

# AIR DASHBOARD

TRAVEL AND TOURISM

*September 2016*



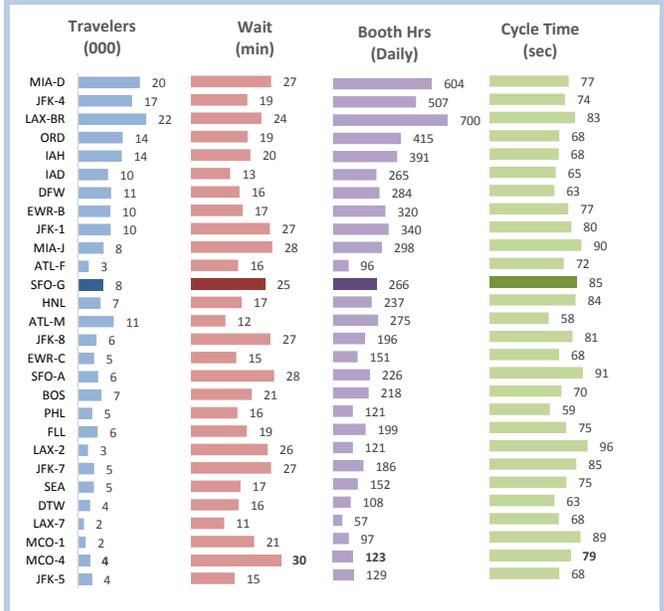
U.S. Customs and  
Border Protection

*Office of Field Operations*

### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	8,142	7,563	579	8%
Global Entry, APC, & MPC	43%	27%	16%	59%
Non-Automated	57%	73%	-16%	-22%
United States Citizens	46.3%	44.8%	+1.5%	3%
Non-immigrants	46.8%	48.6%	-1.8%	-4%
Legal Permanent Residents	6.8%	6.6%	+0.3%	4%
Average Daily Flights (#)	35	35	1	2%
<b>Wait Time</b>				
Average Primary Wait (m)	25.0	24.4	0.6	2%
% Travelers < 60 minutes	91%	93%	-1%	-2%
% Travelers > 120 mins	0.53%	0.21%	+0.31%	147%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	266	243	24	10%
<b>Efficiency</b>				
Average Cycle Time (s)	85.3	81.0	4.4	5%
Max Hourly Throughput / booth	42.2	44.5	-2.3	-5%
Average Utilization	72%	70%	2%	3%

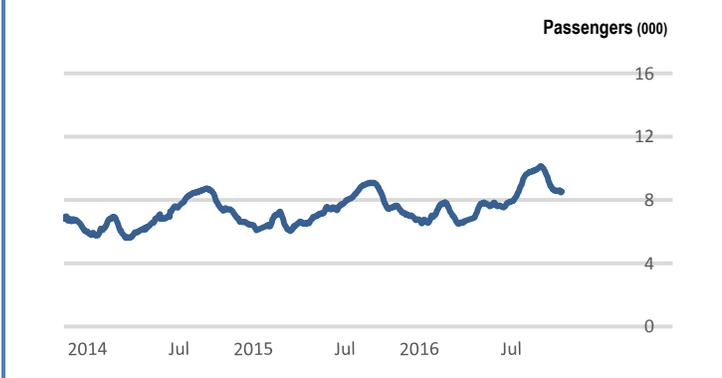
### Compared to other major airports ...



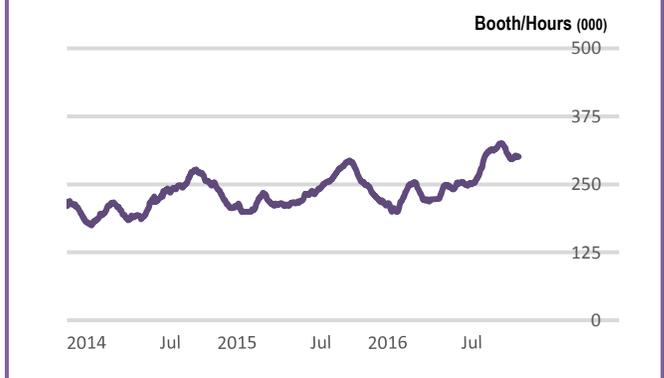
### Increased wait times despite higher booth staffing

- **Travel volume is up at San Francisco (Terminal G).** Traveler volume increased 8% compared to last year. 43% of passengers are confirmed with automated solutions such as Global Entry, APC, and MPC, up from just 27% last year.
- **More booths open to meet demand.** Booth hours have increased 10% compared to a year ago, from 243 booth hours last year to 266 booth hours this year.
- **Waits slightly increased.** Year to date, average wait times are up 0.6 minute (2%) compared to last year. 91% of passengers are being processed in under 60 minutes, down 2% from last year.
- **Cycle time is 4.4 seconds slower.** Average cycle time (85.3 seconds) is up from 81 seconds a year ago, despite the dramatic increase in APC usage. Cycle time can increase (acceptably) with an increase in booth hours.

