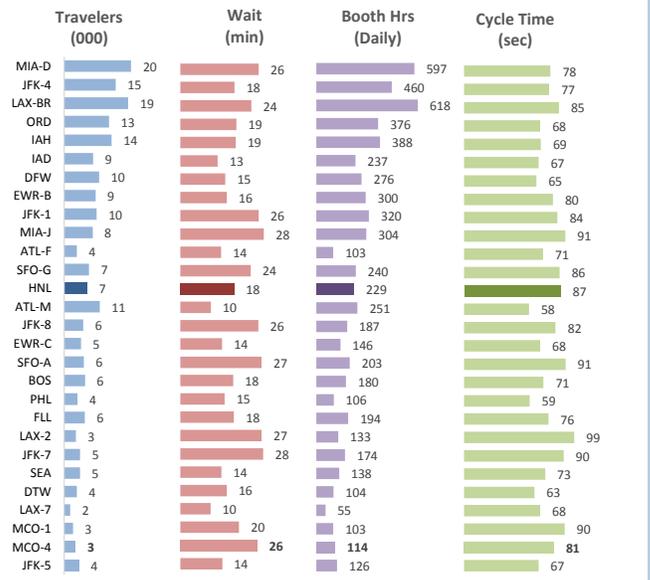


### Key Metrics

Volume	YTD 2016	YTD 2015	Change	% Change
Average Daily Travelers	6,801	6,514	287	4%
Global Entry, APC, & MPC	16%	1%	15%	1500%
Non-Automated	84%	99%	-15%	-15%
United States Citizens	12.6%	12.5%	+0.1%	1%
Non-immigrants	85.3%	85.4%	-0.1%	0%
Legal Permanent Residents	2.1%	2.1%	-0.0%	-2%
Average Daily Flights (#)	31	29	2	6%
Wait Time				
Average Primary Wait (m)	18.1	21.7	-3.6	-17%
% Travelers < 60 minutes	98%	98%	0%	0%
% Travelers > 120 mins	0.03%	0.03%	-0.01%	-22%
Primary Booth Hours				
Average Daily Booth Hours	229	225	4	2%
Efficiency				
Average Cycle Time (s)	86.9	90.8	-3.9	-4%
Max Hourly Throughput / booth	41.4	39.7	1.8	4%
Average Utilization	72%	73%	-1%	-2%

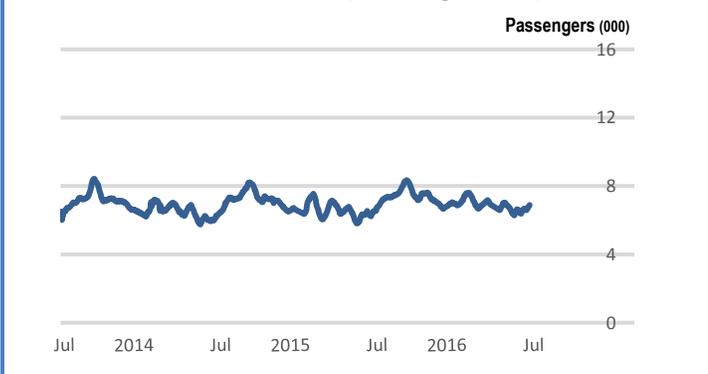
### Compared to other major airports ...



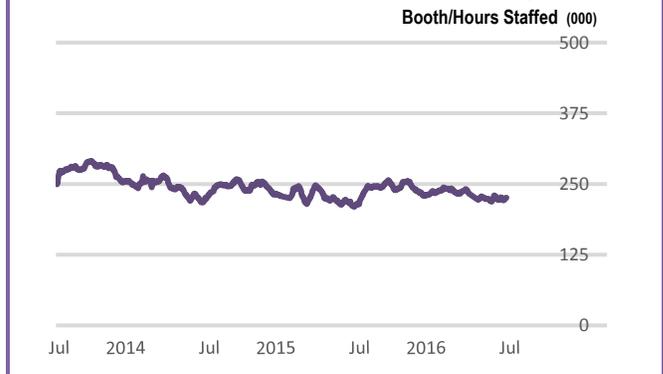
### Implementation of APC continues to reduce wait times

- Travel volume increased at Honolulu.** Traveler volume increased 4% compared to last year, but is virtually unchanged since 2013. 16% 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 2% compared to a year ago, from 225 booth hours last year to 229 booth hours this year. HNL would benefit from the growth of APC and promoting Global Entry (currently 1% of traffic share) despite it's 85% share of non-immigrants.
- Recent decrease in wait time.** Honolulu passengers wait 17% less than last year, from 21.7 minutes a year ago to 18.1 minutes this year. The recent implementation of APC has reversed the upward trend in wait time.
- Cycle time is 3.9 seconds faster.** Average cycle time (86.9 seconds) is down from 90.8 seconds a year ago, increasing max hourly throughput by 1.8 passengers per booth, per hour. Cycle time will further improve as APC increases.

