

AIR DASHBOARD

TRAVEL AND TOURISM

August 2016



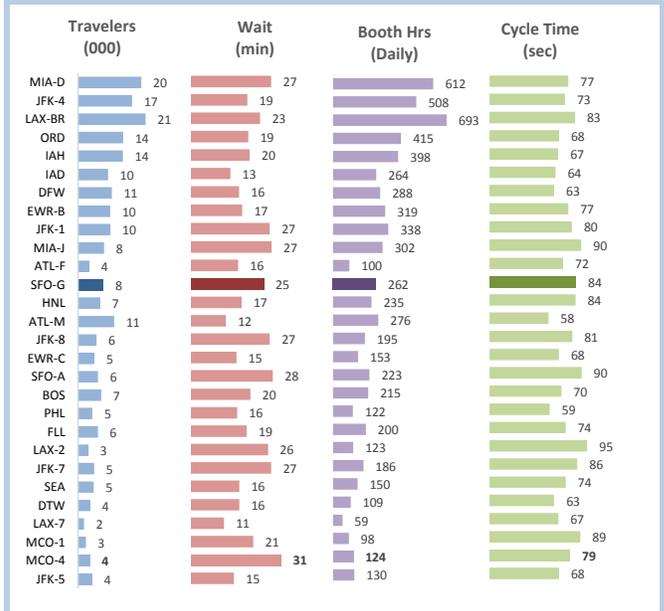
U.S. Customs and
Border Protection

Office of Field Operations

Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	8,092	7,572	520	7%
Global Entry, APC, & MPC	44%	26%	18%	69%
Non-Automated	56%	74%	-18%	-24%
United States Citizens	47.0%	45.4%	+1.6%	4%
Non-immigrants	46.1%	48.0%	-1.9%	-4%
Legal Permanent Residents	6.9%	6.6%	+0.3%	4%
Average Daily Flights (#)	35	35	1	2%
Wait Time				
Average Primary Wait (m)	24.6	24.8	-0.2	-1%
% Travelers < 60 minutes	92%	93%	-1%	-1%
% Travelers > 120 mins	0.49%	0.24%	+0.26%	109%
Primary Booth Hours				
Average Daily Booth Hours	262	242	20	8%
Efficiency				
Average Cycle Time (s)	84.4	80.2	4.2	5%
Max Hourly Throughput / booth	42.7	44.9	-2.2	-5%
Average Utilization	72%	70%	3%	4%

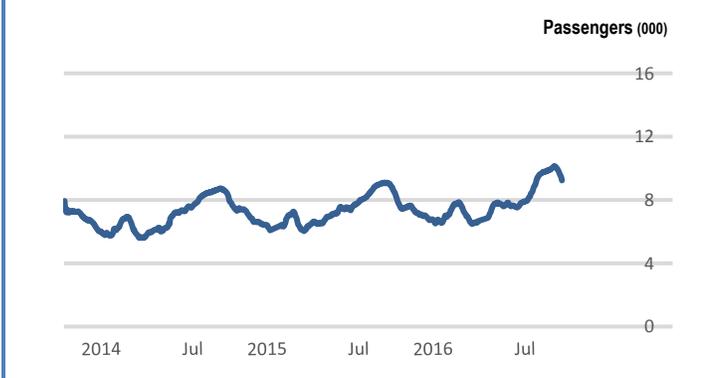
Compared to other major airports ...



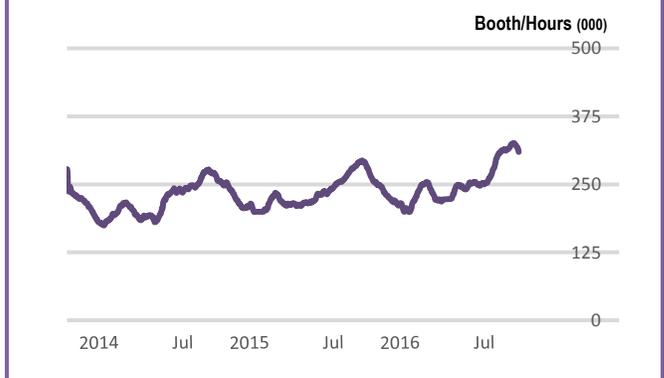
Increased booth staffing reduces wait times despite 7% more volume

