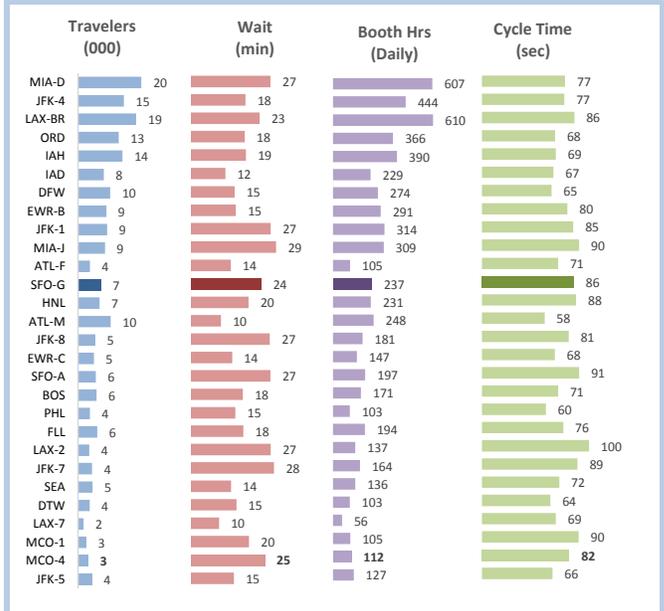


Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	7,284	6,810	474	7%
Global Entry, APC, & MPC	42%	15%	27%	180%
Non-Automated	58%	85%	-27%	-32%
United States Citizens	47.0%	45.2%	+1.8%	4%
Non-immigrants	45.7%	47.7%	-2.1%	-4%
Legal Permanent Residents	7.3%	7.0%	+0.3%	4%
Average Daily Flights (#)	33	33	0	1%
Wait Time				
Average Primary Wait (m)	23.8	24.4	-0.6	-2%
% Travelers < 60 minutes	93%	94%	-1%	-1%
% Travelers > 120 mins	0.31%	0.09%	+0.22%	236%
Primary Booth Hours				
Average Daily Booth Hours	237	220	17	8%
Efficiency				
Average Cycle Time (s)	85.6	81.5	4.1	5%
Max Hourly Throughput / booth	42.1	44.2	-2.1	-5%
Average Utilization	73%	70%	3%	4%

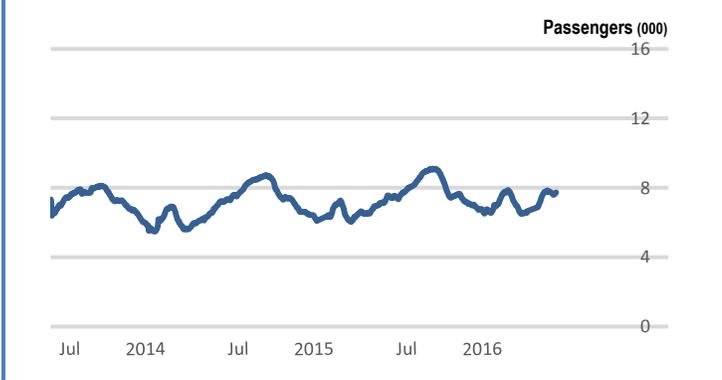
Compared to other major airports ...



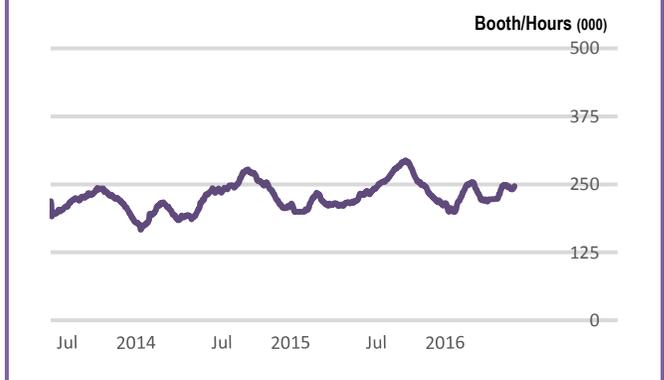
Increased booth staffing helps reduce wait time.

- **Travel volume is up at San Francisco (Terminal G).** Traveler volume increased 7% compared to last year. 42% of passengers are conformed with automated solutions such as Global Entry, APC, and MPC, up from just 15% last year.
- **More booths open to meet demand.** Booth hours have increased 8% compared to a year ago, from 220 booth hours last year to 237 booth hours this year.
- **Waits decreased.** Year to date, average wait times are down 0.6 minute (2%) compared to last year. 93% of passengers are being processed in under 60 minutes.
- **Cycle time is 4.1 seconds slower.** Average cycle time (85.6 seconds) is up from 81.5 seconds a year ago, despite the dramatic increase in APC usage.

