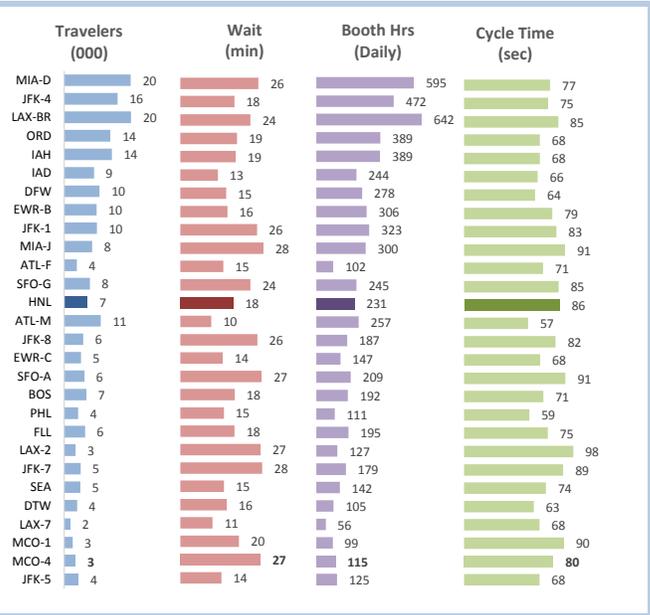


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	6,895	6,617	278	4%
Global Entry, APC, & MPC	18%	1%	17%	1700%
Non-Automated	82%	99%	-17%	-17%
United States Citizens	12.9%	12.7%	+0.2%	2%
Non-immigrants	85.0%	85.1%	-0.2%	0%
Legal Permanent Residents	2.1%	2.1%	-0.0%	-1%
Average Daily Flights (#)	31	29	2	6%
Wait Time				
Average Primary Wait (m)	17.8	21.7	-3.9	-18%
% Travelers < 60 minutes	98%	98%	0%	0%
% Travelers > 120 mins	0.02%	0.03%	-0.01%	-22%
Primary Booth Hours				
Average Daily Booth Hours	231	227	4	2%
Efficiency				
Average Cycle Time (s)	85.8	90.5	-4.7	-5%
Max Hourly Throughput / booth	42.0	39.8	2.2	6%
Average Utilization	71%	73%	-2%	-3%

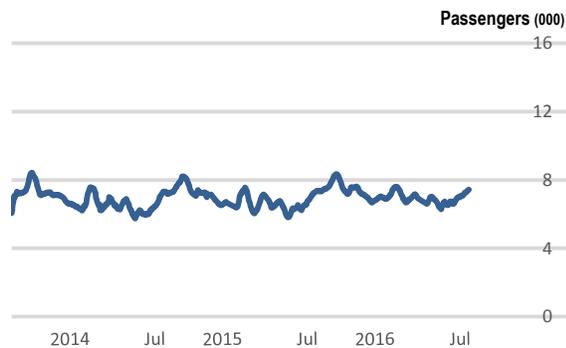
Compared to other major airports ...



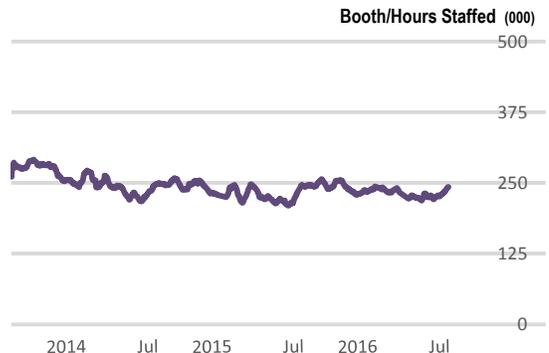
Implementation of APC continues to reduce wait times

- Travel volume increased at Honolulu.** Traveler volume increased 4% compared to last year, but is virtually unchanged since 2013. 18% of arriving travelers are processed with automated solutions. APC was deployed in March 2016.
- More booths being staffed to meet demand.** Booth hours increased 2% compared to a year ago, from 227 booth hours last year to 231 booth hours this year. HNL would benefit from the growth of APC and promoting Global Entry (currently 1% of traffic share) despite its 85% share of non-immigrants.
- Recent decrease in wait time.** Honolulu passengers wait 18% less than last year, from 21.7 minutes a year ago to 17.8 minutes this year. The recent implementation of APC has reversed the upward trend in wait time.
- Cycle time is 4.7 seconds faster.** Average cycle time (85.8 seconds) is down from 90.5 seconds a year ago, increasing max hourly throughput by 2.2 passengers per booth, per hour. Cycle time will further improve as APC increases.

