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NEW DATA: JFK HAD LONGEST CUSTOMS WAIT TIMES AMONG TOP 10 BUSIEST INTERNATIONAL US AIRPORTS IN 2015

*NEWARK IMPROVES CUSTOMS WAIT TIMES FROM 2014
JFK WAITS MORE THAN DOUBLE THE SPEEDIEST LINES*

(NEW YORK) — A new analysis of U.S. Customs wait times released today by the Global Gateway Alliance found that JFK Airport had the longest waits among the nation's 10 busiest international airports, followed by San Francisco and Miami.

The study, which compared the top 10 U.S. airports for international passenger traffic, calculated the average wait time for each airport in 2015, as well as the maximum wait times (full tables below).

Key Findings

- JFK had the longest waits at Customs, with the average passenger taking 25 minutes to clear Customs, more than double that of the airport with the shortest wait times, Washington Dulles, and a more than 13 percent increase from last year.
- Newark, by contrast, improved from last year, with wait times dropping from almost 20 minutes in 2014 to just under 18 minutes in 2015. The airport ranked in the top 5 for shortest wait times.
- San Francisco had the second longest waits at roughly 25 minutes, followed by Miami at 23 minutes. Los Angeles, fourth, was the only other airport with wait times over 20 minutes.
- Washington Dulles had the shortest wait times at just over 11 minutes, while Atlanta had the second shortest at 12 minutes. Dallas-Fort Worth came in third at just under 15 minutes.

JFK's increase in Customs wait times reversed a two-year trend of reduced wait times at the airport following the installation of Automated Passport Control (APC) kiosks at several of the terminals. The kiosks, stationed before Customs booths, sped up the process for taking passenger information and brought an increased focus on reducing wait times.

Joe Sitt, Chairman and Founder of Global Gateway Alliance, said, "JFK is the nation's gateway to the world, so it is unacceptable that visitors arriving in New York are once again being met with long and grueling lines at Customs. It is past time for CBP to step up and roll out automatic passport kiosks in every terminal and boost manpower to match the needs of an airport that welcomes 13 million international arrivals a year."

Recommendations

1. **Customs Kiosks for All Terminals:** Automated Passport Control (APC) kiosks reduce wait times by up to 20 percent and increase security at our airports, so it makes good common sense for CBP to finally fund the roll out of this important technology at all international NY and NJ terminals to ensure passengers are processed expeditiously and safely.
2. **Increased Manpower:** CBP must staff its Customs booths to match demand at the airports, because even though kiosks reduce wait times, all passengers must still be processed by a Customs agent before passing through to baggage claim. CBP must continue to monitor staffing and deploy additional agents at high traffic periods to alleviate delays and ensure our airports are kept safe.
3. **Elimination of Paper Forms:** CBP has committed to eliminating all paper forms by 2016 and we urge them to stick to this goal. Doing away with paper forms will free up agents to focus on what matters; maintaining the safety of our entryways.

Table 1: Top 10 US Airports for Int'l Traffic Ranked by Longest Average Customs Wait Times in 2015

RANK	AIRPORT	AVG WAIT TIME	MAX WAIT TIME
1	John F. Kennedy (JFK)	25.04	54.95
2	San Francisco (SFO)	24.66	45.12
3	Miami (MIA)	22.43	54.31
4	Los Angeles (LAX)	20.14	42.39
5	Houston George Bush (IAH)	19.68	51.48
6	Newark Liberty (EWR)	17.90	38.05
7	Chicago O'Hare (ORD)	16.17	42.88
8	Dallas-Fort Worth (DFW)	14.83	43.35
9	Atlanta Hartsfield-Jackson (ATL)	12.05	41.62
10	Washington Dulles (IAD)	11.19	34.03

