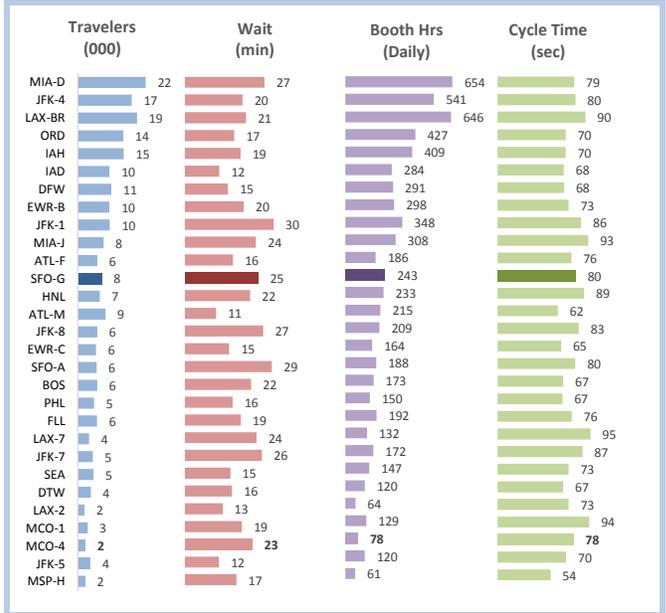


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	7,603	7,243	360	5%
Global Entry, APC, & MPC	29%	3%	26%	867%
Non-Automated	71%	97%	-26%	-27%
United States Citizens	45.4%	44.9%	+0.5%	1%
Non-immigrants	48.0%	48.4%	-0.4%	-1%
Legal Permanent Residents	6.6%	6.8%	-0.1%	-2%
Average Daily Flights (#)	34	32	2	7%
Wait Time				
Average Primary Wait (m)	24.8	26.0	-1.2	-4%
% Travelers < 60 minutes	93%	93%	0%	0%
% Travelers > 120 mins	0.24%	0.08%	+0.16%	203%
Primary Booth Hours				
Average Daily Booth Hours	243	229	14	6%
Efficiency				
Average Cycle Time (s)	80.2	81.7	-1.5	-2%
Max Hourly Throughput / booth	44.9	44.1	0.8	2%
Average Utilization	70%	72%	-2%	-3%

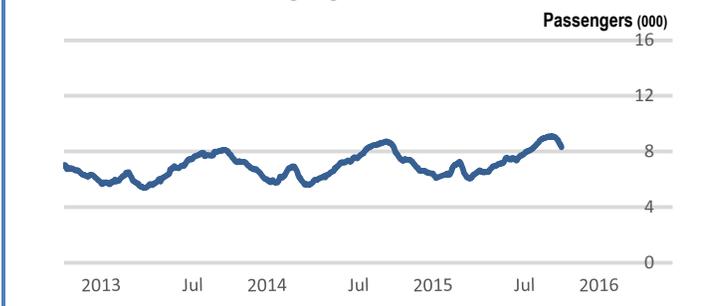
Compared to other major airports ...



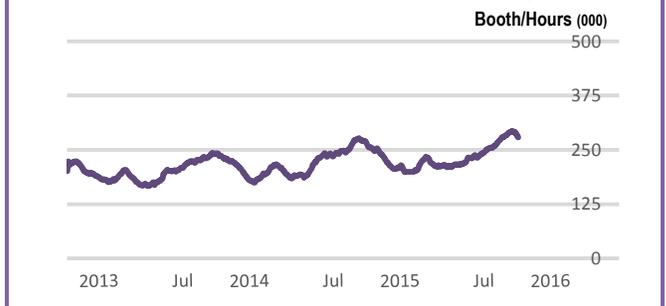
Increased booth staffing and automation help reduce wait times

- **Travel volume is up at San Francisco (Terminal G).** Traveler volume increased 5% compared to last year. Compared to last year, there is a 26% 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 (80.2 seconds) is down from 81.7 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.

