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NEW STUDY: GGA Customs Data Shows Automated Passport Kiosks Continue to Reduce Wait Times at NY-NJ Airports

2014 Data Finds Wait Times Cut By 33% at JFK and 15% at Newark

GGA Calls for Enhanced Tracking of Wait Times from Start to Finish of Customs Process

(New York–New Jersey) – Automated passport kiosks have helped significantly reduce wait times at New York and New Jersey Airports during the first six months of 2014, a new study released today by the Global Gateway Alliance found. GGA leaders cited the findings in calling for enhanced technology to better track passengers and decrease overall wait times between the gate and baggage claim.

The new Customs data showed that wait times have been reduced by approximately 33% at John F. Kennedy International Airport and more than 15% at Newark Liberty International Airport (full charts below).

KEY FINDING – 2014 CUSTOMS WAIT TIMES

- JFK Terminal 4 average wait times decreased from approximately 34 minutes to 17 minutes this year, cutting the average wait time nearly in half. (See Table 3.2 below.)
- JFK Terminal 1 average wait times were reduced by 21% in spite of a 14% increase in passenger traffic. (See Table 3.1 below.)
- At Newark, Terminal C average wait times were down from almost 23 minutes to 18 minutes. Officials are expecting to see further improvement following the recent installation of 20 new kiosks in late June. (See Table 4.2 below.)

Other international arrivals terminals also experienced drops in wait times and shortened lines, reflecting an increased focus by Customs and Border Protection, the airlines, and the Port Authority on reducing what had been the longest Customs lines in the country.

"GGA has worked with the airlines for over a year to shine a spotlight on the need to relieve Customs lines at New York area airports," **said Joseph Sitt, Chairman and Founder of the Global Gateway Alliance.** "Our airports are the biggest international arrivals gateways in the country, so improving the Customs experience for the millions of passengers who use our airports must be a top priority. We're pleased that the numbers are heading in the right direction, but we need to continue improving the passenger experience by investing in new technology and additional manpower."

Tim Zagat, Co-Founder and CEO of Zagat Surveys said, "Creating a world class Customs experience is critical to business, to tourism and to New York's place as a top destination for international travelers."

New technologies like the automated kiosks are a positive step, but we have to take a holistic approach to shortening wait times and making the passenger experience at our airports significantly better.”

“We applaud the efforts of Customs and Border Protection, the airlines, and the Port Authority to expedite customs processing and improve the experience for international travelers,” said **Jennifer Hensley, Executive Director of the Association for a Better New York**. “Thanks to the advocacy of the Global Gateway Alliance, innovative technology, and the cooperation of the airport stakeholders, passengers are getting their time back to contribute to our economy and experience the best of what our city has to offer.”

“It is rewarding and encouraging that we are seeing tremendous improvement in the arrival experience at JFK,” said **Alvin Trenk, Chairman and CEO of Air Pegasus Corporation**. “With the ongoing cooperation of Customs and Immigration, The Port Authority and the Airlines, GGA will continue to work towards an overall New York entry experience that we can all be proud of.”

Global Gateway Alliance highlighted the following recommendations to further improve the Customs passenger experience:

1. **Implement Technology to Track Complete Passenger Time in Customs:** This drastic reduction in Customs wait times has given way to a new challenge: passengers are spending this newly-saved time waiting for their luggage to arrive at baggage claim. GGA is calling for the use of new technologies to collect passenger data using Bluetooth and Wi-Fi sensors and provide real time information. Individual passengers can opt in to being tracked from the time they exit the airplane until they leave the Customs area, creating a widely representative sample to know the true time it takes for passengers to move through the international terminals and what action is needed as a result.
2. **Play Music in Terminals:** GGA believes that music is a cost effective way to entertain arriving international passengers and ensure that they are made to feel welcome while they wait at Customs. Delta already instituted this improvement at JFK’s Terminal 4 in April of this year.
3. **Install Entertainment Screens:** Entertainment screens and information at points throughout the Customs area would ease the tedium for passengers waiting in line. Taxis, theme parks, restaurants and other venues where customers spend a long time waiting already use this kind of amenity and have shown it to be effective. Videos could challenge travelers to New York City and U.S. trivia, direct them to popular tourist destinations, and be utilized to foster positive impressions of the New York and New Jersey region. These platforms could also be used to create sponsor generated content and additional revenue for airport modernization and infrastructure investment.

