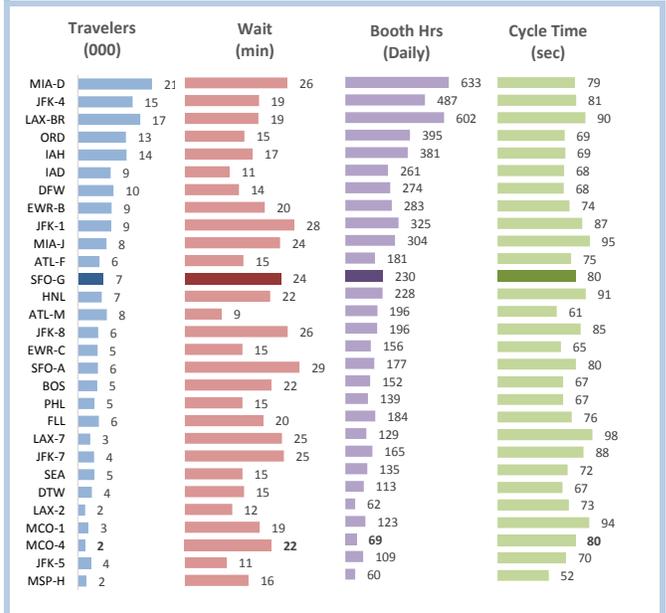


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	7,201	6,855	345	5%
Global Entry, APC, & MPC	25%	3%	22%	733%
Non-Automated	75%	97%	-22%	-23%
United States Citizens	45.9%	45.6%	+0.3%	1%
Non-immigrants	47.4%	47.4%	-0.1%	0%
Legal Permanent Residents	6.7%	7.0%	-0.2%	-3%
Average Daily Flights (#)	34	31	3	11%
Wait Time				
Average Primary Wait (m)	24.4	26.3	-1.9	-7%
% Travelers < 60 minutes	93%	93%	0%	0%
% Travelers > 120 mins	0.18%	0.09%	+0.09%	101%
Primary Booth Hours				
Average Daily Booth Hours	230	218	12	6%
Efficiency				
Average Cycle Time (s)	80.0	81.5	-1.4	-2%
Max Hourly Throughput / booth	45.0	44.2	0.8	2%
Average Utilization	70%	71%	-2%	-2%

Compared to other major airports ...



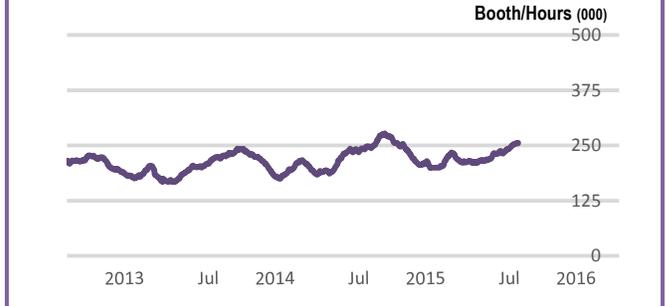
Increased booth staffing outpaces increased volume

- **Travel volume is up at San Francisco (Terminal G).** Traveler volume increased 5% compared to last year. Compared to last year, there is a 22% 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 1.9 minutes (7%) 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 2%.** Average cycle time (80 seconds) is down from 81.5 seconds a year ago. Max hourly throughput is up slightly (2%). The growth of APC and other practices could further reduce SFO average cycle time in the future.

Traveler Volume ... slight growth



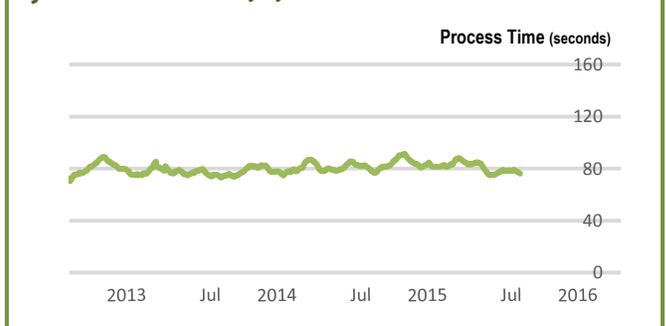
Booth Hours ... 6% more booth hours than last year