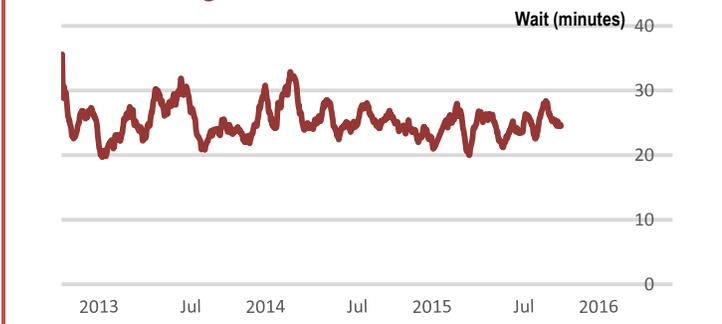
Traveler Volume ... slight growth



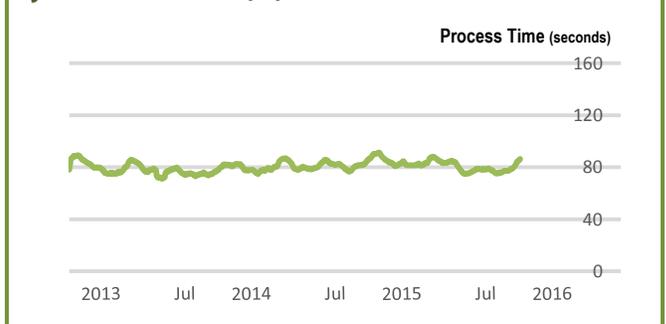
Booth Hours ... 6% more booth hours than last year



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 29% 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.

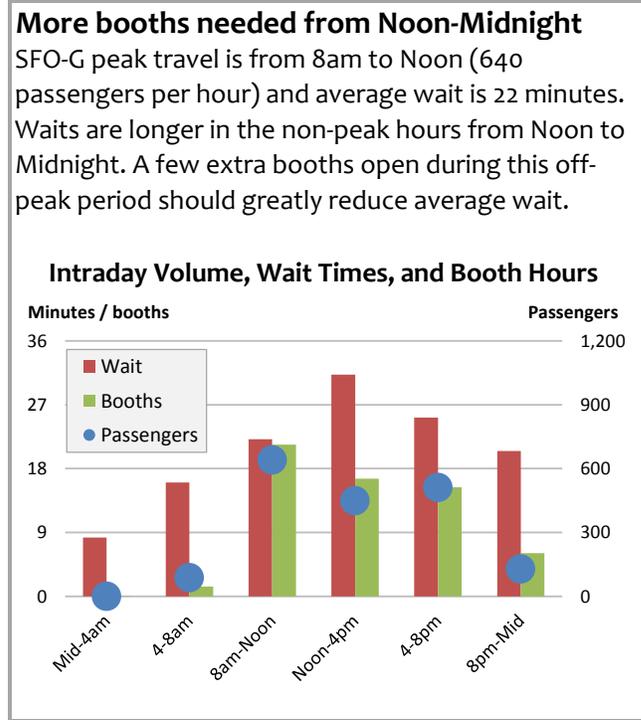
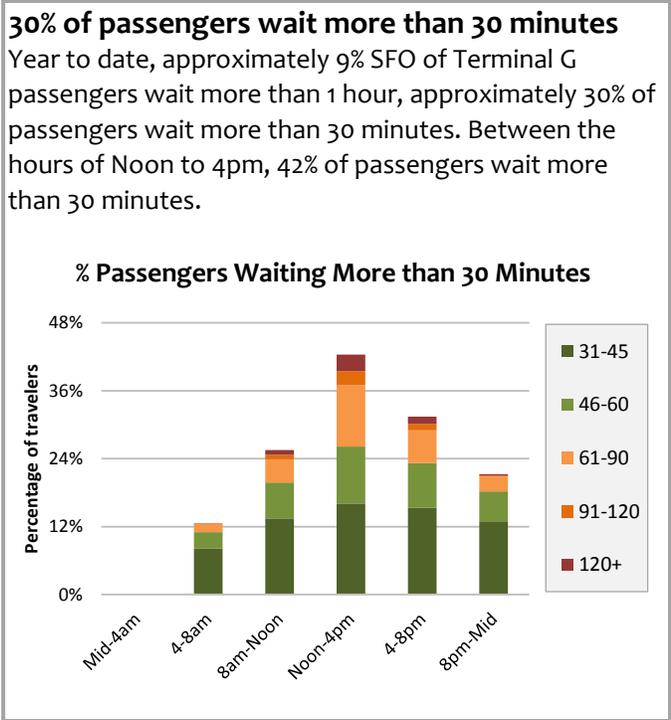
4%	GE Traveler %	The % of travelers pre-processed by each automated method is shown in the assessment circle. Circles are shaded green, yellow, or red based on the potential % for each method.
25%	APC Traveler %	
0%	MPC Traveler % (Actual 0.0170%)	

