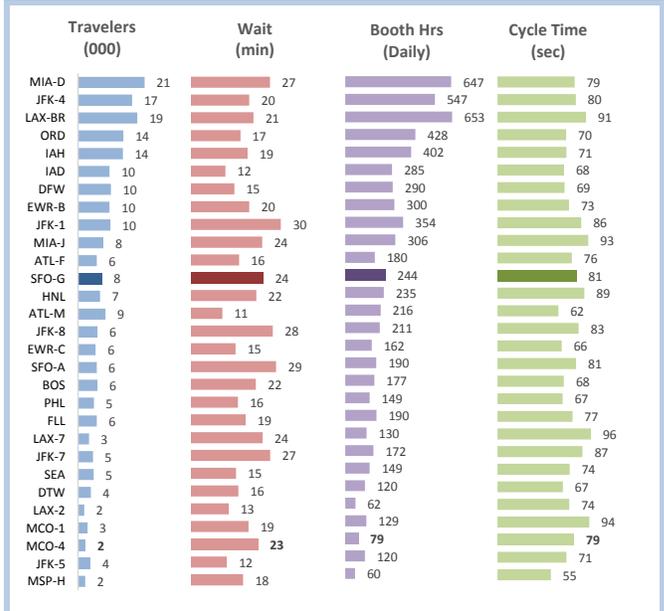


Key Metrics

	YTD 2015	YTD 2014	Change	% Change
Volume				
Average Daily Travelers	7,591	7,264	326	4%
Global Entry, APC, & MPC	30%	3%	27%	900%
Non-Automated	70%	97%	-27%	-28%
United States Citizens	44.8%	44.3%	+0.5%	1%
Non-immigrants	48.6%	49.0%	-0.4%	-1%
Legal Permanent Residents	6.6%	6.7%	-0.1%	-2%
Average Daily Flights (#)	34	32	2	7%
Wait Time				
Average Primary Wait (m)	24.4	25.8	-1.4	-6%
% Travelers < 60 minutes	93%	93%	0%	0%
% Travelers > 120 mins	0.21%	0.08%	+0.13%	168%
Primary Booth Hours				
Average Daily Booth Hours	244	231	12	5%
Efficiency				
Average Cycle Time (s)	81.0	82.6	-1.6	-2%
Max Hourly Throughput / booth	44.5	43.6	0.9	2%
Average Utilization	70%	72%	-2%	-3%

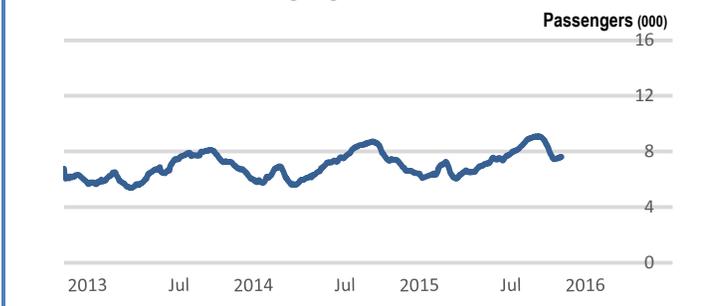
Compared to other major airports ...



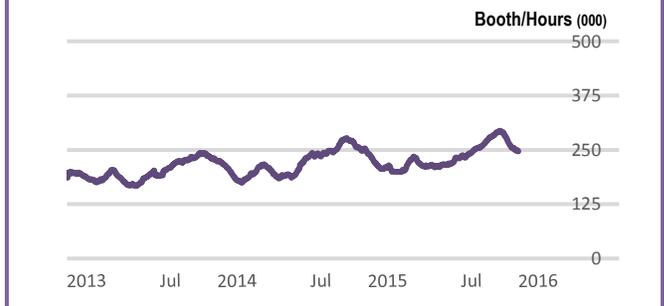
Increased booth staffing and automation help reduce wait times

- **Travel volume is up at San Francisco (Terminal G).** Traveler volume increased 4% compared to last year. Compared to last year, there is a 27% 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 5% 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 1.4 minutes (6%) 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 (81 seconds) is down from 82.6 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.