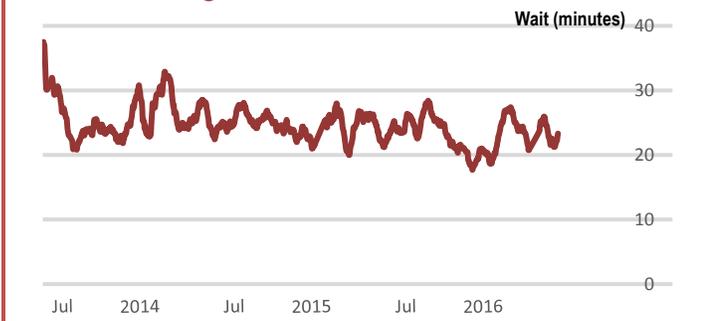
Traveler Volume ... slight growth



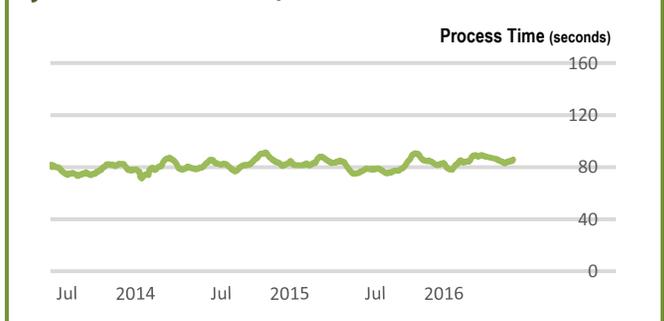
Booth Hours ... 8% more booth hours than last year



Wait Time ... slight downward trend



Cycle Time ... recent upward trend



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 15% last year. MPC was recently introduced. As more travelers begin to utilize the best practices, SFO-G will continue to show operational improvement.

5%	GE Traveler %	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.
37%	APC Traveler %	
0%	MPC Traveler % (Actual 0.3273%)	

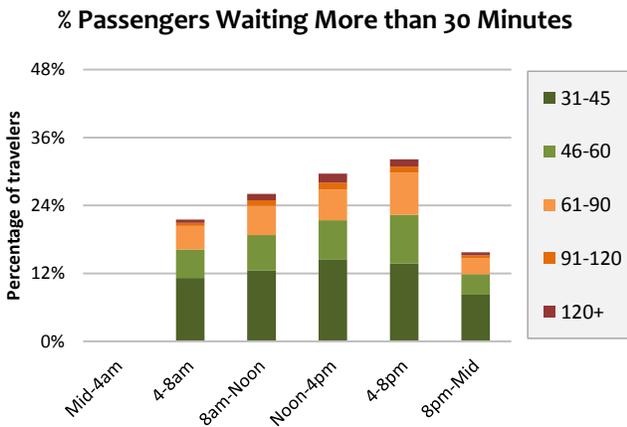
 APC for Canadians	 Section 560/559 Initiative
 APC for Visa Waiver	 Variable Message Signage
 APC for LPR / Nonimmigrants	 One Stop
 Baseline Study Complete	 Express Connect

Legend

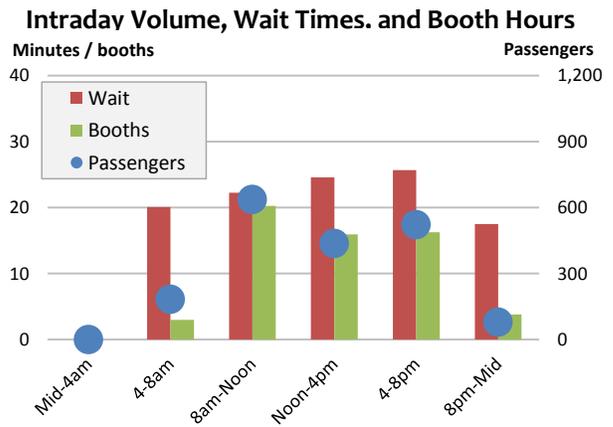
 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices 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.

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.



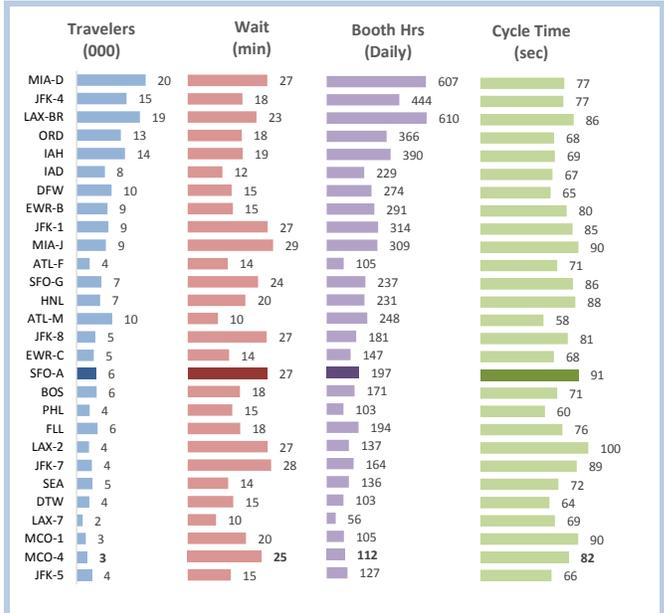
SFO-G staffs well to traffic
 SFO-G peak travel is from 8am to Noon (nearly 630 passengers per hour) and average wait is 22 minutes which is lower than average. Waits are longer in the non-peak hours from 4pm to 8pm when 522 passengers per hour arrive. Opening extra booths during this off-peak period may greatly reduce average waits.



