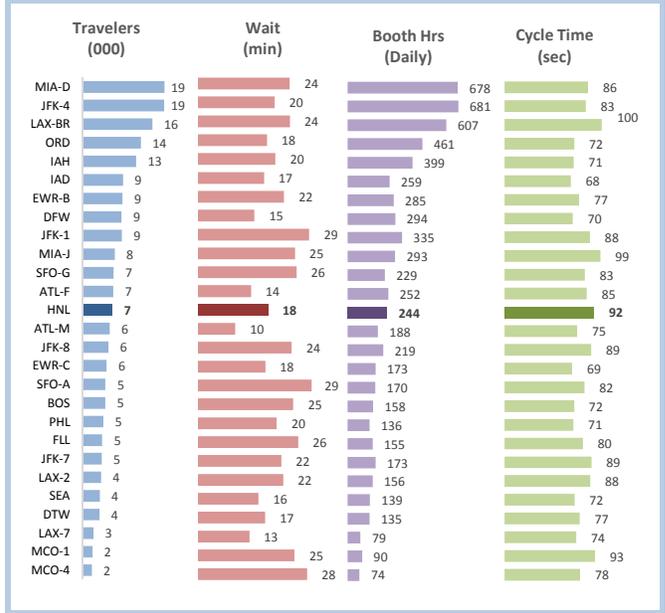


Key Metrics

	YTD 2014	YTD 2013	Change %	Change
Volume				
Average Daily Travelers	6,904	6,827	78	1%
Global Entry & APC	0%	0%	0%	73%
Non-Automated	100%	100%	-0%	0%
United States Citizens	12.4%	12.3%	+0.1%	1%
Non-immigrants	86.3%	86.3%	-0.0%	0%
Legal Permanent Residents	1.3%	1.4%	-0.1%	-7%
Average Daily Flights (#)	30	31	0	-1%
Wait Time				
Average Primary Wait (m)	18.1	14.4	3.8	26%
% Travelers < 60 minutes	99%	100%	-1%	-1%
% Travelers > 120 mins	0.01%	0.03%	-0.01%	-57%
Primary Booth Hours				
Average Daily Booth Hours	244	263	-18	-7%
Efficiency				
Average Cycle Time (s)	92.1	97.3	-5.2	-5%
Max Hourly Throughput / booth	39.1	37.0	2.1	6%
Average Utilization	72%	70%	2%	3%

Compared to other major airports ...



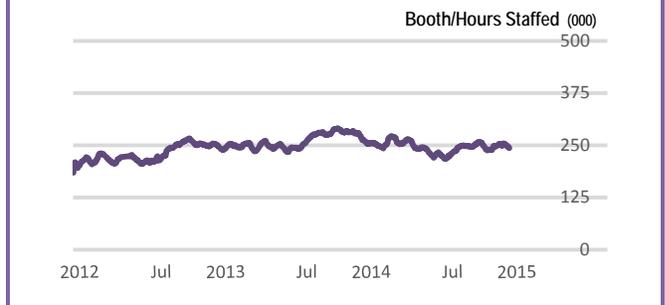
Decreased booth staffing leads to longer waits

- **Travel volume unchanged at Honolulu.** Traveler volume increased 1% compared to last year. All arriving travelers are processed without automated solutions such as Global Entry and APC, most likely due to the large proportion of non-immigrant travelers.
- **Fewer booths being opened** Booth hours decreased 7% compared to a year ago. This decrease in booth hours has had an adverse effect on wait times.
- **Sharp increase in wait time.** While relatively low compared to other airports, Honolulu passengers wait 26% longer 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 5 seconds faster.** Average cycle time (92.1 seconds) is down from 97.4 seconds a year ago. This has not been enough to offset fewer booths. Honolulu will achieve further efficiencies when APC is fully implemented.

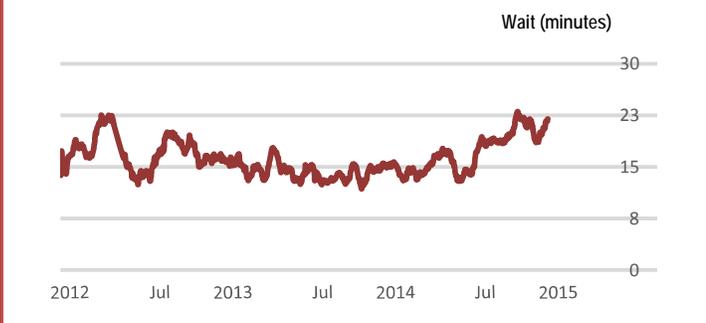
Traveler Volume ... slight growth



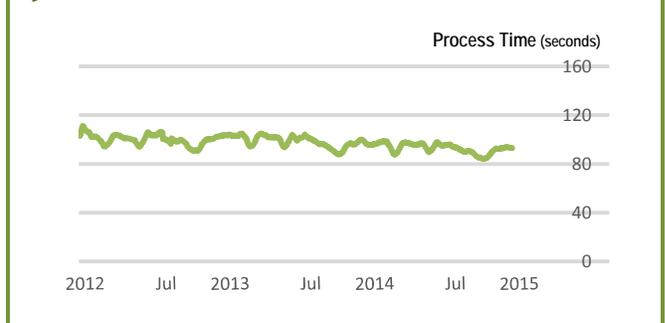
Booth Hours ... 6% less booth hours than last year



