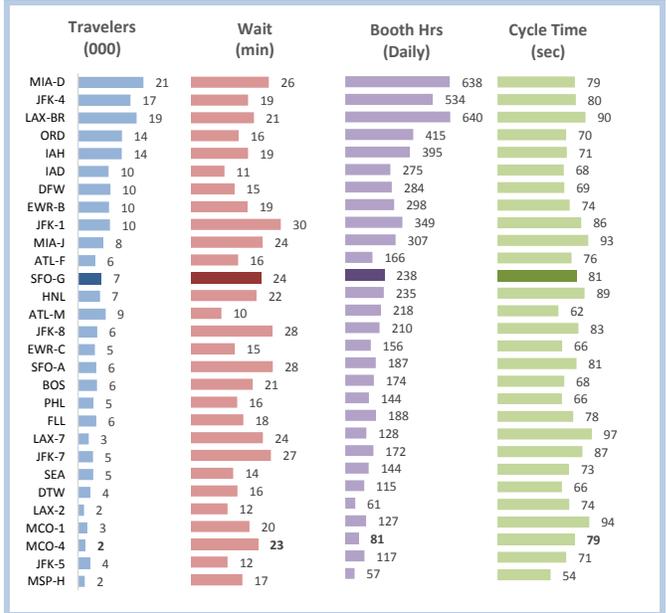


### Key Metrics

	YTD 2015	YTD 2014	Change	% Change
<b>Volume</b>				
Average Daily Travelers	7,464	7,092	373	5%
Global Entry, APC, & MPC	32%	3%	29%	967%
Non-Automated	68%	97%	-29%	-30%
United States Citizens	45.4%	44.9%	+0.5%	1%
Non-immigrants	48.1%	48.4%	-0.3%	-1%
Legal Permanent Residents	6.5%	6.7%	-0.2%	-2%
Average Daily Flights (#)	35	32	3	8%
<b>Wait Time</b>				
Average Primary Wait (m)	23.7	25.3	-1.7	-7%
% Travelers < 60 minutes	94%	93%	0%	0%
% Travelers > 120 mins	0.20%	0.07%	+0.13%	178%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	238	226	12	5%
<b>Efficiency</b>				
Average Cycle Time (s)	81.0	82.5	-1.5	-2%
Max Hourly Throughput / booth	44.4	43.6	0.8	2%
Average Utilization	70%	72%	-1%	-2%

### Compared to other major airports ...



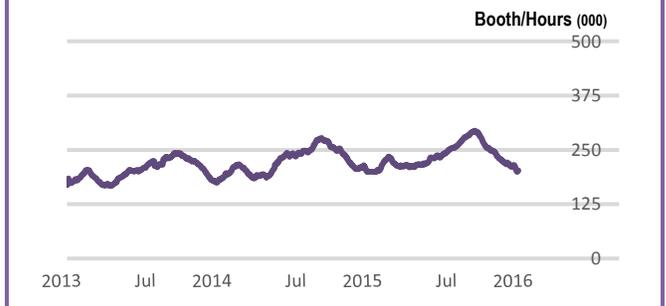
### Increased booth staffing and automation help reduce wait times

- **Travel volume is up at San Francisco (Terminal G).** Traveler volume increased 5% compared to last year. Compared to last year, there is a 29% 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 1.7 minutes (7%) compared to last year. The reduction in wait times is likely due to the increase in booth hours and in automated technology.
- **Cycle time decreased by 2%.** Average cycle time (81 seconds) is down from 82.5 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.

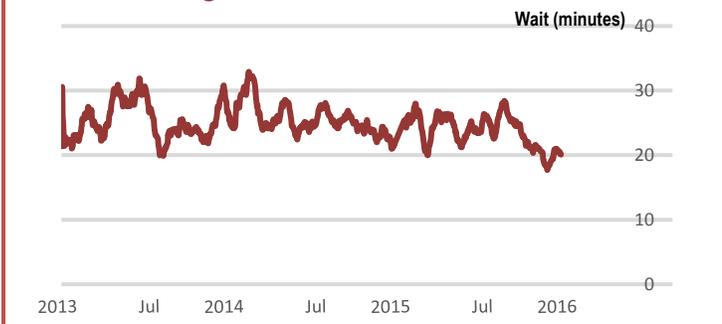
#### Traveler Volume ... slight growth



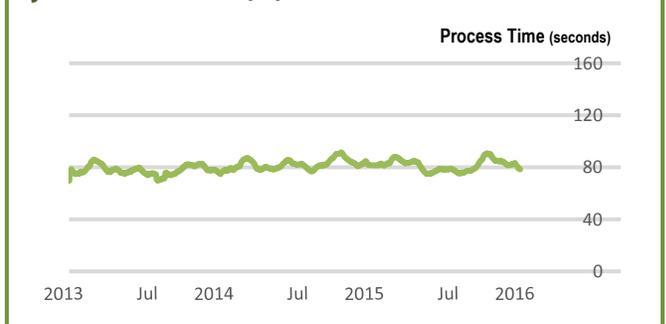
#### Booth Hours ... 5% more booth hours than last year