Table 1: JFK All Terminals

Average Wait Times

Time Frame	Avg WT	Change (mins)	% Change
Jan	2014	21.10	
	2013	32.48	-11.38 -35.05%
Feb	2014	19.78	
	2013	29.68	-9.91 -33.37%
Mar	2014	21.20	
	2013	35.06	-13.86 -39.54%
Apr	2014	24.16	
	2013	33.11	-8.95 -27.04%
May	2014	20.93	
	2013	33.09	-12.17 -36.76%
Jun	2014	18.02	
	2013	27.08	-9.06 -33.47%
6 month	2014	20.93	
	2013	31.69	-10.76 -33.96%

Average Maximum Wait Times

Time Frame	Avg Max WT	Change (mins)	% Change
Jan	2014	45.62	
	2013	60.42	-14.79 -24.49%
Feb	2014	42.90	
	2013	54.61	-11.71 -21.45%
Mar	2014	47.92	
	2013	65.24	-17.32 -26.54%
Apr	2014	51.57	
	2013	60.51	-8.94 -14.77%
May	2014	45.71	
	2013	62.28	-16.58 -26.61%
Jun	2014	40.81	
	2013	53.18	-12.37 -23.26%
6 month	2014	45.87	
	2013	59.50	-13.63 -22.91%

Passenger Traffic

Time Frame	Pax	Change (pax)	% Change
Jan	2014	973,292	
	2013	872,980	100,312 11.49%
Feb	2014	762,133	
	2013	681,475	80,658 11.84%
Mar	2014	991,462	
	2013	938,131	53,331 5.68%
Apr	2014	1,104,169	
	2013	915,922	188,247 20.55%
May	2014	1,122,357	
	2013	972,324	150,033 15.43%
Jun	2014	1,070,841	
	2013	1,117,743	-46,902 -4.20%
6 month	2014	6,024,254	
	2013	5,498,575	525,679 9.56%

Table 2: Newark All Terminals

Average Wait Times

Time Frame	Avg WT	Change (mins)	% Change
Jan	2014	16.82	
	2013	21.62	-4.80 -22.21%
Feb	2014	16.22	
	2013	22.91	-6.69 -29.21%
Mar	2014	17.67	
	2013	24.18	-6.51 -26.92%
Apr	2014	22.80	
	2013	25.64	-2.84 -11.07%
May	2014	22.28	
	2013	25.14	-2.86 -11.38%
Jun	2014	21.98	
	2013	21.34	0.64 3.00%
6 month	2014	19.92	
	2013	23.51	-3.59 -15.28%

Average Maximum Wait Times

Time Frame	Avg Max WT	Change (mins)	% Change
Jan	2014	32.20	
	2013	42.79	-10.59 -24.76%
Feb	2014	31.27	
	2013	42.37	-11.10 -26.19%
Mar	2014	34.95	
	2013	47.17	-12.23 -25.92%
Apr	2014	42.21	
	2013	48.52	-6.31 -13.00%
May	2014	41.68	
	2013	46.76	-5.08 -10.87%
Jun	2014	41.86	
	2013	42.36	-0.50 -1.18%
6 month	2014	37.51	
	2013	45.03	-7.52 -16.70%

Passenger Traffic

Time Frame	Pax	Change (pax)	% Change
Jan	2014	360,227	
	2013	374,539	-14,312 -3.82%
Feb	2014	303,553	
	2013	300,164	3,389 1.13%
Mar	2014	418,544	
	2013	421,870	-3,326 -0.79%
Apr	2014	448,405	
	2013	421,468	26,937 6.39%
May	2014	438,552	
	2013	414,923	23,629 5.69%
Jun	2014	416,494	
	2013	442,767	-26,273 -5.93%
6 month	2014	2,385,775	
	2013	2,375,731	10,044 0.42%

