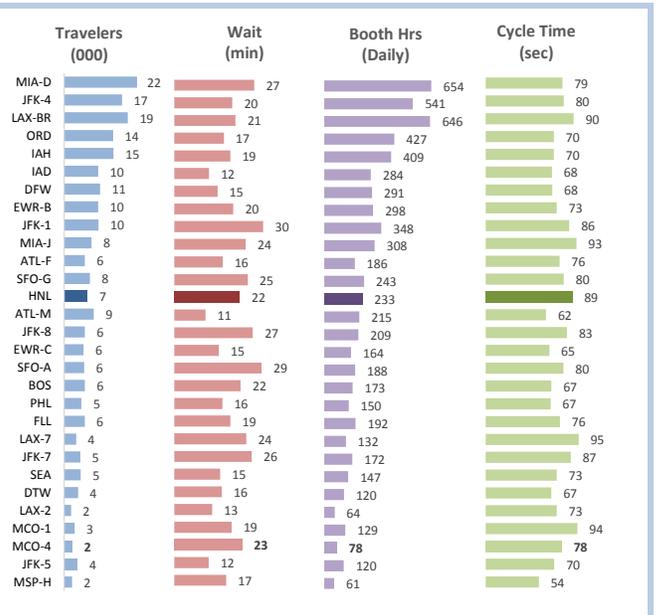


Key Metrics

Volume	YTD 2015	YTD 2014	Change	% Change
Average Daily Travelers	6,933	6,858	75	1%
Global Entry, APC, & MPC	1%	0%	1%	0%
Non-Automated	99%	100%	-1%	-1%
United States Citizens	12.6%	12.0%	+0.7%	6%
Non-immigrants	85.2%	85.9%	-0.7%	-1%
Legal Permanent Residents	2.2%	2.1%	+0.0%	2%
Average Daily Flights (#)	29	30	-2	-5%
Wait Time				
Average Primary Wait (m)	22.1	17.4	4.7	27%
% Travelers < 60 minutes	98%	99%	-2%	-2%
% Travelers > 120 mins	0.02%	0.01%	+0.01%	71%
Primary Booth Hours				
Average Daily Booth Hours	233	244	-11	-5%
Efficiency				
Average Cycle Time (s)	88.8	92.0	-3.1	-3%
Max Hourly Throughput / booth	40.5	39.1	1.4	4%
Average Utilization	73%	72%	2%	2%

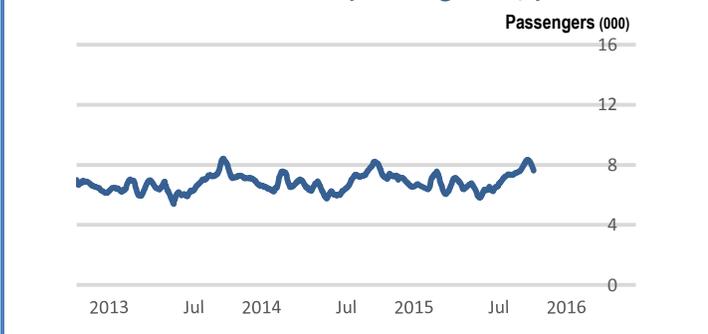
Compared to other major airports ...



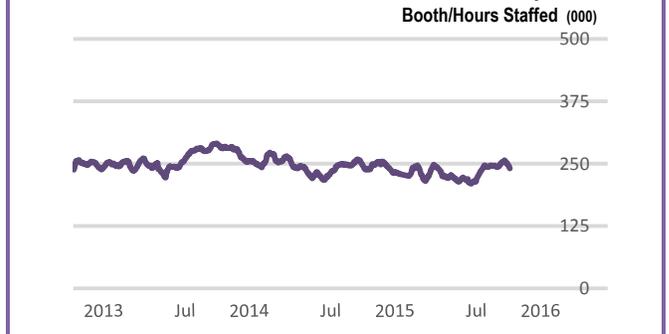
Wait times increased by 27%; automation and flight spacing are needed

