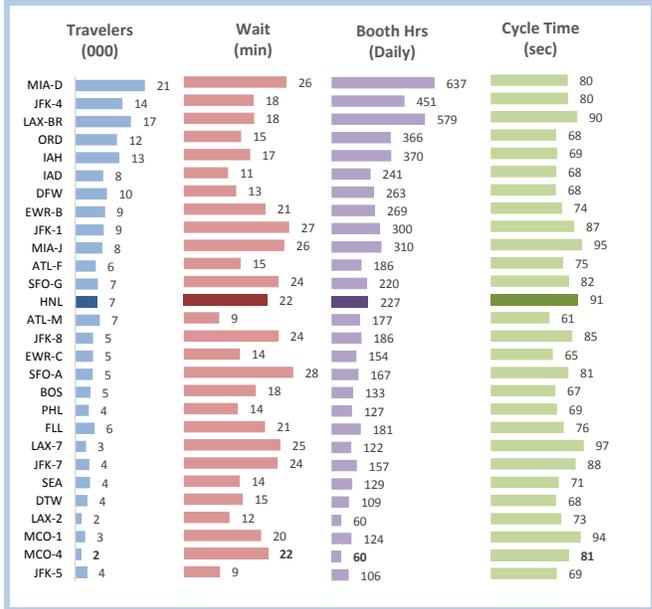


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	6,525	6,588	-63	-1%
Global Entry, APC, & MPC	1%	0%	1%	0%
Non-Automated	99%	100%	-1%	-1%
United States Citizens	12.7%	11.8%	+0.9%	7%
Non-immigrants	85.2%	86.1%	-0.9%	-1%
Legal Permanent Residents	2.1%	2.0%	+0.1%	3%
Average Daily Flights (#)	29	31	-1	-5%
<b>Wait Time</b>				
Average Primary Wait (m)	21.5	15.2	6.3	41%
% Travelers < 60 minutes	98%	100%	-2%	-2%
% Travelers > 120 mins	0.04%	0.00%	+0.04%	729%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	227	247	-20	-8%
<b>Efficiency</b>				
Average Cycle Time (s)	91.0	94.8	-3.8	-4%
Max Hourly Throughput / booth	39.5	38.0	1.6	4%
Average Utilization	73%	70%	2%	3%

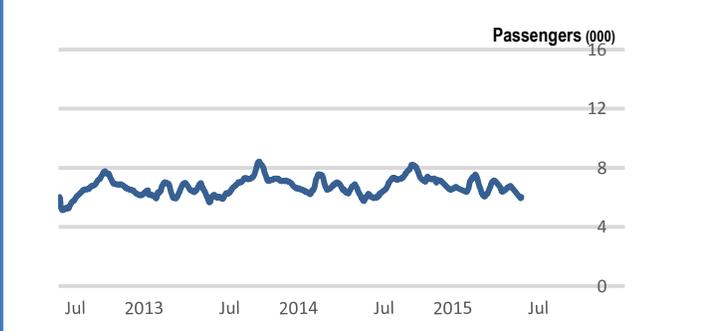
### Compared to other major airports ...



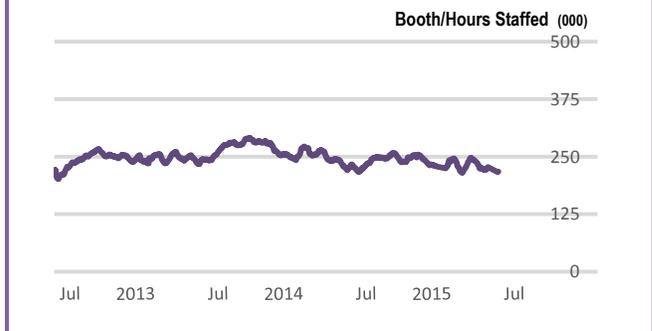
### 41% longer waits

- Travel volume slightly decreased at Honolulu.** Traveler volume decreased 1% compared to last year. All arriving travelers are processed without automated solutions such as APC, most likely due to the large proportion of non-immigrant travelers.
- Fewer booths being opened.** Booth hours decreased 8% 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 41% 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 3.8 seconds faster.** Average cycle time (91 seconds) is down from 94.8 seconds a year ago. This has not been enough to offset fewer booths. Honolulu will improve efficiency when APC is implemented and passengers begin to better utilize GE.