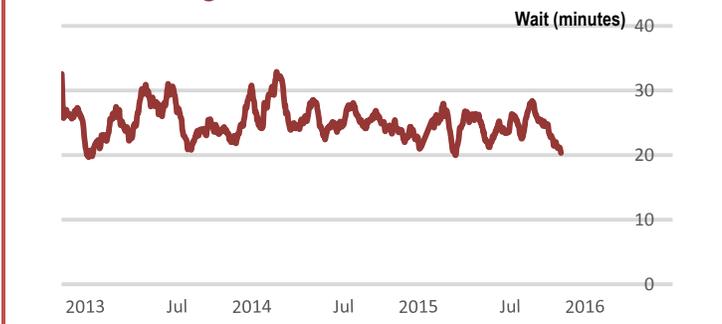
Traveler Volume ... slight growth



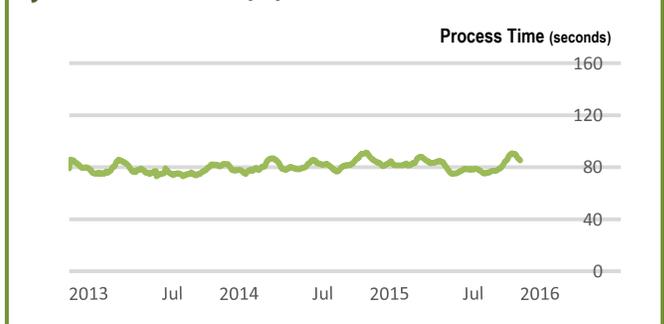
Booth Hours ... 5% more booth hours than last year



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 30% 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.

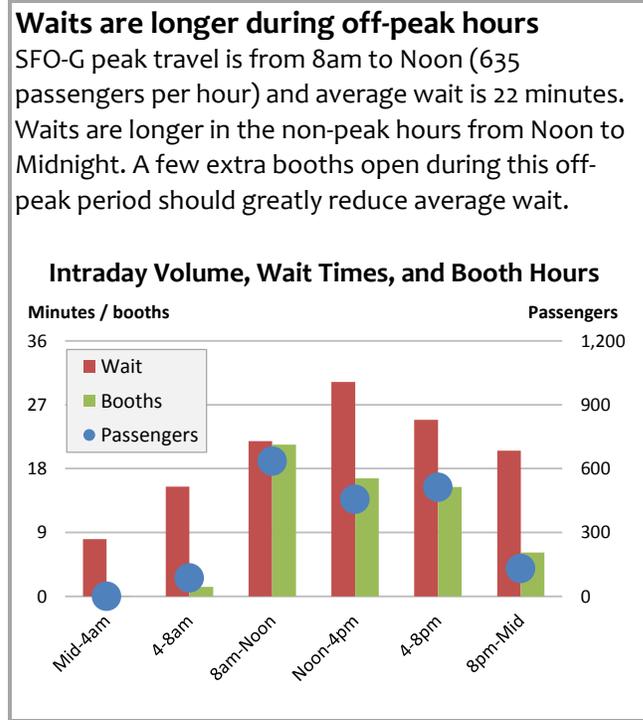
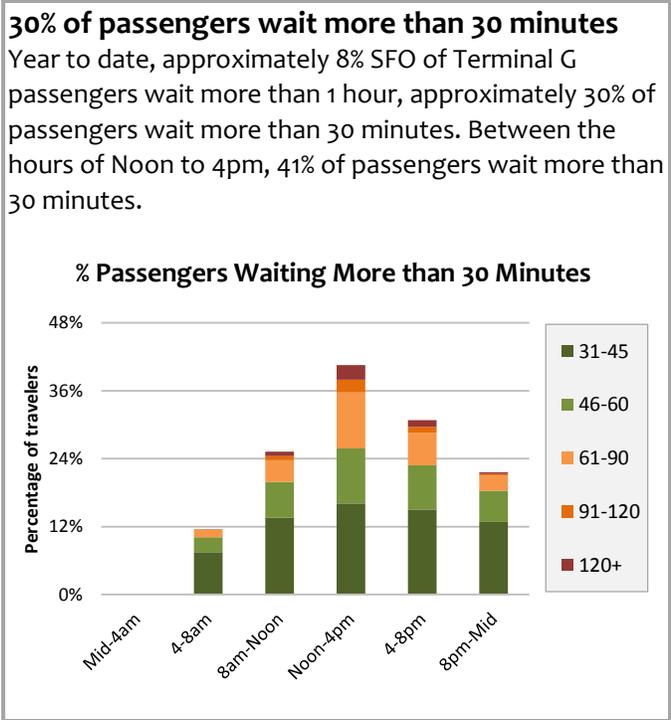
4%	GE Traveler %	The % of travelers pre-processed by each automated method is shown in the assessment rectangle. Rectangles are shaded green, yellow, or red based on the potential % for each method.
26%	APC Traveler %	
0%	MPC Traveler % (Actual 0.0247%)	

