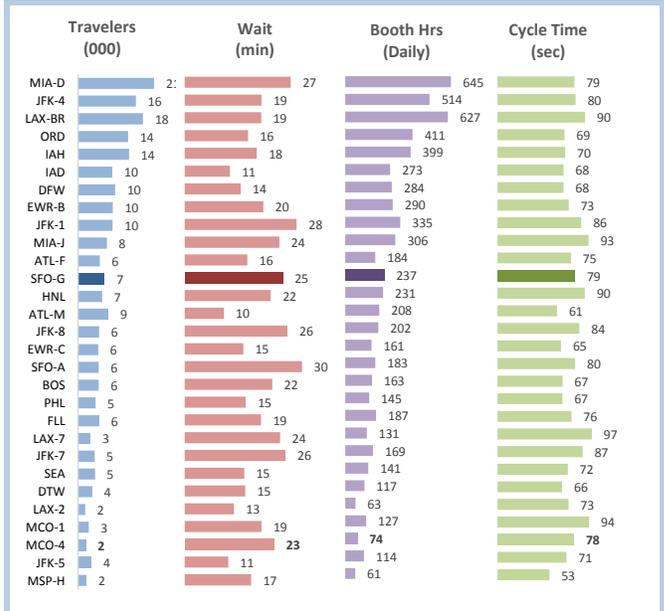


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	7,461	7,101	360	5%
Global Entry, APC, & MPC	27%	3%	24%	800%
Non-Automated	73%	97%	-24%	-25%
United States Citizens	45.9%	45.4%	+0.5%	1%
Non-immigrants	47.5%	47.8%	-0.3%	-1%
Legal Permanent Residents	6.6%	6.8%	-0.2%	-2%
Average Daily Flights (#)	34	31	2	7%
Wait Time				
Average Primary Wait (m)	24.9	26.0	-1.2	-4%
% Travelers < 60 minutes	93%	93%	-1%	-1%
% Travelers > 120 mins	0.26%	0.08%	+0.18%	224%
Primary Booth Hours				
Average Daily Booth Hours	237	224	13	6%
Efficiency				
Average Cycle Time (s)	79.5	81.2	-1.7	-2%
Max Hourly Throughput / booth	45.3	44.4	0.9	2%
Average Utilization	69%	71%	-2%	-3%

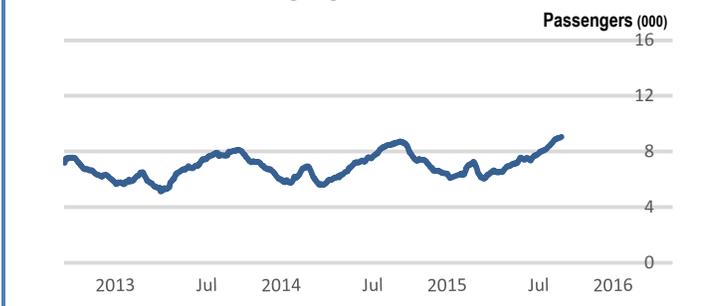
Compared to other major airports ...



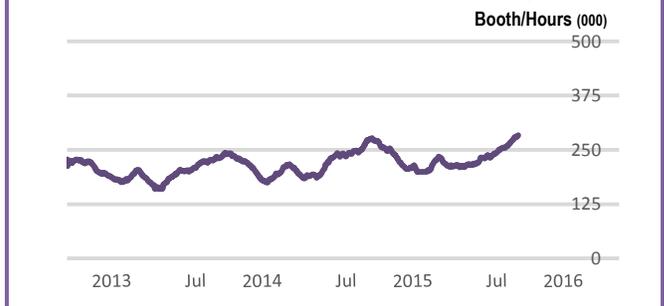
Increased booth staffing outpaces increased volume

- **Travel volume is up at San Francisco (Terminal G).** Traveler volume increased 5% compared to last year. Compared to last year, there is a 24% increase in passengers that are confirmed with automated solutions such as Global Entry and APC.
- **More booths open to meet demand.** Booth hours have increased 6% compared to a year ago. This increase has offset the increase in traveler volume.
- **Waits have been reduced.** Year to date, average wait times are down 1.2 minutes (4%) compared to last year. The reduction in wait times is likely due to the increase in booth hours, and the increase in automated technology.
- **Cycle time decreased by 2%.** Average cycle time (79.5 seconds) is down from 81.2 seconds a year ago. Max hourly throughput is up slightly (2%). The growth of Global Entry, APC, and MPC could further reduce SFO average cycle time in the future.

