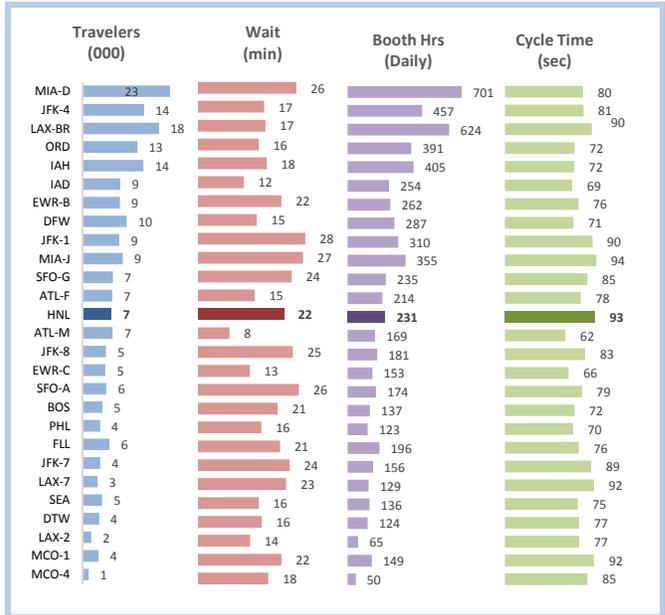


**Key Metrics**

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	6,690	6,977	-288	-4%
Global Entry & APC	1%	0%	1%	146%
Non-Automated	99%	100%	-1%	-1%
United States Citizens	14%	12.2%	+1.4%	11%
Non-immigrants	84%	85.4%	-1.5%	-2%
Legal Permanent Residents	2.6%	2.4%	+0.1%	6%
Average Daily Flights (#)	31	32	-2	-5%
<b>Wait Time</b>				
Average Primary Wait (m)	22.2	14.3	7.9	55%
% Travelers < 60 minutes	97%	100%	-3%	-3%
% Travelers > 120 mins	0.01%	0.00%	+0.01%	153%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	231	263	-32	-12%
<b>Efficiency</b>				
Average Cycle Time (s)	92.6	94.9	-2.3	-2%
Max Hourly Throughput / booth	38.9	37.9	0.9	2%
Average Utilization	74%	70%	5%	6%

Compared to other major airports ...



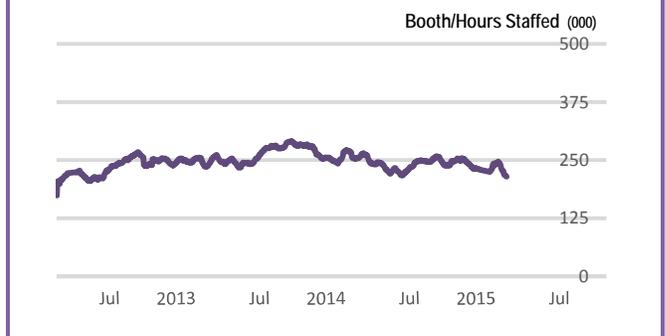
**Decreased booth staffing leads to longer waits**

- **Travel volume is slightly down at Honolulu.** Traveler volume decreased 4% compared to last year. 1% of arriving travelers are processed without automated solutions such as Global Entry or APC, most likely due to the large proportion of non-immigrant travelers.
- **Fewer booths being opened** Booth hours decreased 12% compared to a year ago. Increasing the number of booths during off-peak hours can contribute to lower wait times.
- **Sharp increase in wait time.** Honolulu passengers wait 55% longer (7.9 minutes) than last year. Contributing factors to the increase of average wait times is the increase of off-peak arrivals, high saturation of non-immigrant travelers, and fewer booth hours to process travelers.
- **Cycle time is 2.3 seconds faster.** Average cycle time (92.6 seconds) is down from 94.9 seconds a year ago. This has not been enough to offset fewer booths. Honolulu will achieve efficiencies when APC is implemented and passengers begin to utilize GE.

**Traveler Volume ... slight decrease compared to last year**



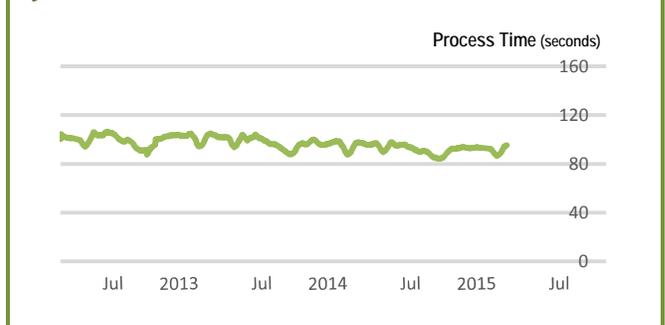
**Booth Hours ... 12% less booth hours than last year**



**Wait Time ... sharp, recent increases**



**Cycle Time ... decreased cycle times**



## Best Practice Inventory

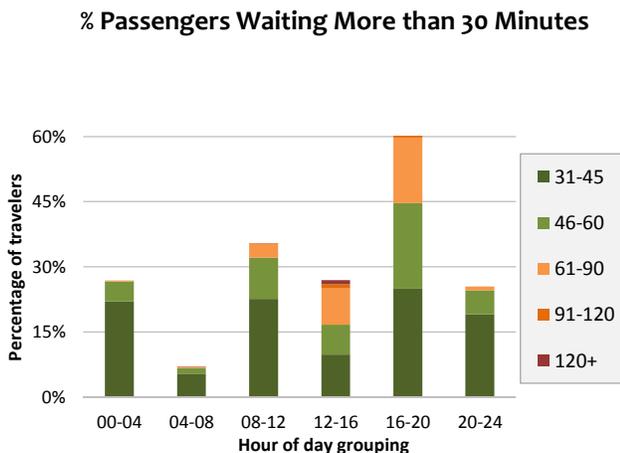
**Honolulu Main Terminal Best Practice Assessment:** HNL Main Terminal has implemented a few best practices. There has been a 1% increase in passengers processed by Global Entry. Full utilization of the available best practices could reduce Honolulu waits and staff challenges.

 GE Implemented	 APC Implemented	 APC for Visa Waiver		
 MPC Implemented	 APC for Canadians	 APC for Legal Permanent Residents / Nonimmigrants		
 Section 560/559 Initiative	<div style="border: 1px solid black; padding: 5px;"> <p> GE Traveler %      The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method.</p> <p> APC Traveler %</p> <p> MPC Traveler %</p> </div>			
 Variable Message Signage				
 One Stop				
 Express Connect				
 Baseline Study Complete				
<b>Legend</b>				
 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 and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not implementing any of the best practices. A green "assessment circle" indicates the best practice has been properly and fully implemented. Red means the best practice is not in place. Orange indicates implementation is not available, or has occurred but on a limited basis and achieves less than optimal results.

### 29% of passengers wait more than 30 minutes

While very few passengers wait more than 1 hour (about 3%), approximately 29% wait more than 30 minutes. Between the hours of 8 am and 12 pm, 35% of HNL Main Terminal passengers wait more than 30 minutes.



### More off-peak booths required

71% of Honolulu's daily passengers (1,180 per hour) arrive between 8 am and 12 pm. By staffing 42 booths during this time period, average wait time is 25 minutes is still higher than the daily average (22.2). HNL could use more staffing in off peak hours to lower average wait time.

