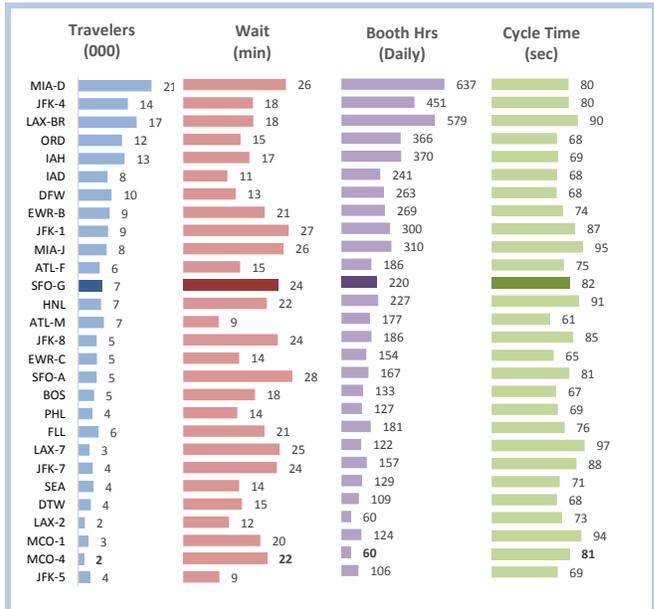


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	6,816	6,410	406	6%
Global Entry, APC, & MPC	15%	3%	12%	400%
Non-Automated	85%	97%	-12%	-12%
United States Citizens	45.2%	45.2%	+0.0%	0%
Non-immigrants	47.8%	47.3%	+0.4%	1%
Legal Permanent Residents	7.0%	7.5%	-0.5%	-6%
Average Daily Flights (#)	33	29	3	12%
<b>Wait Time</b>				
Average Primary Wait (m)	24.4	26.5	-2.1	-8%
% Travelers < 60 minutes	94%	93%	1%	1%
% Travelers > 120 mins	0.09%	0.11%	-0.02%	-20%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	220	205	15	7%
<b>Efficiency</b>				
Average Cycle Time (s)	81.5	81.1	0.4	1%
Max Hourly Throughput / booth	44.2	44.4	-0.2	-1%
Average Utilization	70%	70%	0%	0%

### Compared to other major airports ...



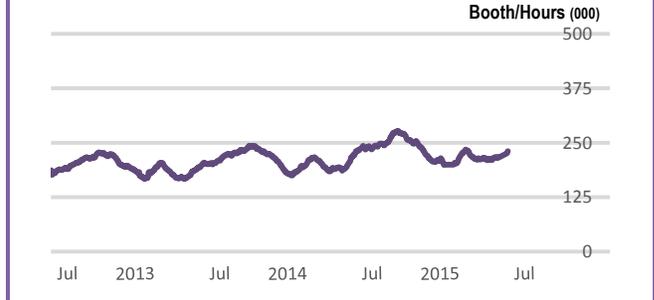
### Increased booth staffing outpaces increased volume

- **Travel volume is up at San Francisco (Terminal G).** Traveler volume increased 6% compared to last year. Compared to last year, there is a 12% 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 7% 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 2.1 minutes (8%) compared to last year. The reduction in wait times is likely due to the increase in booth hours.
- **Cycle time increased 1%.** The introduction of APC and other practices could reduce SFO average cycle time in the future. Average cycle time (81.5 seconds) is up from 81.1 seconds a year ago. Booth utilization remains unchanged from last year.

