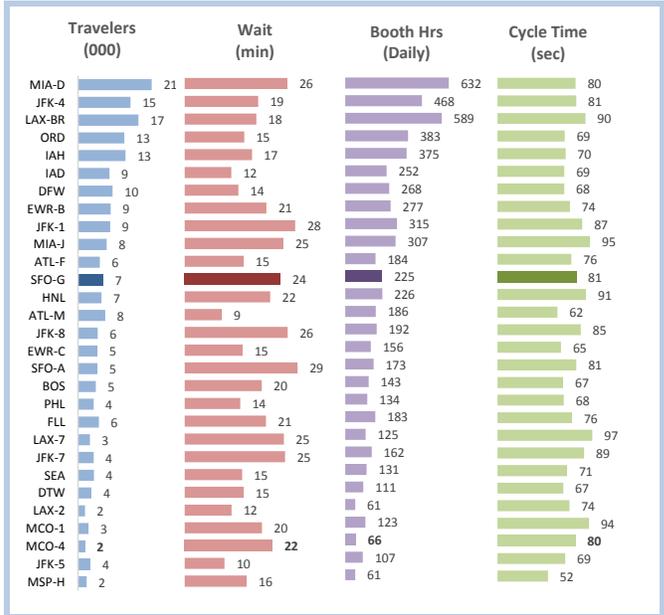


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	7,011	6,615	396	6%
Global Entry, APC, & MPC	21%	3%	18%	600%
Non-Automated	79%	97%	-18%	-19%
United States Citizens	45.2%	45.0%	+0.2%	0%
Non-immigrants	47.9%	47.8%	+0.1%	0%
Legal Permanent Residents	6.9%	7.2%	-0.3%	-5%
Average Daily Flights (#)	34	30	3	11%
Wait Time				
Average Primary Wait (m)	24.3	26.0	-1.7	-7%
% Travelers < 60 minutes	93%	93%	0%	1%
% Travelers > 120 mins	0.14%	0.10%	+0.05%	47%
Primary Booth Hours				
Average Daily Booth Hours	225	212	12	6%
Efficiency				
Average Cycle Time (s)	80.7	81.7	-1.0	-1%
Max Hourly Throughput / booth	44.6	44.0	0.6	1%
Average Utilization	70%	71%	-1%	-1%

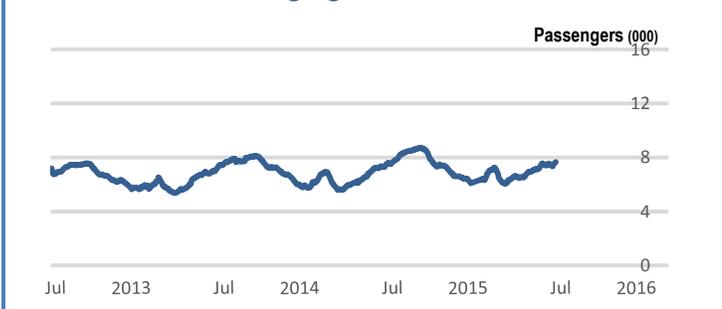
Compared to other major airports ...



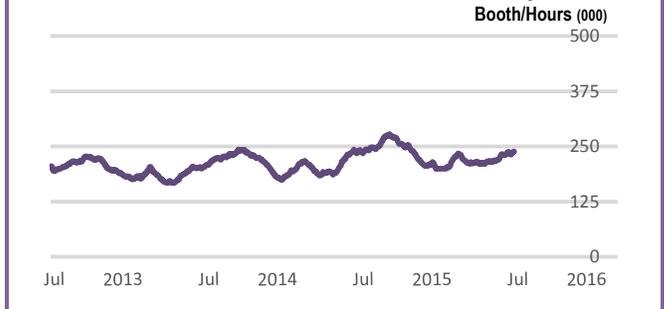
Increased booth staffing outpaces increased volume

- **Travel volume is up at San Francisco (Terminal G).** Traveler volume increased 6% compared to last year. Compared to last year, there is a 18% increase in passengers that are pre-processed 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 1.7 minutes (6%) compared to last year. The reduction in wait times is likely due to the increase in booth hours.
- **Cycle time decreased 1%.** Average cycle time (80.7 seconds) is down from 81.7 seconds a year ago. Booth utilization remains unchanged from last year. The growth of APC and other practices could further reduce SFO average cycle time in the future.

