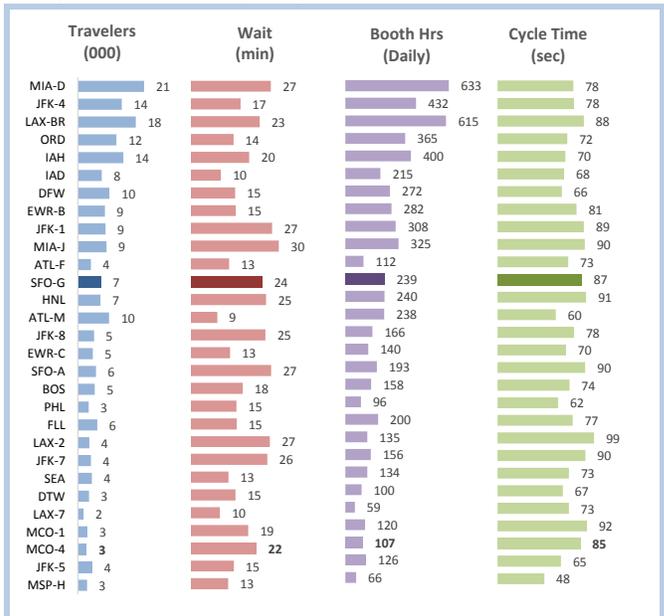


### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	7,226	6,729	497	7%
Global Entry, APC, & MPC	42%	4%	38%	950%
Non-Automated	58%	96%	-38%	-40%
United States Citizens	44.6%	42.8%	+1.8%	4%
Non-immigrants	47.8%	49.9%	-2.1%	-4%
Legal Permanent Residents	7.6%	7.2%	+0.4%	5%
Average Daily Flights (#)	33	32	1	3%
<b>Wait Time</b>				
Average Primary Wait (m)	24.1	24.4	-0.4	-2%
% Travelers < 60 minutes	93%	94%	-1%	-1%
% Travelers > 120 mins	0.19%	0.06%	+0.13%	223%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	239	225	14	6%
<b>Efficiency</b>				
Average Cycle Time (s)	86.5	84.4	2.1	2%
Max Hourly Throughput / booth	41.6	42.6	-1.0	-2%
Average Utilization	73%	70%	3%	4%

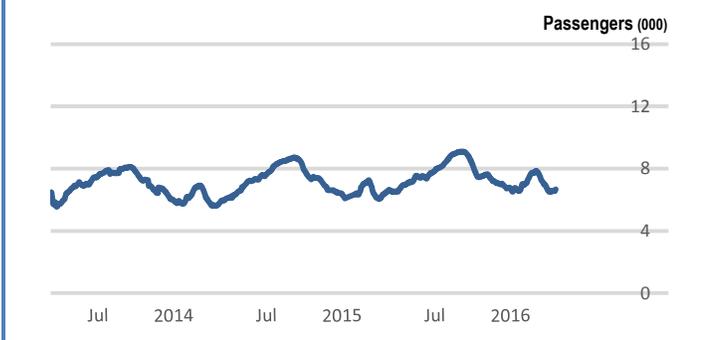
### Compared to other major airports ...



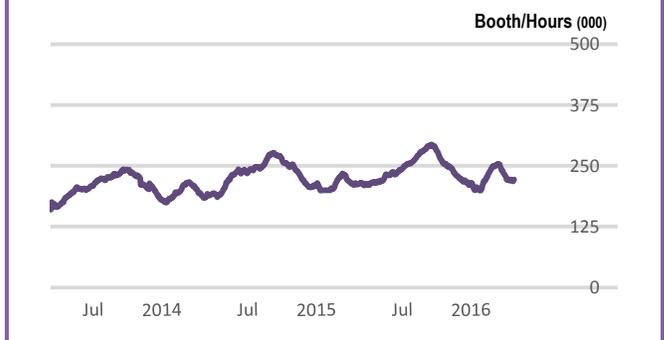
### Increased booth staffing helps reduce wait time. Efficiency hasn't increased with APC

- **Travel volume is up at San Francisco (Terminal G).** Traveler volume increased 7% compared to last year. 42% of passengers are confirmed with automated solutions such as Global Entry, APC, and MPC.
- **More booths open to meet demand.** Booth hours have increased 6% compared to a year ago, from 225 booth hours last year to 239 booth hours this year.
- **Waits decreased.** Year to date, average wait times are down 0.4 minute (2%) compared to last year. 93% of passengers are being processed in under 60 minutes.
- **Cycle time increased by 2%.** Average cycle time (86.5 seconds) is up from 84.4 seconds a year ago. Despite the dramatic increase in APC usage (from 4% last year to 42% this year).