### Traveler Volume ... slight growth



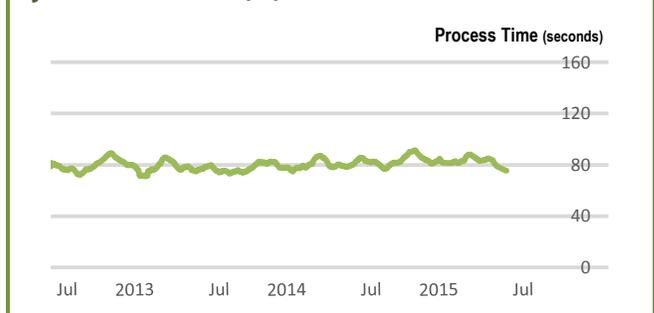
### Booth Hours ... 7% more booth hours than last year



### Wait Time ... slight downward trend

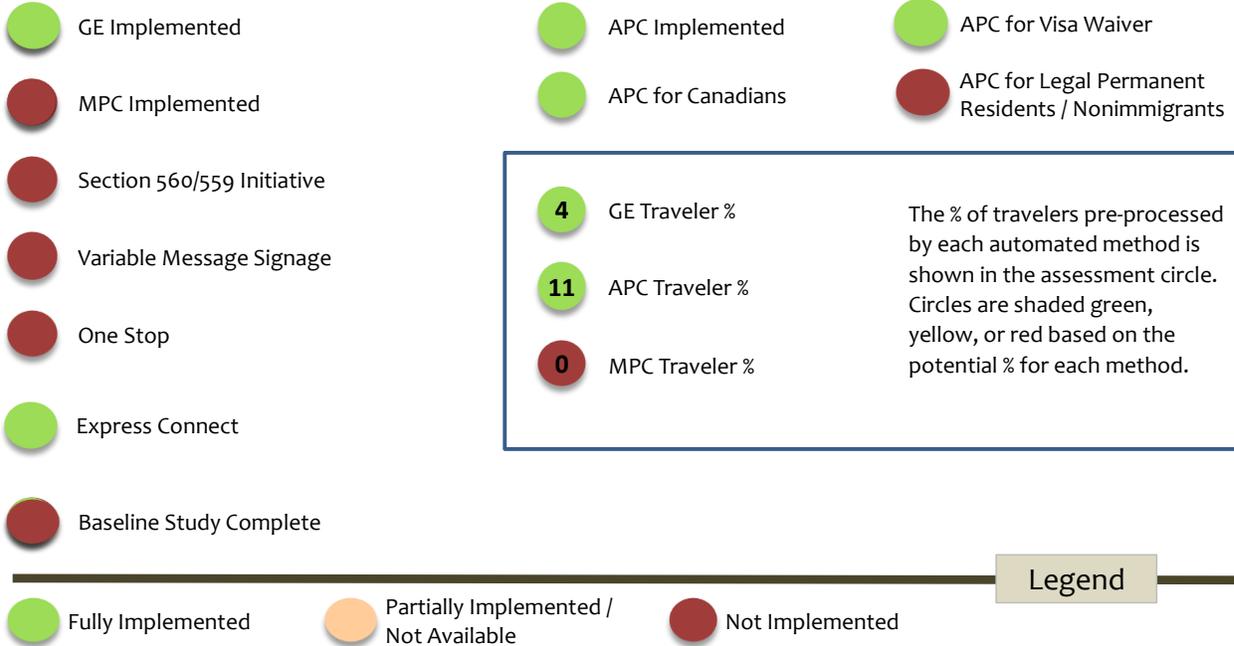


### Cycle Time ... steady cycle time



## Best Practice Inventory

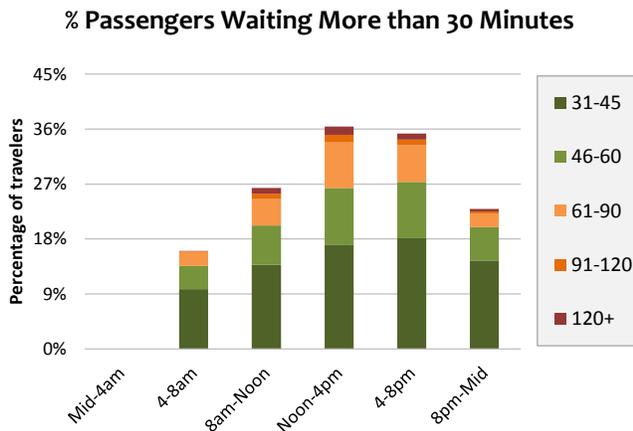
**SFO Terminal G Best Practice Assessment:** SFO-G has implemented many of the available best practices. Only 15% of travelers are now processed by automated technologies like Global Entry and APC, up from 3% last year. APC was recently been introduced. As more travelers begin to utilize the best practices, SFO-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.