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	5,672	5,263	409	8%
Global Entry, APC, & MPC	38%	14%	24%	171%
Non-Automated	62%	86%	-24%	-28%
United States Citizens	42.1%	44.4%	-2.3%	-5%
Non-immigrants	49.5%	46.8%	+2.7%	6%
Legal Permanent Residents	8.3%	8.7%	-0.4%	-4%
Average Daily Flights (#)	25	37	-12	-33%
Wait Time				
Average Primary Wait (m)	26.9	28.1	-1.2	-4%
% Travelers < 60 minutes	93%	92%	0%	0%
% Travelers > 120 mins	0.26%	0.24%	+0.02%	9%
Primary Booth Hours				
Average Daily Booth Hours	197	167	30	18%
Efficiency				
Average Cycle Time (s)	90.6	80.8	9.8	12%
Max Hourly Throughput / booth	39.7	44.5	-4.8	-11%
Average Utilization	72%	71%	2%	2%

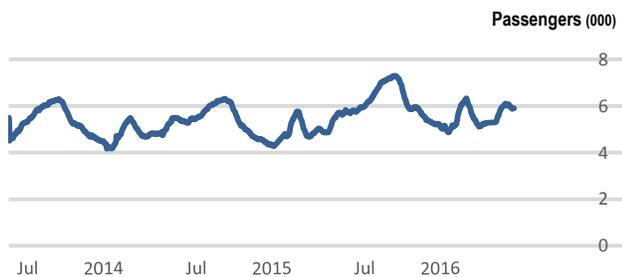
Compared to other major airports ...



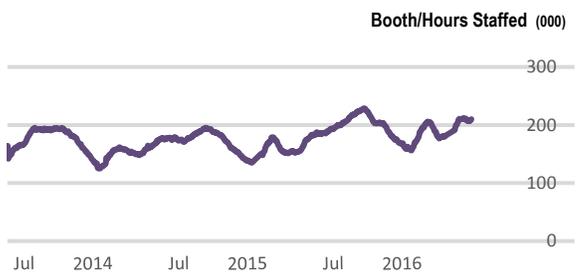
More booths decrease waits despite 8% more volume

- Travel is up at SFO, Terminal A.** Traveler volume (year to date) has increased 8% compared to last year. Today, 38% of passengers are confirmed with Global Entry, APC and MPC, up from 14% last year.
- More booth hours to meet traveler demand.** More booths are being staffed compared to last year, from 167 booth hours last year to 197 booth hours this year.
- Cycle time increased and throughput decreased.** Average cycle time has increased from 80.8 seconds last year to 90.6 seconds this year. The increase is probably the result of more booth opening which can reduce utilization.
- Wait times decreased.** Average wait time has decreased by an average of 1.2 minutes from 28.1 minutes to 26.9 minutes, a 4% decrease from last year.

Traveler Volume ... upward trend



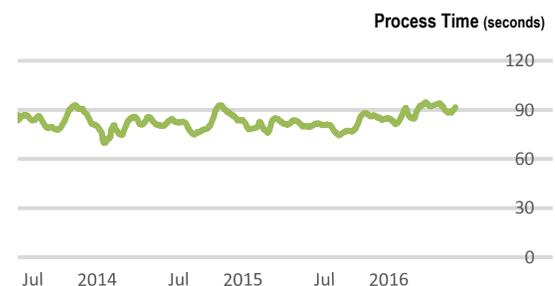
Booth Hours ... upward trend



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. 38% of travelers are now processed by automated technologies like Global Entry and APC, up from 14% last year. MPC was recently been introduced. As more travelers begin to utilize the best practices, SFO-A will continue to show operational improvement.

2%	GE Traveler %	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.
36%	APC Traveler %	
0%	MPC Traveler % (Actual 0.2982%)	

 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

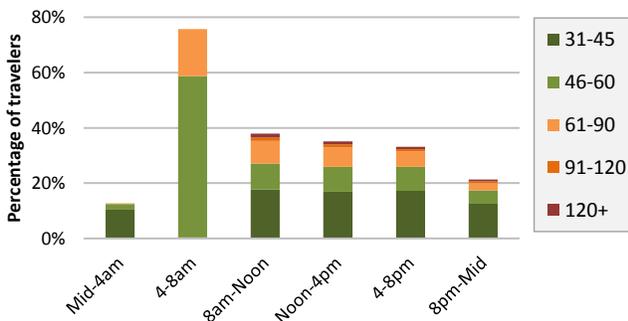
 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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34% of passengers wait more than 30 minutes

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 450 passengers arrive per hour. All 17 booths are opened during this time and wait times are slightly higher than average. More booths between 8am and Noon may reduce the average waits.

Intraday Volume, Wait Times, and Booth Hours