Wait Time ... slight downward trend



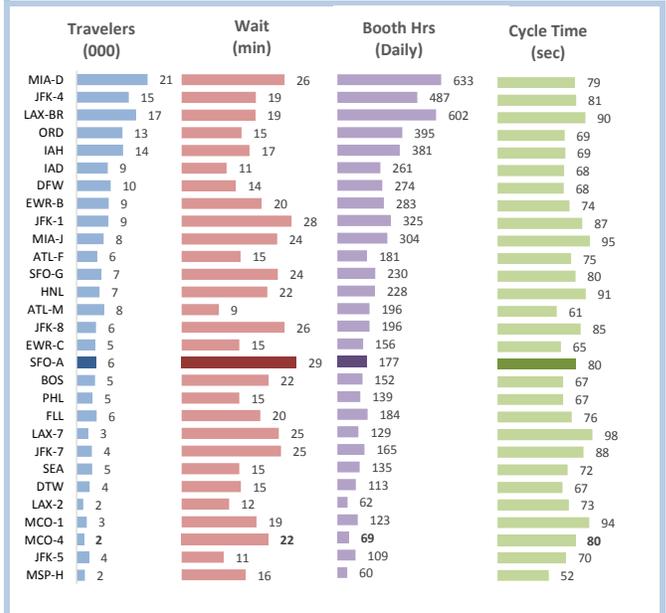
Cycle Time ... steady cycle time



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	5,568	5,263	305	6%
Global Entry, APC, & MPC	23%	3%	20%	667%
Non-Automated	77%	97%	-20%	-21%
United States Citizens	43.3%	43.9%	-0.6%	-1%
Non-immigrants	48.6%	47.4%	+1.2%	3%
Legal Permanent Residents	8.1%	8.7%	-0.7%	-7%
Average Daily Flights (#)	38	33	5	15%
Wait Time				
Average Primary Wait (m)	29.1	29.8	-0.7	-2%
% Travelers < 60 minutes	90%	91%	-1%	-1%
% Travelers > 120 mins	0.55%	0.10%	+0.46%	472%
Primary Booth Hours				
Average Daily Booth Hours	177	167	11	6%
Efficiency				
Average Cycle Time (s)	80.5	81.5	-1.0	-1%
Max Hourly Throughput / booth	44.7	44.2	0.6	1%
Average Utilization	70%	72%	-1%	-2%

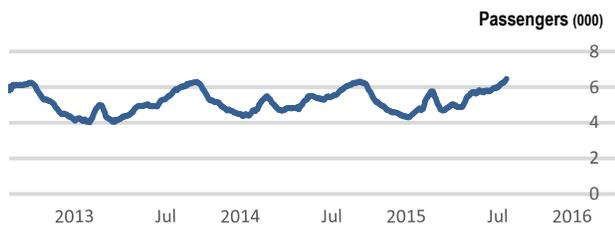
Compared to other major airports ...



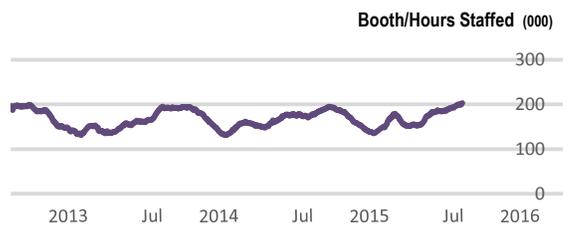
Increased booth staffing slightly decreases long waits

- **Travel is up at SFO, Terminal A.** Traveler volume (year to date) has increased 6% compared to last year. Today, 23% of passengers are confirmed with Global Entry and APC, up from 3% last year.
- **Booth hours increase to meet passenger demand.** Slightly more booths are being staffed compared to last year. The number of daily booth hours has increased from 167 hours last year to 177 hours this year.
- **Slight improvement in cycle time and throughput.** Average cycle time decreased slightly (1 seconds), allowing for slightly more passengers to be processed per booth, per hour (0.6 passengers). Cycle time should further reduce as APC usage increases.
- **Wait times decreased by 2%.** Average wait time has decreased by an average of 0.7 minutes, a 2% decline from last year. Increased booth staffing has led to a decrease in wait time.

