How are we performing?

Key to performance:

Target	Target Achieved	Below Target

March 2016

	Terminal 2	Terminal 3	Terminal 4	Terminal 5

Non-EEA Immigration waiting time 45mins

queue ≤ 45 mins

	Terminal 2	Terminal 3	Terminal 4	Terminal 5
Monthly	96.68%	96.86%	95.65%	97.04%

Based on 15min time periods measured

- 100.00%
- 80.00%
- 60.00%
- 40.00%
- 20.00%
- 0.00%
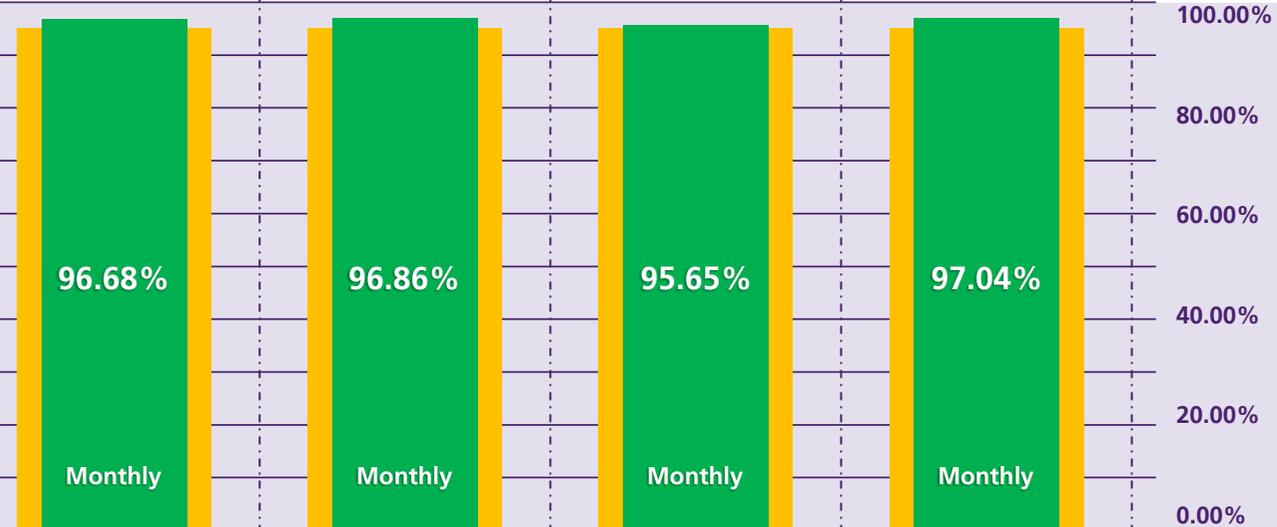
EEA Immigration waiting time 25mins

queue ≤ 25mins

	Terminal 2	Terminal 3	Terminal 4	Terminal 5
Monthly	99.82%	98.84%	98.75%	99.91%

Based on 15min time periods measured

- 100.00%
- 80.00%
- 60.00%
- 40.00%
- 20.00%
- 0.00%

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