Table 3.1: JFK Terminal 1

Average Wait Times

Time Frame	Avg WT	Change (mins)	% Change
Jan	2014	30.55	-7.85 -20.43%
	2013	38.39	
Feb	2014	25.15	-6.66 -20.93%
	2013	31.81	
Mar	2014	28.38	-9.21 -24.50%
	2013	37.59	
Apr	2014	32.62	-3.35 -9.33%
	2013	35.97	
May	2014	27.13	-8.60 -24.07%
	2013	35.73	
Jun	2014	21.06	-8.97 -29.87%
	2013	30.03	
6 month	2014	27.56	-7.35 -21.05%
	2013	34.91	

Average Maximum Wait Times

Time Frame	Avg Max WT	Change (mins)	% Change
Jan	2014	55.58	-16.87 -23.29%
	2013	72.45	
Feb	2014	49.91	-9.54 -16.05%
	2013	59.45	
Mar	2014	58.22	-12.02 -17.11%
	2013	70.23	
Apr	2014	65.16	-3.45 -5.03%
	2013	68.61	
May	2014	55.38	-12.87 -18.86%
	2013	68.25	
Jun	2014	44.40	-14.08 -24.08%
	2013	58.48	
6 month	2014	54.89	-11.55 -17.39%
	2013	66.45	

Passenger Traffic

Time Frame	Pax	Change (pax)	% Change
Jan	2014	219,482	28,510 14.93%
	2013	190,972	
Feb	2014	166,403	21,494 14.83%
	2013	144,909	
Mar	2014	221,404	21,093 10.53%
	2013	200,311	
Apr	2014	262,269	38,385 17.15%
	2013	223,884	
May	2014	265,194	45,143 20.51%
	2013	220,051	
Jun	2014	252,568	13,689 5.73%
	2013	238,879	
6 month	2014	1,387,320	168,314 13.81%
	2013	1,219,006	

Table 3.2: JFK Terminal 4

Average Wait Times

Time Frame	Avg WT	Change (mins)	% Change
Jan	2014	16.13	-19.17 -54.30%
	2013	35.30	
Feb	2014	16.81	-16.05 -48.84%
	2013	32.87	
Mar	2014	17.76	-21.68 -54.97%
	2013	39.44	
Apr	2014	20.62	-15.25 -42.51%
	2013	35.87	
May	2014	17.64	-17.54 -49.87%
	2013	35.18	
Jun	2014	16.25	-11.27 -40.95%
	2013	27.52	
6 month	2014	17.59	-16.49 -48.39%
	2013	34.08	

Average Maximum Wait Times

Time Frame	Avg Max WT	Change (mins)	% Change
Jan	2014	43.91	-20.92 -32.27%
	2013	64.83	
Feb	2014	42.84	-18.77 -30.46%
	2013	61.61	
Mar	2014	49.75	-26.47 -34.73%
	2013	76.22	
Apr	2014	53.29	-12.55 -19.06%
	2013	65.85	
May	2014	46.18	-21.07 -31.33%
	2013	67.26	
Jun	2014	43.92	-12.51 -22.17%
	2013	56.43	
6 month	2014	46.73	-18.77 -28.65%
	2013	65.50	

Passenger Traffic

Time Frame	Pax	Change (pax)	% Change
Jan	2014	482,429	59,793 14.15%
	2013	422,636	
Feb	2014	375,013	49,722 15.29%
	2013	325,291	
Mar	2014	488,355	48,298 10.98%
	2013	440,057	
Apr	2014	526,255	114,371 27.77%
	2013	411,884	
May	2014	543,899	97,791 21.92%
	2013	446,108	
Jun	2014	531,505	-33,150 -5.87%
	2013	564,655	
6 month	2014	2,947,456	336,825 12.90%
	2013	2,610,631	