Traveler Volume ... slight upward trend



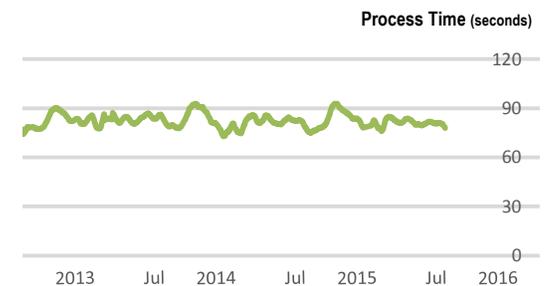
Booth Hours ... relatively steady



Wait Time ... slightly trending down since 2013

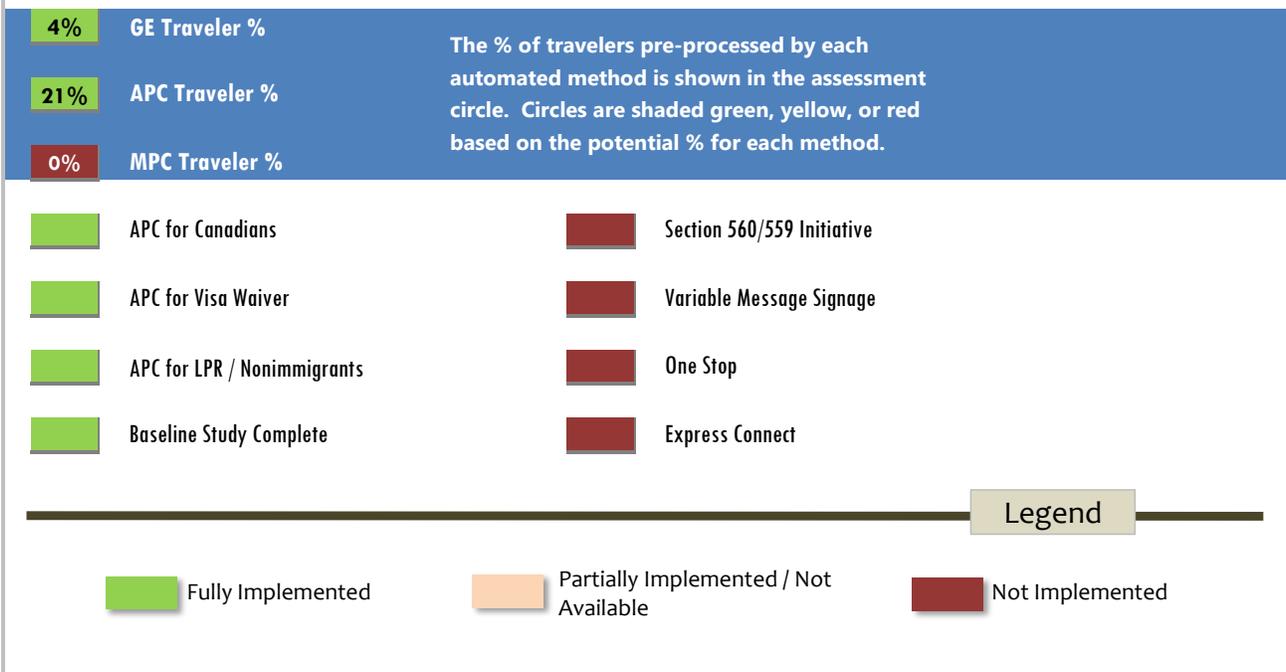


Cycle Time ... relatively steady



Best Practice Inventory

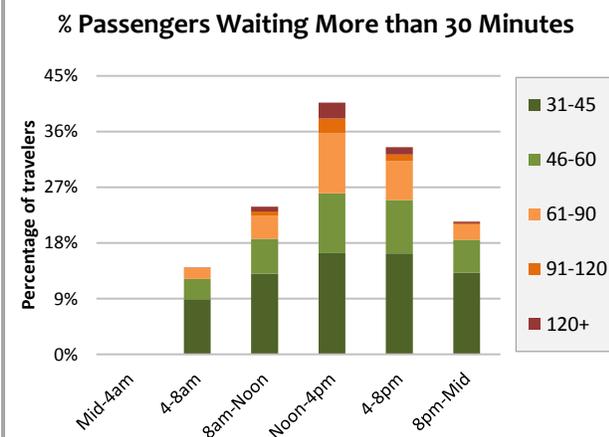
SFO Terminal G Best Practice Assessment: SFO-G has implemented some of the available best practices. Only 25% of travelers are now processed by automated technologies like Global Entry and APC, up from 3% last year. APC was recently introduced. As more travelers begin to utilize the best practices, SFO-G 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 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.

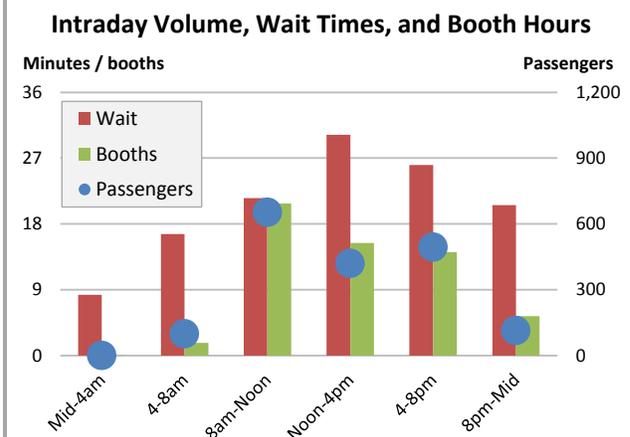
30% of passengers wait more than 30 minutes

Year to date, approximately 8% SFO of Terminal G passengers wait more than 1 hour. Between the hours of Noon to 4pm, 41% of passengers wait more than 30 minutes.



More booths needed from Noon-Midnight

