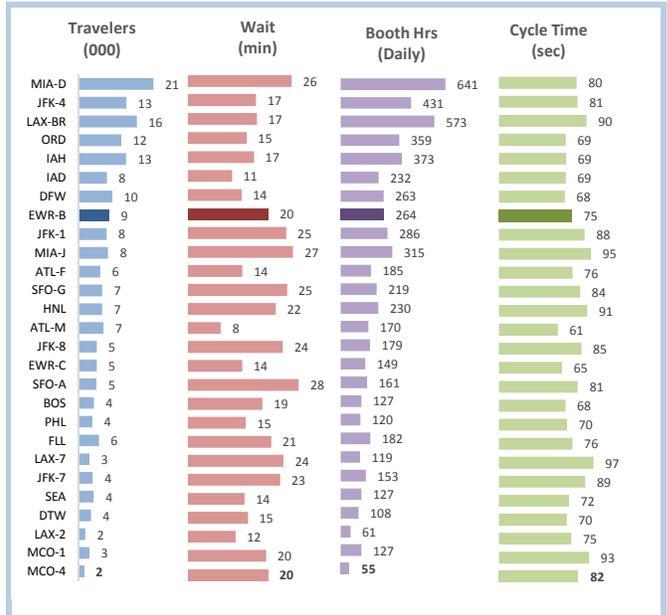


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	8,657	7,766	891	11%
Global Entry, APC, & MPC	4%	3%	1%	33%
Non-Automated	96%	97%	-1%	-1%
United States Citizens	46%	44.7%	+1.1%	2%
Non-immigrants	47%	48.6%	-1.1%	-2%
Legal Permanent Residents	6.7%	6.6%	+0.1%	1%
Average Daily Flights (#)	56	55	0	0%
Wait Time				
Average Primary Wait (m)	20.4	18.7	1.6	9%
% Travelers < 60 minutes	96%	98%	-2%	-2%
% Travelers > 120 mins	0.12%	0.12%	+0.01%	5%
Primary Booth Hours				
Average Daily Booth Hours	264	243	20	8%
Efficiency				
Average Cycle Time (s)	75.1	77.9	-2.8	-4%
Max Hourly Throughput / booth	47.9	46.2	1.7	4%
Average Utilization	68%	69%	-1%	-1%

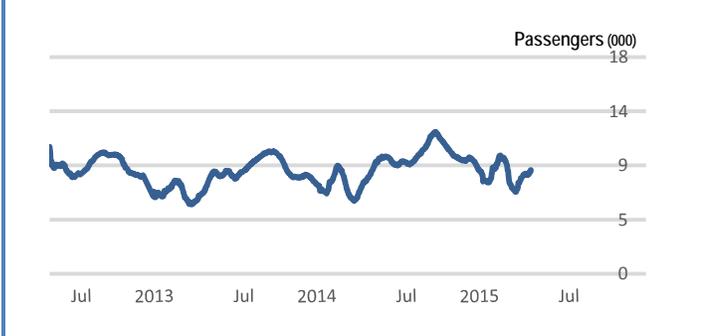
Compared to other major airports ...



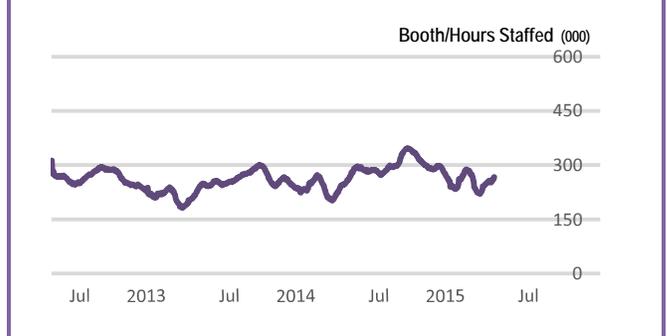
Average traveler volume and wait times increase