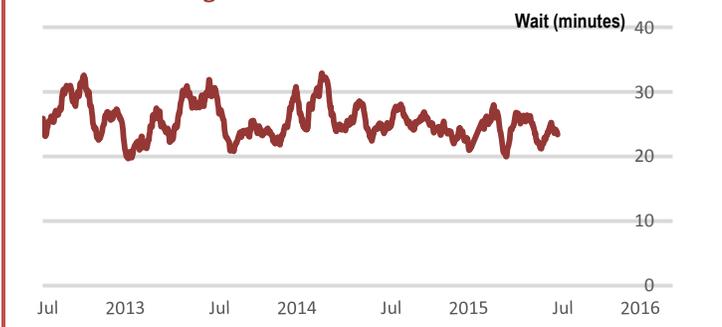
Traveler Volume ... slight growth



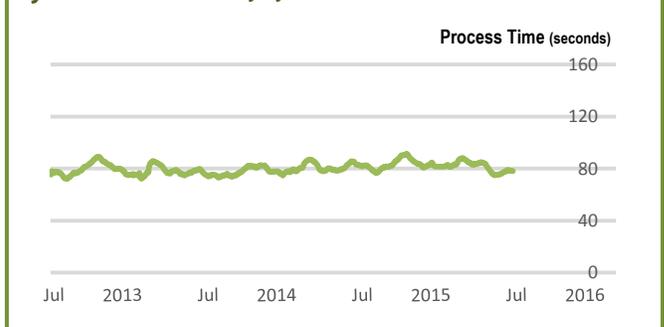
Booth Hours ... 6% more booth hours than last year



