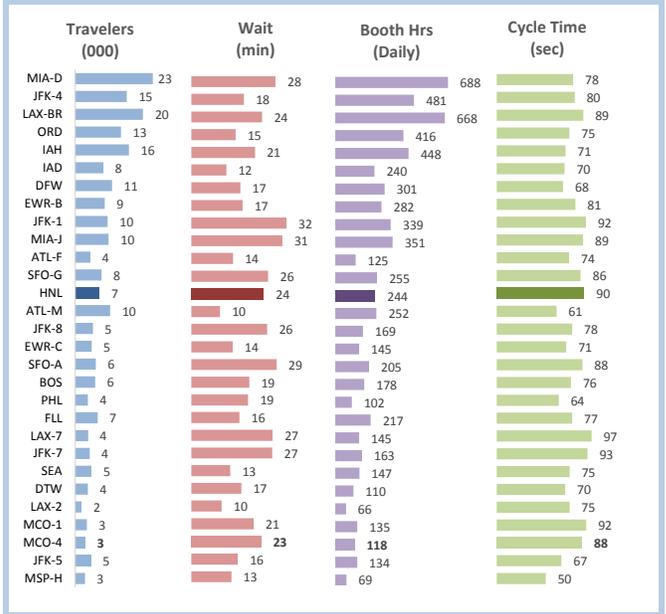


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	7,188	6,690	499	7%
Global Entry, APC, & MPC	1%	1%	0%	0%
Non-Automated	99%	99%	+0%	0%
United States Citizens	13.3%	13.6%	-0.2%	-2%
Non-immigrants	84.1%	83.9%	+0.2%	0%
Legal Permanent Residents	2.5%	2.6%	-0.0%	-1%
Average Daily Flights (#)	32	31	1	4%
Wait Time				
Average Primary Wait (m)	24.5	22.2	2.3	10%
% Travelers < 60 minutes	96%	97%	-1%	-1%
% Travelers > 120 mins	0.08%	0.01%	+0.08%	896%
Primary Booth Hours				
Average Daily Booth Hours	244	231	13	5%
Efficiency				
Average Cycle Time (s)	90.0	92.6	-2.6	-3%
Max Hourly Throughput / booth	40.0	38.9	1.1	3%
Average Utilization	74%	74%	-1%	-1%

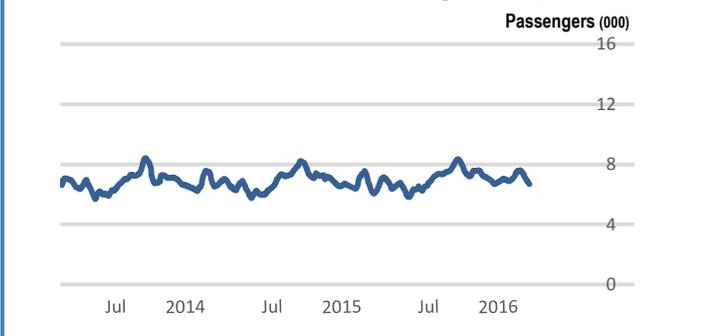
Compared to other major airports ...



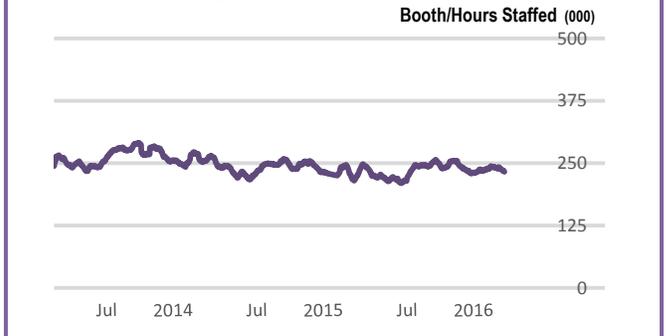
Wait times increased by 10%; automation and flight spacing are needed

- Travel volume increased at Honolulu.** Traveler volume increased 7% compared to last year, and is virtually unchanged since 2013. Only 1% of arriving travelers are processed with automated solutions (Global Entry). APC and MPC have not been implemented. 67% of Honolulu's traffic arrives in a four hour period (8am-Noon), and 84% of travelers are non Immigrants.
- More booths being staffed to meet demand.** Booth hours increased 5% compared to a year ago. An insufficient increase in booth hours may have adversely impacted wait times. HNL would benefit from adopting APC and promoting Global Entry (currently 1% of traffic share) despite it's 84% share of non-immigrants.
- Sharp increase in wait time.** Honolulu passengers wait 10% longer than last year. Insufficient booth hours is the primary cause for the increase.
- Cycle time is 2.6 seconds faster.** Average cycle time (90 seconds) is down from 92.6 seconds a year ago. This has not been enough to offset insufficient booths.

Traveler Volume ... relatively unchanged for 3 years



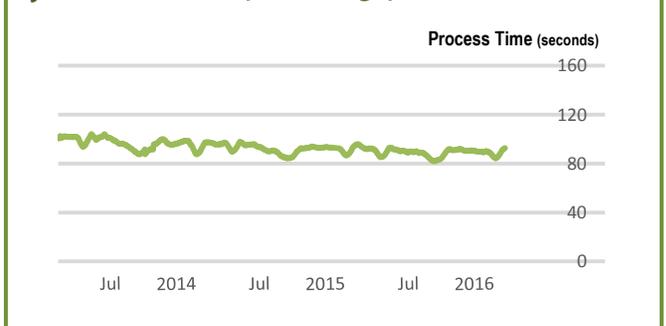
Booth Hours ... 5% more booth hours than last year



Wait Time ... sharp, recent increases



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 1% increase from YTD 2015 to YTD 2016 in passengers processed by Global Entry. Available best practices could reduce Honolulu waits and staff challenges.

1%	GE Traveler %	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.
0%	APC Traveler %	
0%	MPC Traveler %	

 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

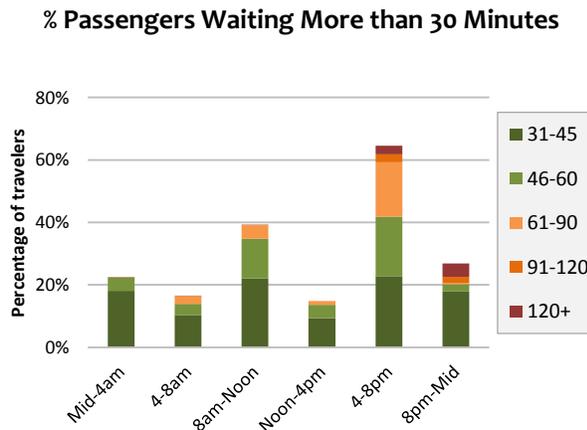
Legend

 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.

33% 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, 65% of passengers wait more than 30 minutes.



Honolulu staffs well to peak traffic

67% of Honolulu's daily passengers (1,192 per hour) arrive between 8am and Noon. By staffing 42 booths during this time period, average wait time is 27 minutes, only slightly higher than the daily average (24.5). Although very few passengers are affected, wait times are longest from 4pm to Midnight.

