

# FAA Initiative to Address Noise Concerns of Santa Cruz/Santa Clara/San Mateo/San Francisco Counties

Follow-Up



Federal Aviation  
Administration



**Did the Metroplex implementation  
bring about changes when in reverse  
flow?**



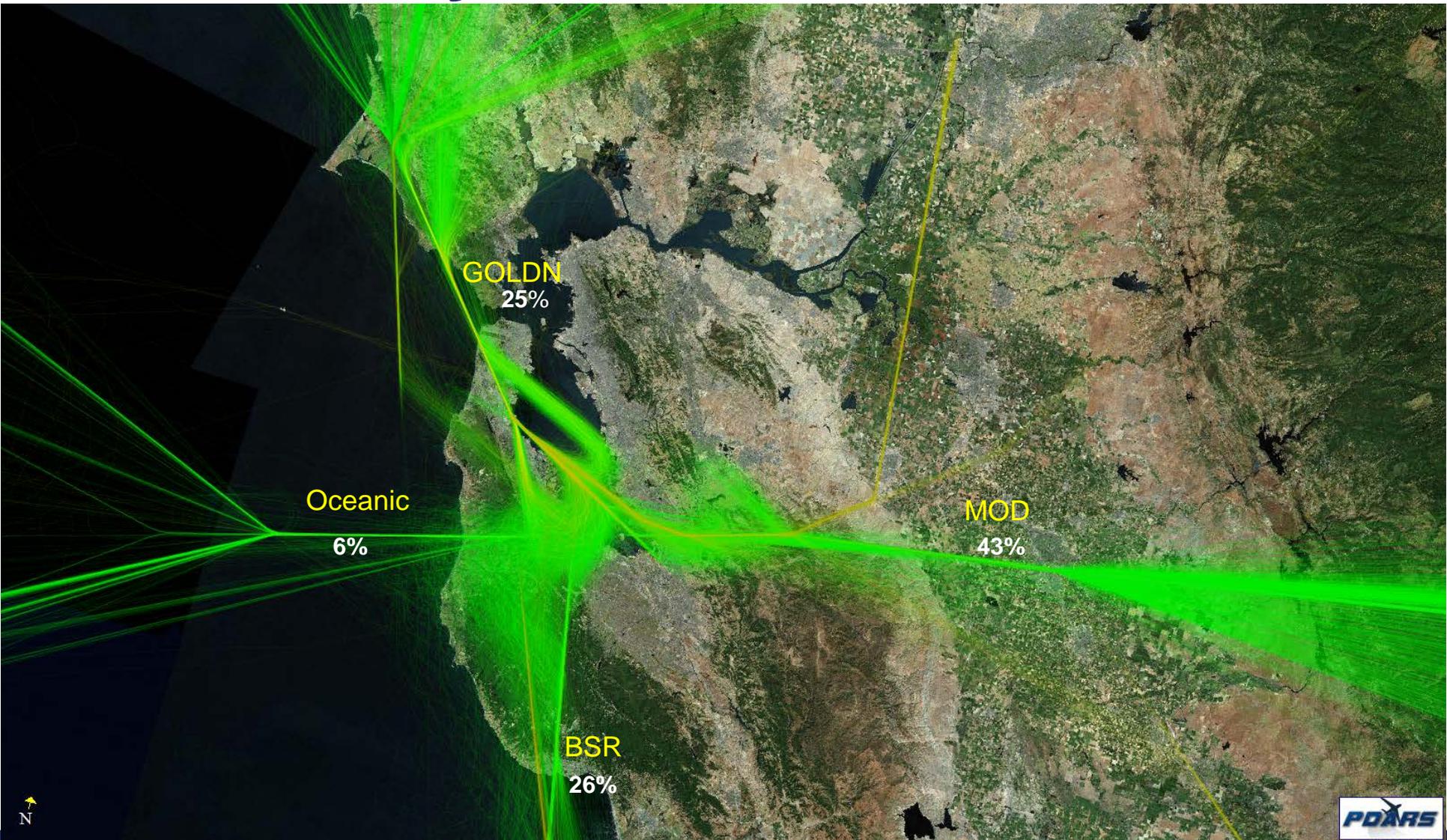
**The majority of the new procedures are either overlays of conventional procedures or overlays of tracks that aircraft had historically flown.**