Wait Time ... slight downward trend

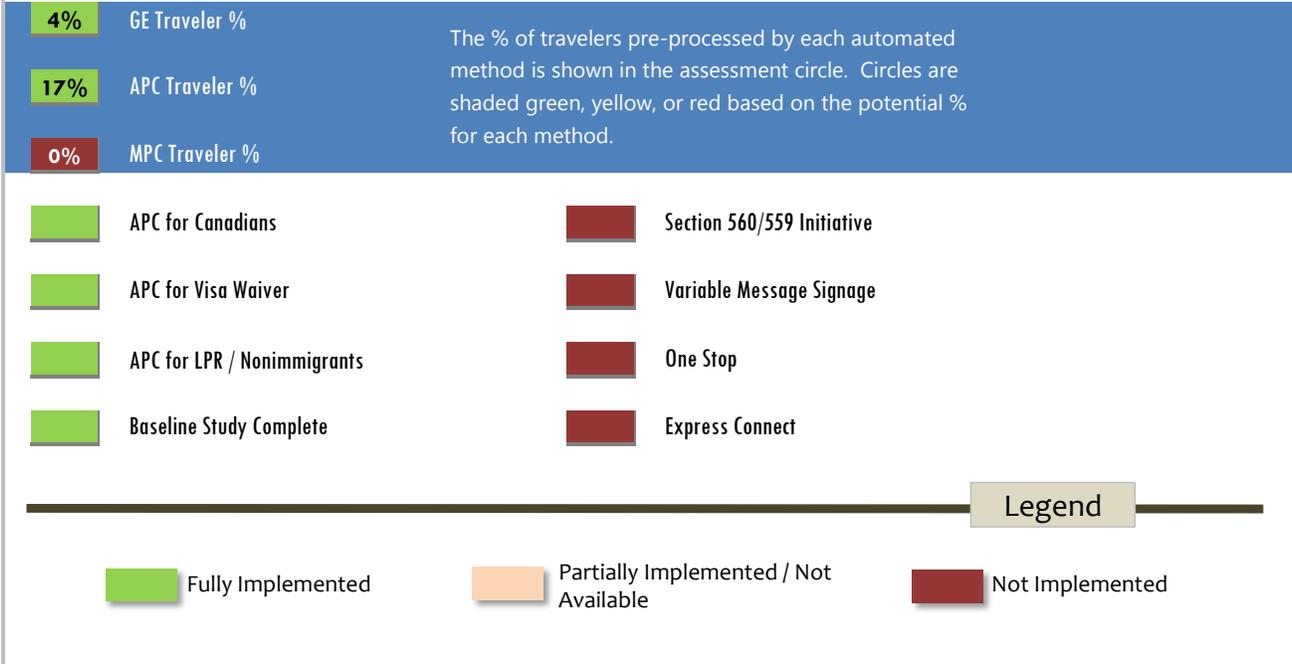


Cycle Time ... steady cycle time



Best Practice Inventory

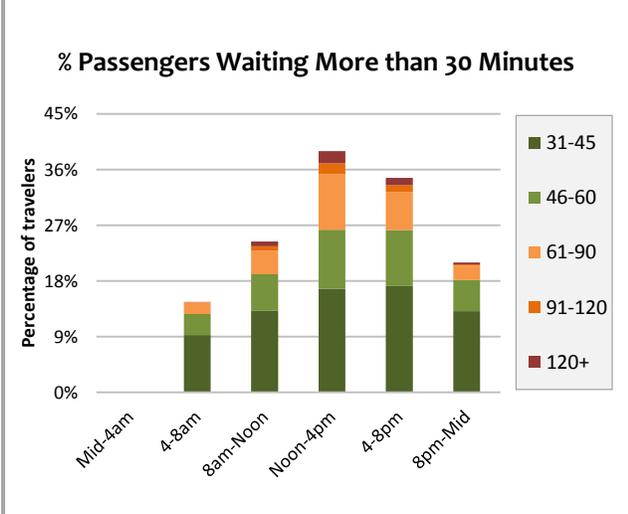
SFO Terminal G Best Practice Assessment: SFO-G has implemented many of the available best practices. Only 21% of travelers are now processed by automated technologies like Global Entry and APC, up from 3% last year. APC was recently introduced. As more travelers begin to utilize the best practices, SFO-G 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.

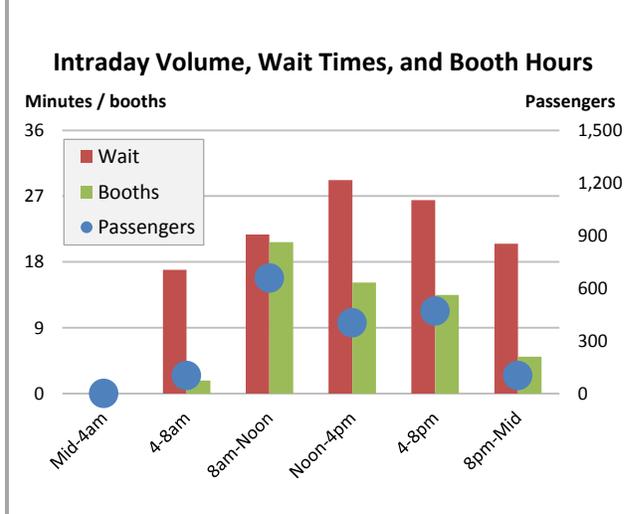
30% of passengers wait more than 30 minutes

Year to date, approximately 8% SFO of Terminal G passengers wait more than 1 hour. Between the hours of Noon to 4pm, 39% of passengers wait more than 30 minutes.