- Travel is up at Newark (Terminal B).** Traveler volume increased 11% compared to last year. 4% of all passengers use Global Entry, compared to 3% last year.
- More booths being staffed to meet demand.** Booth hours increased 8% compared to a year ago. Despite the increase in booth hours, there has been a spike in wait times due to the increase in travel volume.
- Increase in wait times compared to last year.** Year to date, average wait time is up by 1.6 minutes to 20.4 minutes, compared to 18.7 minutes last year.
- Cycle time 2.8 seconds faster.** Average cycle time (75.1 seconds) is down from 77.9 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 ... recent increase in wait time



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 4% 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 %
- MPC Traveler %
- One Stop
- Express Connect
- Baseline Study Complete

Legend

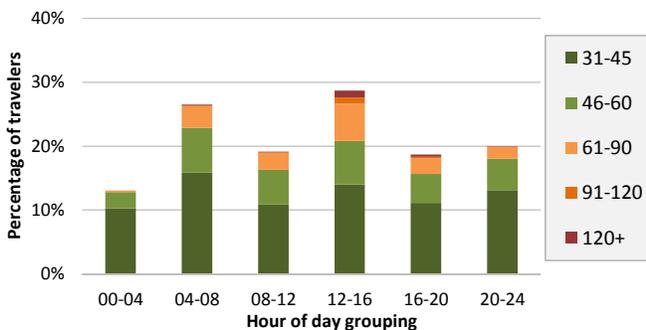
- Fully Implemented
- Partially Implemented / Not Available
- Not Implemented

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.

23% 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 12pm and 4pm, around 29% of passengers wait more than 30 minutes.

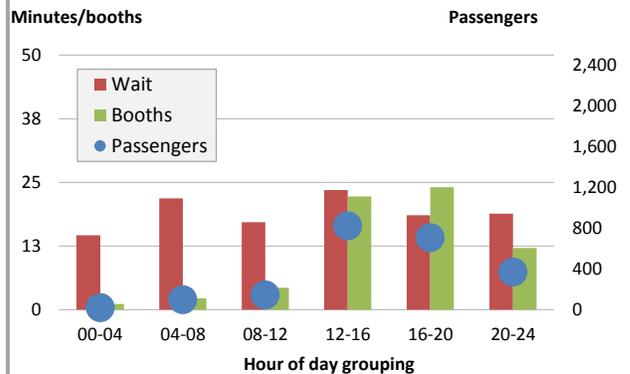
% Passengers Waiting More than 30 Minutes



More staffing during peak hours required

More than 820 passengers (on average) arrive at EWR Terminal B every hour between 12 pm and 4 pm, accounting for about 38% of all daily traffic. Although 22 booths are staffed, wait times are almost 3 minutes higher (23 minutes) than the EWR Terminal B average (20.4).

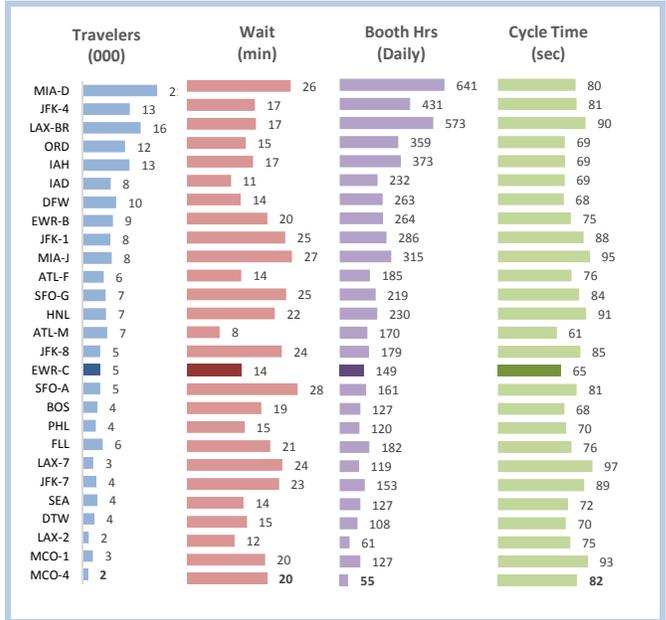
Intraday Volume, Wait Times, and Booth Hours