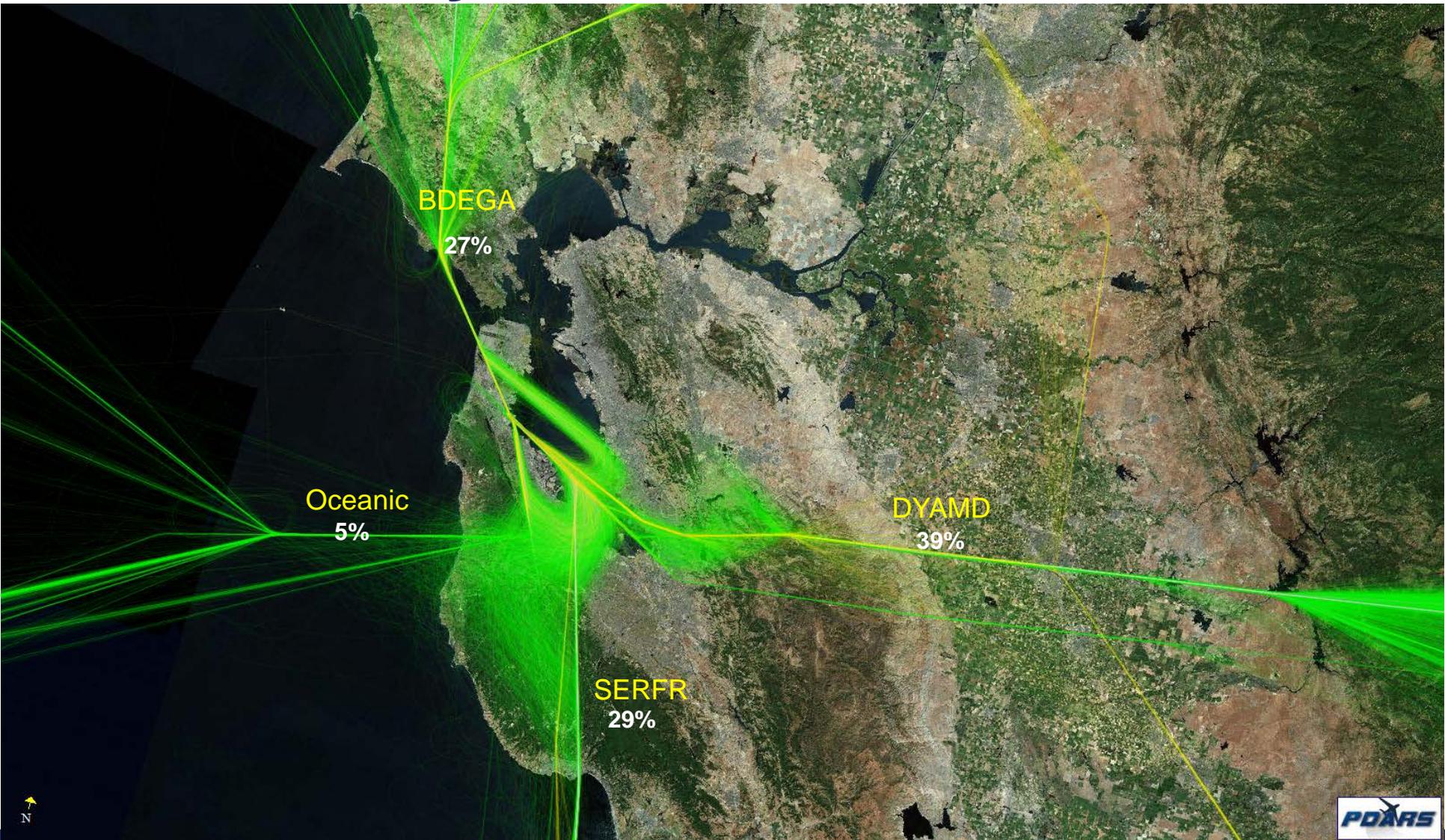
# **Volume and altitudes on all procedures before and after Metroplex**