 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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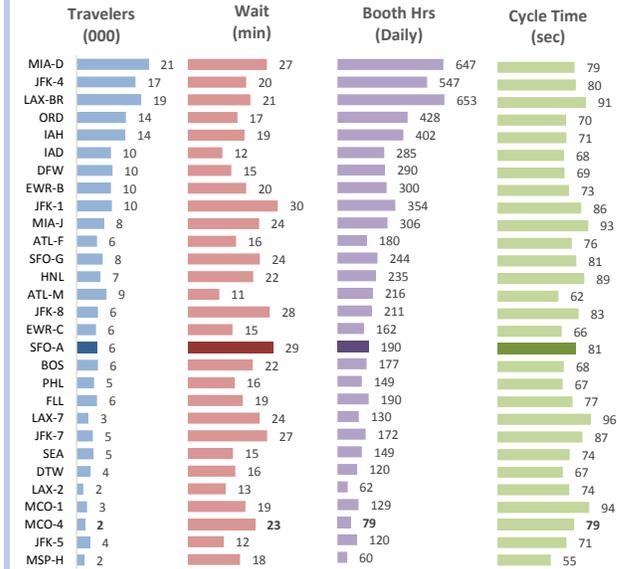
Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. A green "assessment rectangle" 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	5,933	5,423	510	9%
Global Entry, APC, & MPC	28%	3%	25%	833%
Non-Automated	72%	97%	-25%	-26%
United States Citizens	42.0%	42.8%	-0.8%	-2%
Non-immigrants	50.3%	48.9%	+1.4%	3%
Legal Permanent Residents	7.7%	8.3%	-0.6%	-7%
Average Daily Flights (#)	38	34	4	13%
Wait Time				
Average Primary Wait (m)	28.8	29.6	-0.8	-3%
% Travelers < 60 minutes	90%	91%	0%	-1%
% Travelers > 120 mins	0.58%	0.14%	+0.44%	307%
Primary Booth Hours				
Average Daily Booth Hours	190	173	17	10%
Efficiency				
Average Cycle Time (s)	80.5	81.9	-1.3	-2%
Max Hourly Throughput / booth	44.7	44.0	0.7	2%
Average Utilization	70%	71%	-2%	-2%

Compared to other major airports ...



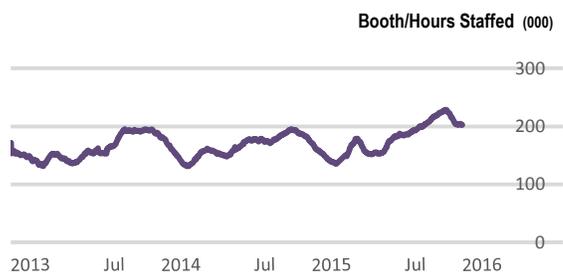
More booths helps reduce the waits

- Travel is up at SFO, Terminal A.** Traveler volume (year to date) has increased 9% compared to last year. Today, 28% 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 173 hours last year to 190 hours this year.
- Slight improvement in cycle time and throughput.** Average cycle time decreased slightly (1.3 seconds), allowing for slightly more passengers to be processed per booth, per hour (0.7 passengers). Cycle time should further reduce as GE, APC, and MPC usage increases.
- Wait times decrease by 3%.** Average wait time has decreased by an average of 0.8 minutes from 29.6 minute to 28.8 minutes, a 3% decrease from last year.

