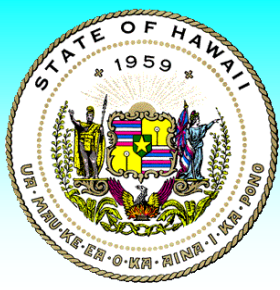


DEPARTMENT OF TRANSPORTATION



Hawai'i Tourism Conference
State of Hawai'i
Department of Transportation

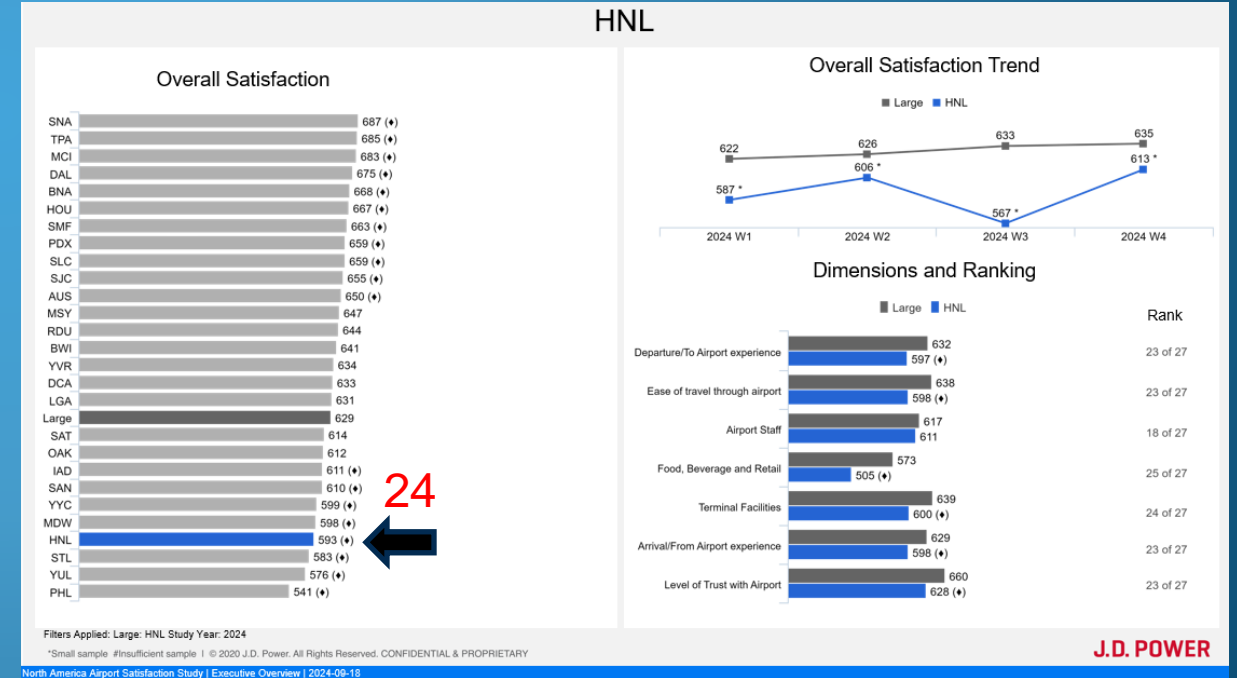
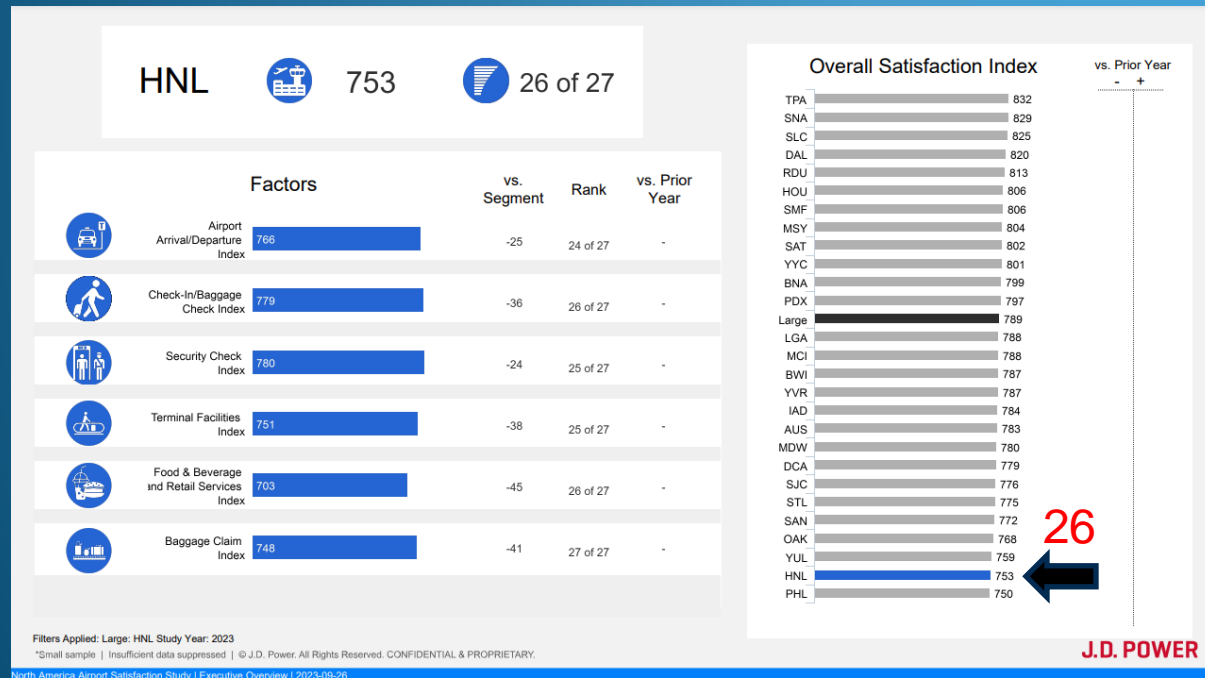