# SFO – July 2014 Arrivals

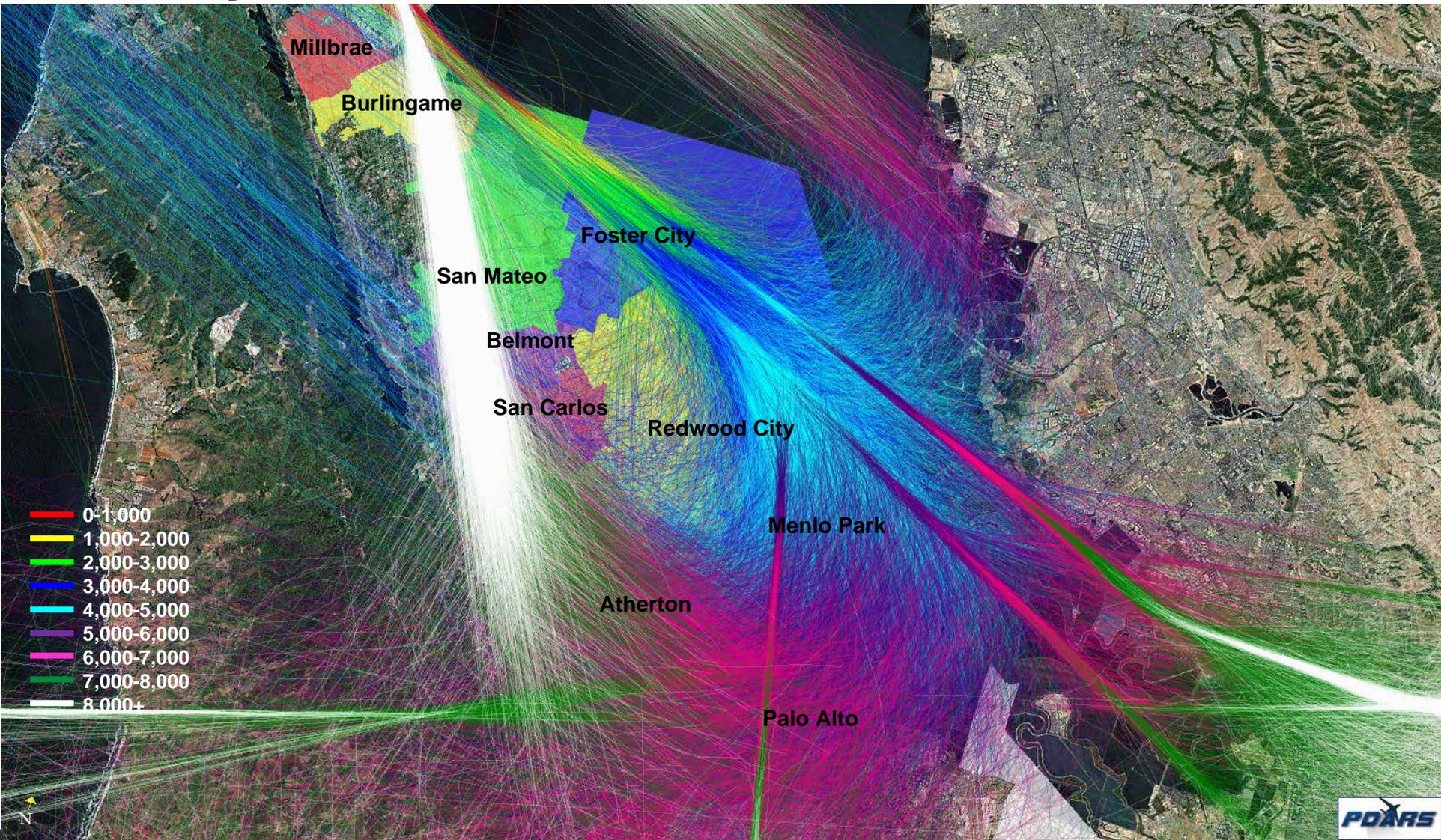


# SFO – July 2016 Arrivals