- **Travel volume is up at San Francisco (Terminal G).** Traveler volume increased 7% compared to last year. 44% of passengers are confirmed with automated solutions such as Global Entry, APC, and MPC, up from just 26% last year.
- **More booths open to meet demand.** Booth hours have increased 8% compared to a year ago, from 242 booth hours last year to 262 booth hours this year.
- **Waits slightly decreased.** Year to date, average wait times are down 0.2 minute (1%) compared to last year. 92% of passengers are being processed in under 60 minutes.
- **Cycle time is 4.2 seconds slower.** Average cycle time (84.4 seconds) is up from 80.2 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



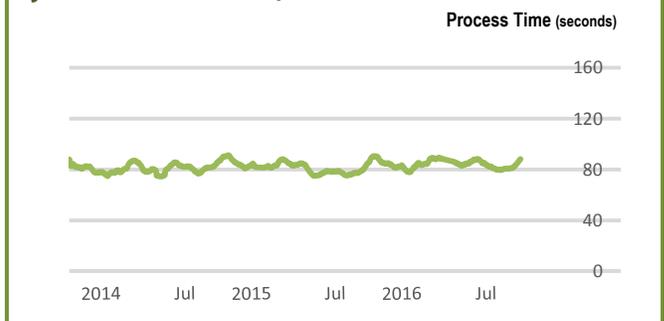
Booth Hours ... 8% more booth hours than last year



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 44% of travelers are now processed by automated technologies like Global Entry and APC, up from 26% 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.
38%	APC Traveler %	
1%	MPC Traveler %	

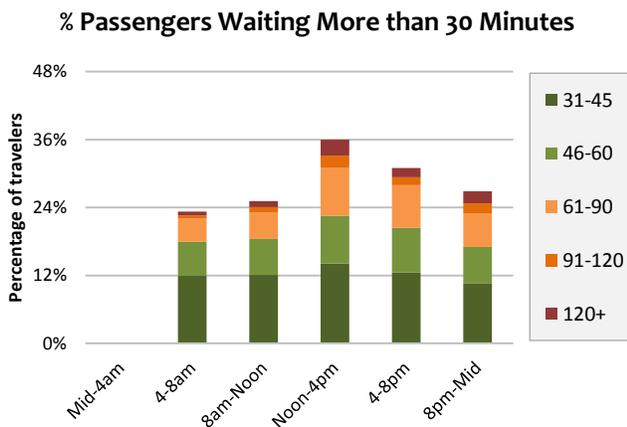
 APC for Canadians	 Section 560/559 Initiative
 APC for Visa Waiver	 Variable Message Signage
 APC for LPR / Nonimmigrants	 One Stop
 Baseline Study Complete	 Express Connect

Legend

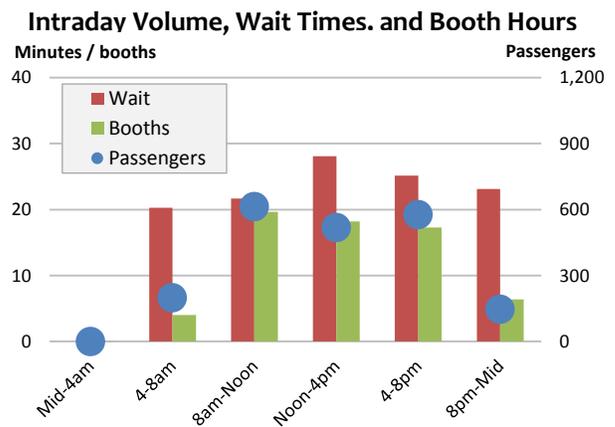
 Fully Implemented	 Partially Implemented / Not Available	 Not Implemented
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Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices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

29% of passengers wait more than 30 minutes
 Year to date, approximately 10% SFO of Terminal G passengers wait more than 1 hour, approximately 29% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 36% of passengers wait more than 30 minutes.