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	5,151	4,731	419	9%
Global Entry, APC, & MPC	25%	3%	22%	733%
Non-Automated	75%	97%	-22%	-23%
United States Citizens	58%	55.5%	+2.2%	4%
Non-immigrants	36%	38.1%	-2.3%	-6%
Legal Permanent Residents	6.5%	6.4%	+0.1%	1%
Average Daily Flights (#)	32	31	1	5%
Wait Time				
Average Primary Wait (m)	13.8	15.9	-2.2	-14%
% Travelers < 60 minutes	99%	99%	0%	0%
% Travelers > 120 mins	0.05%	0.02%	+0.03%	160%
Primary Booth Hours				
Average Daily Booth Hours	149	144	5	3%
Efficiency				
Average Cycle Time (s)	65.0	67.7	-2.7	-4%
Max Hourly Throughput / booth	55.4	53.2	2.2	4%
Average Utilization	62%	62%	1%	1%

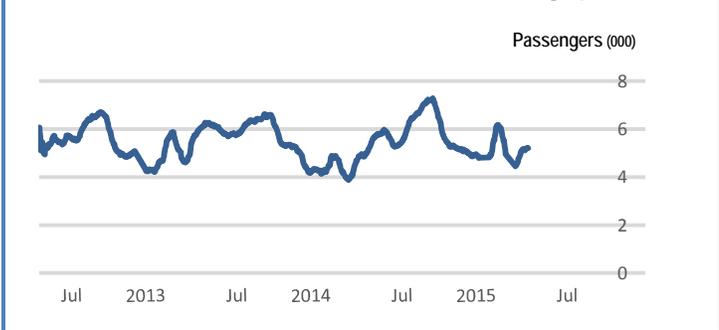
Compared to other major airports ...



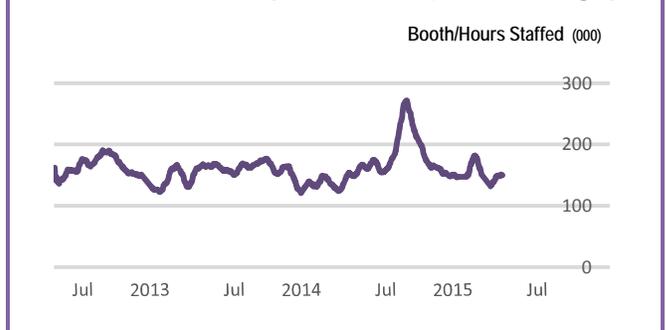
Increased booth staffing and Global Entry/APC usage decrease wait time

- Travel is up at Newark Airport Terminal C.** Traveler volume (year to date) has increased 9% compared to last year. Today, 25% of passengers are pre-processed with Global Entry and APC, up from 3% last year.
- Wait times decreased by 14%.** Wait time has decreased by 2.2 minutes, from 15.9 minutes last year to 13.8 minutes today. This is primarily due to increased booth hours and reduced cycle time (2.7 seconds).
- Faster processing and more throughput.** Average cycle time is down to 65 seconds, while throughput has increased by 2.2 passengers per hour. The improvement is likely due to increased automation.
- Booth hours increase.** There has been a 3% increase in average daily booth hours, from 144 hours to 149 hours. This has served to greatly reduce wait times.

