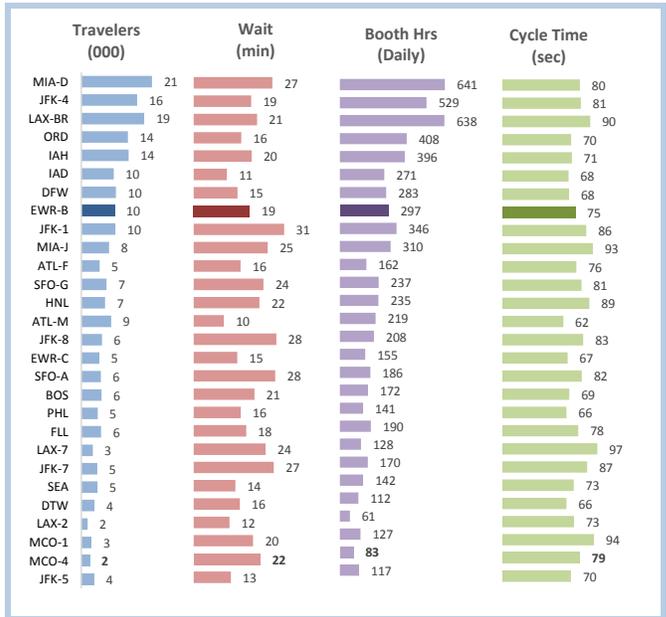


### Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	9,772	9,156	616	7%
Global Entry, APC, & MPC	8%	5%	3%	60%
Non-Automated	92%	95%	-3%	-3%
United States Citizens	45.7%	43.7%	+2.0%	5%
Non-immigrants	48.7%	50.7%	-2.0%	-4%
Legal Permanent Residents	5.6%	5.6%	+0.0%	0%
Average Daily Flights (#)	58	57	1	2%
Wait Time				
Average Primary Wait (m)	19.0	22.1	-3.1	-14%
% Travelers < 60 minutes	97%	96%	1%	2%
% Travelers > 120 mins	0.07%	0.12%	-0.05%	-43%
Primary Booth Hours				
Average Daily Booth Hours	297	280	16	6%
Efficiency				
Average Cycle Time (s)	74.6	76.5	-1.9	-2%
Max Hourly Throughput / booth	48.3	47.1	1.2	3%
Average Utilization	68%	69%	-1%	-2%

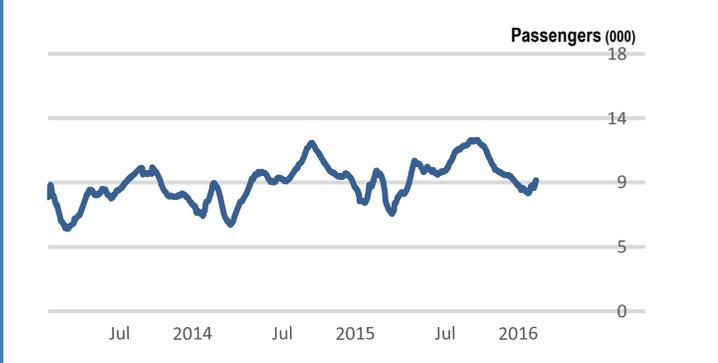
### Compared to other major airports ...



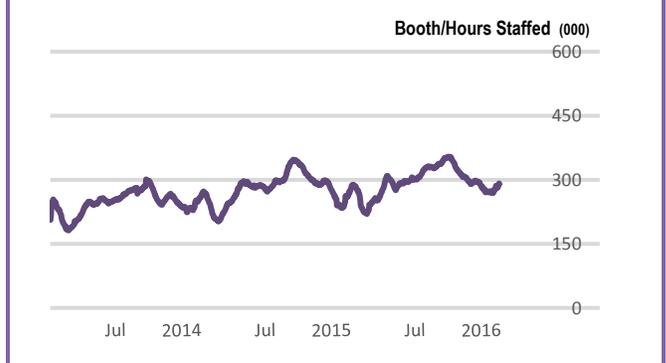
### More booths and faster processing help reduce wait times

- **Travel is up at Newark (Terminal B).** Traveler volume increased 7% compared to last year. 8% 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 280 hours a year ago to 297 hours this year.
- **Waits decreased by 14%.** Year to date, average wait time is 19 minutes, compared to 22.1 minutes last year. More booth hours and faster processing have helped reduce wait times by 14%.
- **Cycle time 1.9 seconds faster.** Average cycle time (74.6 seconds) is down from 76.5 seconds a year ago. APC/MPC technology could be a solution to further reduce average cycle time at EWR-B.