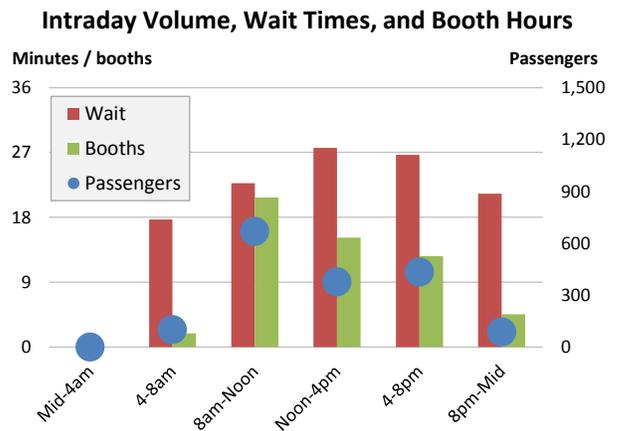
### 30% of passengers wait more than 30 minutes

Year to date, approximately 7% SFO of Terminal G passengers wait more than 1 hour. Between the hours of Noon to 4pm, 36% of passengers wait more than 30 minutes.



### Better off-peak staffing is needed

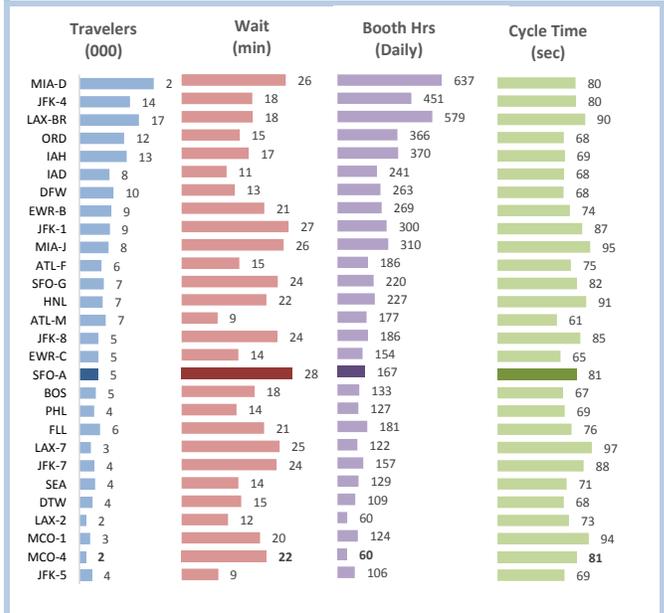
Hourly passenger volume drops from 668 passengers (8am-Noon) to just under 400 (Noon-4pm), however average wait times increases from 23 minutes to 28 minutes. More booths should be open from Noon to 4pm.



### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	5,265	5,127	138	3%
Global Entry, APC, & MPC	15%	3%	12%	400%
Non-Automated	85%	97%	-12%	-12%
United States Citizens	44.5%	44.9%	-0.5%	-1%
Non-immigrants	46.8%	45.6%	+1.3%	3%
Legal Permanent Residents	8.7%	9.5%	-0.8%	-8%
Average Daily Flights (#)	37	32	5	15%
<b>Wait Time</b>				
Average Primary Wait (m)	28.1	29.6	-1.5	-5%
% Travelers < 60 minutes	92%	91%	1%	1%
% Travelers > 120 mins	0.24%	0.05%	+0.19%	400%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	167	162	5	3%
<b>Efficiency</b>				
Average Cycle Time (s)	80.8	81.3	-0.5	-1%
Max Hourly Throughput / booth	44.6	44.3	0.3	1%
Average Utilization	71%	72%	-1%	-1%

