



DEPARTMENT OF TRANSPORTATION

**News Release**

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GOVERNOR

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**NEW COMMON USE PASSENGER PROCESSING SYSTEM  
INSTALLED AT KAHULUI AIRPORT**

KAHULUI — The state Department of Transportation (DOT) dedicated an upgrade to ticketing operations at Kahului Airport, which includes a new Common Use Passenger Processing System (CUPPS). These are a set of Integrated Information Technology solutions that modernize the way the airport processes the traveling public from the time they check-in to the time they board the plane.

“Maui is one of the most popular vacation destinations in the world and Kahului is one of the busiest airports in the state. In the past five years, there has been a significant increase in the number of tourists as well as residents flying in and out of the airport,” said Brian Sekiguchi, deputy director of the DOT airports division. “This is one important component of our ongoing Airports Modernization Plan, which aims to increase the capacity, security, and the level of customer service at each state airport,” he added.

The CUPPS project installed common-use equipment at the ticket counters and gates, which allows for the sharing of limited resources for all airlines operating at the airport. The old ticket counters were replaced, increasing the number of ticket counters from 84 to 107. Prior to the implementation of the project, airlines were assigned specific ticket counters and gates with proprietary equipment.

“With more ticket counters and improved efficiency, the CUPPS project will help ease commuter and visitor traffic within the airport and will help create a more pleasant overall travel experience. We want to make each passengers experience from check-in to boarding flow as smoothly and effectively as possible, “ said Brennon Morioka, director of the DOT.

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Construction for this project was done in multiple phases to minimize disruptions to airport and airline operations. The final phase of this project began in February of 2008 and the entire system became fully operational this month. The total cost was \$7.2 million.



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