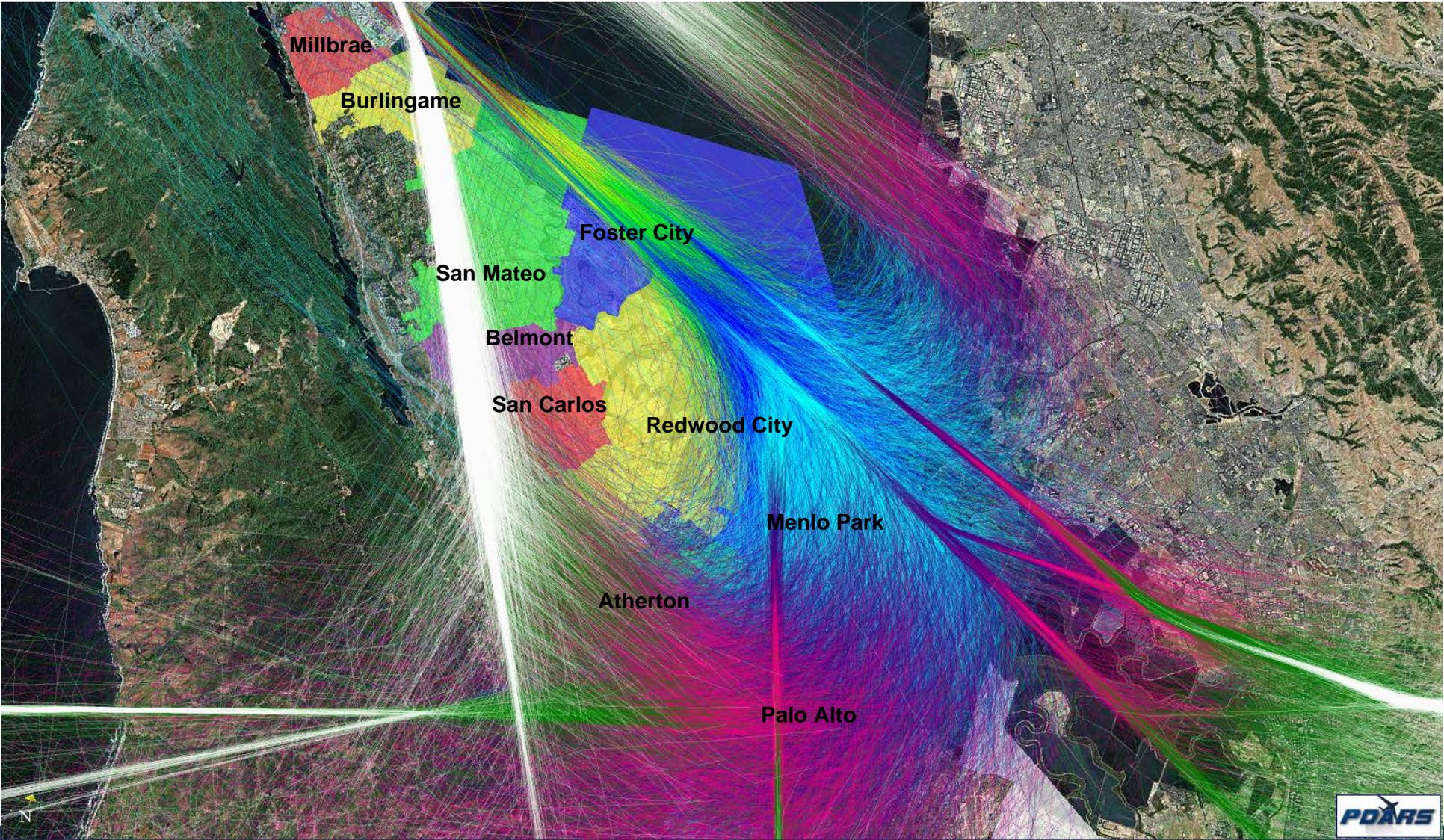


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# July 2014 Mid Peninsula Arrivals