#### 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 32% 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.

<b>4%</b>	<b>GE Traveler %</b>	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.
<b>28%</b>	<b>APC Traveler %</b>	
<b>0%</b>	<b>MPC Traveler % (Actual 0.0433%)</b>	

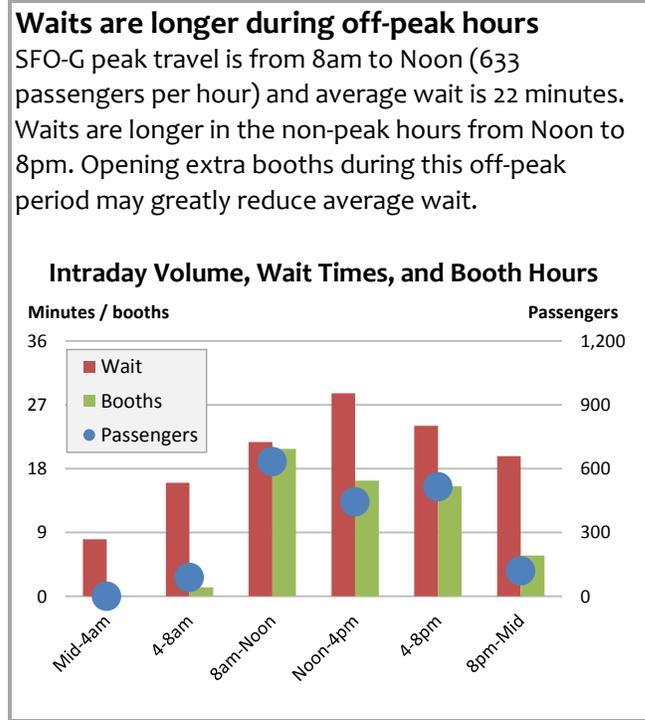
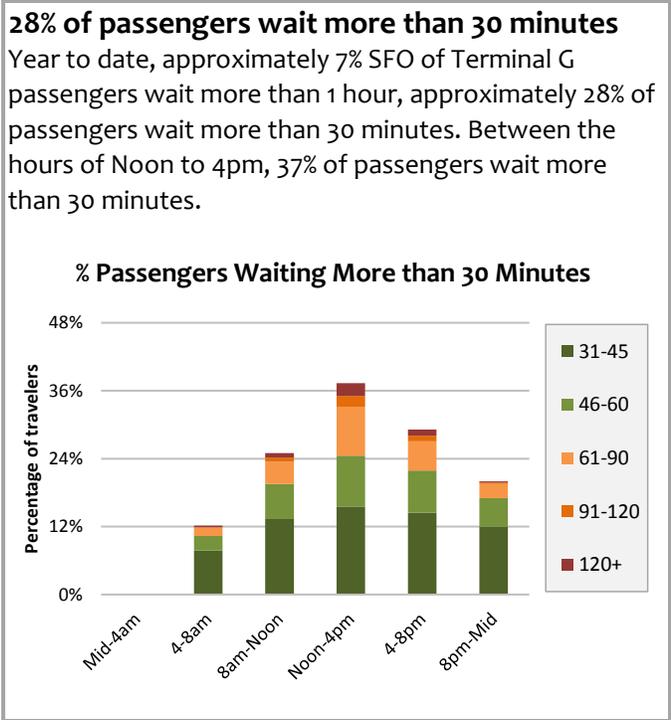
	APC for Canadians		Section 560/559 Initiative
	APC for Visa Waiver		Variable Message Signage
	APC for LPR / Nonimmigrants		One Stop
	Baseline Study Complete		Express Connect