Traveler Volume ... slight growth



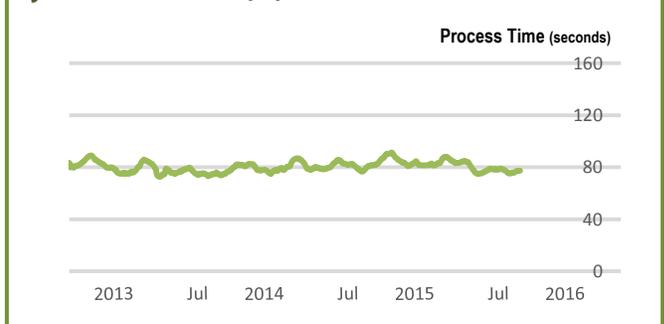
Booth Hours ... 6% more booth hours than last year



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 27% of travelers are now processed by automated technologies like Global Entry and APC, up from 3% last year. MPC was recently introduced. As more travelers begin to utilize the best practices, SFO-G will continue to show operational improvement.

4%	GE Traveler %	The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method.
23%	APC Traveler %	
0%	MPC Traveler % (Actual 0.0064%)	

 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

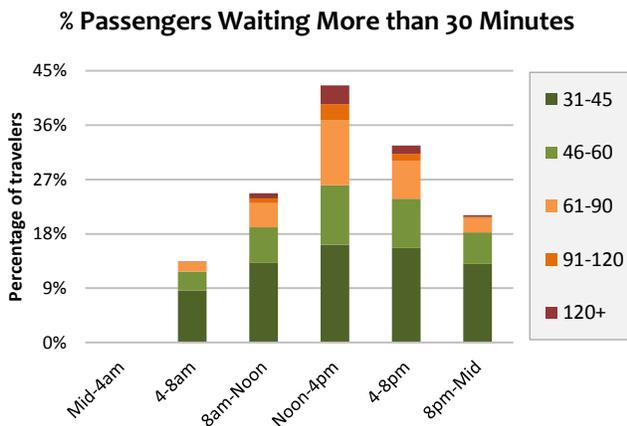
Legend

 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 circle" 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.

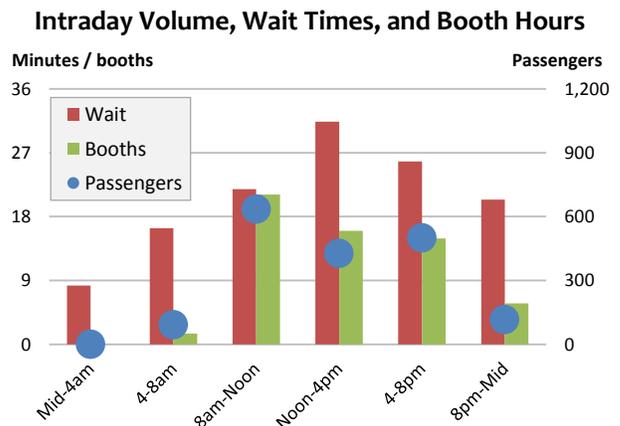
31% of passengers wait more than 30 minutes

Year to date, approximately 9% SFO of Terminal G passengers wait more than 1 hour, approximately 31% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 43% of passengers wait more than 30 minutes.



More booths needed from Noon-Midnight

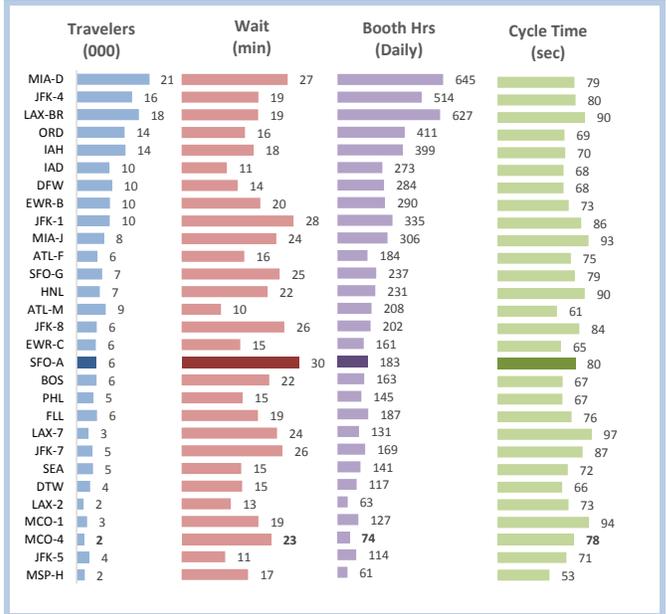
SFO-G peak travel is from 8am to Noon (630 passengers per hour) and average wait is 22 minutes. Waits are longer in the non-peak hours from Noon to Midnight. A few extra booths open during this off-peak period should greatly reduce average wait.