Table 3.3: Terminal 7

Average Wait Times

Time Frame	Avg WT	Change (mins)	% Change
Jan	2014	19.07	-3.36
	2013	22.43	
Feb	2014	19.25	-2.25
	2013	21.49	
Mar	2014	18.99	-7.46
	2013	26.45	
Apr	2014	21.49	-3.44
	2013	24.93	
May	2014	19.16	-7.74
	2013	26.89	
Jun	2014	18.32	-4.50
	2013	22.82	
6 month	2014	19.42	-4.96
	2013	24.38	

Average Maximum Wait Times

Time Frame	Avg Max WT	Change (mins)	% Change
Jan	2014	37.71	-6.88
	2013	44.58	
Feb	2014	36.95	-4.01
	2013	40.96	
Mar	2014	36.97	-13.22
	2013	50.19	
Apr	2014	40.83	-8.91
	2013	49.73	
May	2014	36.87	-16.51
	2013	53.38	
Jun	2014	36.23	-9.77
	2013	46.00	
6 month	2014	37.63	-10.06
	2013	47.69	

Passenger Traffic

Time Frame	Pax	Change (pax)	% Change
Jan	2014	105,767	17,589
	2013	88,178	
Feb	2014	87,002	13,924
	2013	73,078	
Mar	2014	109,922	2,851
	2013	107,071	
Apr	2014	133,494	28,032
	2013	105,462	
May	2014	133,826	13,562
	2013	120,264	
Jun	2014	128,151	1,962
	2013	126,189	
6 month	2014	698,162	77,920
	2013	620,242	

Table 3.4: JFK Terminal 8

Average Wait Times

Time Frame	Avg WT	Change (mins)	% Change
Jan	2014	24.32	0.23
	2013	24.09	
Feb	2014	21.74	-2.55
	2013	24.29	
Mar	2014	23.10	-3.99
	2013	27.10	
Apr	2014	24.13	-3.74
	2013	27.87	
May	2014	23.05	-5.92
	2013	28.98	
Jun	2014	18.86	-6.03
	2013	24.90	
6 month	2014	22.63	-3.68
	2013	26.30	

Average Maximum Wait Times

Time Frame	Avg Max WT	Change (mins)	% Change
Jan	2014	45.44	-6.89
	2013	52.33	
Feb	2014	40.88	-8.86
	2013	49.75	
Mar	2014	44.79	-9.75
	2013	54.53	
Apr	2014	45.55	-7.69
	2013	53.24	
May	2014	43.19	-12.85
	2013	56.04	
Jun	2014	36.21	-12.70
	2013	48.91	
6 month	2014	42.79	-9.78
	2013	52.56	

Passenger Traffic

Time Frame	Pax	Change (pax)	% Change
Jan	2014	165,614	-5,580
	2013	171,194	
Feb	2014	133,715	-4,482
	2013	138,197	
Mar	2014	171,781	-18,911
	2013	190,692	
Apr	2014	182,151	7,459
	2013	174,692	
May	2014	179,438	-6,463
	2013	185,901	
Jun	2014	158,617	-29,403
	2013	188,020	
6 month	2014	991,316	-57,380
	2013	1,048,696	

Table 4.1: Newark Terminal B

Average Wait Times

Time Frame	Avg WT	Change (mins)	% Change
Jan	2014	17.66	-2.35
	2013	20.00	
Feb	2014	16.91	-6.11
	2013	23.03	
Mar	2014	18.84	-6.81
	2013	25.65	
Apr	2014	24.53	-3.19
	2013	27.72	
May	2014	23.92	-2.08
	2013	26.00	
Jun	2014	24.22	2.37
	2013	21.84	
6 month	2014	21.35	-2.81
	2013	24.16	

Average Maximum Wait Times

Time Frame	Avg Max WT	Change (mins)	% Change
Jan	2014	32.99	-6.88
	2013	39.88	
Feb	2014	31.83	-8.74
	2013	40.57	
Mar	2014	36.79	-11.30
	2013	48.10	
Apr	2014	42.34	-7.96
	2013	50.30	
May	2014	42.86	-3.18
	2013	46.04	
Jun	2014	43.40	0.58
	2013	42.81	
6 month	2014	38.52	-6.14
	2013	44.67	