Legend

	Fully Implemented		Partially Implemented / Not Available		Not Implemented
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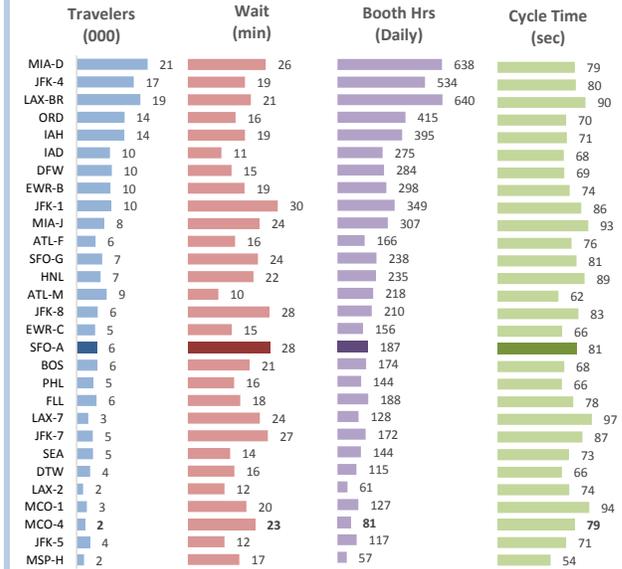
Many innovative practices, technologies, and programs are available to make international air passenger processing more efficient and reduce congestion at airports. If all practices are implemented, an airport may reduce wait times as much as 50 percent compared to not implementing any best practices. 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
<b>Volume</b>				
Average Daily Travelers	5,815	5,231	584	11%
Global Entry, APC, & MPC	29%	4%	25%	625%
Non-Automated	71%	96%	-25%	-26%
United States Citizens	42.4%	42.8%	-0.3%	-1%
Non-immigrants	50.0%	49.1%	+0.9%	2%
Legal Permanent Residents	7.6%	8.1%	-0.5%	-7%
Average Daily Flights (#)	38	34	5	13%
<b>Wait Time</b>				
Average Primary Wait (m)	27.7	29.2	-1.5	-5%
% Travelers < 60 minutes	91%	91%	0%	0%
% Travelers > 120 mins	0.52%	0.13%	+0.39%	288%
<b>Primary Booth Hours</b>				
Average Daily Booth Hours	187	167	20	12%
<b>Efficiency</b>				
Average Cycle Time (s)	81.0	82.0	-1.0	-1%
Max Hourly Throughput / booth	44.4	43.9	0.5	1%
Average Utilization	70%	71%	-1%	-2%

### Compared to other major airports ...



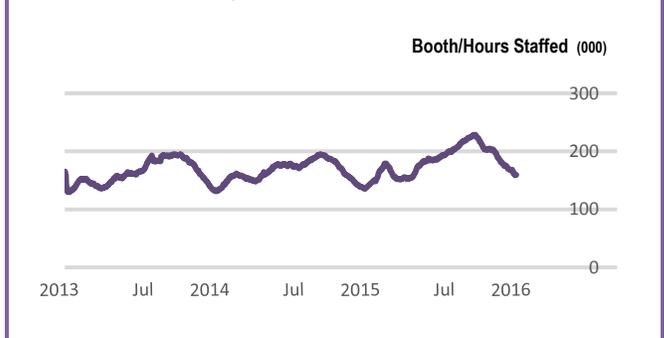
### More booths help reduce waits

- **Travel is up at SFO, Terminal A.** Traveler volume (year to date) has increased 11% compared to last year. Today, 29% of passengers are confirmed with Global Entry and APC, up from 4% last year.
- **More booth hours compared to last year.** More booths are being staffed compared to last year, from 167 hours last year to 187 hours this year.
- **Slight improvement in cycle time and throughput.** Average cycle time decreased slightly (1 second), allowing for more passengers to be processed per booth, per hour (0.5 passengers). Cycle time should further reduce as GE, APC, and MPC usage increases.
- **Wait times decreased by 5%.** Average wait time has decreased by an average of 1.5 minutes from 29.2 minute to 27.7 minutes, a 5% decrease from last year.