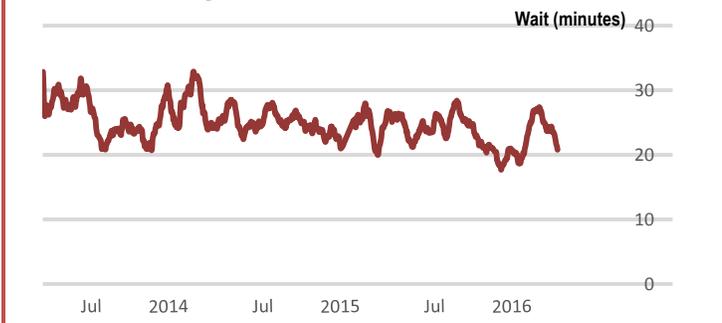
### Traveler Volume ... slight growth



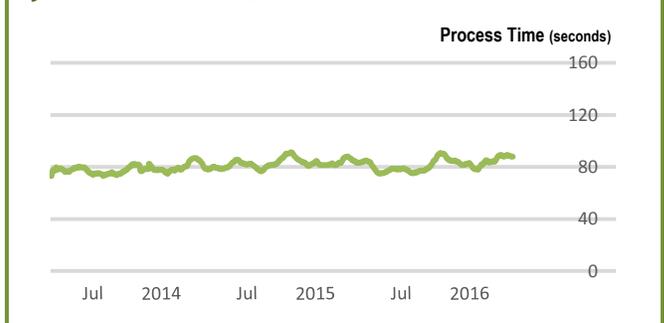
### Booth Hours ... 6% more booth hours than last year