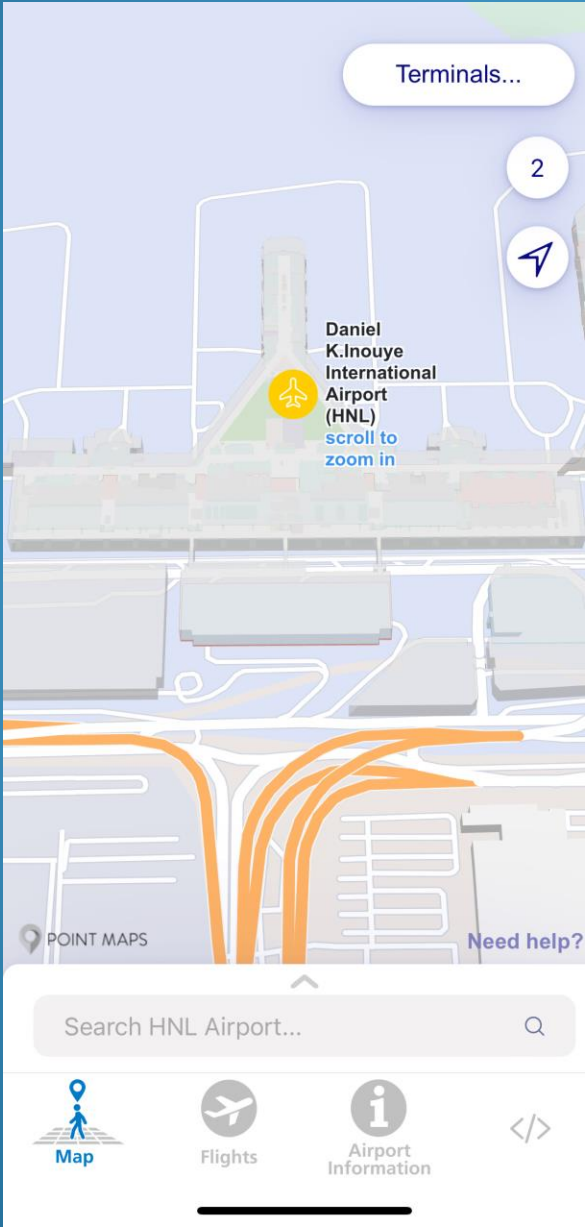
J.D. Power Airport Satisfaction Survey - HNL

2023 Rank in Large Airport Category

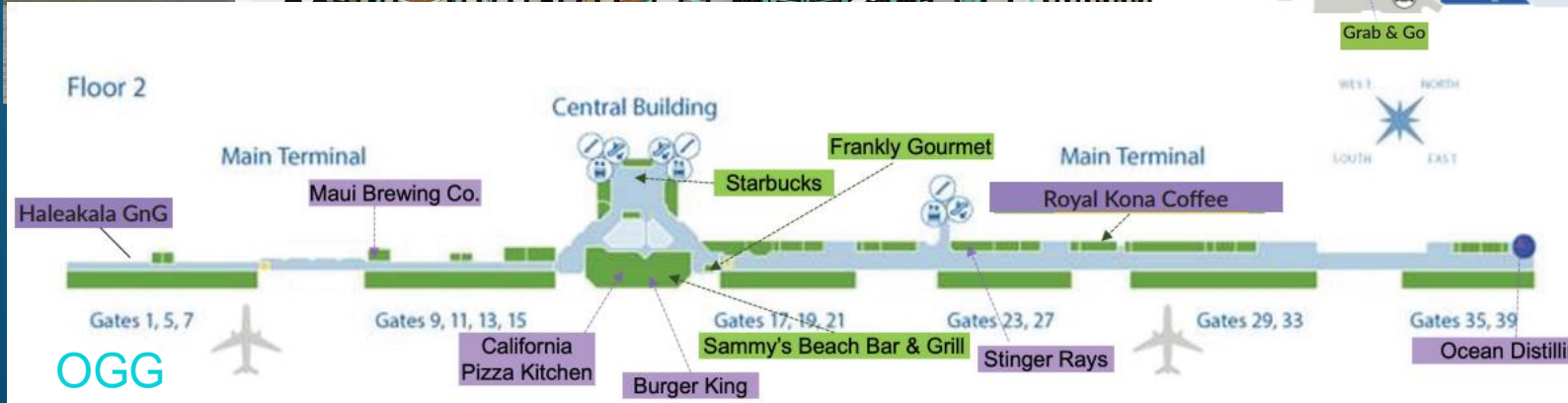
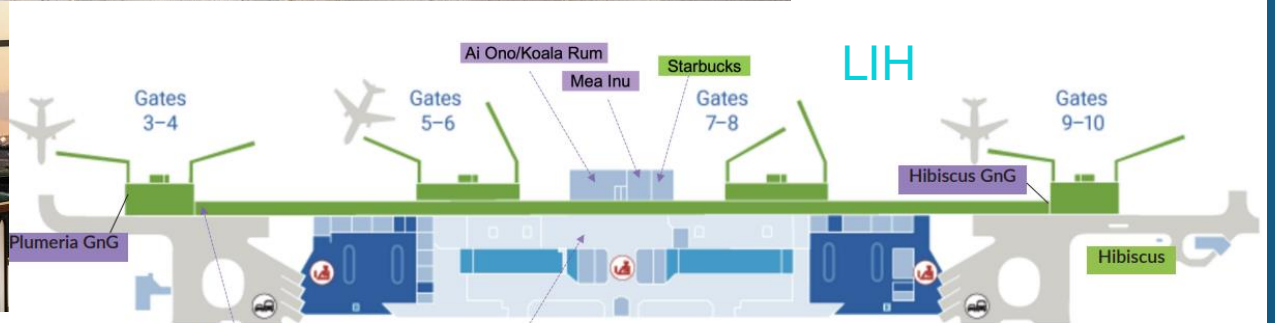
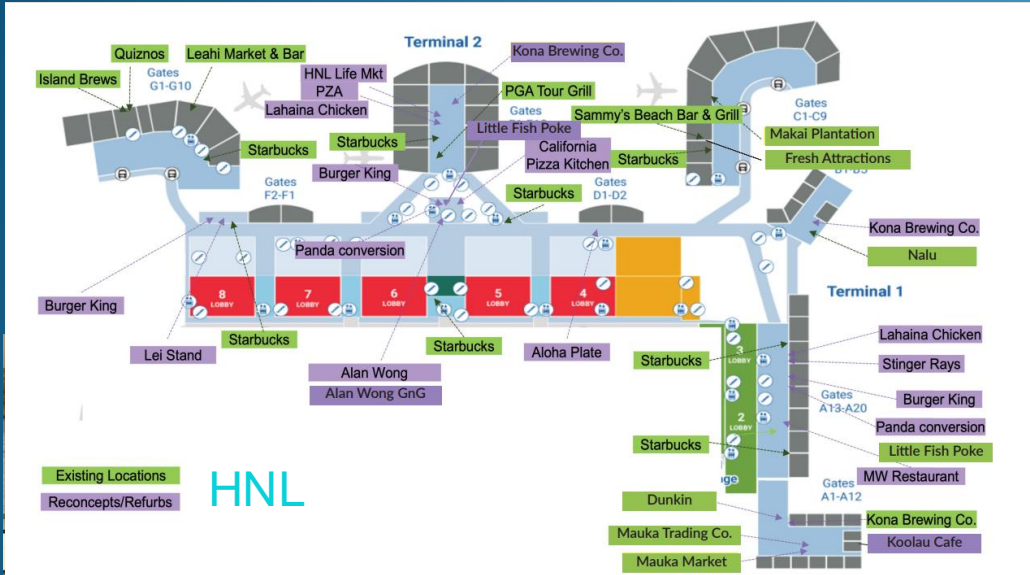
2024 Rank in Large Airport Category