Wait Time ... sharp, recent increases

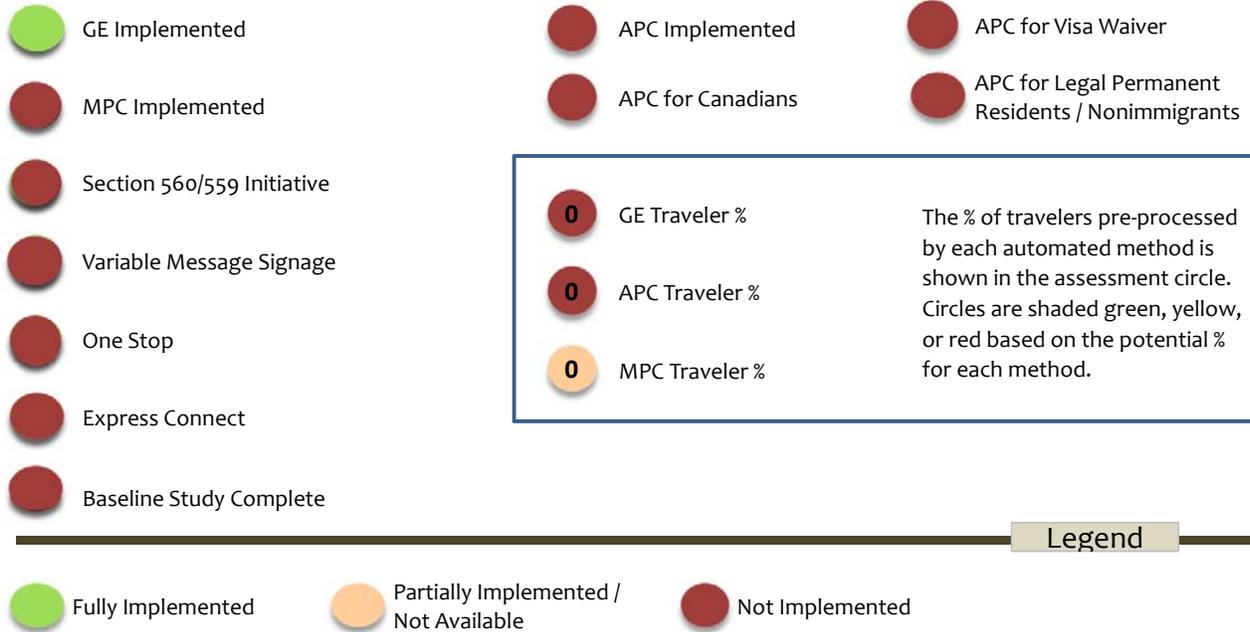


Cycle Time ... decreased cycle times



Best Practice Inventory

Honolulu Main Terminal Best Practice Assessment: HNL Main Terminal has implemented few best practices. There has been no increase in passengers processed by Global Entry. Available best practices could reduce Honolulu waits and staff challenges.

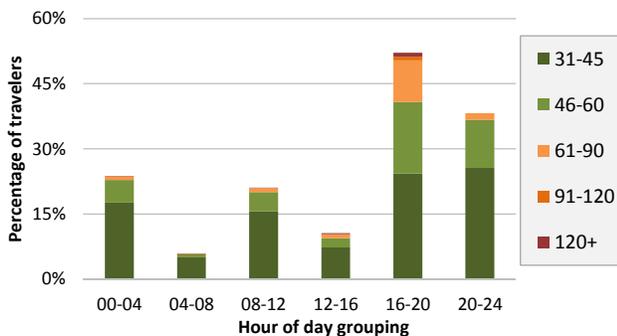


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion and wait times at airports. If all of the best practices are implemented, an airport could reduce its wait times as much as 50 percent compared to not 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.

19% of passengers wait more than 30 minutes

While very few passengers wait more than 1 hour (about 1%), approximately 19% wait more than 30 minutes. Between the hours of 8 am and 12 pm, 19% of HNL Main Terminal passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



Honolulu staffs well to peak traffic

73% of Honolulu's daily passengers (1,100 per hour) arrive between 8 am and 12 pm. By staffing nearly 42 booths during this time period, average wait time is 17.7 minutes, lower than the daily average.

Intraday Volume, Wait Times, and Booth Hours