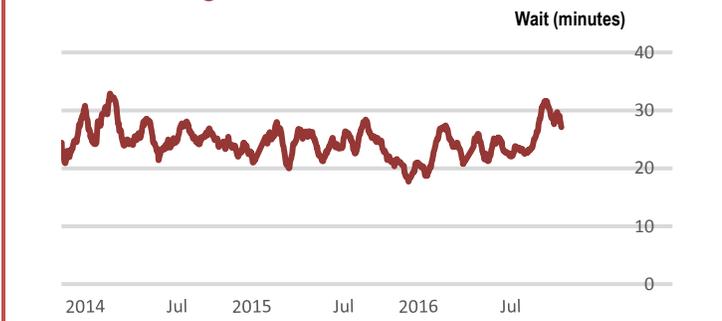
### Traveler Volume ... slight growth



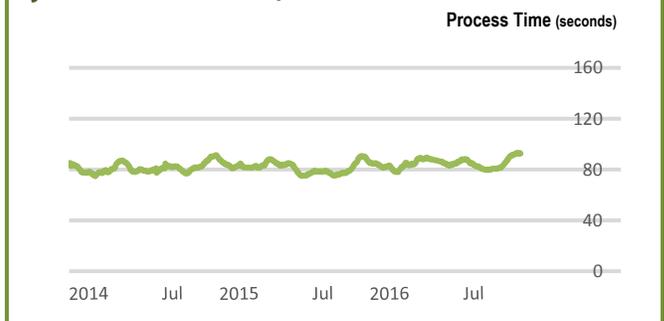
### Booth Hours ... 10% more booth hours than last year



### 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 43% of travelers are now processed by automated technologies like Global Entry and APC, up from 27% last year. MPC was recently introduced. As more travelers begin to utilize the best practices, SFO-G will continue to show operational improvement.

<b>5%</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>37%</b>	<b>APC Traveler %</b>	
<b>1%</b>	<b>MPC Traveler %</b>	

<span style="color: green;">■</span> APC for Canadians	<span style="color: red;">■</span> Section 560/559 Initiative
<span style="color: green;">■</span> APC for Visa Waiver	<span style="color: red;">■</span> Variable Message Signage
<span style="color: green;">■</span> APC for LPR / Nonimmigrants	<span style="color: red;">■</span> One Stop
<span style="color: green;">■</span> Baseline Study Complete	<span style="color: red;">■</span> Express Connect

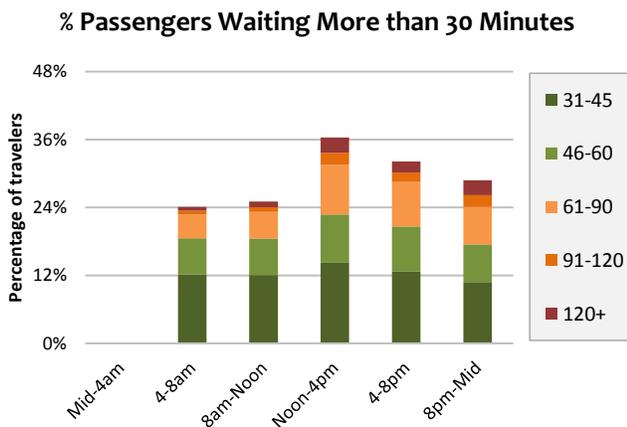
  

Legend

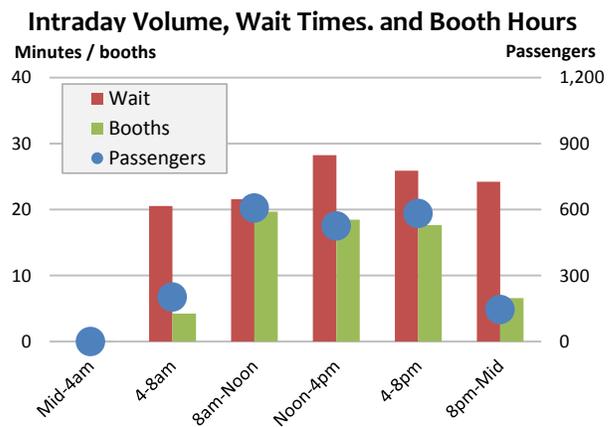
<span style="color: green;">■</span> Fully Implemented	<span style="color: orange;">■</span> Partially Implemented / Not Available	<span style="color: red;">■</span> Not Implemented
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Many innovative practices, technologies, and programs are available 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.