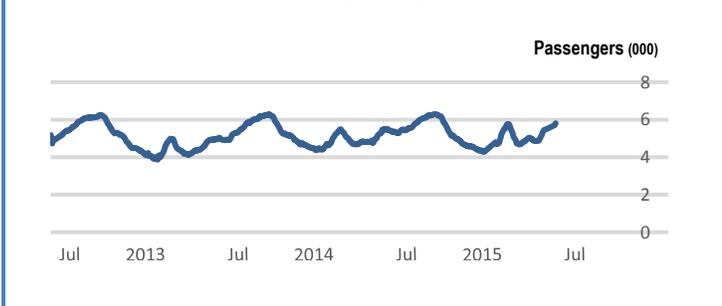
### Compared to other major airports ...



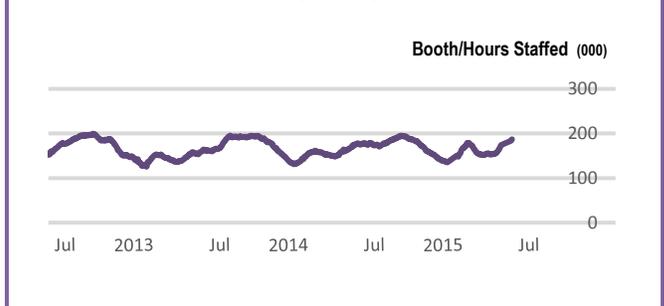
### Increased booth staffing slightly decreases long waits

- **Travel is up at SFO, Terminal A.** Traveler volume (year to date) has increased 3% compared to last year. Today, 15% of passengers are pre-processed 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 162 hours last year to 167 hours this year.
- **No change in cycle time or throughput.** Average cycle time decreased slightly (0.5 seconds), allowing for slightly more passengers to be processed per booth, per hour (0.3 passengers).
- **Wait times decreased by 5%.** Average wait time has decreased by an average of 1.5 minutes, a 5% decline from last year. Increased booth staffing has likely led to a decrease in wait time.

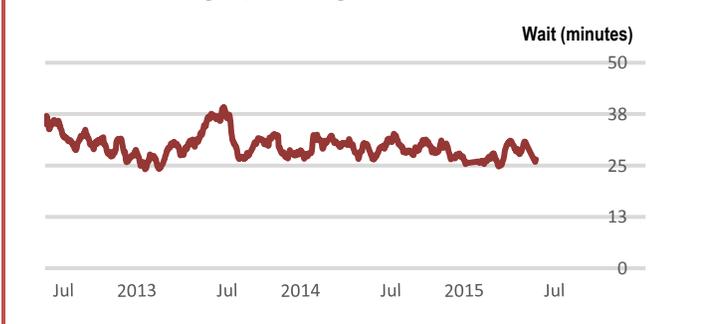
### Traveler Volume ... relatively steady