Better off-peak staffing is needed

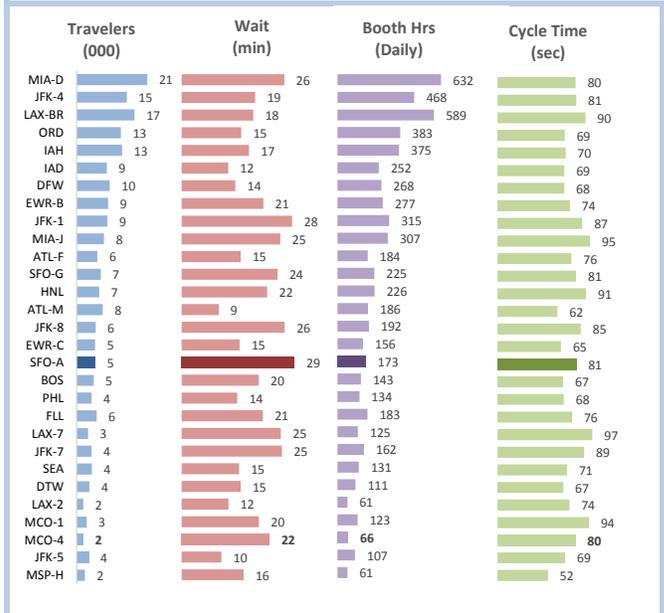
Hourly passenger volume drops from 658 passengers (8am-Noon) to 400 (Noon-4pm), however average wait times increases from 22 minutes to 29 minutes. More booths should be open from Noon to 4pm.



Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	5,418	5,180	238	5%
Global Entry, APC, & MPC	19%	4%	15%	375%
Non-Automated	81%	96%	-15%	-16%
United States Citizens	43.5%	44.1%	-0.6%	-1%
Non-immigrants	48.1%	46.8%	+1.4%	3%
Legal Permanent Residents	8.4%	9.2%	-0.7%	-8%
Average Daily Flights (#)	38	33	5	15%
Wait Time				
Average Primary Wait (m)	28.6	29.6	-0.9	-3%
% Travelers < 60 minutes	91%	91%	0%	0%
% Travelers > 120 mins	0.42%	0.06%	+0.36%	619%
Primary Booth Hours				
Average Daily Booth Hours	173	165	8	5%
Efficiency				
Average Cycle Time (s)	80.9	81.7	-0.9	-1%
Max Hourly Throughput / booth	44.5	44.0	0.5	1%
Average Utilization	71%	71%	-1%	-1%

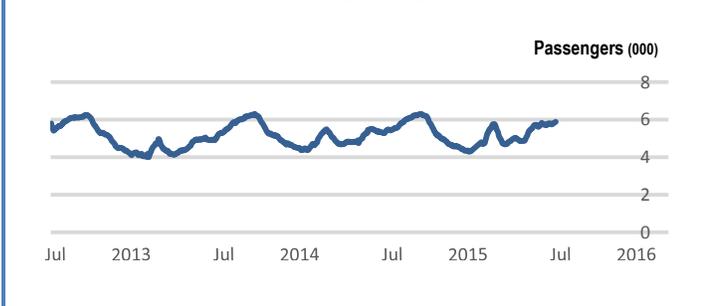
Compared to other major airports ...



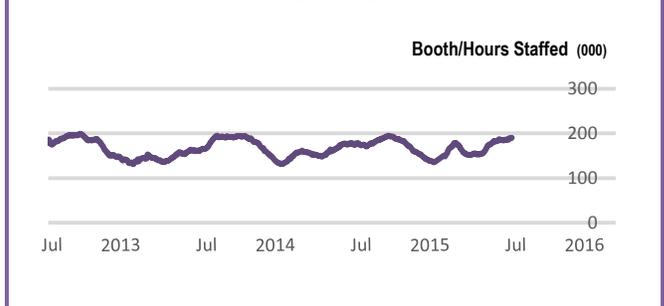
Increased booth staffing slightly decreases long waits

- **Travel is up at SFO, Terminal A.** Traveler volume (year to date) has increased 5% compared to last year. Today, 19% of passengers are pre-processed with Global Entry and APC, up from 4% 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 165 hours last year to 173 hours this year.
- **No change in cycle time or throughput.** Average cycle time decreased slightly (0.9 seconds), allowing for slightly more passengers to be processed per booth, per hour (0.5 passengers).
- **Wait times decreased by 3%.** Average wait time has decreased by an average of 0.9 minutes, a 3% decline from last year. Increased booth staffing has likely led to a decrease in wait time.