Traveler Volume ... relatively unchanged for 3 years



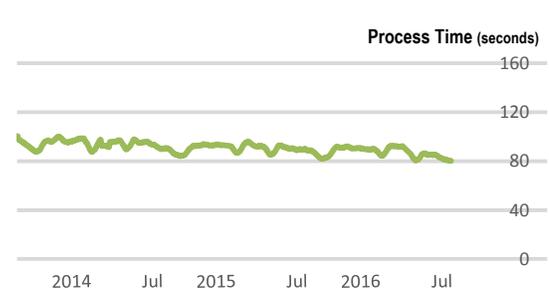
Booth Hours ... 2% more booth hours than last year



Wait Time ... recent decrease

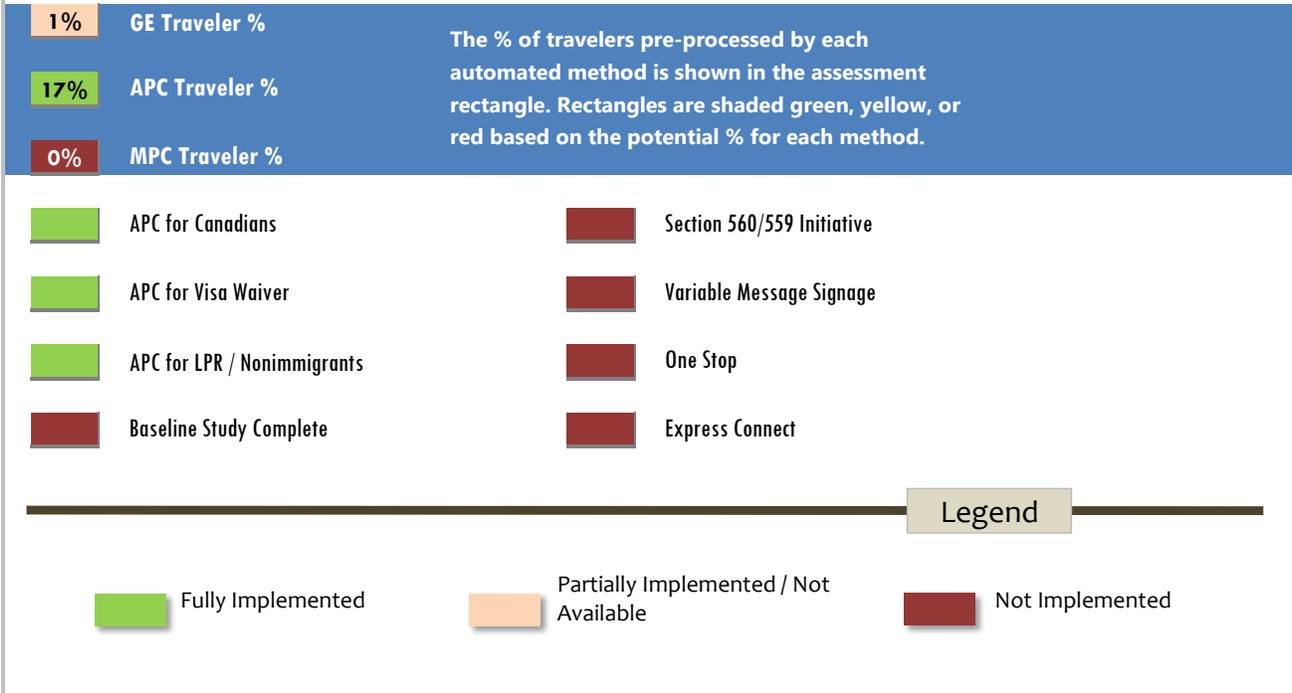


Cycle Time ... slowly decreasing cycle times



Best Practice Inventory

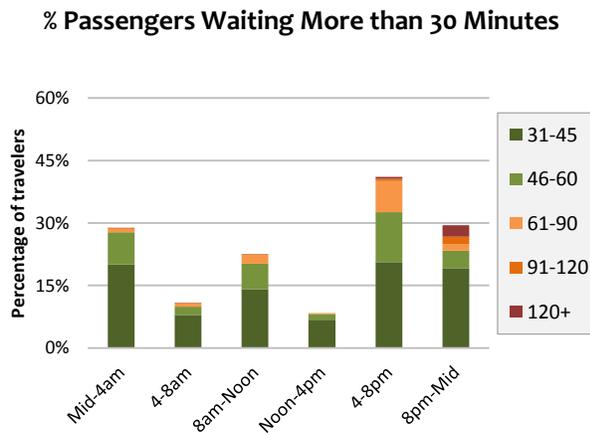
Honolulu Main Terminal Best Practice Assessment: HNL Main Terminal has implemented few best practices. 18% of travelers are now processed by automated technologies like Global Entry and APC, up from 1% last year. APC is available at HNL not only to US Citizens, but also Canadians, Visa Waiver country travelers, and Lawful Permanent Residents.



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.

20% of passengers wait more than 30 minutes

While very few Honolulu passengers wait more than 1 hour (about 2%), approximately 20% of passengers wait more than 30 minutes. Between the hours of 4pm to 8pm, 41% of passengers wait more than 30 minutes.



Long waits in extreme off-peak hours

70% of Honolulu's daily passengers (1,197 per hour) arrive between 8am and Noon. By staffing 39 booths during this time period, average wait time is 19 minutes, higher than the daily average (17.8). 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.

Intraday Volume, Wait Times, and Booth Hours