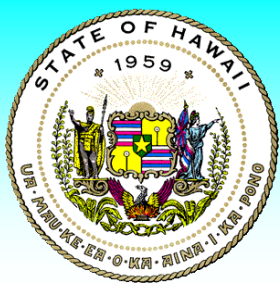


Immediate Improvements



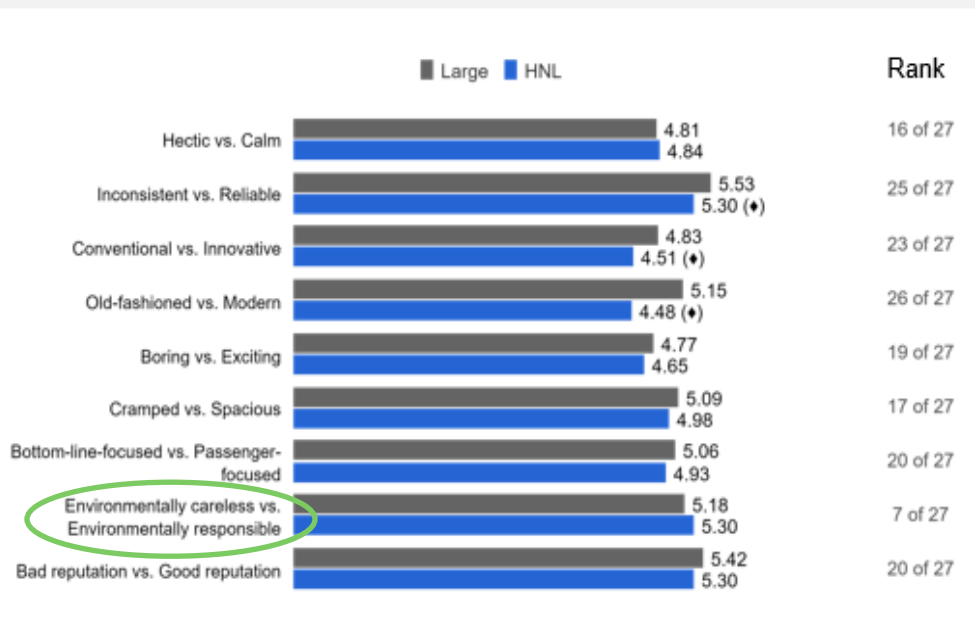
Concessionaire and Tenant Improvements



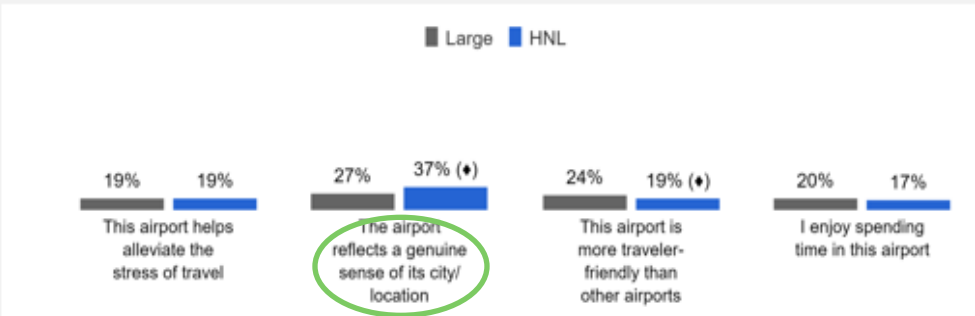


J.D. Power Brand Image Attributes

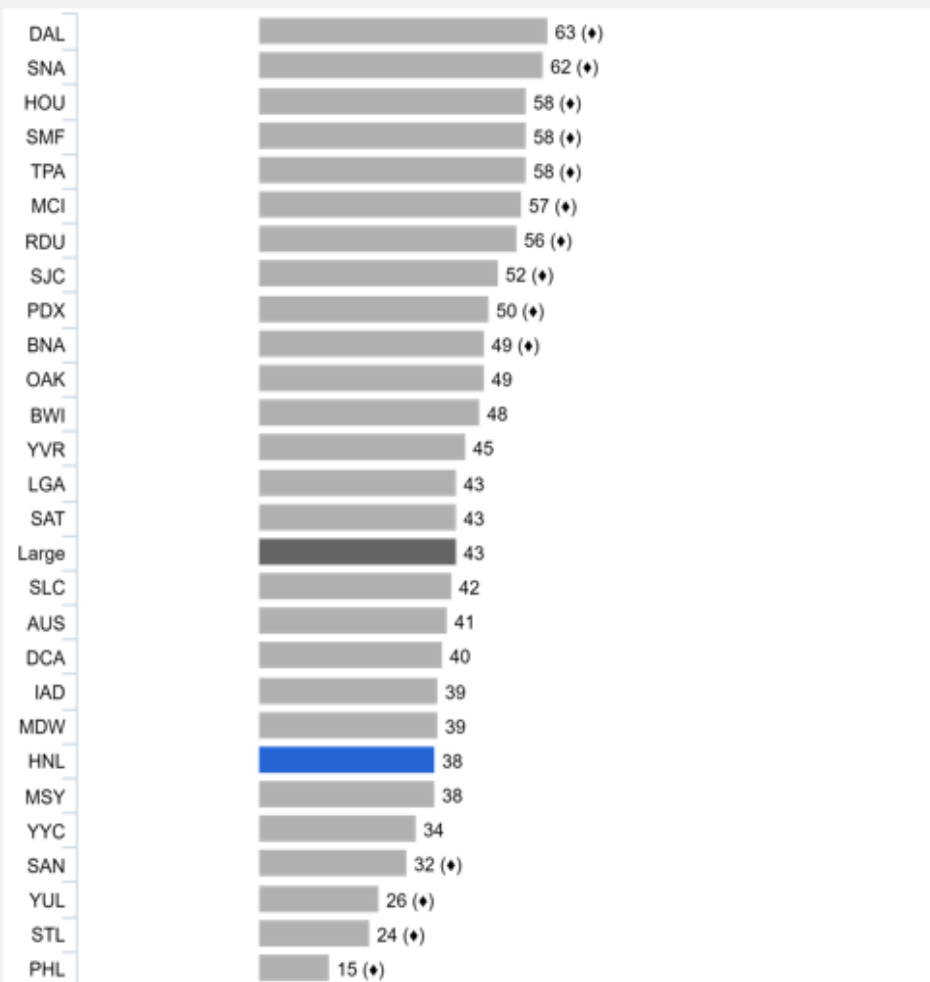
Brand Image Attributes



Loyalty - % Strongly Agree



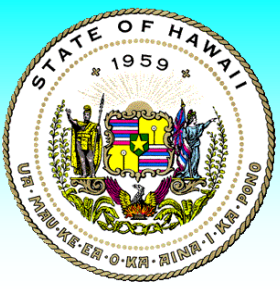
NPS



Filters Applied: Large: HNL Study Year: 2024

*Small sample #Insufficient sample | © 2020 J.D. Power. All Rights Reserved. CONFIDENTIAL & PROPRIETARY

J.D. POWER



HDOT Partnership - Customs and Border Protection Building for the Future

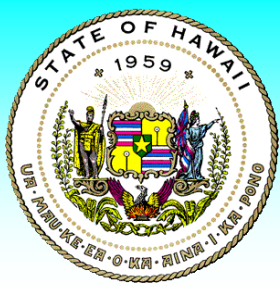


Goal of HDOT Review

- 1) Enhance the traveler experience
- 2) Increase facilitation and support growth
- 3) Enhance security

Focused Efforts

- 1) Mobile Passport Control
- 2) Global Entry
- 3) New Pilots – EPP and SBE



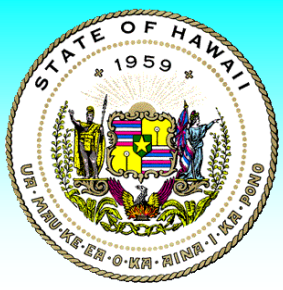
Customs and Border Protection Mobile Passport Control

- **Streamlined Entry Process:** MPC allows U.S. citizens, U.S. lawful permanent residents, Canadian B1/B2 citizen visitors, and returning Visa Waiver Program travelers with approved ESTA to submit passport and travel information to CBP via a mobile app before arriving at a port of entry, expediting the customs declaration process.
- **Free and Easy to Use:** The Mobile Passport Control app is free to download and does not require pre-approval or any additional fees, unlike Global Entry. It's available on both Android and iOS devices.
- **Reduces Wait Times:** By allowing travelers to submit their information digitally, MPC helps reduce processing times and shortens lines at selected airports and cruise ports across the United States.
- **No Enrollment Needed:** Travelers do not need to register in advance, making it a convenient option for occasional or infrequent international travelers. Information is submitted at the time of travel.
- **Privacy and Security:** The app securely transmits traveler information directly to CBP, and no personal data is stored after the completion of the customs inspection.



With Mobile Passport Control, you can reduce passport inspection and overall wait times when entering the U.S. Simply scan the QR code to learn more about how to streamline your travel.

