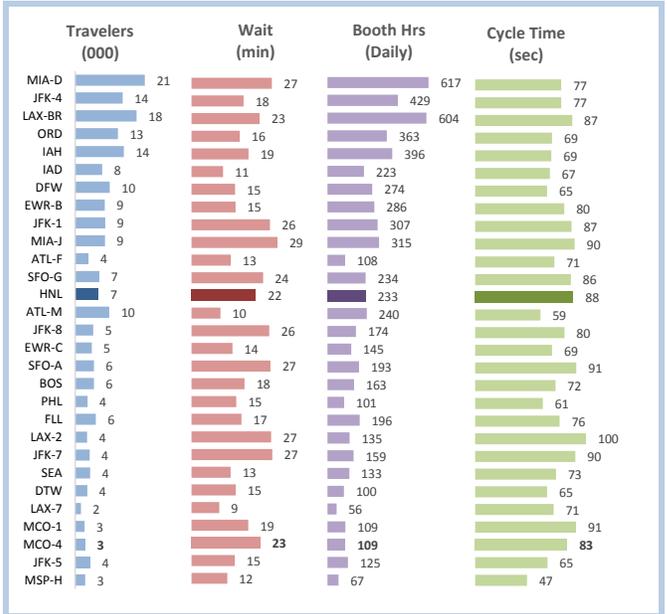


### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	6,929	6,682	247	4%
Global Entry, APC, & MPC	8%	1%	7%	700%
Non-Automated	92%	99%	-7%	-7%
United States Citizens	12.7%	12.3%	+0.3%	3%
Non-immigrants	85.4%	85.7%	-0.3%	0%
Legal Permanent Residents	2.0%	2.0%	-0.0%	-1%
Average Daily Flights (#)	31	29	1	5%
<b>Wait Time</b>				
Average Primary Wait (m)	21.8	22.3	-0.5	-2%
% Travelers < 60 minutes	97%	98%	-1%	-1%
% Travelers > 120 mins	0.04%	0.01%	+0.03%	486%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	233	230	2	1%
<b>Efficiency</b>				
Average Cycle Time (s)	88.3	90.8	-2.5	-3%
Max Hourly Throughput / booth	40.8	39.7	1.1	3%
Average Utilization	73%	73%	0%	0%

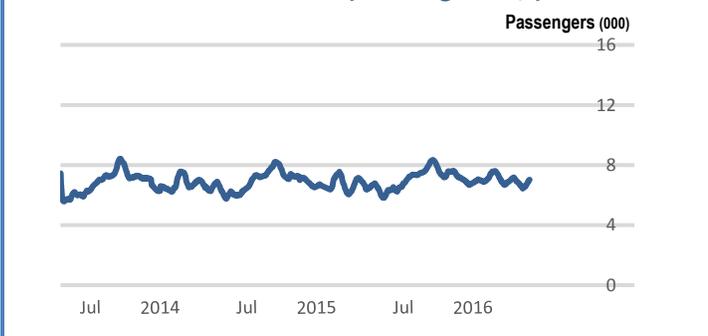
### Compared to other major airports ...



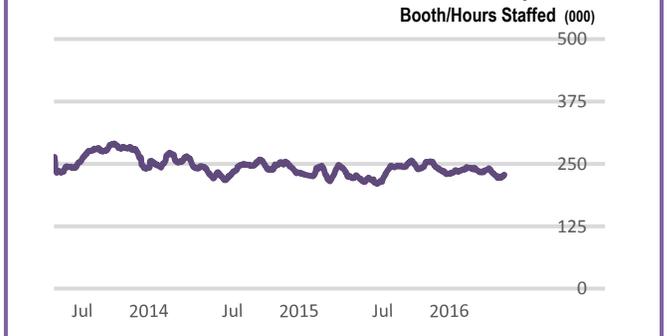
### Implementation of APC helped reduce wait times