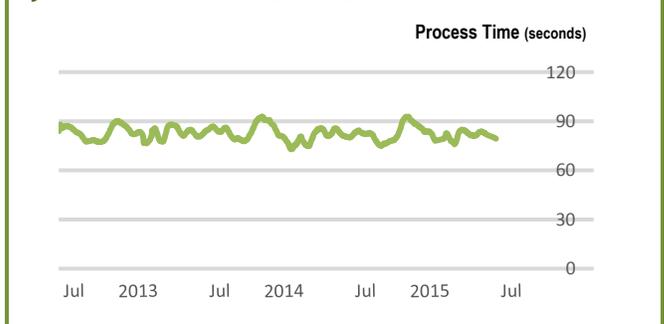
### Booth Hours ... relatively steady



### Wait Time ... slightly trending down since 2013

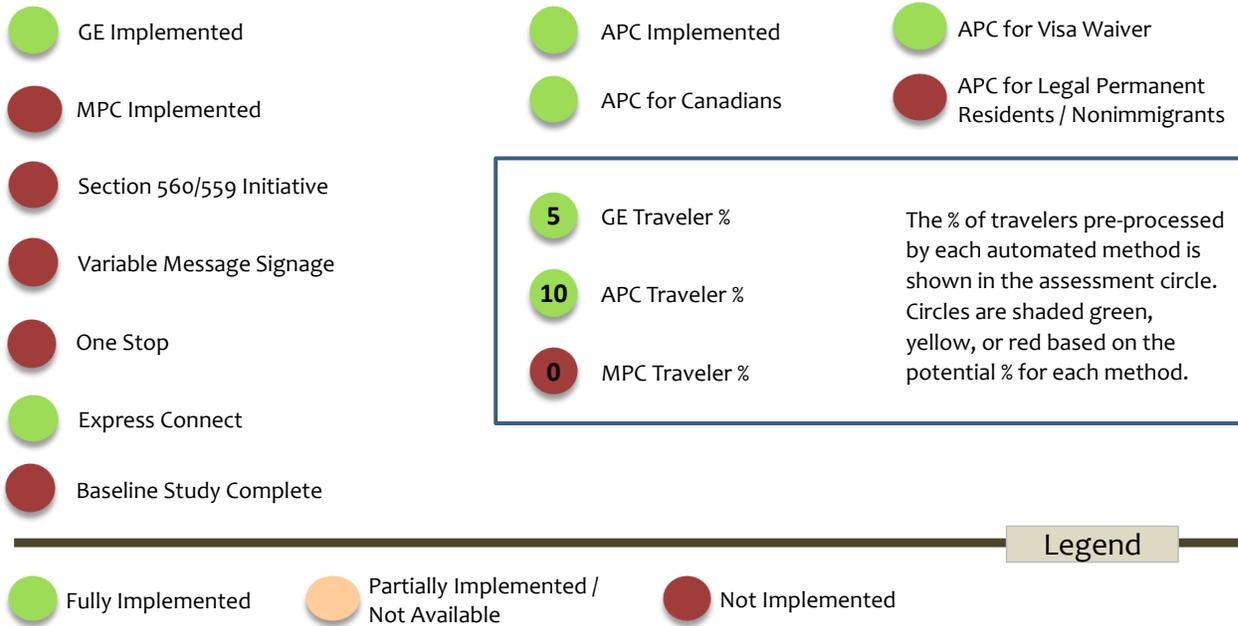


### Cycle Time ... relatively steady



## Best Practice Inventory

**SFO Best Practice Assessment:** SFO-A has implemented many of the available best practices. Only 15% 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.

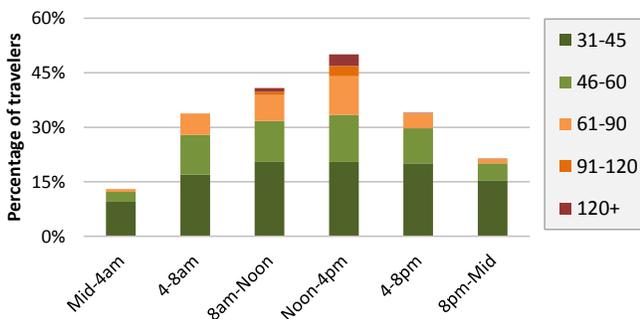


Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices.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

### 39% of passengers wait more than 30 minutes

Year to date, approximately 9% SFO of Terminal A passengers wait more than 1 hour. Between the hours of Noon to 4pm, 50% of passengers wait more than 30 minutes.

**% Passengers Waiting More than 30 Minutes**



### SFO-A wait times high during peak traffic

SFO-A is busiest between Noon and 8pm, when nearly 400 passengers arrive per hour. Although an average of 13 booths are opened during this time, wait times continue to be high. This suggests additional booths may be needed during peak hours.

**Intraday Volume, Wait Times, and Booth Hours**