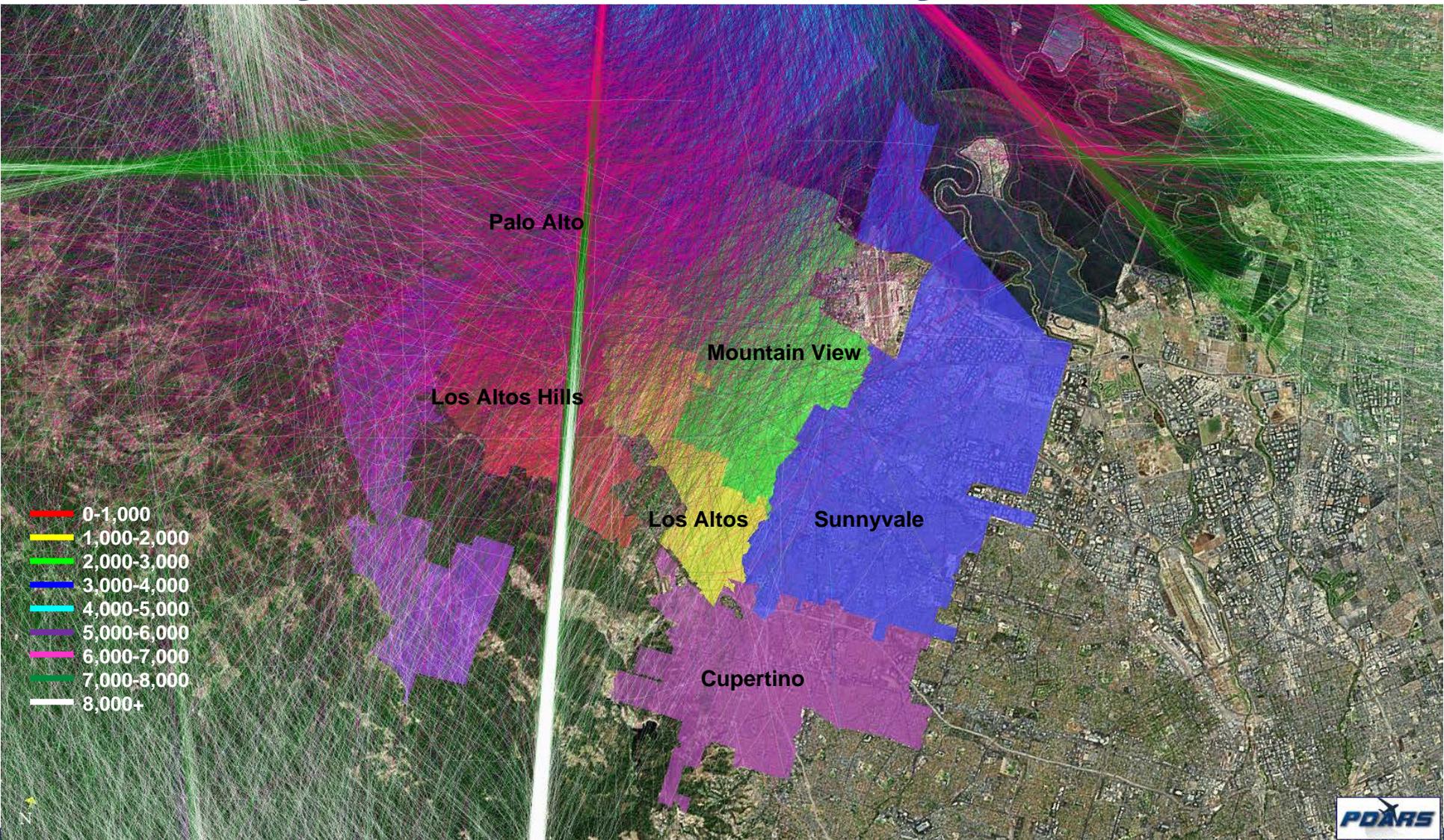


# July 2016 Mid Peninsula Arrivals