- **Travel volume slightly increased at Honolulu.** Traveler volume increased 1% compared to last year, and is virtually unchanged since 2013. All but 1% of arriving travelers are processed without automated solutions (Global Entry). APC and MPC have not been implemented. 74% of Honolulu's traffic arrives in a four hour period (8am-Noon).
- **Fewer booths being opened.** Booth hours decreased 5% compared to a year ago. A decrease in booth hours may have adversely impacted wait times. HNL would benefit from adopting APC and promoting Global Entry (currently 1% of traffic share) despite it's 85% share on non-immigrants.
- **Sharp increase in wait time.** Honolulu passengers wait 27% longer than last year. Fewer booth hours is primary cause for the increase.
- **Cycle time is 3.1 seconds faster.** Average cycle time (88.8 seconds) is down from 92 seconds a year ago. This has not been enough to offset fewer booths.

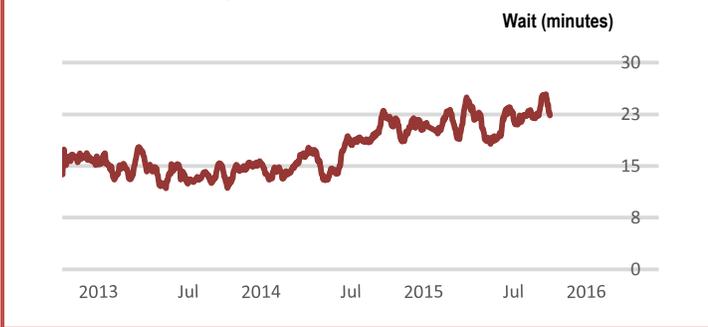
Traveler Volume ... relatively unchanged for 3 years



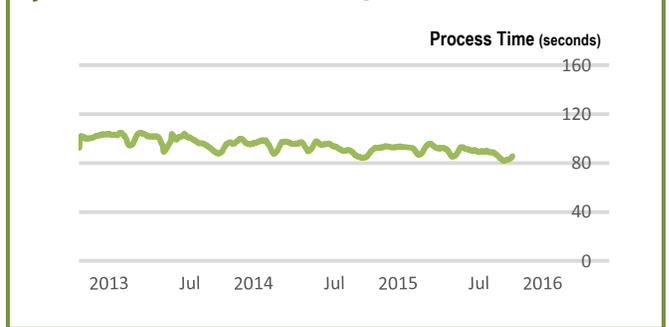
Booth Hours ... 5% fewer booth hours than last year



Wait Time ... sharp, recent 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 2014 to YTD 2015 in passengers processed by Global Entry. Available best practices could reduce Honolulu waits and staff challenges.

1%	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.
0%	APC Traveler %	
0%	MPC Traveler %	

	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

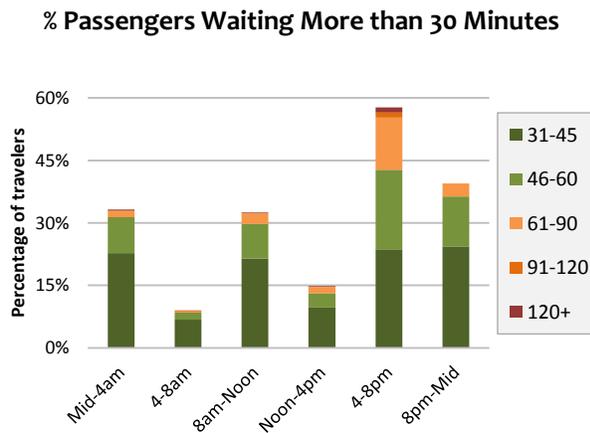
Legend

	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 circle" 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.

28% of passengers wait more than 30 minutes

While very few Honolulu passengers wait more than 1 hour (about 3%), approximately 28% of passengers wait more than 30 minutes. Between the hours of 4pm to 8pm, 58% of passengers wait more than 30 minutes.



Honolulu staffs well to peak traffic

74% of Honolulu's daily passengers (1,243 per hour) arrive between 8am and Noon. By staffing 39 booths during this time period, average wait time is 24 minutes, only slightly higher than the daily average (22.1). Although very few passengers are affected, wait times are longest from 4pm to Midnight.