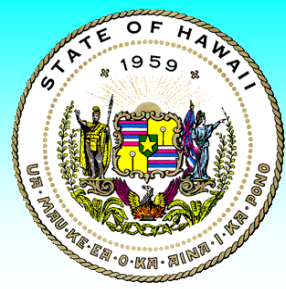
MPC
mobile passport control[®]
cbp.gov/mpc



Customs and Border Protection Global Entry

- Expedited U.S. Entry: Global Entry is a U.S. Customs and Border Protection (CBP) **Trusted Traveler** program that allows pre-approved, low-risk travelers expedited entry into the United States through automatic kiosks at select airports.
- International Reach: Available to citizens of select countries, Global Entry also includes TSA PreCheck benefits, streamlining domestic security screening for frequent international travelers.
- Japan has been a provisional member since 2017.
- **Full member status expected fall / early winter this year.**





Customs and Border Protection

New Pilots

Enhanced Primary Processing and Seamless Border Entry

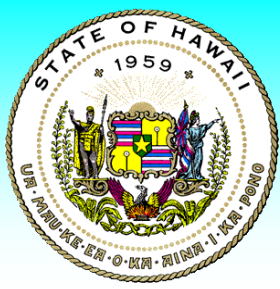


Enhanced Primary Processing (EPP)

- Available to U.S. citizens with nothing to declare.
- Processed via facial recognition using a “Grocery Store” like model.

Seamless Border Entry (SBE)

- Available for Global Entry participants.
- Currently being tested at IAD and MIA.
- Leverages “on the move” biometric capture.

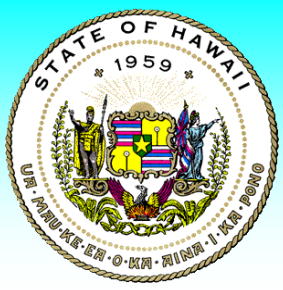


HDOT Partnership Transportation Security Administration Building for the Future



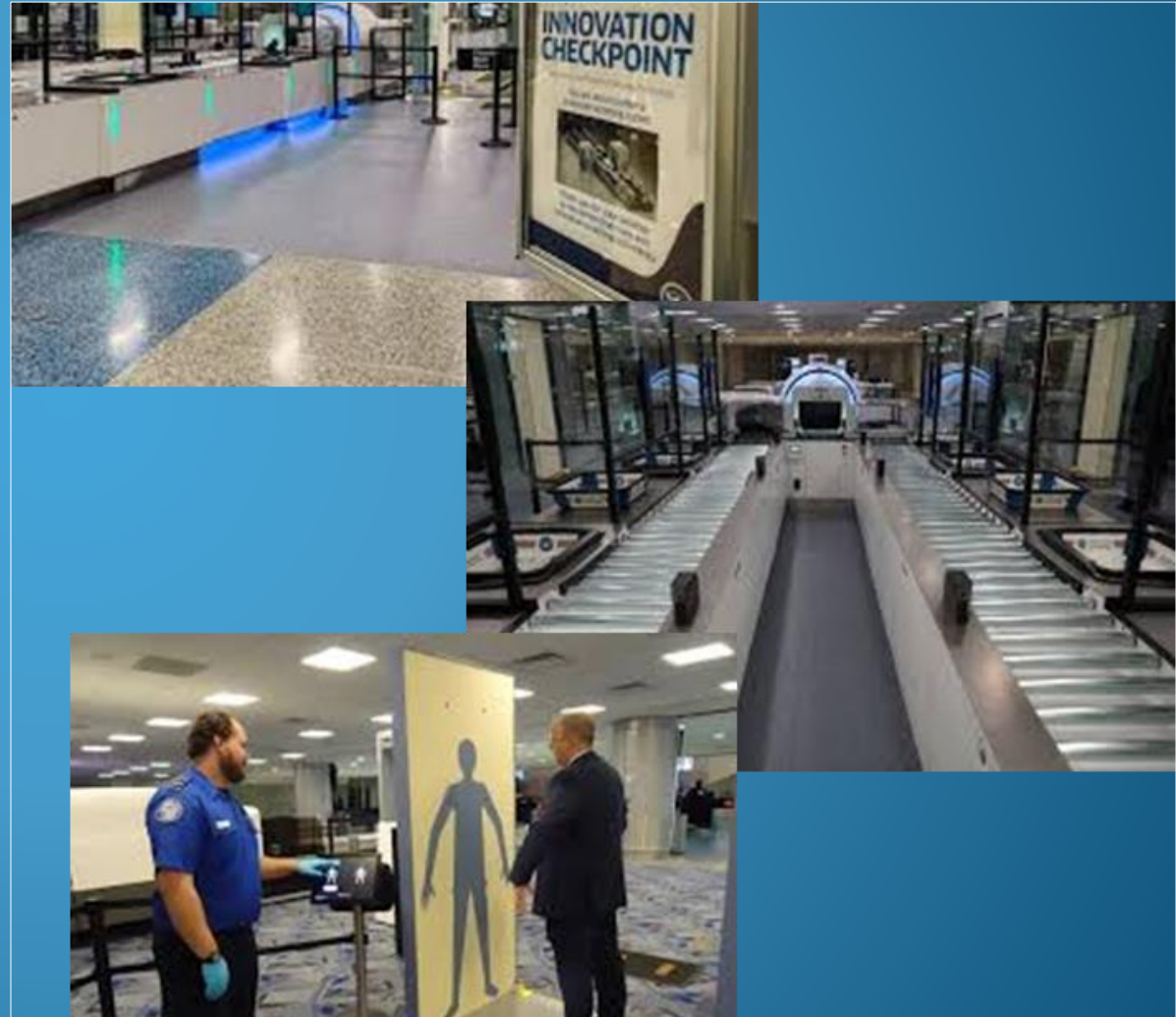
Focused Efforts

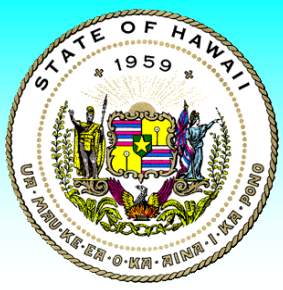
- 1) Innovation Checkpoint
- 2) New Technology for Investment at Hawai'i's Airports
- 3) TSA PreCheck®
- 4) Upcoming Projects