SFO-G peak travel is from 8am to Noon (650 passengers per hour) and average wait is 21 minutes. But waits are just as long or longer from the non-peak hours from Noon to Midnight. A few extra booths open during this off-peak period should greatly reduce average wait.



Best Practice Inventory

SFO Best Practice Assessment: SFO-A has implemented many of the available best practices. Only 23% of travelers are now processed by automated technologies like Global Entry and APC, up from 3% last year. APC 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.
18%	APC Traveler %	
0%	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

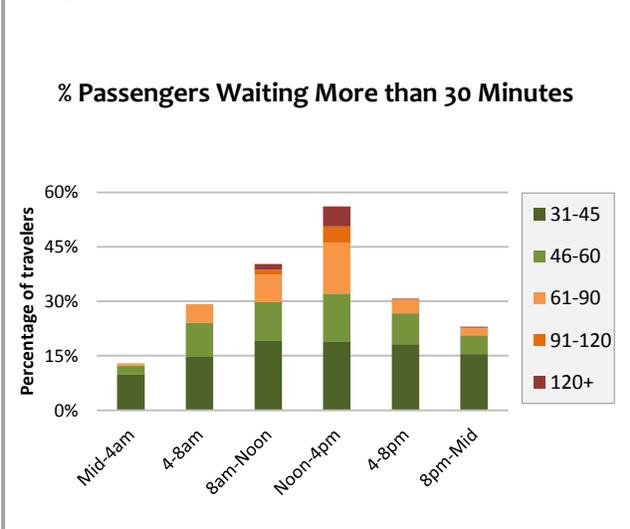
Legend

	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 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. Between the hours of Noon to 4pm, 56% of passengers wait more than 30 minutes.



Matches booth opening well to traffic

SFO-A is busiest between Noon and 4pm, when more than 400 passengers arrive per hour. Although all 17 booths are opened during this time, wait times are highest during this period. SFO-A reduces booth openings at other times to properly match reduced traffic.