- Travel volume increased at Honolulu.** Traveler volume increased 4% compared to last year, but is virtually unchanged since 2013. 8% of arriving travelers are processed with automated solutions. APC has recently been implemented. 70% of Honolulu's traffic arrives in a four hour period (8am-Noon), and 85% of travelers are non-immigrants.
- More booths being staffed to meet demand.** Booth hours increased 1% compared to a year ago, from 230 booth hours last year to 233 booth hours this year. HNL would benefit from the growth of APC and promoting Global Entry (currently 1% of traffic share) despite it's 86% share of non-immigrants.
- Recent decrease in wait time.** Honolulu passengers wait 2% less than last year, from 22.3 minutes a year ago to 21.8 minutes this year. The recent implementation of APC has reversed the upward trend in wait time.
- Cycle time is 2.5 seconds faster.** Average cycle time (88.3 seconds) is down from 90.8 seconds a year ago, increasing max hourly throughput by 1.1 passengers per booth, per hour. Cycle time will further improve as APC increases.

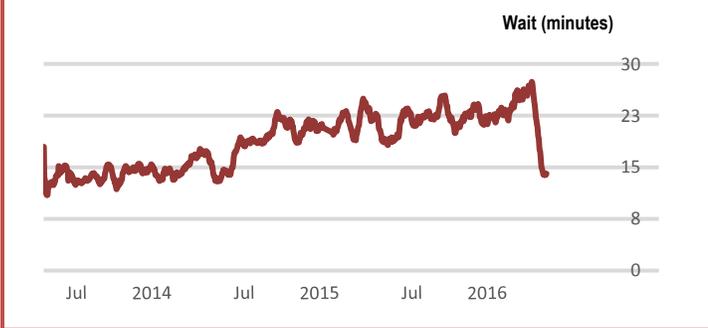
### Traveler Volume ... relatively unchanged for 3 years



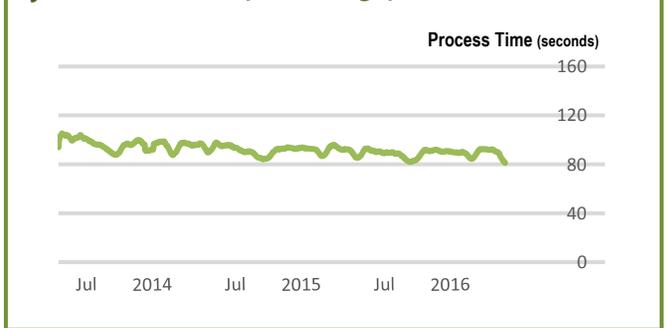
### Booth Hours ... 1% more booth hours than last year



### Wait Time ... recent decrease



### Cycle Time ... slowly decreasing cycle times



## Best Practice Inventory

**Honolulu Main Terminal Best Practice Assessment:** HNL Main Terminal has implemented few best practices. There has been an 8% increase from YTD 2015 to YTD 2016 in passengers processed by Global Entry. Available best practices could reduce Honolulu waits and staff challenges.

<b>1%</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>7%</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

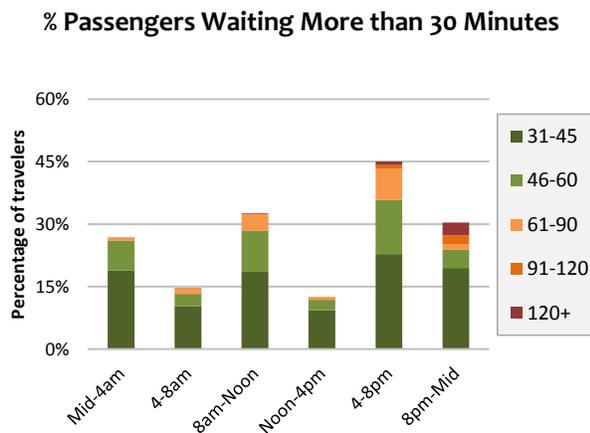
**Legend**

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

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.

### 28% of passengers wait more than 30 minutes

Year to date, approximately 4% of Honolulu passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 45% of passengers wait more than 30 minutes.



### Honolulu staffs well to peak traffic

70% of Honolulu's daily passengers (1,210 per hour) arrive between 8am and Noon. By staffing 41 booths during this time period, average wait time is 24 minutes, higher than the daily average (21.8). Opening an extra booth during 4am-8am may reduce wait time leading into peak hours.