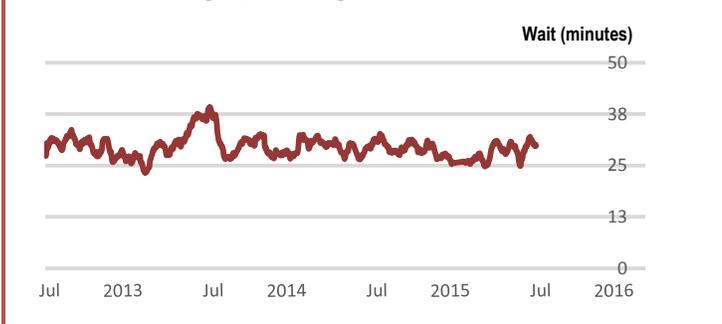
Traveler Volume ... relatively steady



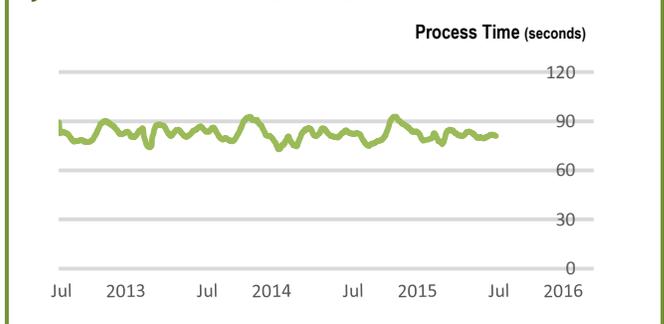
Booth Hours ... relatively steady



Wait Time ... slightly trending down since 2013



Cycle Time ... relatively steady



Best Practice Inventory

SFO Best Practice Assessment: SFO-A has implemented many of the available best practices. Only 19% of travelers are now processed by automated technologies like Global Entry and APC, up from 4% 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.
14%	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

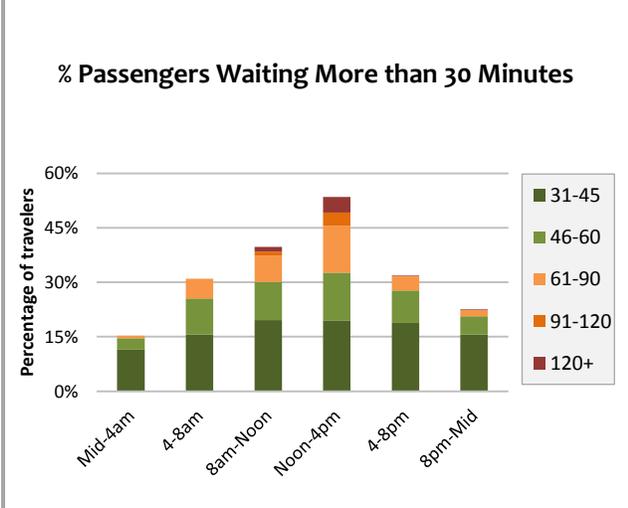
Legend

	Fully Implemented		Partially Implemented / Not Available		Not Implemented
--	-------------------	--	---------------------------------------	--	-----------------

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 11% SFO of Terminal A passengers wait more than 1 hour. Between the hours of Noon to 4pm, 54% of passengers wait more than 30 minutes.



SFO-A wait times high during peak traffic

SFO-A is busiest between Noon and 8pm, when more than 400 passengers arrive per hour. Although an average of 13 booths are opened during this time, wait times continue to be high. More booths should be open from 8am to Noon to reduce peak waits.