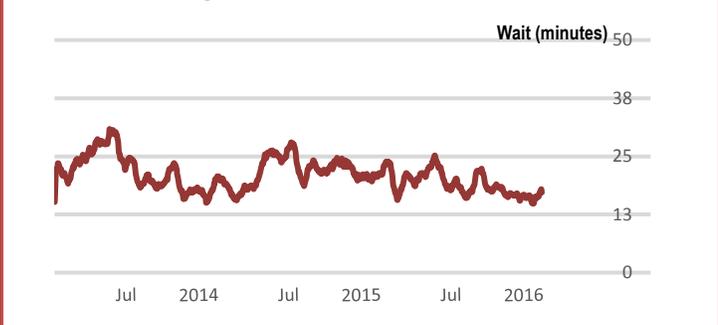
### Traveler Volume ... continued growth



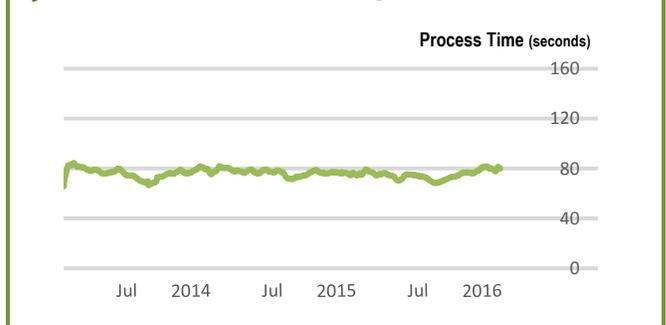
### Booth Hours ... steadily increasing



### Wait Time ... slight downward trend

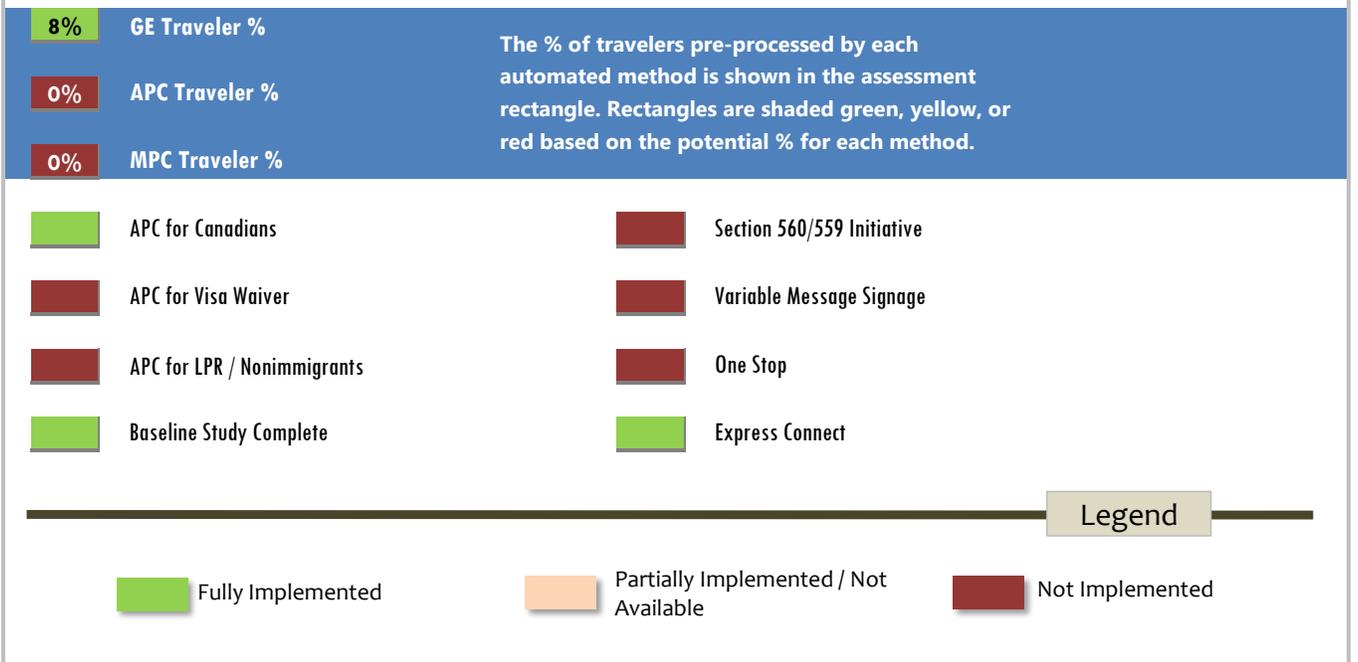


### Cycle Time ... steadily decreasing



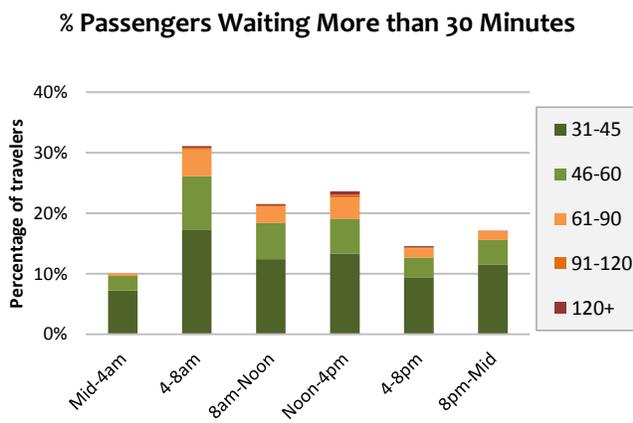
## Best Practice Inventory

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

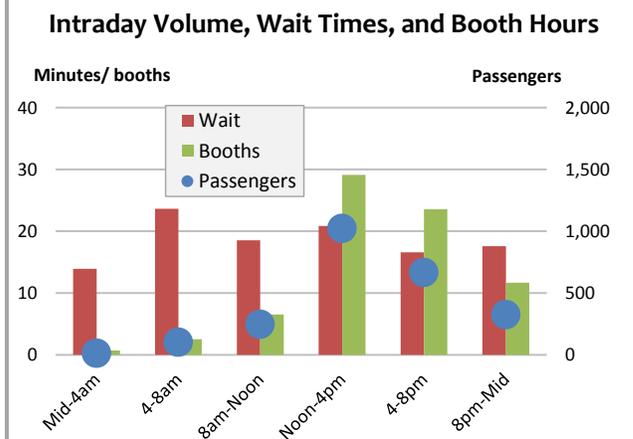


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

**20% of passengers wait more than 30 minutes**  
 Year to date, approximately 3% of EWR Terminal B passengers wait more than 1 hour, approximately 20% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 31% of passengers wait more than 30 minutes.



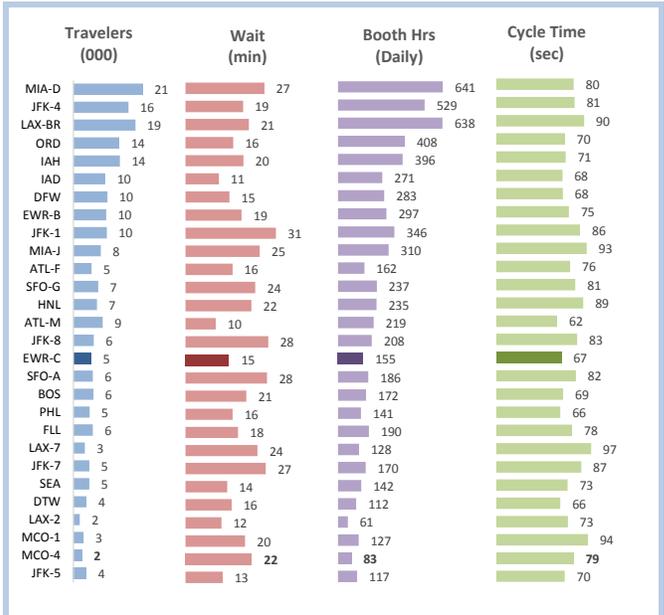