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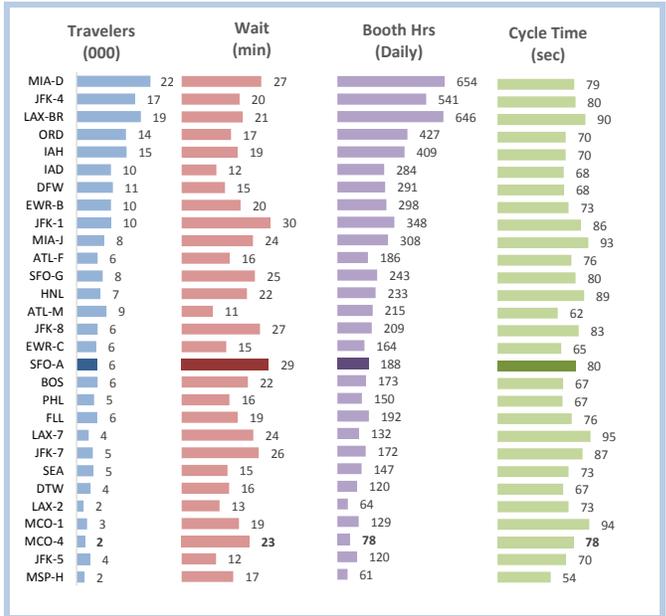
Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	5,944	5,472	472	9%
Global Entry, APC, & MPC	27%	3%	24%	800%
Non-Automated	73%	97%	-24%	-25%
United States Citizens	42.7%	43.6%	-0.9%	-2%
Non-immigrants	49.4%	47.9%	+1.5%	3%
Legal Permanent Residents	7.9%	8.5%	-0.6%	-7%
Average Daily Flights (#)	38	34	4	12%
Wait Time				
Average Primary Wait (m)	29.5	29.7	-0.2	-1%
% Travelers < 60 minutes	90%	91%	-1%	-1%
% Travelers > 120 mins	0.65%	0.15%	+0.50%	322%
Primary Booth Hours				
Average Daily Booth Hours	188	172	16	9%
Efficiency				
Average Cycle Time (s)	79.7	80.8	-1.0	-1%
Max Hourly Throughput / booth	45.2	44.6	0.6	1%
Average Utilization	70%	71%	-1%	-2%

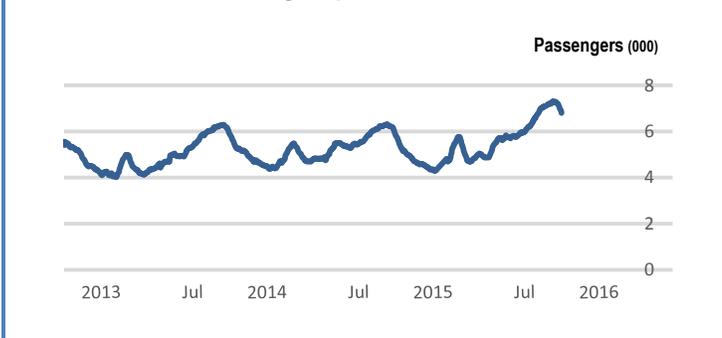
Compared to other major airports ...