Table 2.1: Customs Wait Times at Newark Liberty, 2014-2015

Time Frame		Avg WT	Change (Mins)	Change	Max WT	Change (Mins)	Change	Pax	Change (Pax)	Change
Jan	2015	18.81	1.70	9.96%	36.86	4.21	12.90%	191,965	5,848.00	3.14%
	2014	17.11			32.65			186,117		
Feb	2015	18.17	2.01	12.44%	36.23	5.22	16.83%	163,676	12,622.00	8.36%
	2014	16.16			31.01			151,054		
Mar	2015	17.76	-0.38	-2.10%	37.96	2.51	7.08%	217,032	4,123.00	1.94%
	2014	18.14			35.45			212,909		
Apr	2015	20.81	-2.46	-10.55%	43.00	0.05	0.12%	214,151	-17,096.00	-7.39%
	2014	23.27			42.94			231,247		
May	2015	18.50	-3.48	-15.85%	40.19	-1.62	-3.88%	215,349	-2,865.00	-1.31%
	2014	21.98			41.82			218,214		
Jun	2015	17.91	-3.85	-17.70%	40.72	-1.36	-3.22%	220,599	-5,740.00	-2.54%
	2014	21.76			42.07			226,339		
Jul	2015	17.88	-2.13	-10.64%	40.10	-1.22	-2.95%	265,402	3,800.00	1.45%
	2014	20.01			41.32			261,602		
Aug	2015	19.02	-1.19	-5.88%	40.88	-0.23	-0.55%	261,213	-3,464.00	-1.31%
	2014	20.21			41.11			264,677		
Sep	2015	17.74	-3.71	-17.29%	37.40	-2.99	-7.39%	198,615	-16,476.00	-7.66%
	2014	21.45			40.39			215,091		
Oct	2015	16.05	-4.06	-20.21%	34.10	-5.23	-13.30%	200,519	-9,112.00	-4.35%
	2014	20.11			39.33			209,631		
Nov	2015	15.22	-2.76	-15.35%	33.71	-0.62	-1.81%	183,020	-4,169.00	-2.23%
	2014	17.99			34.33			187,189		
Dec	2015	16.13	-3.12	-16.22%	34.81	-2.16	-5.85%	190,396	271.00	0.14%
	2014	19.25			36.97			190,125		
Year	2015	17.90	-2.08	-10.40%	38.05	-0.37	-0.96%	2,521,937	-32,258.00	-1.26%
	2014	19.98			38.42			2,554,195		

Table 2.2: Customs Wait Times at JFK, 2014-2015

Time Frame		Avg WT	Change (Mins)	Change	Max WT	Change (Mins)	Change	Pax	Change (Pax)	Change
Jan	2015	22.21	1.34	6.42%	48.37	3.03	6.68%	440,173	-50,602.00	-
	2014	20.87			45.34			490,775		10.31%
Feb	2015	19.85	-0.29	-1.44%	41.82	-1.01	-2.36%	342,294	-46,659.00	-
	2014	20.14			42.83			388,953		12.00%
Mar	2015	21.95	0.59	2.74%	48.62	0.02	0.03%	461,956	-38,102.00	-7.62%
	2014	21.37			48.61			500,058		
Apr	2015	25.20	1.15	4.77%	54.34	2.38	4.59%	518,921	-33,232.00	-6.02%
	2014	24.06			51.95			552,153		
May	2015	27.47	6.47	30.78%	59.64	13.71	29.87%	524,663	-32,449.00	-5.82%
	2014	21.00			45.92			557,112		
Jun	2015	23.12	5.15	28.65%	52.42	11.79	29.01%	548,997	-28,433.00	-4.92%
	2014	17.97			40.63			577,430		
Jul	2015	25.44	4.96	24.22%	59.29	12.66	27.14%	654,975	-26,755.00	-3.92%
	2014	20.48			46.63			681,730		
Aug	2015	27.75	0.92	3.44%	64.29	3.08	5.03%	703,626	-34,318.00	-4.65%
	2014	26.83			61.21			737,944		
Sep	2015	28.89	4.61	18.96%	64.03	10.39	19.38%	570,890	2,698.00	0.47%
	2014	24.29			53.64			568,192		
Oct	2015	24.52	0.66	2.75%	52.47	1.07	2.08%	522,071	-18,090.00	-3.35%
	2014	23.86			51.40			540,161		
Nov	2015	23.55	1.55	7.07%	53.59	6.16	12.98%	420,086	3,481.00	0.84%
	2014	21.99			47.43			416,605		
Dec	2015	26.60	4.76	21.82%	58.11	12.89	28.51%	446,153	8,290.00	1.89%
	2014	21.83			45.22			437,863		
Year	2015	25.04	2.82	12.71%	54.95	6.44	13.27%	6,154,805	-	-4.56%
	2014	22.22			48.51			6,448,976	294,171.00	

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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_NYNY and 'Like' the organization on Facebook at <http://on.fb.me/UsqxGw>.

GGA's board of directors includes: **Joseph Sitt** (Chairman), CEO, Thor Equities; **Stuart Appelbaum** (Vice President), President of the Retail, Wholesale and Department Store Union; **Angelo Genova**, Founding Partner at Genova Burns and a former New Jersey Commissioner of the Port Authority; **Chris Giamo**, Regional President for TD Bank; **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; **Tom Wright**, Executive Director of the Regional Plan Association; **Kathryn Wylde**, President of the Partnership for New York City, and **Tim Zagat**, Co-Founder and Co-Chair of Zagat Survey.