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



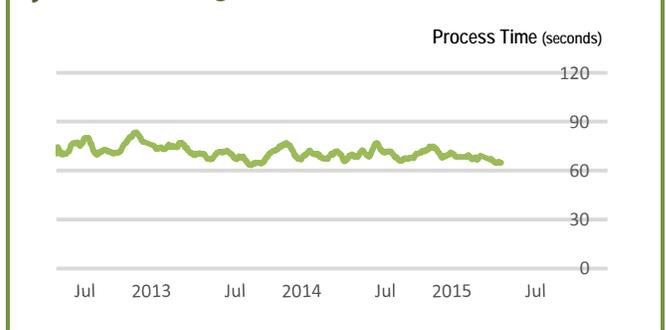
Booth Hours ... sharp increase in July 2014, trending up



Wait Time ... decreasing wait times since 2013

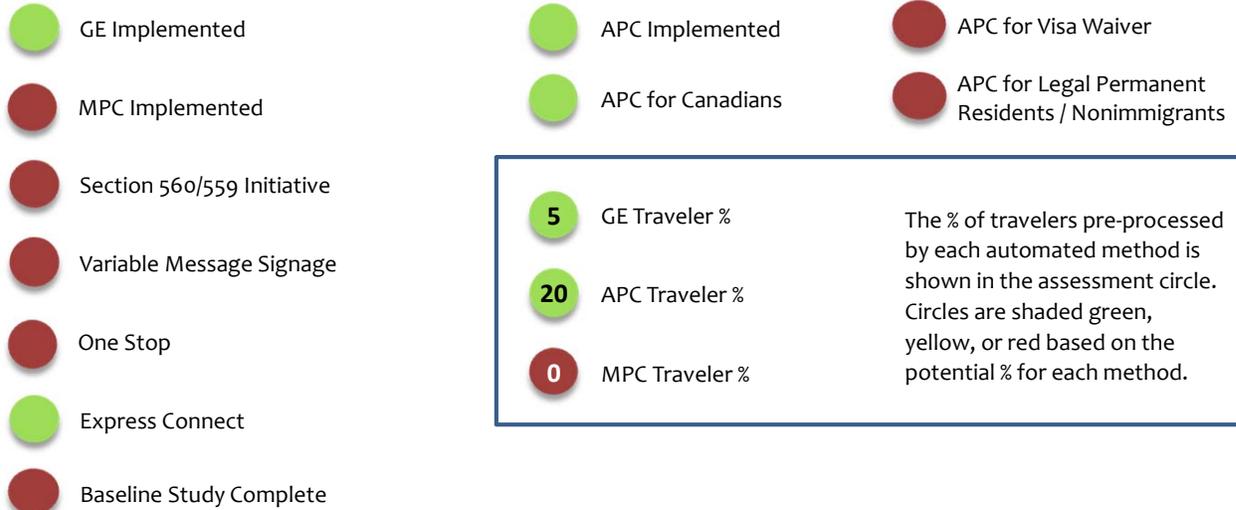


Cycle Time ... slight downward trend



Best Practice Inventory

EWR Best Practice Assessment: EWR has implemented many of the available best practices. Most notably, about 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.

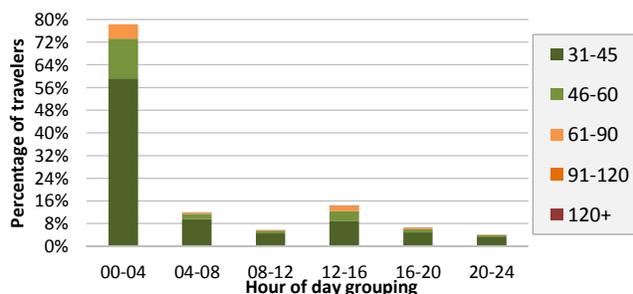


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not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

10% of passengers wait more than 30 minutes

While very few EWR Terminal C passengers wait more than 1 hour (about 1%), approximately 10% wait more than 30 minutes. Between the hours of midnight and 4am, around 78% 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 12pm-4pm, when over 420 passengers arrive per hour. Wait times are nearly the same throughout the day, even during peak hours.

Intraday Volume, Wait Times, and Booth Hours