### Traveler Volume ... slight upward trend



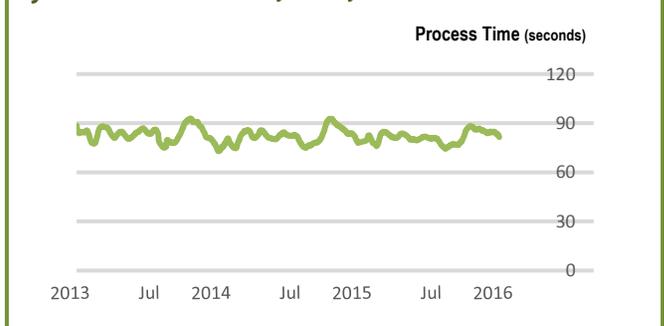
### Booth Hours ... upward trend



### Wait Time ... recent reducing

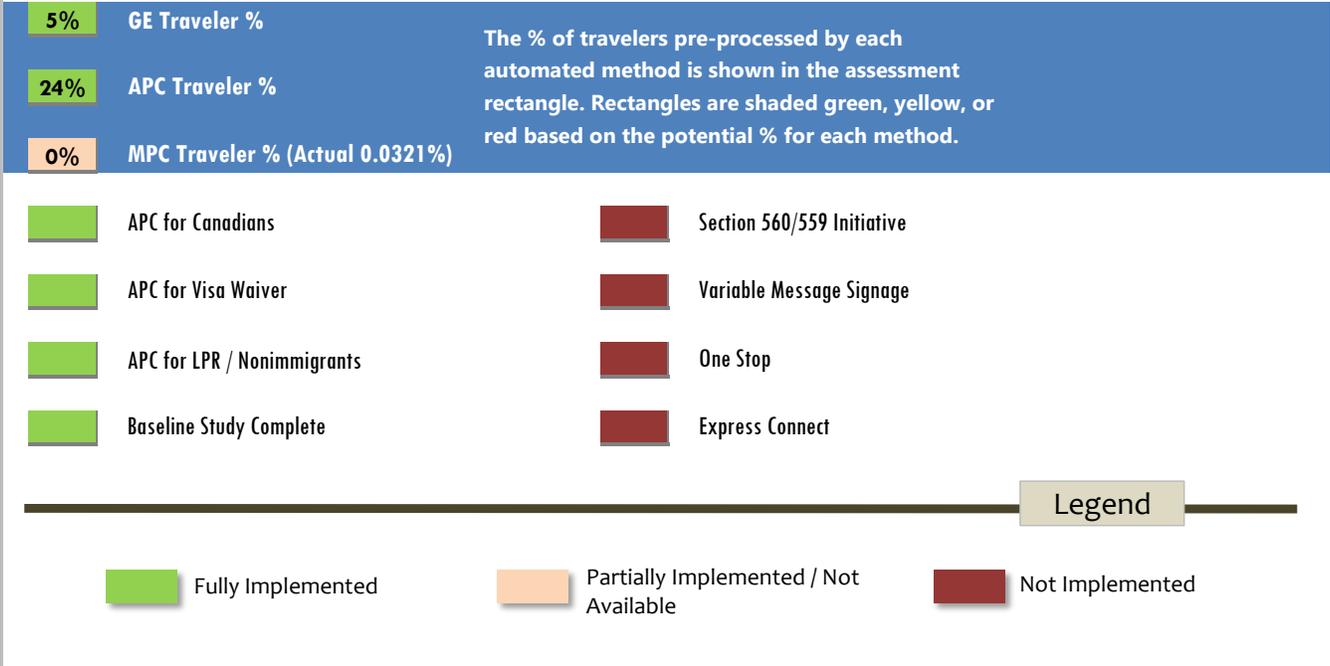


### Cycle Time ... relatively steady



## Best Practice Inventory

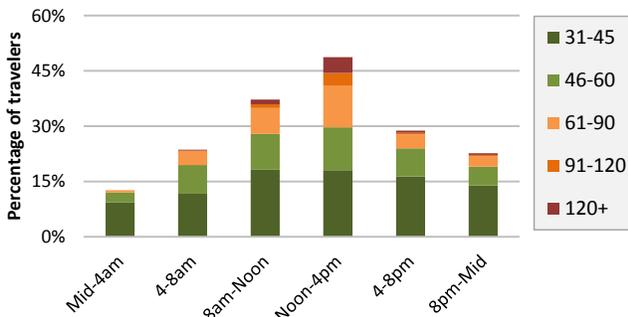
**SFO Best Practice Assessment:** SFO-A has implemented some of the available best practices. Only 29% of travelers are now processed by automated technologies like Global Entry and APC, up from 3% last year. MPC was recently been introduced. As more travelers begin to utilize the best practices, SFO-A 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.

**37% of passengers wait more than 30 minutes**  
 Year to date, approximately 10% SFO of Terminal A passengers wait more than 1 hour, approximately 37% of passengers wait more than 30 minutes. Between the hours of Noon to 4pm, 49% 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 nearly 470 passengers arrive per hour. Although all 18 booths are opened during this time, wait times are the highest. More booths between 8am and Noon may reduce the waits leading into peak hours.

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