**30% of passengers wait more than 30 minutes**  
 Year to date, approximately 10% SFO of Terminal G passengers wait more than 1 hour, approximately 30% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 36% of passengers wait more than 30 minutes.



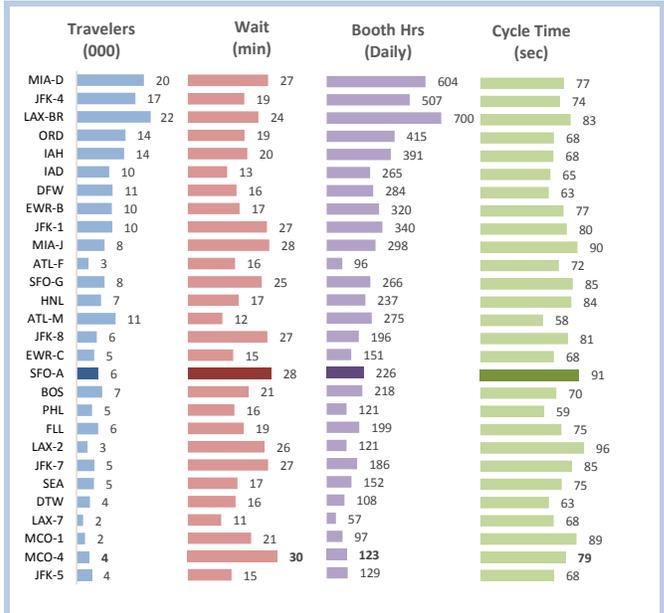
**Off-peak waits are highest**  
 SFO-G waits range from 22-28 minutes during high volume periods when they have at least 18 booths open. In off peak hours, waits still average 20+ minutes with 7 or fewer booths open. SFO-G has the opportunity to greatly reduce off peak waits with opening 1-2 additional booths.



### Key Metrics

	YTD 2016	YTD 2015	Change	% Change
<b>Volume</b>				
Average Daily Travelers	6,382	5,911	471	8%
Global Entry, APC, & MPC	35%	25%	10%	40%
Non-Automated	65%	75%	-10%	-13%
United States Citizens	40.1%	42.0%	-1.9%	-4%
Non-immigrants	52.4%	50.3%	+2.1%	4%
Legal Permanent Residents	7.5%	7.7%	-0.2%	-3%
Average Daily Flights (#)	26	39	-13	-32%
<b>Wait Time</b>				
Average Primary Wait (m)	28.2	28.8	-0.7	-2%
% Travelers < 60 minutes	91%	90%	1%	1%
% Travelers > 120 mins	0.31%	0.58%	-0.28%	-47%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	226	189	37	19%
<b>Efficiency</b>				
Average Cycle Time (s)	91.2	80.5	10.6	13%
Max Hourly Throughput / booth	39.5	44.7	-5.2	-12%
Average Utilization	72%	70%	2%	2%

### Compared to other major airports ...



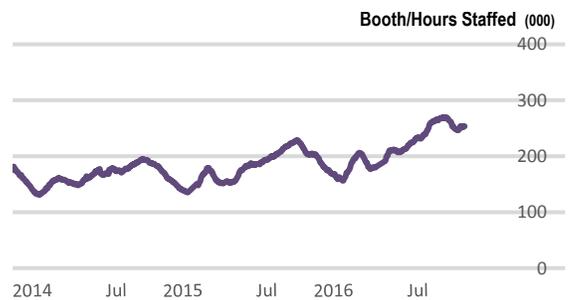
### More booth hours lead to decreased wait times despite more volume

- Travel is up at SFO, Terminal A.** Traveler volume (year to date) has increased 8% compared to last year. Today, 35% of passengers are confirmed with Global Entry, APC and MPC, up from 25% last year.
- More booth hours to meet traveler demand.** More booths are being staffed compared to last year, from 189 booth hours last year to 226 booth hours this year.
- Cycle time increased and throughput decreased.** Average cycle time has increased from 80.5 seconds last year to 91.2 seconds this year. The increase is the result of dramatically increased booth hours (which reduces utilization).
- Shorter waits.** Average wait time has decreased by an average of 0.7 minutes from 28.8 minutes to 28.2 minutes. This is a 2% decrease from last year.

