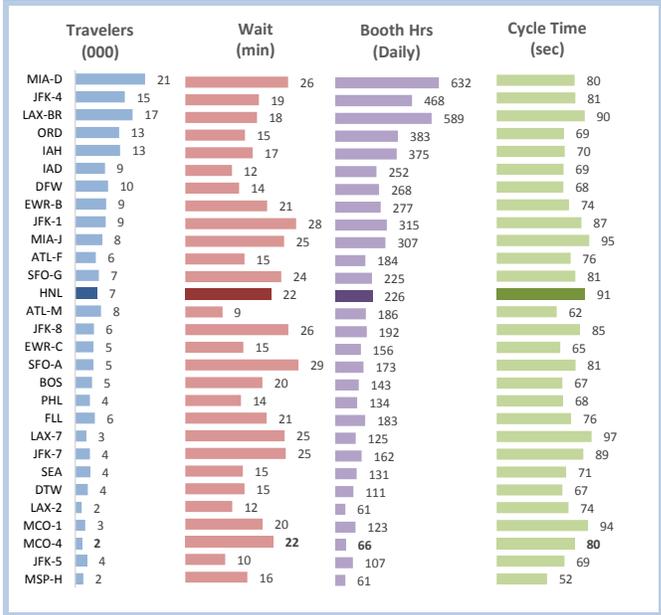


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	6,558	6,497	61	1%
Global Entry, APC, & MPC	1%	0%	1%	0%
Non-Automated	99%	100%	-1%	-1%
United States Citizens	12.5%	11.8%	+0.7%	6%
Non-immigrants	85.4%	86.2%	-0.7%	-1%
Legal Permanent Residents	2.1%	2.1%	+0.0%	2%
Average Daily Flights (#)	29	30	-1	-4%
Wait Time				
Average Primary Wait (m)	21.7	15.7	6.0	39%
% Travelers < 60 minutes	98%	100%	-2%	-2%
% Travelers > 120 mins	0.03%	0.00%	+0.03%	558%
Primary Booth Hours				
Average Daily Booth Hours	226	242	-16	-7%
Efficiency				
Average Cycle Time (s)	90.8	94.8	-4.0	-4%
Max Hourly Throughput / booth	39.7	38.0	1.7	4%
Average Utilization	73%	71%	2%	3%

Compared to other major airports ...



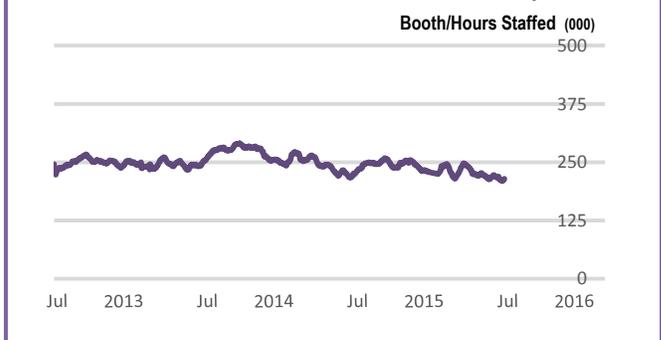
Wait times increased by 39%

- **Travel volume slightly increased at Honolulu.** Traveler volume increased 1% compared to last year. All but 1% of arriving travelers are processed without automated solutions such as Global Entry, APC and MPC, Honolulu traffic is likely to increase if these services are offered.
- **Fewer booths being opened.** Booth hours decreased 7% compared to a year ago. A decrease in booth hours has adversely impacted wait times and HNL is not maximizing it's potential by implementing APC and promoting Global Entry.
- **Sharp increase in wait time.** While relatively low compared to other airports, Honolulu passengers wait 39% 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 4 seconds faster.** Average cycle time (90.8 seconds) is down from 94.8 seconds a year ago. This has not been enough to offset fewer booths.

Traveler Volume ... relatively unchanged for 3 years



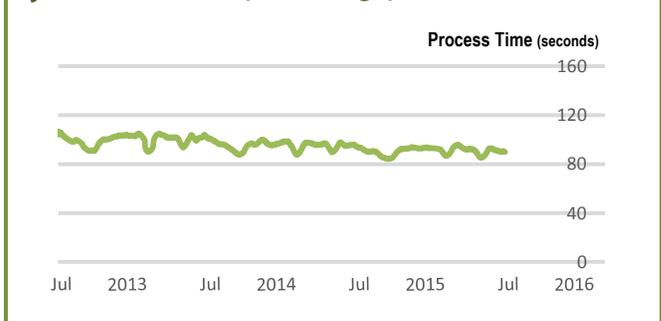
Booth Hours ... 7% fewer booth hours than last year



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

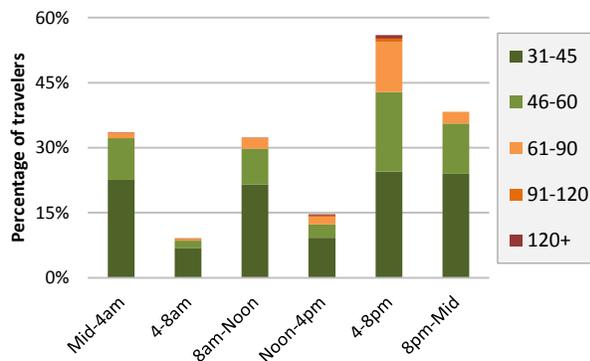
	Fully Implemented		Partially Implemented / Not Available		Not Implemented
--	-------------------	--	---------------------------------------	--	-----------------

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 2%), approximately 28% wait more than 30 minutes. Between the hours of 4pm to 8pm, 56% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



Honolulu staffs well to peak traffic

73% of Honolulu's daily passengers (1,190 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 (21.7). HNL could use more staffing in off peak hours to lower average wait time.

Intraday Volume, Wait Times, and Booth Hours