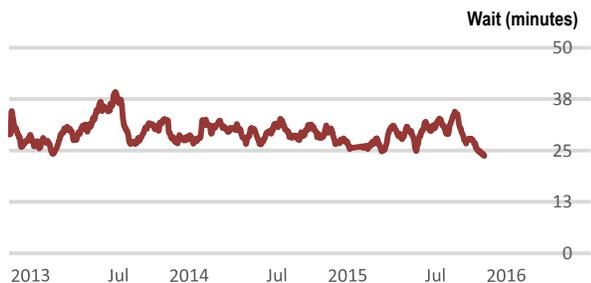
Traveler Volume ... slight upward trend



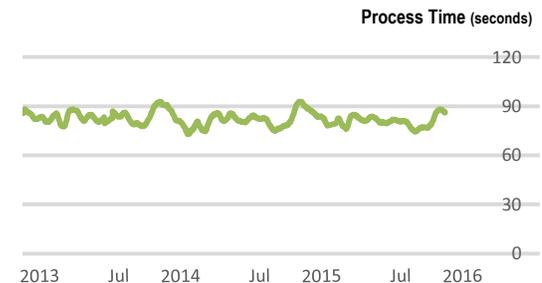
Booth Hours ... upward trend



Wait Time ... recent reducing

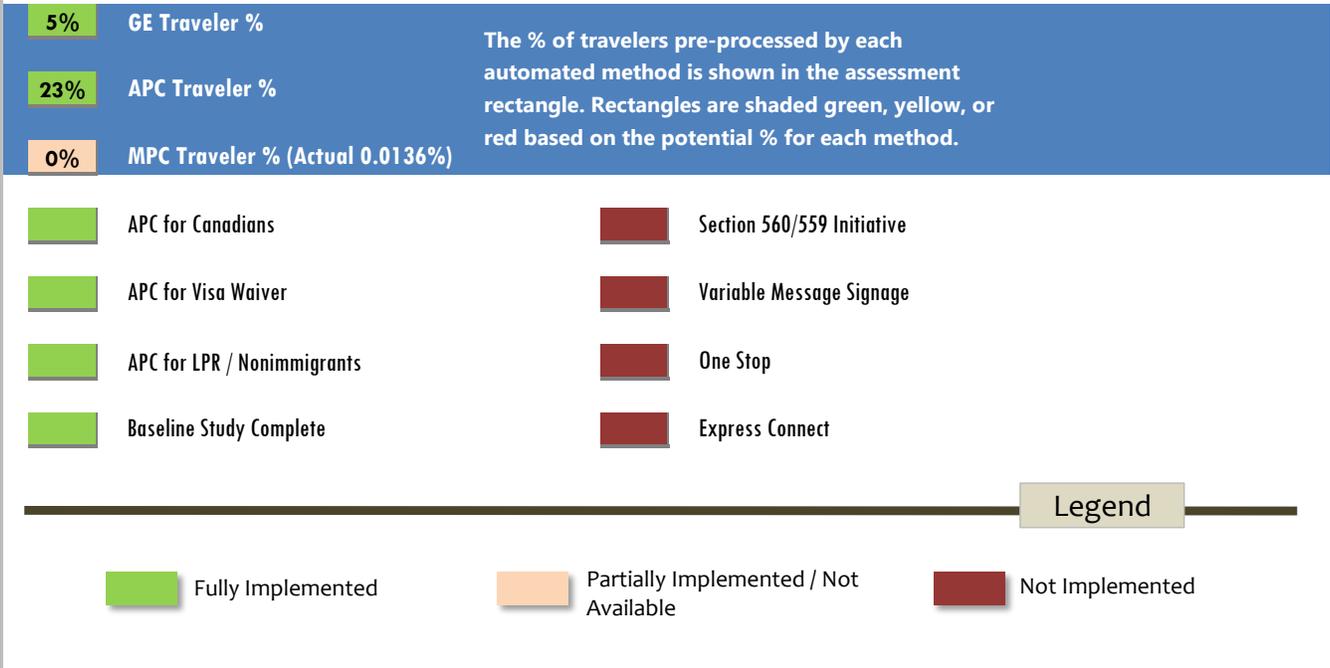


Cycle Time ... relatively steady



Best Practice Inventory

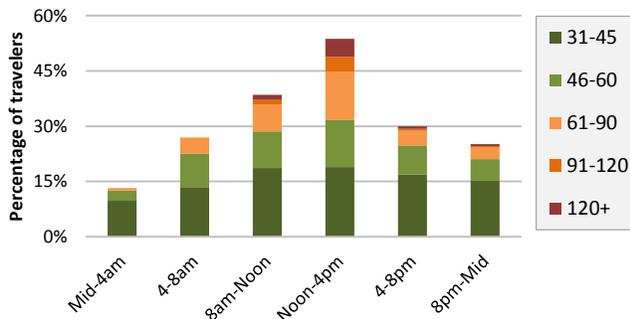
SFO Best Practice Assessment: SFO-A has implemented many of the available best practices. Only 28% of travelers are now processed by automated technologies like Global Entry and APC, up from 3% last year. MPC was recently been introduced. As more travelers begin to utilize the best practices, SFO-A will continue to show operational improvement.



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 rectangle" 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 12% SFO of Terminal A passengers wait more than 1 hour, approximately 39% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 54% of passengers wait more than 30 minutes.

% Passengers Waiting More than 30 Minutes



Waits are the highest during peak hours
 SFO-A is busiest between Noon and 4pm, when 470 passengers arrive per hour. Although all 19 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.

Intraday Volume, Wait Times, and Booth Hours