### Traveler Volume ... upward trend



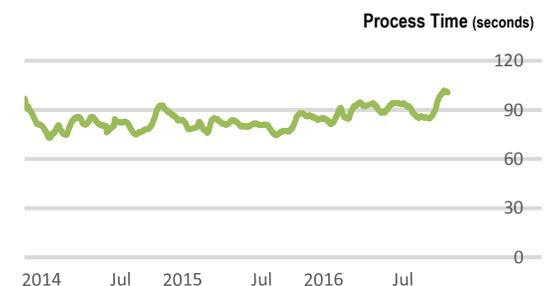
### Booth Hours ... upward trend



### Wait Time ... recent reducing

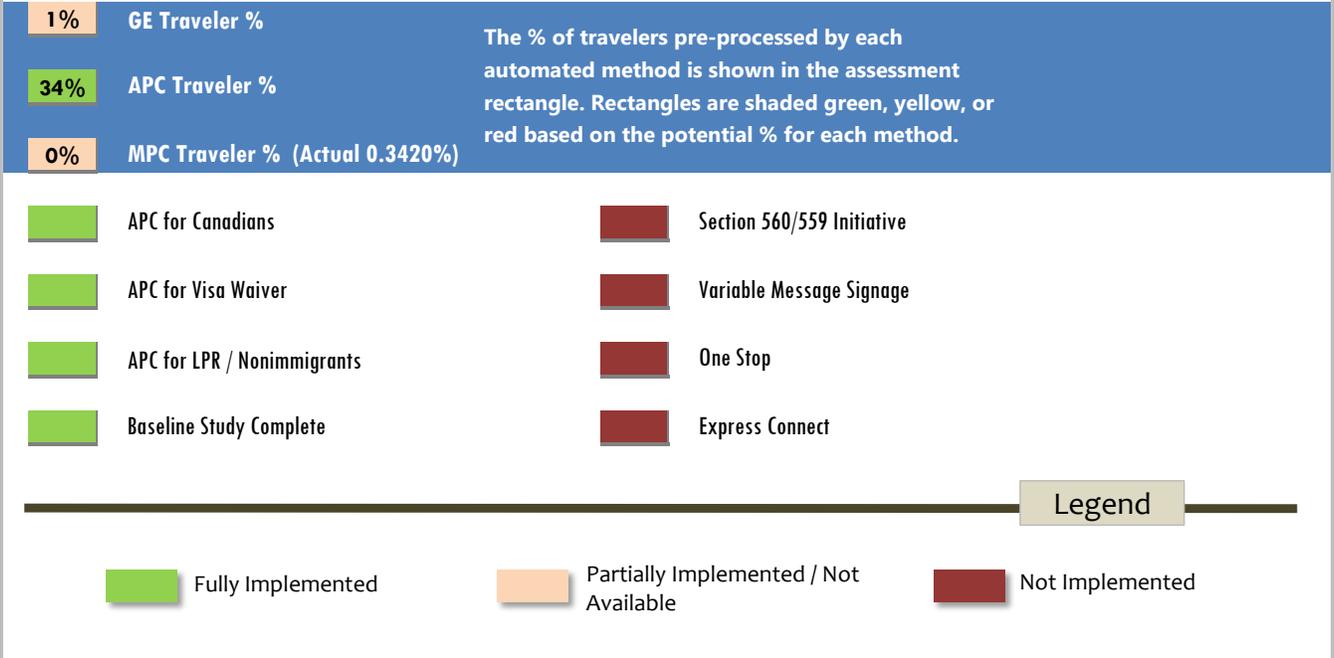


### Cycle Time ... recent upward trend



## Best Practice Inventory

**SFO Best Practice Assessment:** SFO-A has implemented some of the available best practices. 35% of travelers are now processed by automated technologies like Global Entry and APC, up from 25% last year. MPC was recently been introduced. As more travelers begin to utilize the best practices, SFO-A will continue to show operational improvement.

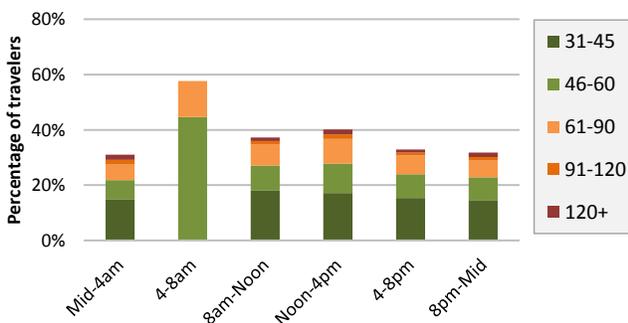


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

### 36% of passengers wait more than 30 minutes

Year to date, approximately 10% SFO of Terminal A passengers wait more than 1 hour, approximately 36% of passengers wait more than 30 minutes. Between the hours of 4am to 8am, 58% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### SFO-A staffs well to traffic

SFO-A is busiest between 8am and 8pm when over 440 passengers arrive per hour. Wait times are approximately 28 minutes during this period. Waits are nearly as high from 8pm to midnight when only 226 passengers arrive per hour.

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