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	5,792	5,395	397	7%
Global Entry, APC, & MPC	25%	3%	22%	733%
Non-Automated	75%	97%	-22%	-23%
United States Citizens	42.9%	43.7%	-0.9%	-2%
Non-immigrants	49.3%	47.8%	+1.5%	3%
Legal Permanent Residents	7.8%	8.5%	-0.6%	-8%
Average Daily Flights (#)	37	33	4	11%
Wait Time				
Average Primary Wait (m)	29.8	29.5	0.3	1%
% Travelers < 60 minutes	89%	91%	-2%	-2%
% Travelers > 120 mins	0.72%	0.09%	+0.63%	672%
Primary Booth Hours				
Average Daily Booth Hours	183	169	14	8%
Efficiency				
Average Cycle Time (s)	79.7	80.6	-0.9	-1%
Max Hourly Throughput / booth	45.2	44.7	0.5	1%
Average Utilization	70%	71%	-1%	-2%

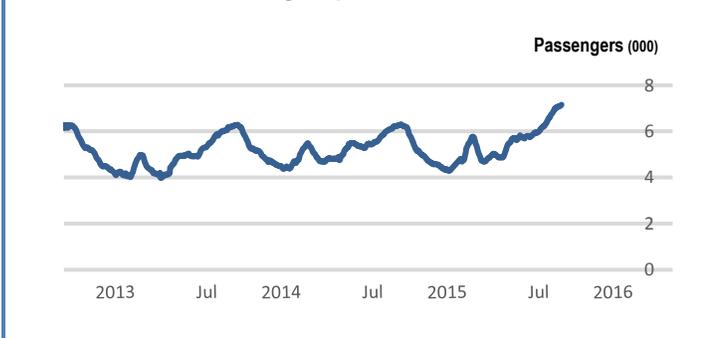
Compared to other major airports ...



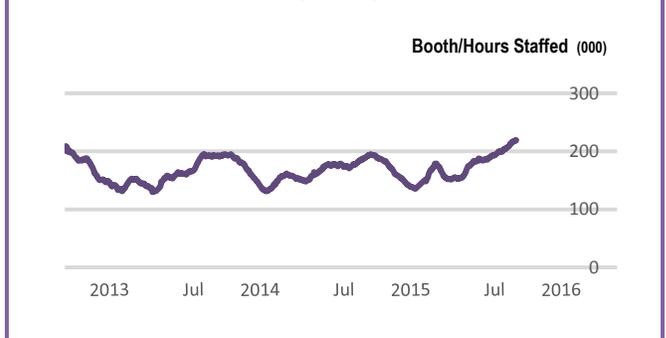
More booths not enough to reduce the waits

- **Travel is up at SFO, Terminal A.** Traveler volume (year to date) has increased 7% compared to last year. Today, 25% of passengers are confirmed with Global Entry and APC, up from 3% last year.
- **More booth hours compared to last year.** Slightly more booths are being staffed compared to last year, from 169 hours last year to 183 hours this year. More booths were opened to handle the volume increase, although wait times still increased slightly.
- **Slight improvement in cycle time and throughput.** Average cycle time decreased slightly (0.9 seconds), allowing for slightly more passengers to be processed per booth, per hour (0.5 passengers). Cycle time should further reduce as APC and MPC usage increases.
- **Wait times increase by 1%.** Average wait time has increased by an average of 0.3 minutes from 29.5 minute to 29.8 minutes, a 1% increase from last year.

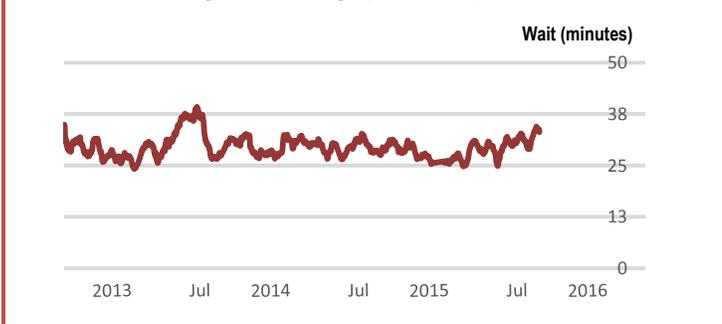
Traveler Volume ... slight upward trend



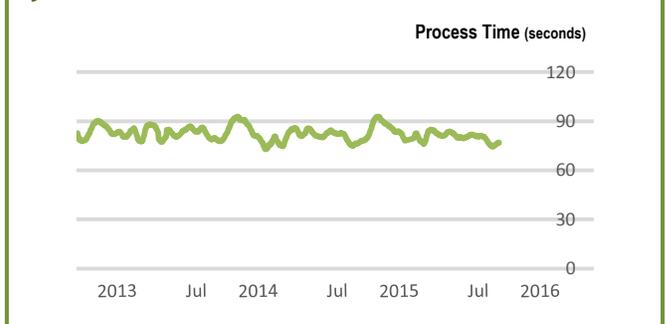
Booth Hours ... relatively steady



Wait Time ... slightly trending up since 2015



Cycle Time ... relatively steady



Best Practice Inventory

SFO Best Practice Assessment: SFO-A has implemented many of the available best practices. Only 25% of travelers are now processed by automated technologies like Global Entry and APC, up from 3% last year. MPC was recently been introduced. As more travelers begin to utilize the best practices, SFO-A will continue to show operational improvement.

5%	GE Traveler %	The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method.
20%	APC Traveler %	
0%	MPC Traveler % (Actual 0.0013%)	

	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 circle" 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.