### Wait Time ... slight downward trend

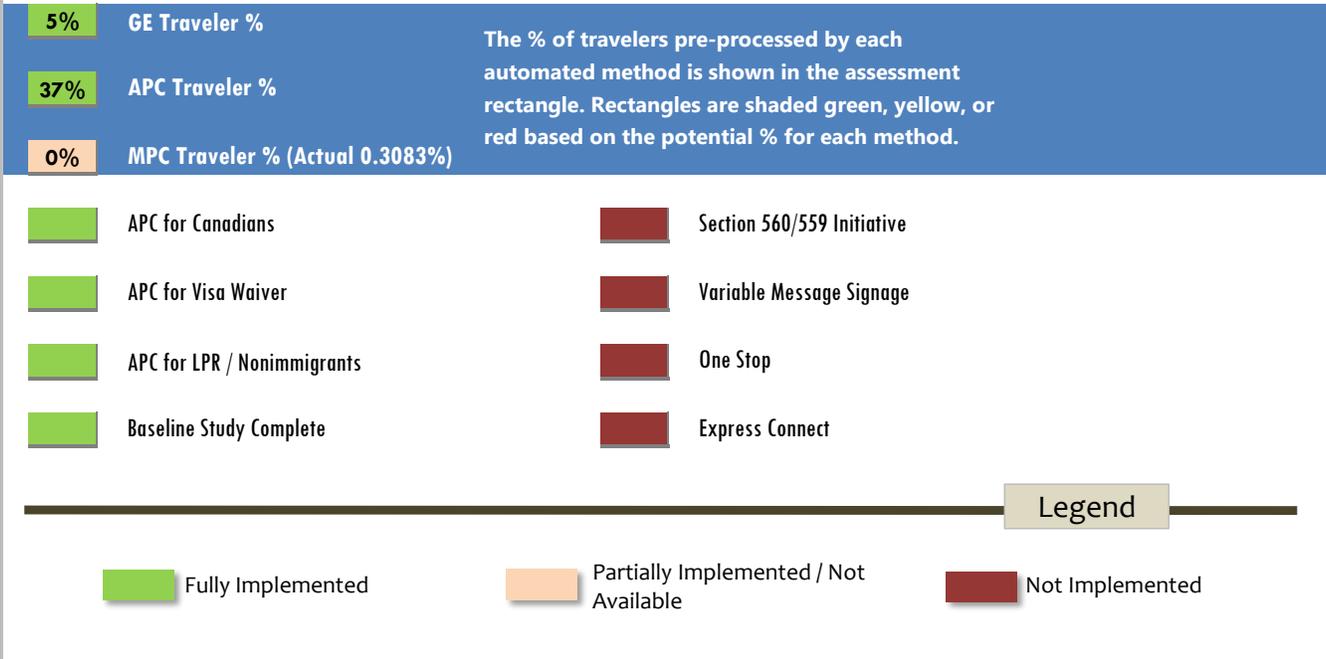


### Cycle Time ... steady cycle time



## Best Practice Inventory

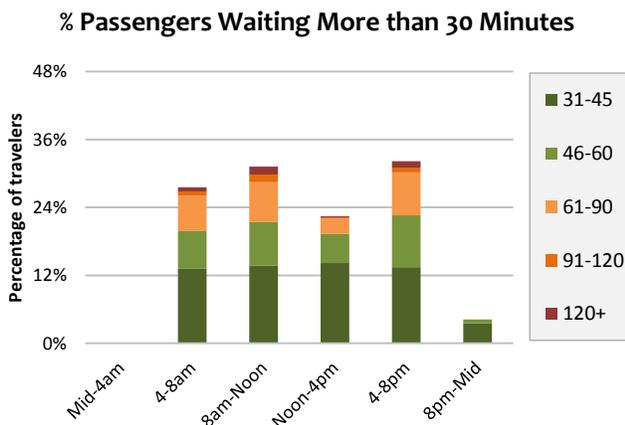
**SFO Terminal G Best Practice Assessment:** SFO-G has implemented some of the available best practices. Only 42% of travelers are now processed by automated technologies like Global Entry and APC, up from 4% last year. MPC was recently introduced. As more travelers begin to utilize the best practices, SFO-G will continue to show operational improvement.



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.

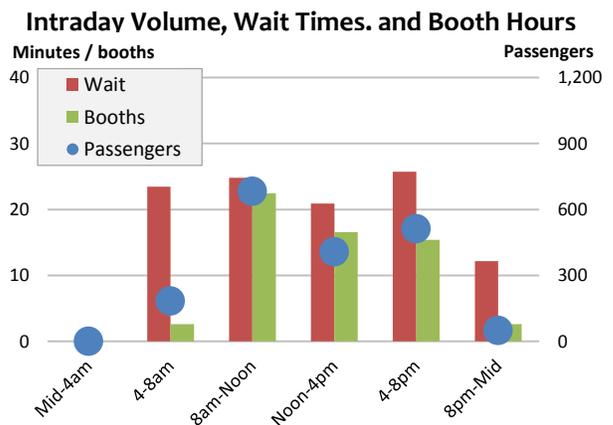
### 28% of passengers wait more than 30 minutes

Year to date, approximately 8% SFO of Terminal G passengers wait more than 1 hour, approximately 28% of passengers wait more than 30 minutes. Between the hours of 4pm to 8pm, 32% of passengers wait more than 30 minutes.



### SFO-G staffs well to traffic

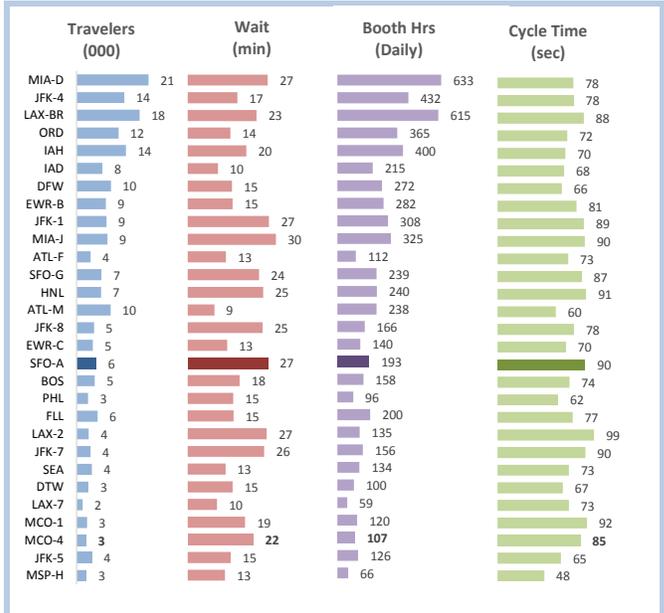
SFO-G peak travel is from 8am to Noon (683 passengers per hour) and average wait is 25 minutes which is higher than average. Waits are nearly as long in the non-peak hours from 4am to 8am. Opening extra booths during this off-peak period may greatly reduce average wait leading into peak hours.



### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	5,685	5,221	464	9%
Global Entry, APC, & MPC	38%	4%	34%	850%
Non-Automated	62%	96%	-34%	-35%
United States Citizens	42.5%	45.3%	-2.8%	-6%
Non-immigrants	48.6%	45.6%	+3.1%	7%
Legal Permanent Residents	8.9%	9.1%	-0.3%	-3%
Average Daily Flights (#)	26	36	-11	-29%
<b>Wait Time</b>				
Average Primary Wait (m)	27.1	27.6	-0.5	-2%
% Travelers < 60 minutes	93%	93%	-1%	-1%
% Travelers > 120 mins	0.29%	0.03%	+0.26%	808%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	193	165	29	18%
<b>Efficiency</b>				
Average Cycle Time (s)	90.0	80.6	9.5	12%
Max Hourly Throughput / booth	40.0	44.7	-4.7	-11%
Average Utilization	73%	71%	2%	3%

### Compared to other major airports ...



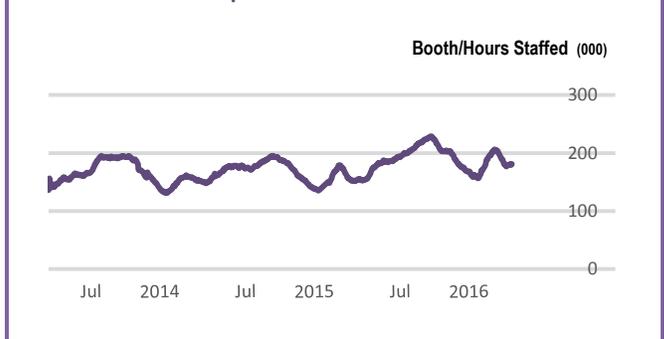
### More booths decreases waits despite 9% more volume

- Travel is up at SFO, Terminal A.** Traveler volume (year to date) has increased 9% compared to last year. Today, 38% of passengers are confirmed with Global Entry, APC and MPC, up from 4% last year.
- More booth hours to meet traveler demand.** More booths are being staffed compared to last year, from 165 booth hours last year to 193 booth hours this year.
- Cycle time increased and throughput decreased.** Average cycle time has increased from 80.6 seconds last year to 90 seconds this year. Despite a dramatic increase in automation (9% last year, 38% this year).
- Wait times decreased slightly.** Average wait time has decreased by an average of 0.5 minutes from 27.6 minutes to 27.1 minutes, a 2% decrease from last year.