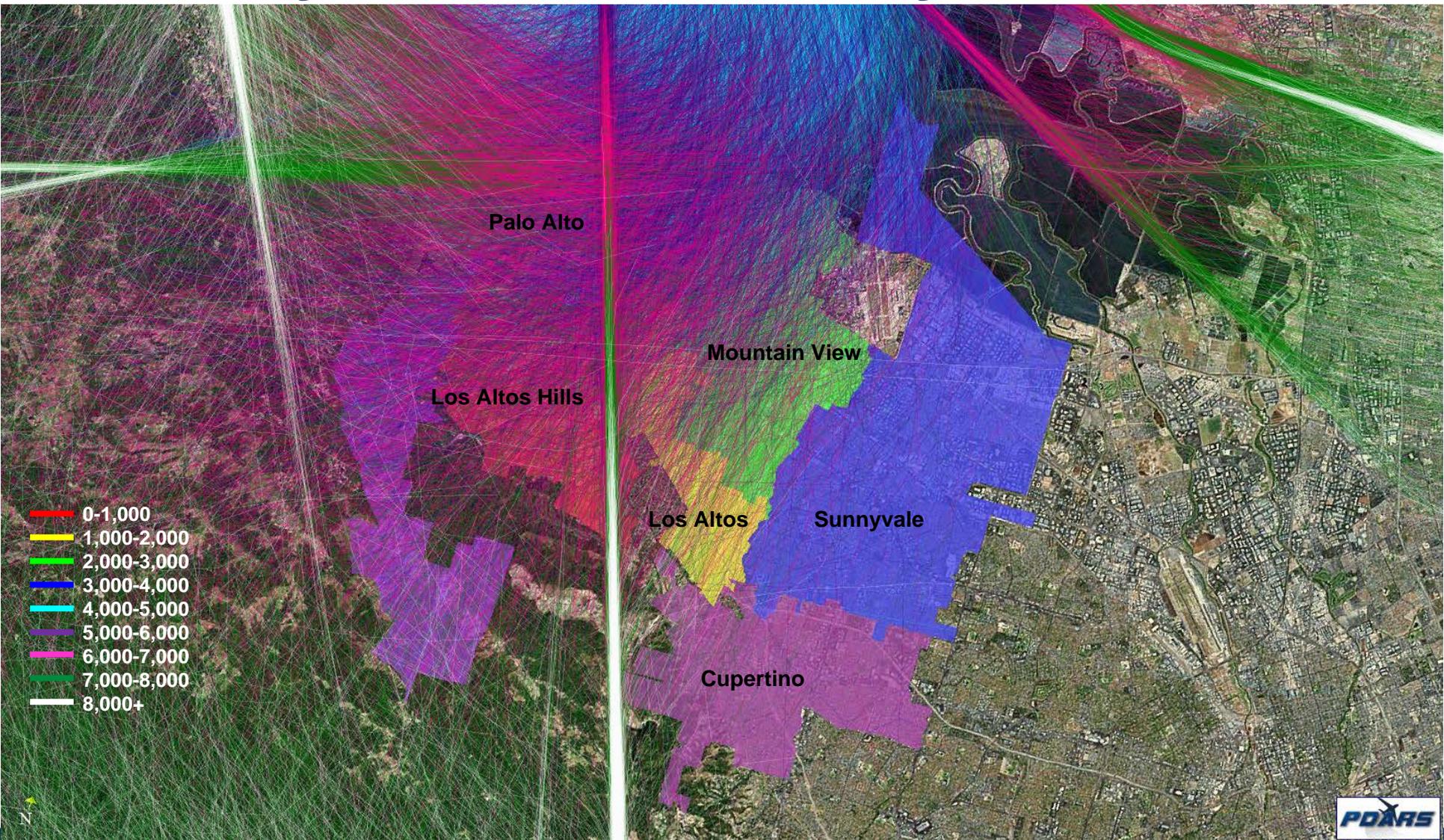


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