**Waits are higher from 4am to Noon**  
 More than 1,000 passengers (on average) arrive at EWR Terminal B every hour between Noon and 4pm, accounting for about 43% of all daily traffic. Meanwhile, fewer than 250 passengers arrive per hour from 8am to Noon, but wait times are still high. Opening extra booths from 4am to Noon may help reduce wait times leading into peak hours.



### Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	5,326	5,457	-131	-2%
Global Entry, APC, & MPC	47%	27%	20%	74%
Non-Automated	53%	73%	-20%	-27%
United States Citizens	57.9%	53.9%	+3.9%	7%
Non-immigrants	36.0%	40.1%	-4.1%	-10%
Legal Permanent Residents	6.2%	6.0%	+0.2%	3%
Average Daily Flights (#)	30	34	-4	-11%
<b>Wait Time</b>				
Average Primary Wait (m)	14.8	16.9	-2.2	-13%
% Travelers < 60 minutes	98%	98%	0%	0%
% Travelers > 120 mins	0.10%	0.05%	+0.04%	78%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	155	169	-14	-8%
<b>Efficiency</b>				
Average Cycle Time (s)	66.9	69.3	-2.4	-3%
Max Hourly Throughput / booth	53.8	52.0	1.9	4%
Average Utilization	64%	62%	2%	3%