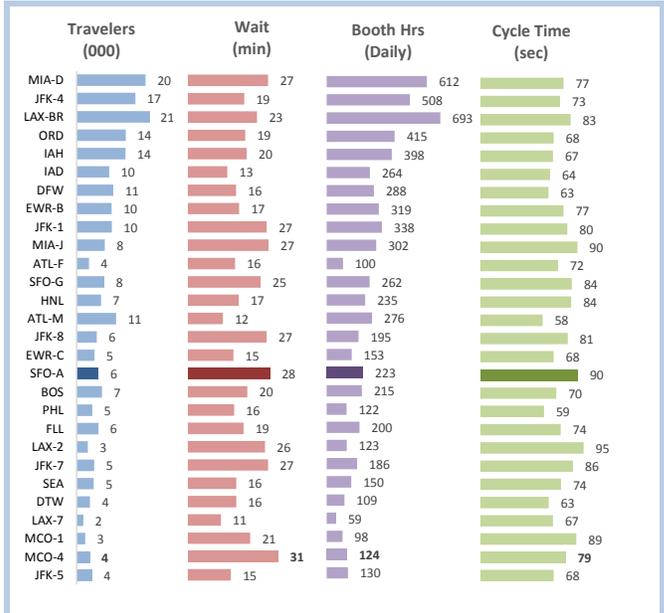
Off-peak waits are highest
 SFO-G waits range from 22-28 minutes during high volume periods when they have at least 18 booths open. In off peak hours, waits still average 20+ minutes with 6 or fewer booths open. SFO-G has the opportunity to greatly reduce off peak waits with opening 1-2 additional booths.



Key Metrics

	YTD 2016	YTD 2015	Change	% Change
Volume				
Average Daily Travelers	6,375	5,920	455	8%
Global Entry, APC, & MPC	36%	24%	12%	50%
Non-Automated	64%	76%	-12%	-16%
United States Citizens	41.0%	42.7%	-1.7%	-4%
Non-immigrants	51.4%	49.4%	+2.0%	4%
Legal Permanent Residents	7.6%	7.9%	-0.2%	-3%
Average Daily Flights (#)	26	39	-12	-32%
Wait Time				
Average Primary Wait (m)	27.7	29.5	-1.7	-6%
% Travelers < 60 minutes	91%	89%	2%	2%
% Travelers > 120 mins	0.31%	0.65%	-0.34%	-52%
Primary Booth Hours				
Average Daily Booth Hours	223	187	35	19%
Efficiency				
Average Cycle Time (s)	89.9	79.7	10.2	13%
Max Hourly Throughput / booth	40.0	45.2	-5.1	-11%
Average Utilization	71%	70%	2%	2%

Compared to other major airports ...



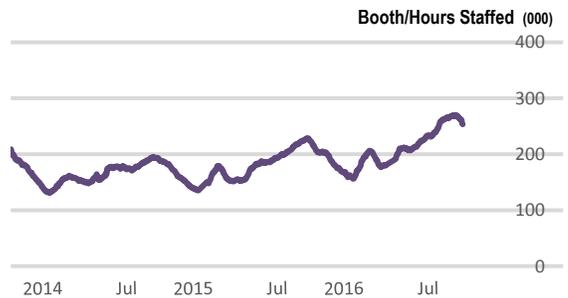
More booth lead to decreased wait time despite more volume

- Travel is up at SFO, Terminal A.** Traveler volume (year to date) has increased 8% compared to last year. Today, 36% of passengers are confirmed with Global Entry, APC and MPC, up from 24% last year.
- More booth hours to meet traveler demand.** More booths are being staffed compared to last year, from 187 booth hours last year to 223 booth hours this year.
- Cycle time increased and throughput decreased.** Average cycle time has increased from 79.7 seconds last year to 89.9 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 1.7 minutes from 29.5 minutes to 27.7 minutes. This is a 6% decrease from last year.