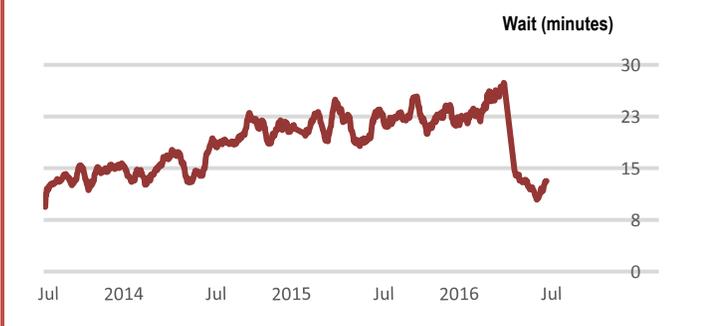
#### Traveler Volume ... relatively unchanged for 3 years



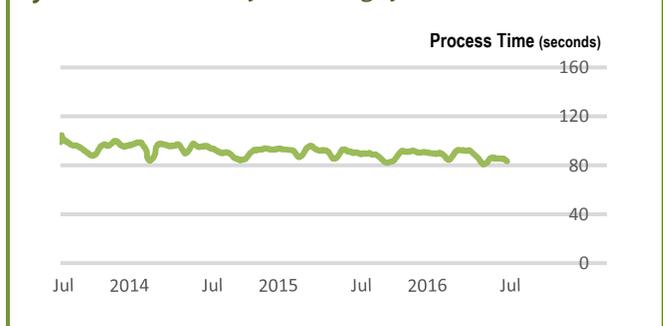
#### Booth Hours ... 2% more booth hours than last year



#### 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. 16% of travelers are now processed by automated technologies like Global Entry and APC, up from 1% last year. 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>15%</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

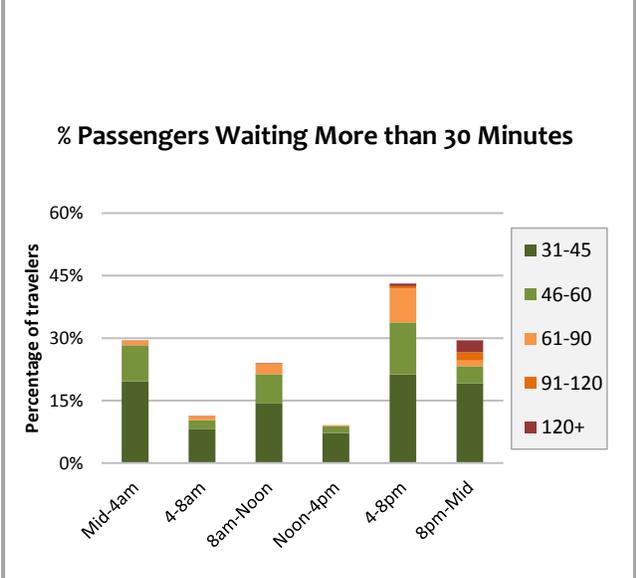
  

**Legend**

	Fully Implemented		Partially Implemented / Not Available		Not Implemented
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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.

**21% of passengers wait more than 30 minutes**  
 While very few Honolulu passengers wait more than 1 hour (about 2%), approximately 21% of passengers wait more than 30 minutes. Between the hours of 4pm to 8pm, 43% of passengers wait more than 30 minutes.



**Long waits in extreme off-peak hours**  
 70% of Honolulu's daily passengers (1,180 per hour) arrive between 8am and Noon. By staffing 39 booths during this time period, average wait time is 20 minutes, higher than the daily average (18.1). Waits are much higher in off-peak (4pm to 4am). HNL may wish to consider a strategy to prepare for delayed flights during off peak times.