### Compared to other major airports ...



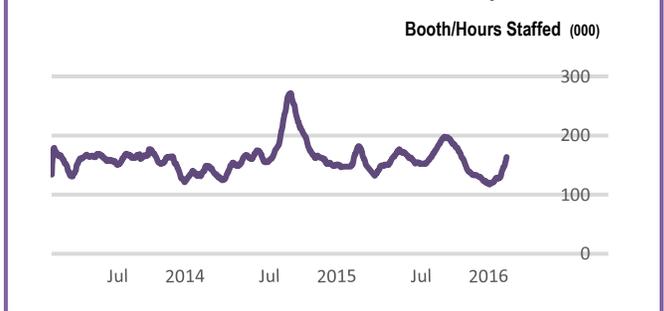
### Increased Global Entry/APC usage decreases cycle time and wait time

- **Travel decreased at Newark Airport Terminal C.** Traveler volume (year to date) has decreased by 2% compared to last year. Today, 47% of passengers are confirmed with Global Entry and APC, up from 27% last year.
- **Wait times decreased by 13%.** Wait time has decreased by 2.2 minutes, from 16.9 minutes last year to 14.8 minutes today. This is primarily due to the reduced cycle time (2.4 seconds).
- **Faster processing and more throughput.** Average cycle time is down to 66.9 seconds, which makes EWR-C among the most efficient in the nation. The improvement is likely due to an increase in Global Entry and APC usage.
- **Booth hours decreased.** Average daily booth hours have decreased 8% from 169 hours last year to 155 hours this year. The reduction in booth hours is warranted given the slight decrease in traffic and decrease in wait times.

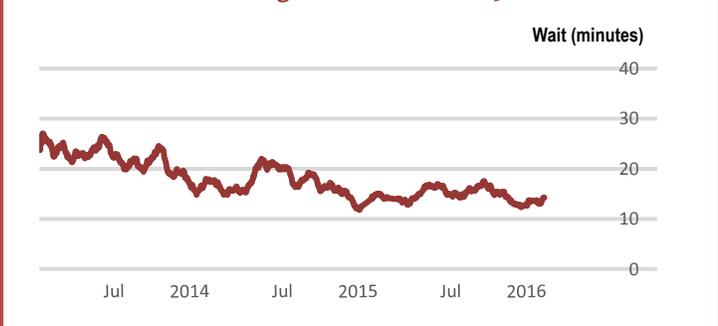
### Traveler Volume ... down compared to last year



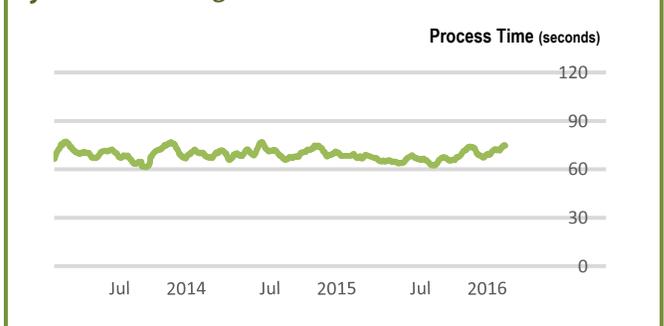
### Booth Hours ... 8% fewer booths than last year



### 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, 47% 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.

<b>10%</b>	<b>GE Traveler %</b>	The % of travelers pre-processed by each automated method is shown in the assessment rectangle. Rectangles are shaded green, yellow, or red based on the potential % for each method.
<b>37%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler %</b>	

 APC for Canadians	 Section 560/559 Initiative
 APC for Visa Waiver	 Variable Message Signage
 APC for LPR / Nonimmigrants	 One Stop
 Baseline Study Complete	 Express Connect

Legend

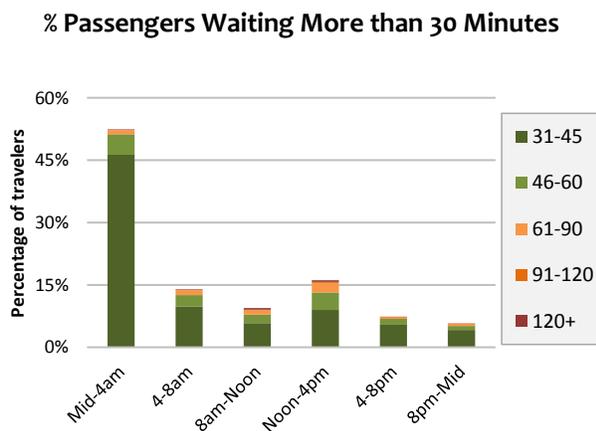
  

 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A Green "assessment rectangle" 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% of passengers wait more than 30 minutes. Between the hours of Midnight to 4am, 52% of passengers wait more than 30 minutes.



### EWR-C matches booth hours well to peak

EWR-C is busiest between Noon and 8pm, when over 410 passengers arrive per hour. Wait times are lower than the average during this time. Occasionally lack flights create spikes in wait time from midnight to 4am.