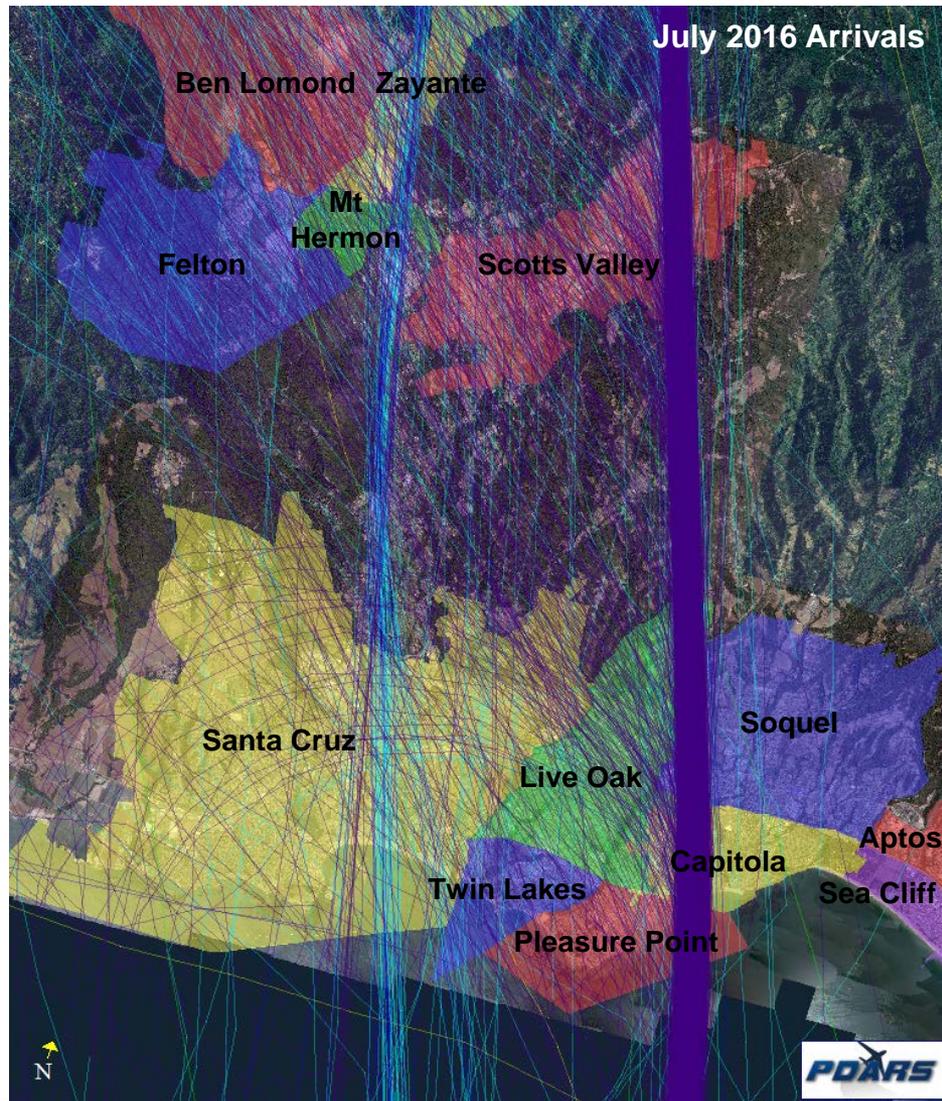
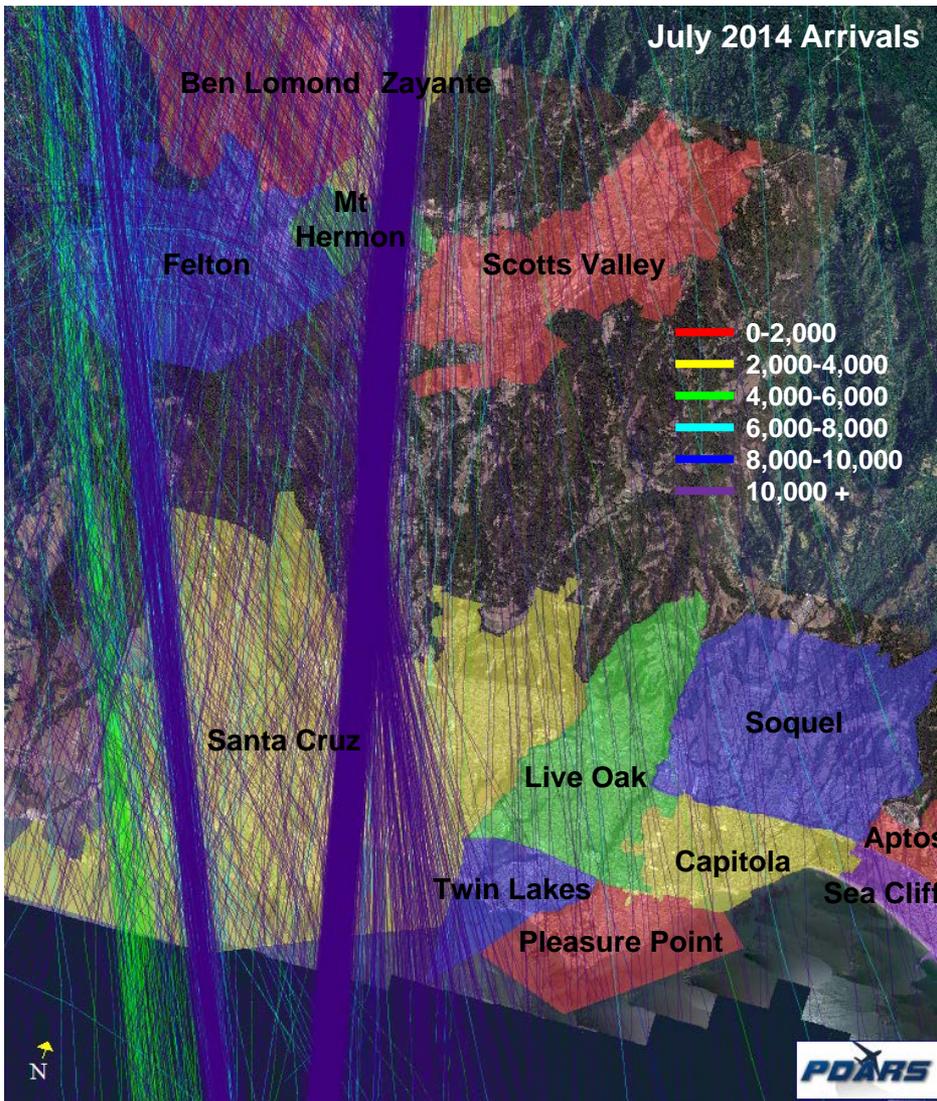
# July 2014 South Bay Arrivals



