0%	0%
% Travelers > 120 mins	0.06%	0.03%	+0.04%	148%
Primary Booth Hours				
Average Daily Booth Hours	154	149	4	3%
Efficiency				
Average Cycle Time (s)	64.7	68.2	-3.5	-5%
Max Hourly Throughput / booth	55.6	52.8	2.9	5%
Average Utilization	62%	63%	-1%	-2%

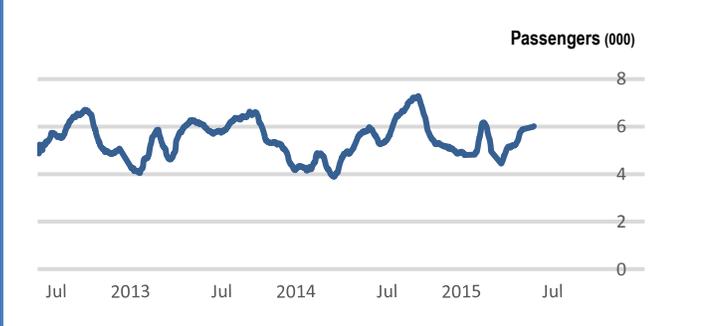
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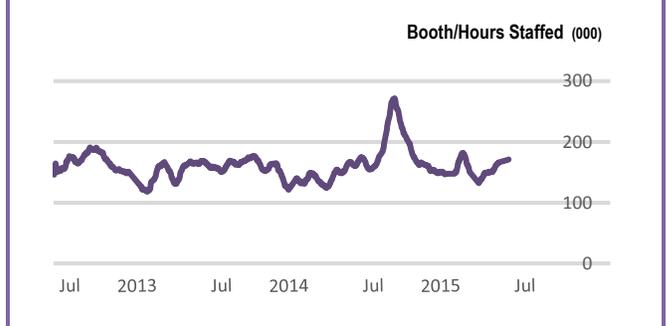
Increased booth staffing and Global Entry/APC usage decrease wait time

- Travel is up at Newark Airport Terminal C.** Traveler volume (year to date) has increased 7% compared to last year. Today, 49% of passengers are pre-processed with Global Entry and APC, up from 6% last year.
- Wait times decreased by 17%.** Wait time has decreased by 2.9 minutes, from 17.3 minutes last year to 14.4 minutes today. This is primarily due to increased booth hours and reduced cycle time (3.5 seconds).
- Faster processing and more throughput.** Average cycle time is down to 64.7 seconds, while throughput has increased by 2.9 passengers per hour. The improvement is likely due to an increase in APC usage.
- Booth hours increase.** There has been a 3% increase in average daily booth hours, from 149 hours to 154 hours. This has served to reduce wait times.

Traveler Volume ... up from 2014, continual growth



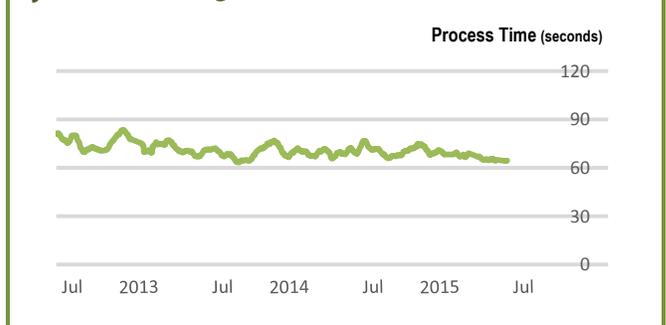
Booth Hours ... sharp increase in July 2014, trending up



Wait Time ... decreasing wait times since 2013

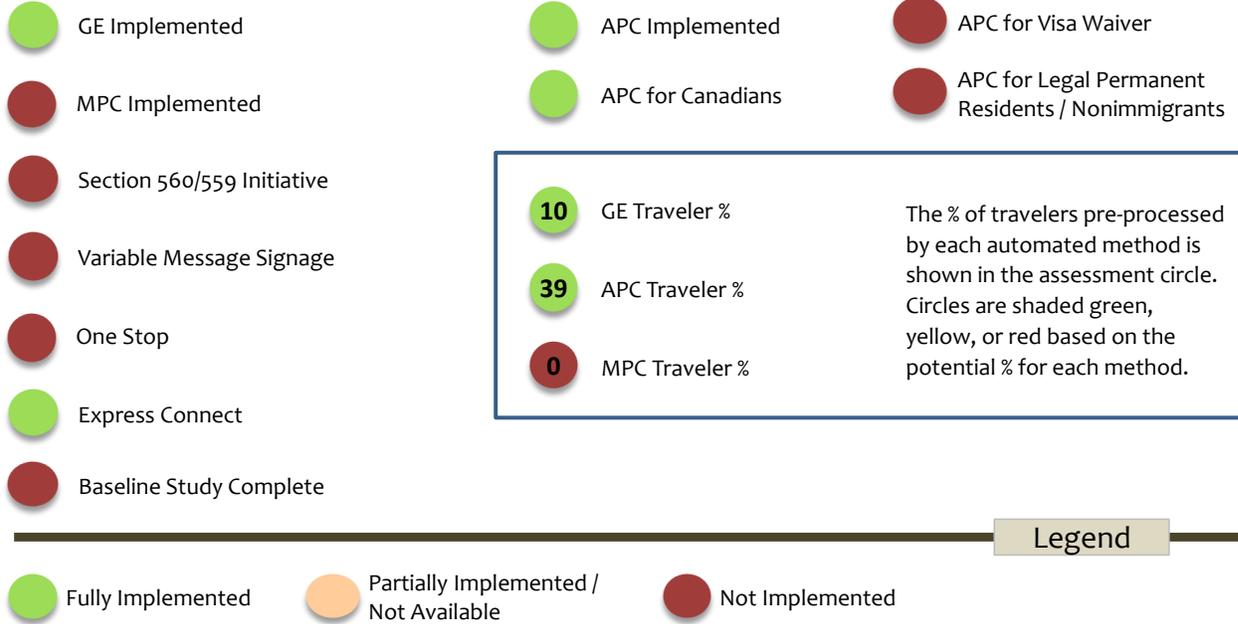


Cycle Time ... slight downward trend



Best Practice Inventory

EWR Best Practice Assessment: EWR-C has implemented many of the available best practices. Most notably, 49% 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.

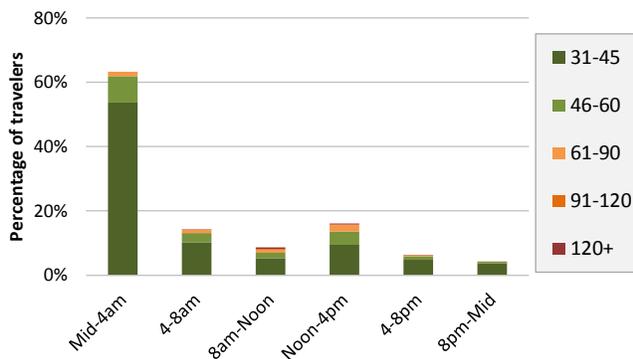


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11% of passengers wait more than 30 minutes

While very few EWR Terminal C passengers wait more than 1 hour (about 1%), approximately 11% wait more than 30 minutes. Between the hours of Midnight to 4am, 63% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



EWR-C staffs well to peak traffic

EWR-C is busiest between 4pm 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