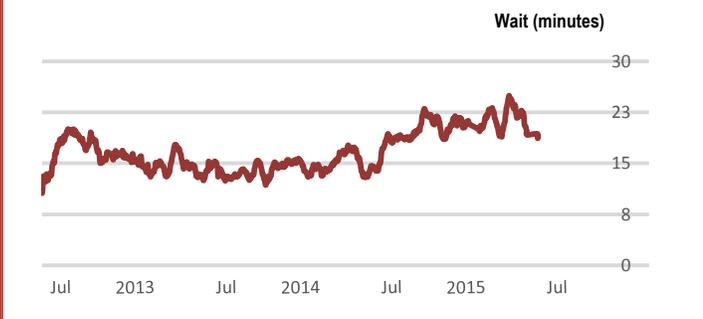
### Traveler Volume ... relatively unchanged for 3 years



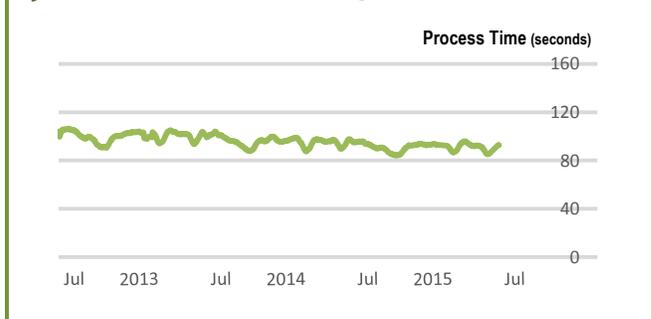
### Booth Hours ... 8% fewer booth hours than last year



### Wait Time ... sharp, recent increases

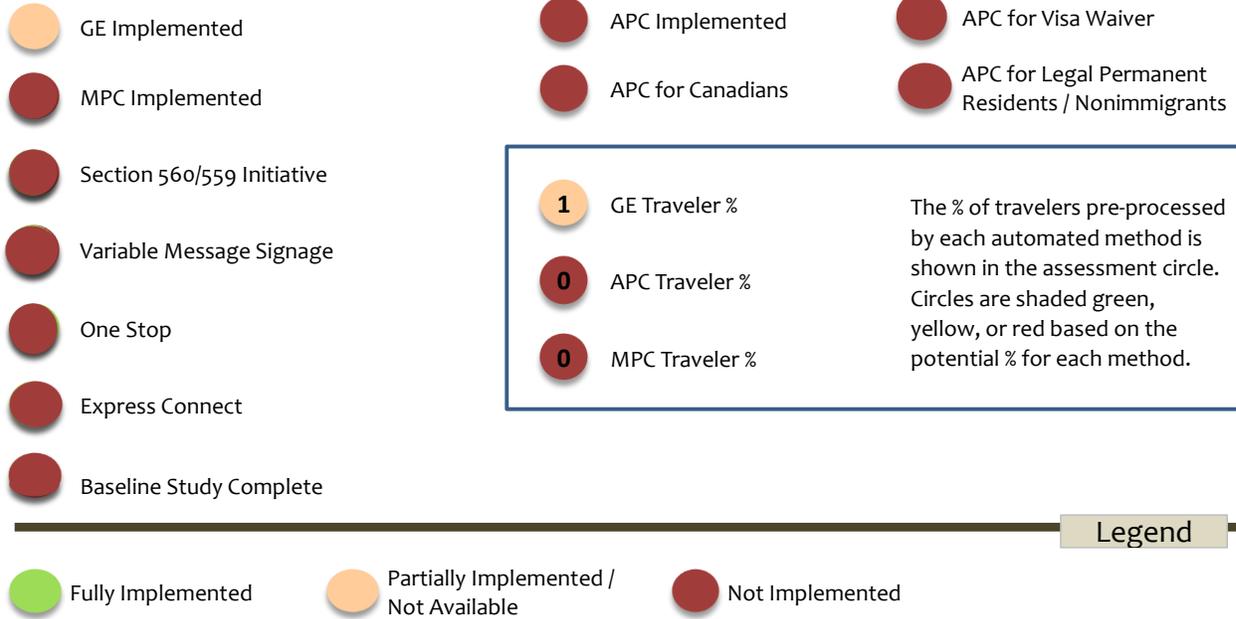


### Cycle Time ... slowly decreasing cycle times



## Best Practice Inventory

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

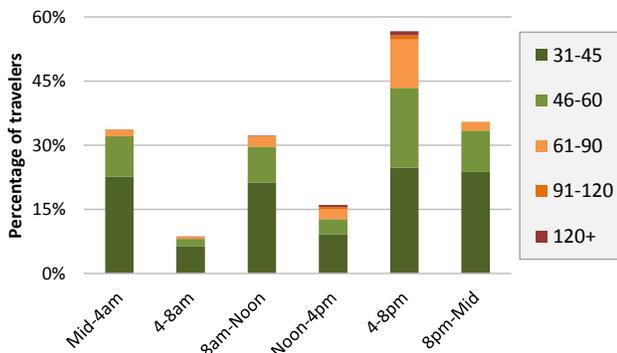


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

### 27% of passengers wait more than 30 minutes

While very few Honolulu passengers wait more than 1 hour (about 2%), approximately 27% wait more than 30 minutes. Between the hours of 4pm to 8pm, 57% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### Honolulu staffs well to peak traffic

72% of Honolulu's daily passengers (1,164 per hour) arrive between 8am and Noon. By staffing 40 booths during this time period, average wait time is 24 minutes, only slightly higher than the daily average (21.5). HNL could use more staffing in off peak hours to lower average wait time.

**Intraday Volume, Wait Times, and Booth Hours**