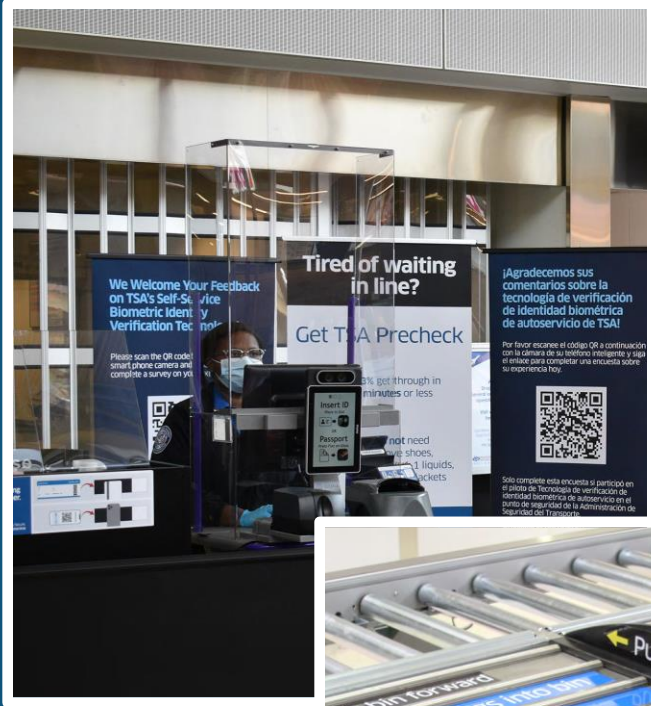
Transportation Security Administration Innovation Checkpoint

- Developed in 2019 at Harry Reid International Airport Las Vegas (LAS).
- Showcases the latest CP technology and processes TSA deploys across the nation.
- Able to observe capabilities of latest technology in a live environment all in one CP.
- HDOT planning a visit to the Innovation CP in late October.

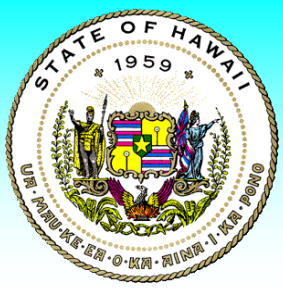




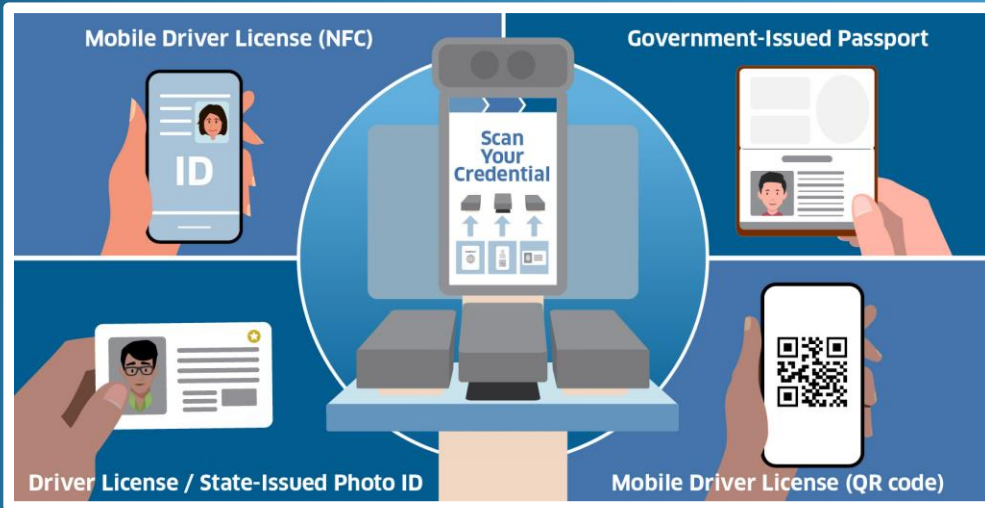
Transportation Security Administration New Technology



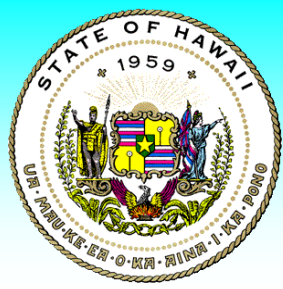
- Credential Authentication Technology-2 (CAT-2) & Digital ID
- Rohde & Schwarz Advance Imaging Technology (AIT)
- Computed Tomography (CT) X-Ray
- Automated Screening Lanes (ALS)
- Self-Service Screening Systems



Transportation Security Administration New Technology Credential Authentication Technology-2 (CAT-2) & Digital ID



- CAT-2 units deployed to all Hawai'i airports in September 2024.
- Technology allows for passengers to access the TSA Checkpoint with just an ID, without the need for a boarding pass.
- CAT-2 accepts the Hawai'i Digital ID available in Apple Wallet.