Passenger Traffic

Time Frame	Pax	Change (pax)	% Change
Jan	2014	225,484	17,909
	2013	207,575	
Feb	2014	184,963	19,524
	2013	165,439	
Mar	2014	261,362	25,363
	2013	235,999	
Apr	2014	278,707	35,002
	2013	243,705	
May	2014	275,126	32,100
	2013	243,026	
Jun	2014	250,889	-13,466
	2013	264,355	
6 month	2014	1,476,531	116,432
	2013	1,360,099	

Table 4.2: Newark Terminal C

Average Wait Times

Time Frame	Avg WT	Change (mins)	% Change
Jan	2014	15.41	-8.21
	2013	23.63	
Feb	2014	15.13	-7.64
	2013	22.77	
Mar	2014	15.73	-6.59
	2013	22.31	
Apr	2014	19.96	-2.83
	2013	22.79	
May	2014	19.51	-4.41
	2013	23.92	
Jun	2014	18.59	-2.01
	2013	20.59	
6 month	2014	17.59	-5.05
	2013	22.64	

Average Maximum Wait Times

Time Frame	Avg Max WT	Change (mins)	% Change
Jan	2014	31.16	-15.44
	2013	46.60	
Feb	2014	30.51	-14.18
	2013	44.69	
Mar	2014	32.46	-13.53
	2013	45.99	
Apr	2014	42.04	-4.17
	2013	46.21	
May	2014	40.03	-7.64
	2013	47.66	
Jun	2014	39.96	-1.83
	2013	41.79	
6 month	2014	36.15	-9.35
	2013	45.50	

Passenger Traffic

Time Frame	Pax	Change (pax)	% Change
Jan	2014	134,743	-32,221
	2013	166,964	
Feb	2014	118,590	-16,135
	2013	134,725	
Mar	2014	157,182	-28,689
	2013	185,871	
Apr	2014	169,698	-8,065
	2013	177,763	
May	2014	163,426	-8,471
	2013	171,897	
Jun	2014	165,605	-12,807
	2013	178,412	
6 month	2014	909,244	-106,388
	2013	1,015,632	

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ABOUT GGA

Global Gateway Alliance (GGA) was established to address the major challenges facing the metropolitan region's airports and related infrastructure that, if left unaddressed, will serve as a major impediment to the long-term growth of New York City and surrounding areas. By harnessing the expertise of leaders in business, government, academia, labor and other sectors, we seek to tackle these challenges head-on and serve as the leading advocate in an effort to improve our airports and facilitate the continued growth of the region. For more information regarding the Global Gateway Alliance, please visit www.globalgatewayalliance.org. Follow GGA on Twitter @GGA_NYNJ and 'Like' the organization on Facebook at <http://on.fb.me/UsqxGw>.

GGA's board of directors includes: **Joe Sitt** (Chairman), CEO, Thor Equities; **Stuart Appelbaum**, President of the Retail, Wholesale and Department Store Union; **Chris Giamo**, Regional President for TD Bank; **Dan Glickman** former Congressman and U.S. Agriculture Secretary; **David Hopkins**, Senior Director of Aviation at the New York City Economic Development Corporation; **Jared Kushner**, Owner of Kushner Properties and the New York Observer; **George Miranda**, Teamsters' International Vice President; **Mitchell Moss**, Henry Hart Rice Professor of Urban Policy and Planning at the Robert F. Wagner Graduate School of Public Service at New York University; **William Rudin**, CEO of Rudin Management Company, Inc. and Chairman of ABNY; **Joseph Spinnato**, President of the Hotel Association of New York City; **Alvin S. Trenk**, Chairman and CEO of Air Pegasus Corp; **Peter Ward**, President of the Hotel Trades Council on New York; **Kathryn Wylde**, President of the Partnership for New York City, and **Tim Zagat**, Co-Founder and Co-Chair of Zagat Survey.