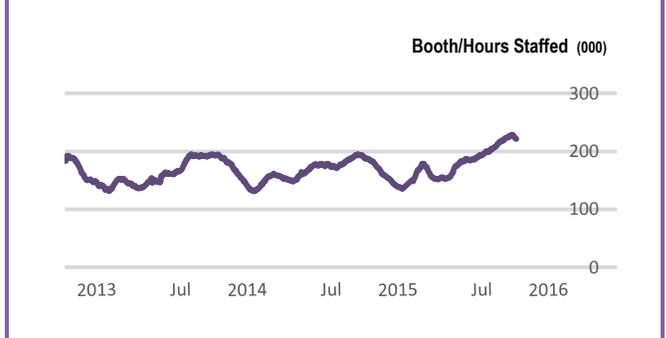
More booths helps reduce the waits

- **Travel is up at SFO, Terminal A.** Traveler volume (year to date) has increased 9% compared to last year. Today, 27% of passengers are confirmed with Global Entry and APC, up from 3% last year.
- **More booth hours compared to last year.** More booths are being staffed compared to last year, from 172 hours last year to 188 hours this year.
- **Slight improvement in cycle time and throughput.** Average cycle time decreased slightly (1 second), allowing for slightly more passengers to be processed per booth, per hour (0.6 passengers). Cycle time should further reduce as GE, APC, and MPC usage increases.
- **Wait times decrease by 1%.** Average wait time has decreased by an average of 0.2 minutes from 29.7 minute to 29.5 minutes, a 1% decrease from last year.

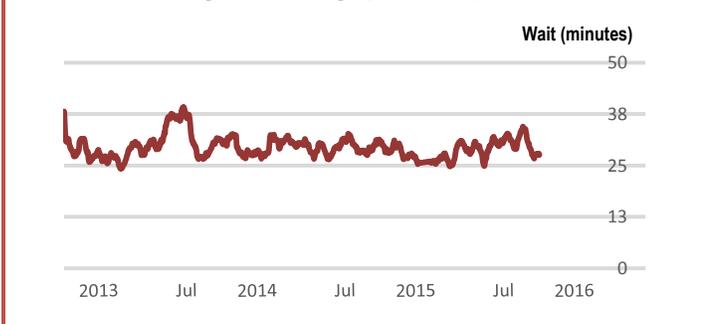
Traveler Volume ... slight upward trend



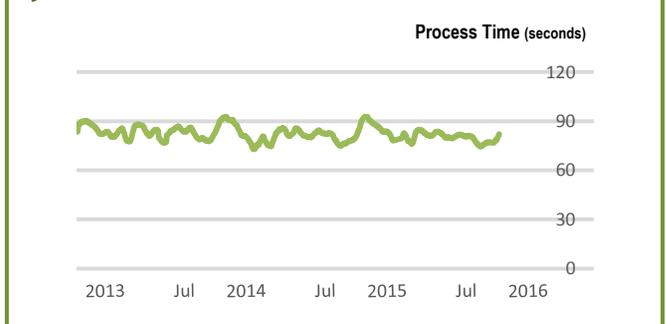
Booth Hours ... relatively steady



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 27% 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.
22%	APC Traveler %	
0%	MPC Traveler % (Actual 0.0083%)	

	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

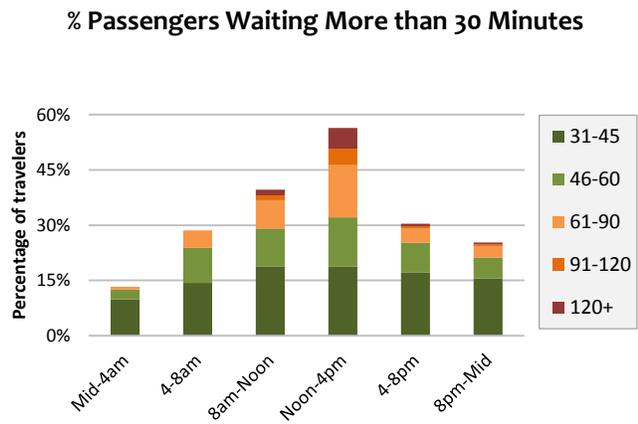
Legend

	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.

40% of passengers wait more than 30 minutes

Year to date, approximately 12% SFO of Terminal A passengers wait more than 1 hour, approximately 40% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 56% of passengers wait more than 30 minutes.



More booths needed from 8am-Noon

SFO-A is busiest between Noon and 4pm, when 470 passengers arrive per hour. Although all 18 booths are opened during this time, wait times are highest during this period. SFO-A could open more booths between 8am and Noon to reduce the waits leading into peak hours.