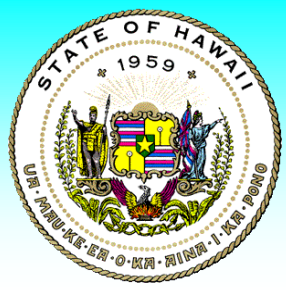
Transportation Security Administration

New Technology

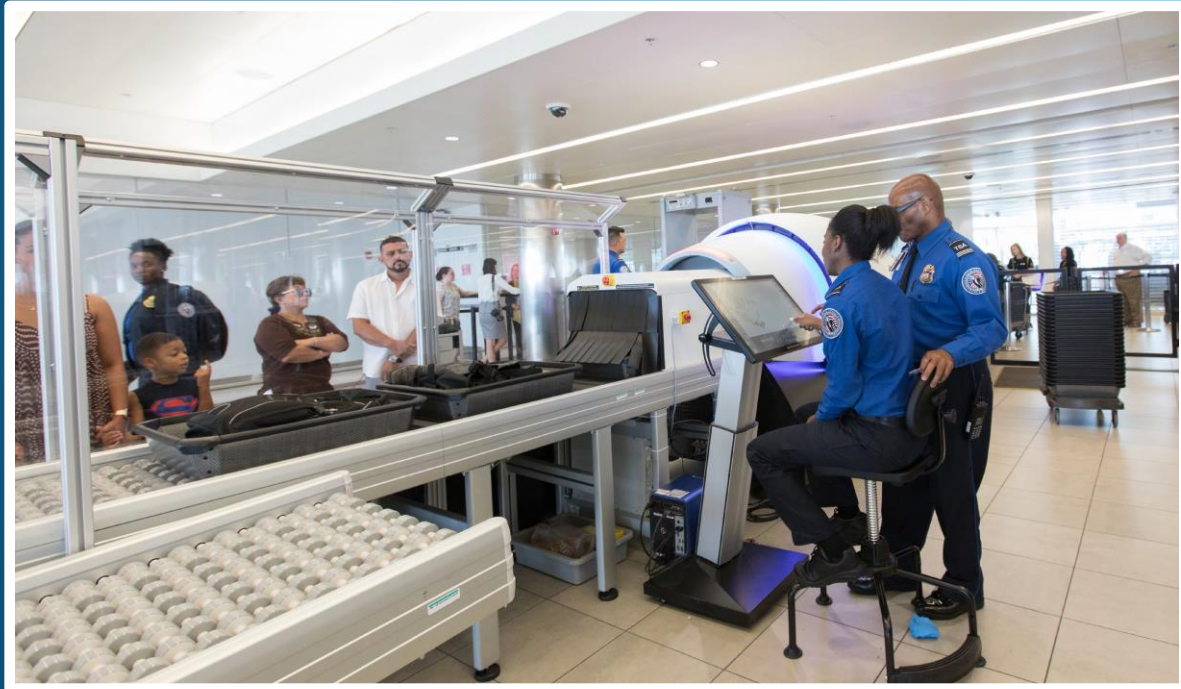
Rohde & Schwarz Advance Imaging Technology (AIT)



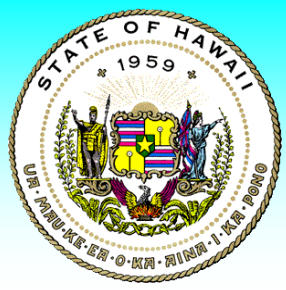
- AIT Technology safely screens passengers without physical contact for both metallic and non-metallic threats, including weapons and explosives, which may be concealed under a passenger's clothing.
- Rhode & Schwartz AIT is the newest version of this technology.
- LIH was one of the first 40 airports in the nation to receive this technology.
- OGG is set to receive 2 for their new checkpoint and KOA 1 for their current checkpoint.



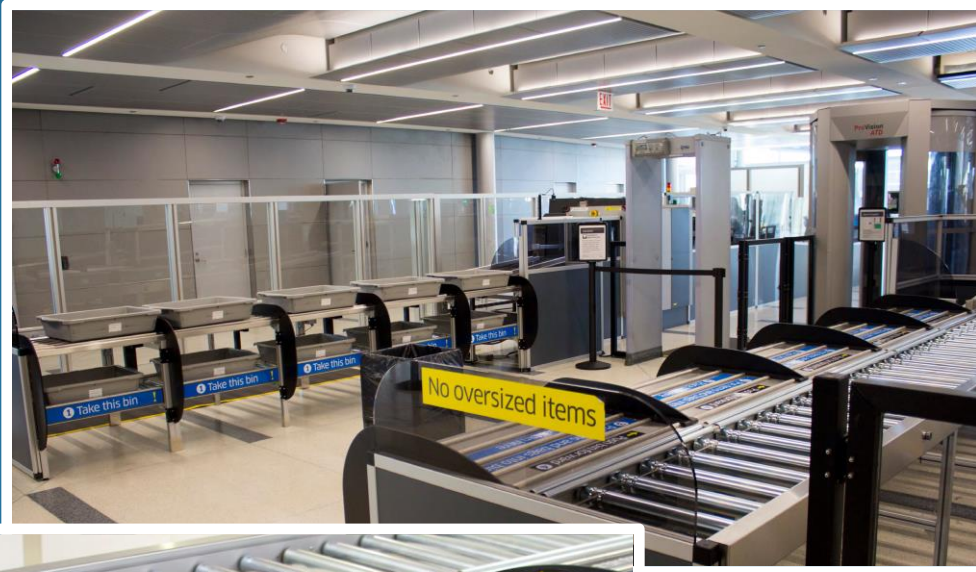
Transportation Security Administration New Technology Computed Tomography (CT) X-Ray



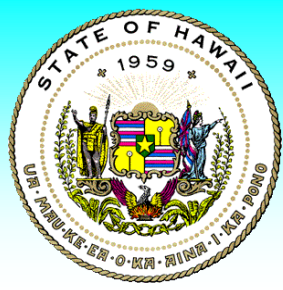
- Enhanced X-Ray technology.
- Provides high-resolution 3D images that allow for more detailed assessment.
- Uses sophisticated algorithms to assess if objects fall into range of dangerous materials (i.e., explosives).
- Allows passengers to leave all items in their bags, to include food & large electronics (i.e., laptop).
- Currently, all Hawaii airports have at least one (1) CT X-Ray in service with a goal to be 100% CT.



