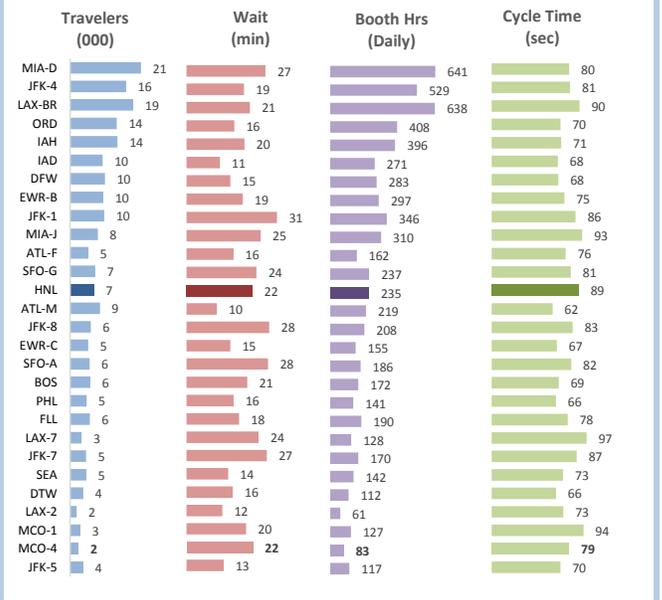


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	7,011	6,858	153	2%
Global Entry, APC, & MPC	1%	0%	1%	0%
Non-Automated	99%	100%	-1%	-1%
United States Citizens	11.9%	11.3%	+0.6%	6%
Non-immigrants	86.1%	86.8%	-0.7%	-1%
Legal Permanent Residents	2.0%	1.9%	+0.0%	2%
Average Daily Flights (#)	29	30	-1	-2%
<b>Wait Time</b>				
Average Primary Wait (m)	22.3	18.5	3.7	20%
% Travelers < 60 minutes	98%	99%	-1%	-1%
% Travelers > 120 mins	0.02%	0.01%	+0.01%	58%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	235	242	-6	-3%
<b>Efficiency</b>				
Average Cycle Time (s)	89.2	92.0	-2.8	-3%
Max Hourly Throughput / booth	40.4	39.1	1.2	3%
Average Utilization	74%	73%	1%	2%

### Compared to other major airports ...



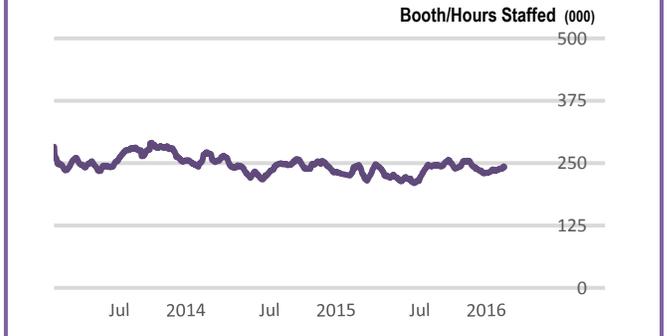
### Wait times increased by 20%; automation and flight spacing are needed

- Travel volume increased slightly at Honolulu.** Traveler volume increased 2% compared to last year, and is virtually unchanged since 2013. Only 1% of arriving travelers are processed with automated solutions (Global Entry). APC and MPC have not been implemented. 74% of Honolulu's traffic arrives in a four hour period (8am-Noon), and 86% of travelers are non Immigrants.
- Fewer booths being opened.** Booth hours decreased 3% 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 86% share of non-immigrants.
- Sharp increase in wait time.** Honolulu passengers wait 20% longer than last year. Fewer booth hours is the primary cause for the increase.
- Cycle time is 2.8 seconds faster.** Average cycle time (89.2 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



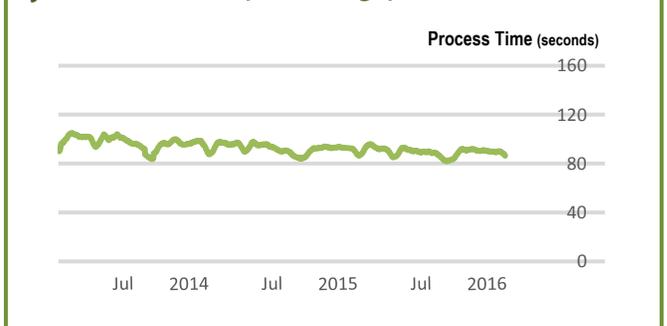
#### Booth Hours ... 3% fewer booth hours than last year



#### 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.

<b>1%</b>	<b>GE Traveler %</b>	The % of travelers pre-processed by each automated method is shown in the assessment rectangle. Rectangles are shaded green, yellow, or red based on the potential % for each method.
<b>0%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler %</b>	

 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

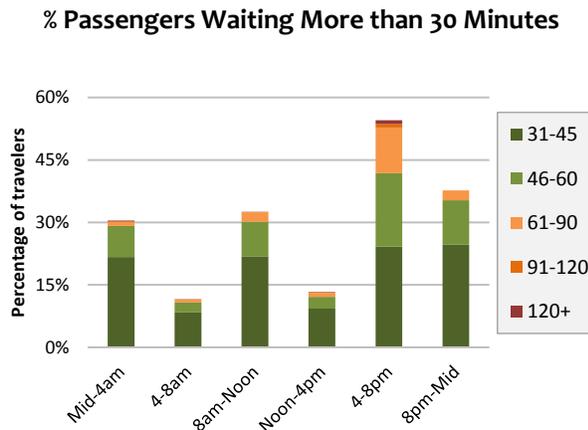
  

 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A Green "assessment rectangle" 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.

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

While very few Honolulu passengers wait more than 1 hour (about 2%), approximately 29% of passengers wait more than 30 minutes. Between the hours of 4pm to 8pm, 55% of passengers wait more than 30 minutes.



### Honolulu staffs well to peak traffic

74% of Honolulu's daily passengers (1,259 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 (22.3). Although very few passengers are affected, wait times are longest from 4pm to Midnight.