# July 2016 South Bay Arrivals



# Santa Cruz Arrivals



# SFO's projected operational increase



# SFO's projected operational increase

Strategic 5-Year Plan

Ben Francisco International Airport's (SFO) Strategic Plan, 2017-2021 provides a solid road map for SFO for the next five years. The Plan includes seven high-level goals that are supported by 32 key objectives. These are supported by more than 160 initiatives created by individual Airport divisions working together. In a seamless fashion, the initiatives, objectives, and goals will help SFO achieve its mission "To provide an exceptional Airport in service to our communities."

Goal #1: Revolutionize the Passenger Experience

1. Ensure Terminal 1 is rated as the best terminal in the world by SkyTrax and Airport Service Quality (ASQ) surveys
2. Create seamless door-to-door Airport experience for passengers who want leisurely dwell time and passengers who want a speedy and efficient process and achieve overall score of 4.4 on Airport Service Quality (ASQ) Survey
3. Bring the innovative flair of the San Francisco and Silicon Valley with revolutionary technology solutions.

Goal #2: Achieve Zero By 2021

1. Achieve Net Zero Energy at SFO
2. Achieve zero waste
3. Achieve carbon neutrality and reduce greenhouse gas emission by 50% (from 1990 baseline)
4. Implement a healthy buildings strategy for new and existing infrastructure
5. Maximize water conservation to achieve 15% reduction per passenger per year (baseline year: 2013)

Goal #3: Be the Industry Leader in Safety & Security

1. Achieve an exceptional safety culture and superior regulatory inspections through a robust safety management system (SMS)
2. By 2020, be the safest and most secure airport in the U.S. with the lowest number of breaches and incursions
3. Implement international standards for cyber-security
4. Be excellent in the operation and maintenance of our airfield
5. Enhance partnerships with local/federal regulators and law enforcement agencies

Goal #4: Nurture a Highly Competitive and Robust Air Service Market

1. Goal of maintaining and controlling CPE through 2021 (Final amount TBD upon arrival of Capital Improvement Plan)
2. Increase international carrier service by 25% and ensure maintenance of 24% low-cost carriers (LLC)
3. Ensure a competitive environment by providing sufficient operational capacity for new and current airlines
4. Educate stakeholders on value of SFO airline services
5. Create the most welcoming and efficient Federal Inspection Services (FIS) area by Airport Service Quality (ASQ) Survey
6. Provide for an innovative and friendly environment for airlines

Goal #5: Be a World Class Dream Team

1. Be the employer of choice and achieve 85% overall employee satisfaction in airport work climate survey
2. Ensure diversity of people, ideas, socio-economic and cultural background
3. Engage airport community to embrace SFO's standard of excellence
4. Provide a work climate that supports wellness, health and work-life balance

Goal #6: Deliver Exceptional Business Performance

1. Have the highest per passenger spend rate for combined food & beverage
2. Achieve an airport-wide goal of 40% small business participation
3. Introduce new technology to improve and streamline business performance
4. Own and maintain superior technological infrastructure to support airport operations
5. Maximize non-airline revenues

Goal #7: Care For and Protect our Airport and Communities

1. Maintain Airport's infrastructure to the highest standard of excellence
2. Ensure that onsite Airport employees meet the safety, security, and emergency preparedness standards
3. Promote safe & healthy working conditions for airport-based employees
4. Support and promote giving back to the communities we serve

View the 5-Year Strategic Plan.

## SFO's 5 year strategic plan states an intent to:

- Increase international carrier service by 25%
- Ensure maintenance of 24% low-cost carriers

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