Traveler Volume ... upward trend



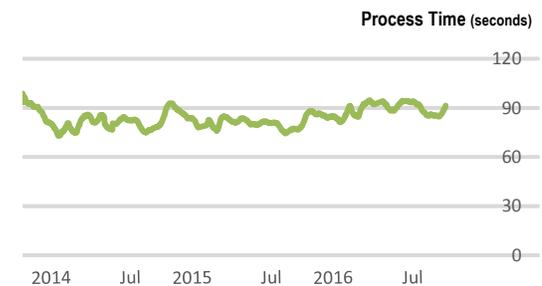
Booth Hours ... upward trend



Wait Time ... recent reducing

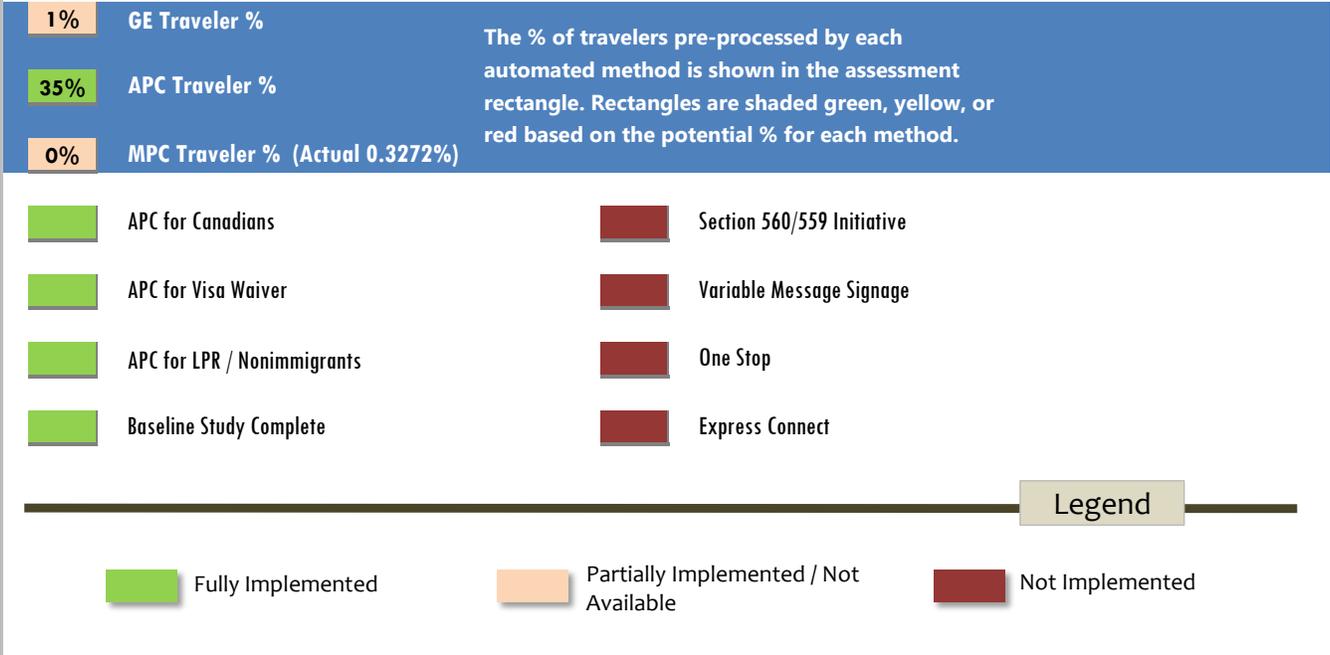


Cycle Time ... recent upward trend



Best Practice Inventory

SFO Best Practice Assessment: SFO-A has implemented some of the available best practices. 36% of travelers are now processed by automated technologies like Global Entry and APC, up from 24% last year. MPC was recently been introduced. As more travelers begin to utilize the best practices, SFO-A will continue to show operational improvement.

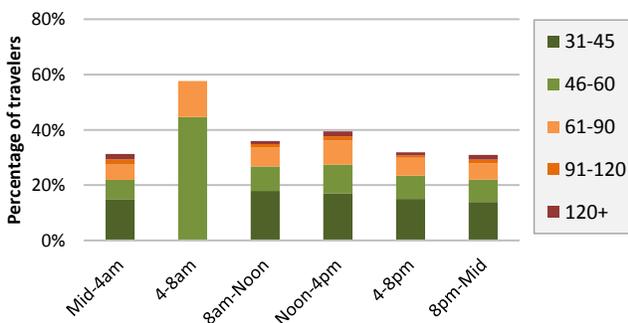


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35% of passengers wait more than 30 minutes

Year to date, approximately 10% SFO of Terminal A passengers wait more than 1 hour, approximately 35% 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 224 passengers arrive per hour.

Intraday Volume, Wait Times, and Booth Hours