### Traveler Volume ... upward trend



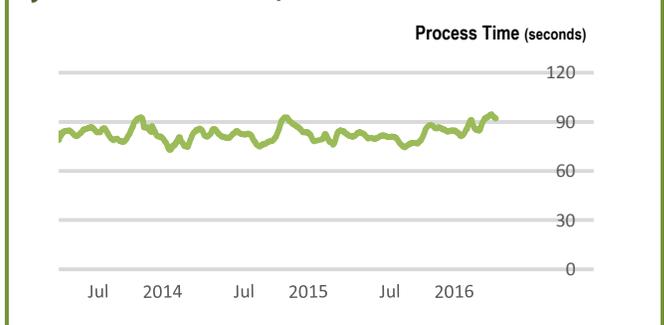
### Booth Hours ... upward trend



### Wait Time ... recent reducing

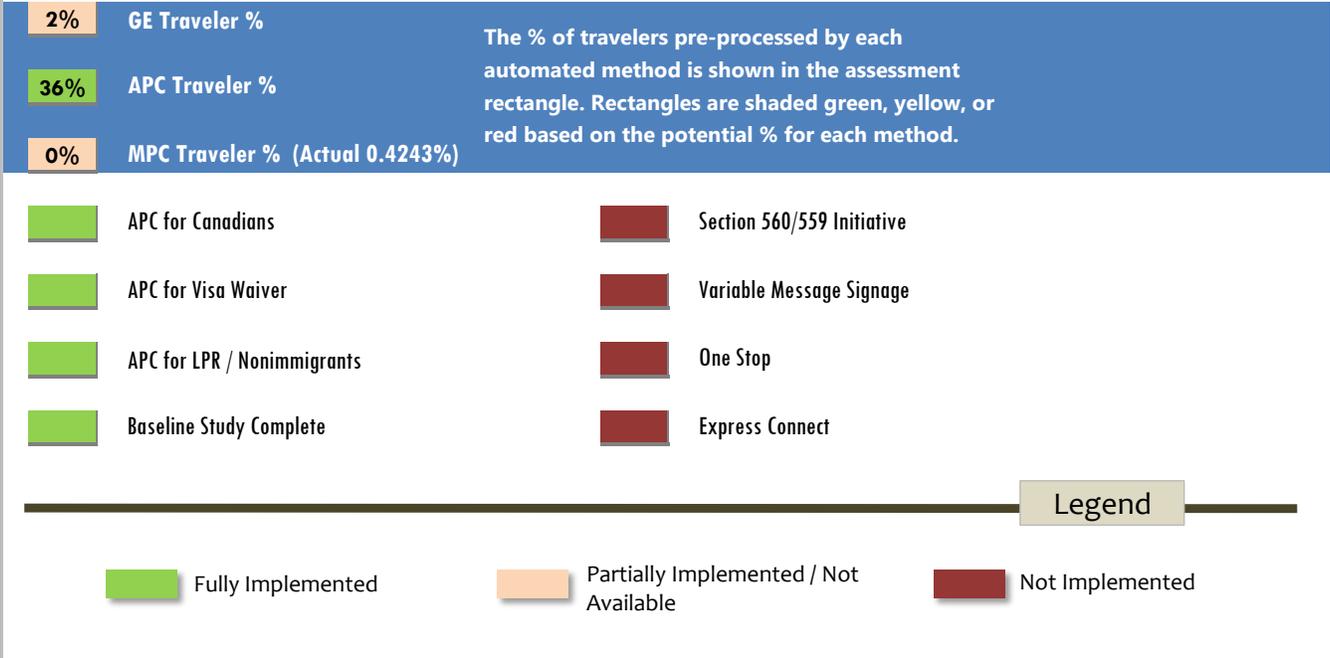


### Cycle Time ... recent upward trend



## Best Practice Inventory

**SFO Best Practice Assessment:** SFO-A has implemented some of the available best practices. Only 38% of travelers are now processed by automated technologies like Global Entry and APC, up from 4% last year. MPC was recently been introduced. As more travelers begin to utilize the best practices, SFO-A will continue to show operational improvement.

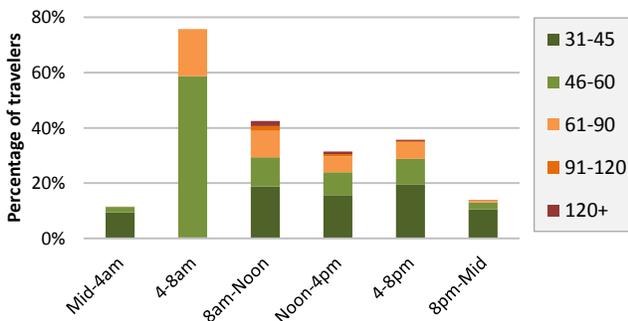


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

### 34% of passengers wait more than 30 minutes

Year to date, approximately 8% SFO of Terminal A passengers wait more than 1 hour, approximately 34% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 76% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### More booths needed from 8am to Noon

SFO-A is busiest between Noon and 4pm, when over 460 passengers arrive per hour. All 16 booths are opened during this time, wait times are lower than average. More booths between 8am and Noon may reduce the average waits.

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