Transportation Security Administration New Technology Automated Screening Lanes (ALS)



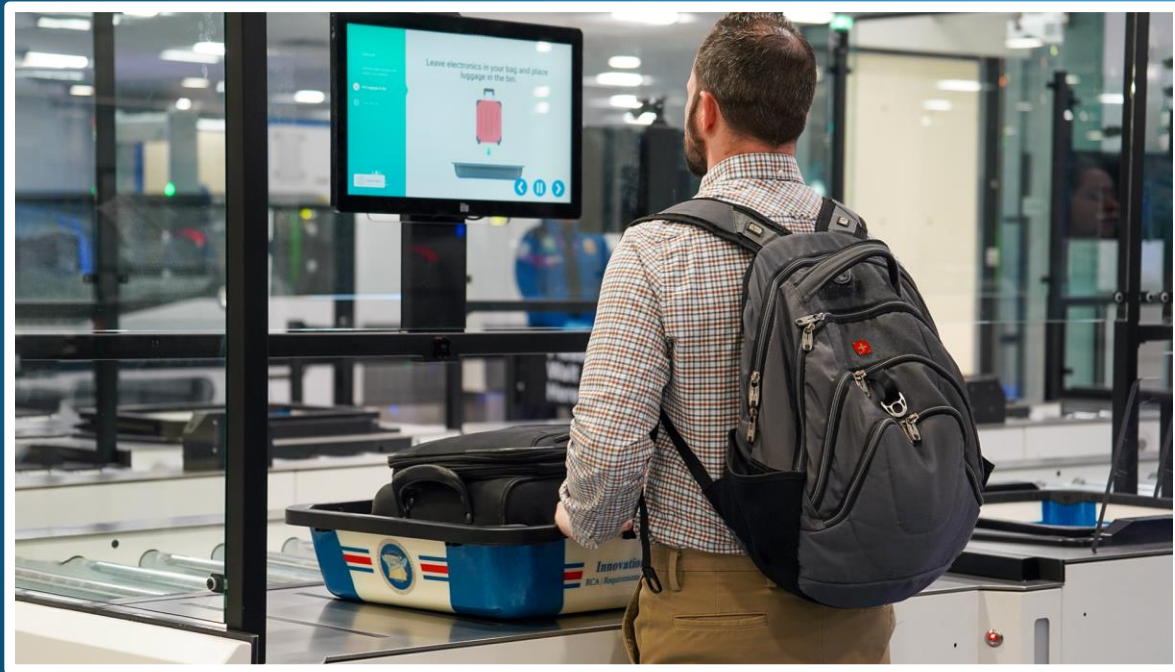
- Technology to benefit passengers by increasing airport safety and reduce wait times.
- Automates manual processes such as pulling of bags needing additional search, tracking of bags and bins, and rerun of bins.
- Currently, we do not have any ALS lanes in Hawaii.
- Cost associated with ALS technology is responsibility of airport operator or airlines.



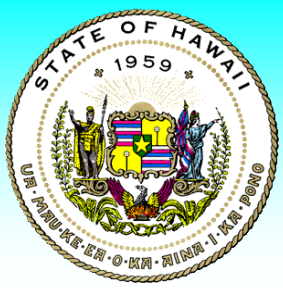
Transportation Security Administration

New Technology

Self-Service Screening Systems



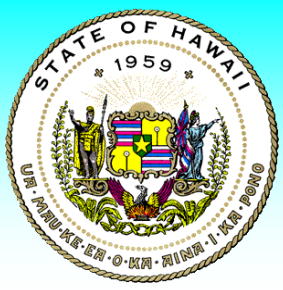
- Prototype CP technology deployed at Innovation CP in LAS.
- Video prompts at various stages in the screening process will allow passengers to complete their own screening at their own pace.
- Provide a near self-sufficient passenger screening process while enabling passengers to directly receive on-person alarm information and allow for the passenger self-resolution of those alarms to reduce instances where a pat-down or secondary screening procedure would be necessary.



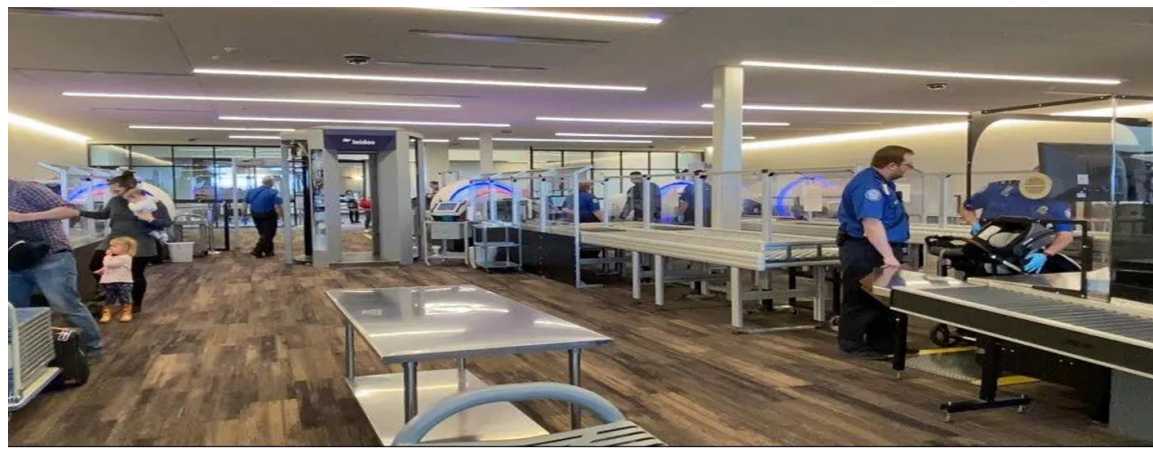
Transportation Security Administration TSA PreCheck®

- Risked-Based security expedited screening program managed by TSA.
- Allows low-risk passengers to enjoy a smart and efficient security screening experience by keeping their shoes, belts and light jackets on and keep laptops, 3-1-1 liquids, and food in carry-on.
- Interested individuals must enroll online and visit an enrollment center for fingerprint, ID verification, pay fee, and have photo taken.
- Process takes less than 5 min.
- Cost is \$78 for 5 years.





Transportation Security Administration Upcoming Projects



- New six (6) Lane CP in OGG.



- HDOT continues to work with TSA to improve and replace some of the baggage systems in the Hawaiian Airports.
 - New In-Line Baggage Screening System in LIH.
 - Upgrades to systems in HNL & OGG.



Mahalo!

DEPARTMENT OF TRANSPORTATION
HAWAII



State of Hawai'i
Department of Transportation