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NEW DATA: AUTOMATED CUSTOMS KIOSKS DRAMATICALLY REDUCE WAIT TIMES AT JFK AIRPORT

JFK jumps from worst to third while Newark now has the shortest wait times

NEW YORK-NEW JERSEY – Recently-installed automated passport Customs kiosks at John F. Kennedy International have significantly reduced wait times for arriving international passengers, according to a new survey out today. The new data also found that Newark International Airport now has the shortest wait-times among the five busiest U.S. airports for international passenger traffic.

In light of the data, the Global Gateway Alliance is calling for the automated kiosks at all international terminals at New York area airports and for Customs and Border Protection manpower additions to continue focusing on driving wait times down.

Specifically, the new automated passport control kiosks, 40 of which were installed in October 2013, helped cut average wait times by more than half at Terminal 4 at JFK International Airport – from more than 36 minutes to just 17. This result came even though the total number of international passengers arriving through the terminal jumped by more than 300,000 over the same period last year. Just last year, Terminal 4 had the worst wait times of the surveyed airports, with average maximum lines of 2 hours and extremes of 3 to 5 hours.

Average wait times at the other JFK terminals were also reduced year over year, but by substantially smaller amounts. Terminal 1 received 16 automated kiosks in January.

JFK's Terminal 4 also witnessed a major reduction in wait times when the greatest number of flights was arriving. In fact, wait times when eight or more flights were arriving at the same time dropped by an estimated 29 minutes compared with last year, and maximum averages were cut by 60 minutes. GGA's analyses demonstrate that additional staffing during these influxes of heavy passenger traffic helped alleviate wait times.

GGA Chairman Joe Sitt said, "It's good news for millions of passengers that the public pressure brought on CBP is driving down wait times, but the Federal Government has to make our airports a real priority to fix the problem for the long term. That means bringing new technology to automate the passport process to all of the terminals in the New York market, and providing enough staffing to serve the biggest international arrivals airports in the country. Our airports are too important to the region's and the nation's brand to allow the horrific wait times passengers endured last year."

KEY FINDINGS IN THE NEW CUSTOMS WAIT TIME DATA

- Overall, average wait times at JFK were down more than 10 minutes since the installation of the new automated kiosks in October
- Newark Airport had the shortest average Customs wait time, at almost 17 minutes, while Miami International Airport had the longest wait times at over 26 minutes
- While every terminal saw a small reduction in wait times, Terminal 4 at JFK with the new kiosks had the greatest reduction in wait times at more than 19 minutes
- Maximum wait times still range at nearly an hour at both JFK and Miami airports
- Newark Airport saw a reduction of more than 6 minutes in average wait time over last year

METHODOLOGY

The data used in this study is based on available public information from US Customs and Border Protection. This data shows the number of passengers processed on flights arriving in each hour of each day based on time to clear Passport Control.

Change Over Time – February 2013 to February 2014

Airport	Terminal	Avg WT (mins)	Avg Max WT (mins)	Avg No. of Pax to Open Booths	Total Pax over 4 month period
JFK	All	-10.50	-12.67	-0.60	+153,501
	American	-2.99	-11.03	-2.01	+6,225
	British	-3.23	-5.91	-1.39	+54,477
	Terminal 1	-3.10	-5.85	+0.70	+102,247
	Terminal 4	-19.44	-23.54	+1.40	+234,100
Newark	All	-4.23	-8.66	-2.10	+4,729
	Terminal B	-2.63	-5.77	-1.03	+69,352
	Terminal C	-6.60	-12.39	-3.43	-64,623
Miami	All	-3.67	-8.20	+1.09	+92,860
LAX	All	+3.19	+3.08	+2.99	+150,572
Chicago	All	-6.52	-7.94	+2.11	+102,393

Nov 2012-Feb 2013 Airport Customs Wait Times

Airport	Terminal	Avg WT (mins)	Avg Max WT (mins)	Avg No. of Pax to Open Booths	Total Pax over 4 month period
JFK	All	31.69	57.50	24.20	3,520,033
	American	27.09	55.80	26.28	654,528
	British	22.67	43.37	24.04	357,960
	Terminal 1	31.87	59.28	22.32	721,162
	Terminal 4	36.43	67.01	22.77	1,542,835
Newark	All	20.96	40.88	27.88	1,389,663
	Terminal B	19.87	38.60	25.70	805,851
	Terminal C	22.46	43.81	30.66	583,812
Miami	All	29.84	59.10	23.45	3,129,793
LAX	All	19.49	40.73	21.78	2,407,075
Chicago	All	23.84	50.50	28.30	1,159,058

Nov 2013-Feb 2014 Airport Customs Wait Times

Airport	Terminal	Avg WT (mins)	Avg Max WT (mins)	Avg No. of Pax to Open Booths	Total Pax over 4 month period
JFK	All	21.18	44.83	23.61	3,673,534
	American	24.10	44.77	24.26	660,753
	British	19.44	37.46	22.65	412,437
	Terminal 1	28.77	53.43	23.02	823,409
	Terminal 4	17.00	43.47	24.17	1,776,935
Newark	All	16.73	32.22	25.78	1,394,392
	Terminal B	17.24	32.83	24.68	875,203
	Terminal C	15.87	31.42	27.23	519,189
Miami	All	26.17	50.90	24.54	3,222,653
LAX	All	22.68	43.81	24.77	2,557,647
Chicago	All	17.32	42.57	30.41	1,261,451

Flight Frequency at JFK Terminal 4

No. of flights per hr	Time Frame	Avg WT (mins)	Avg Max WT (mins)	Avg No. of Pax to Open Booths
8+	Nov 2012-Feb 2013	47.47	111.50	47.06
	Nov 2013-Feb 2014	18.31	57.80	42.26
9+	Nov 2012-Feb 2013	51.34	121.40	50.33
	Nov 2013-Feb 2014	18.78	60.15	45.10
10+	Nov 2012-Feb 2013	49.40	123.13	57.22
	Nov 2013-Feb 2014	18.82	62.61	48.75

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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.