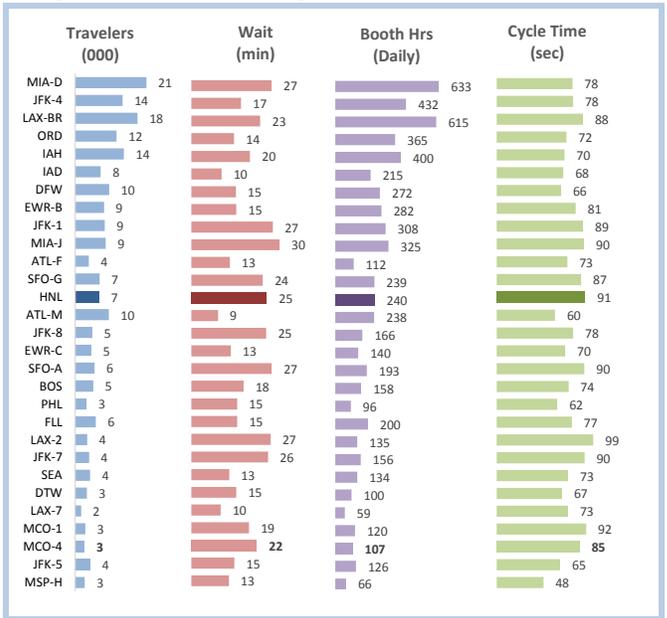


### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	7,109	6,827	281	4%
Global Entry, APC, & MPC	1%	1%	0%	0%
Non-Automated	99%	99%	+0%	0%
United States Citizens	11.8%	11.8%	-0.0%	0%
Non-immigrants	86.1%	86.1%	-0.0%	0%
Legal Permanent Residents	2.1%	2.1%	+0.0%	2%
Average Daily Flights (#)	32	30	1	5%
<b>Wait Time</b>				
Average Primary Wait (m)	25.4	22.7	2.7	12%
% Travelers < 60 minutes	95%	97%	-2%	-2%
% Travelers > 120 mins	0.05%	0.01%	+0.04%	466%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	240	237	4	2%
<b>Efficiency</b>				
Average Cycle Time (s)	91.0	92.4	-1.4	-2%
Max Hourly Throughput / booth	39.6	38.9	0.6	2%
Average Utilization	75%	74%	1%	1%

### Compared to other major airports ...



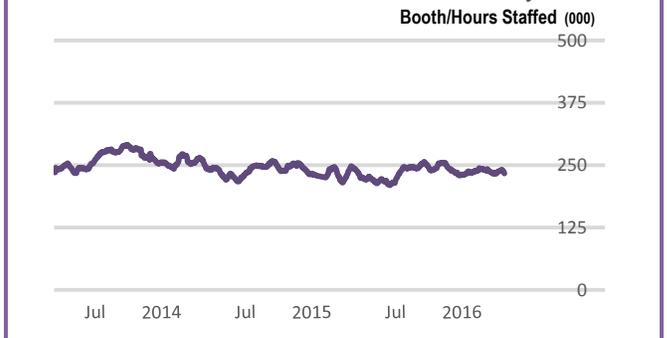
### Wait times increased by 12%; automation and flight spacing are needed

- Travel volume increased at Honolulu.** Traveler volume increased 4% 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. 69% of Honolulu's traffic arrives in a four hour period (8am-Noon), and 86% of travelers are non Immigrants.
- More booths being staffed to meet demand.** Booth hours increased 2% compared to a year ago, but have not kept pace with volume. HNL would benefit from adopting APC and promoting Global Entry (currently 1% of traffic share) despite it's 86% share of non-immigrants.
- Sharp increase in wait time.** Honolulu passengers wait 12% longer than last year. Insufficient booth hours is the primary cause for the increase.
- Cycle time is 1.4 seconds faster.** Average cycle time (91 seconds) is down from 92.4 seconds a year ago. This has not been enough to offset wait time.

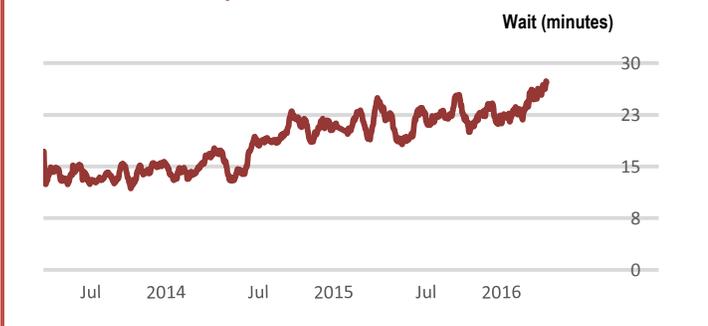
### Traveler Volume ... relatively unchanged for 3 years



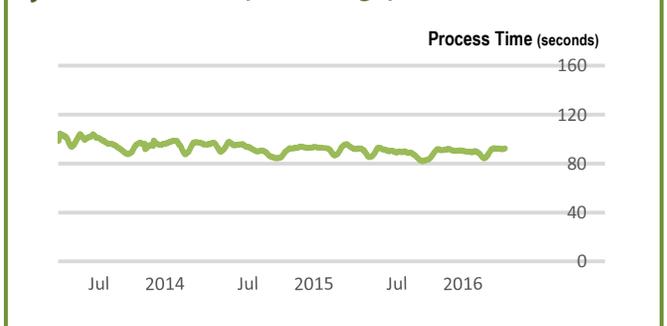
### Booth Hours ... 2% more booth hours than last year



### Wait Time ... sharp 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.

<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>0%</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

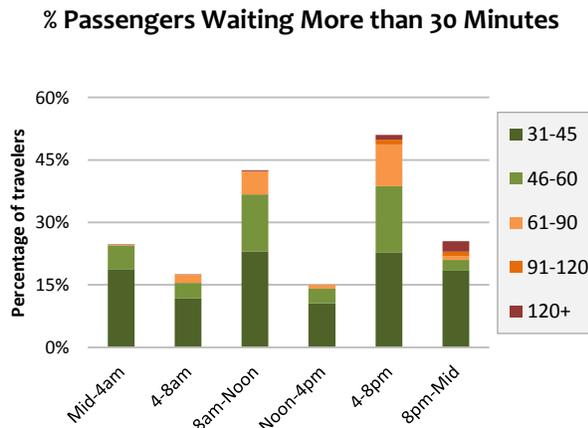
  

 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices 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.

### 36% of passengers wait more than 30 minutes

Year to date, approximately 5% of Honolulu passengers wait more than 1 hour. Between the hours of 4pm to 8pm, 51% of passengers wait more than 30 minutes.



### Honolulu staffs well to peak traffic

69% of Honolulu's daily passengers (1,215 per hour) arrive between 8am and Noon. By staffing 42 booths during this time period, average wait time is 29 minutes, higher than the daily average (25.4). Opening an extra booth during 4am-8am may reduce wait time leading into peak hours.

