How are we performing?

June 2013

KEY TO PERFORMANCE

TARGET	TARGET ACHIEVED	BELOW TARGET

	Terminal 1	Terminal 3	Terminal 4	Terminal 5
Security waiting time 5 mins — queue < 5mins — Based on 15min time periods measured	95.00% / 95.07% MONTHLY	95.00% / 81.71% MONTHLY	95.00% / 95.19% MONTHLY	95.00% / 91.69% MONTHLY
Security waiting time 10 mins — queue < 10mins — Based on 15min time periods measured	99.00% / 99.81% MONTHLY	99.00% / 95.62% MONTHLY	99.00% / 99.86% MONTHLY	99.00% / 98.95% MONTHLY
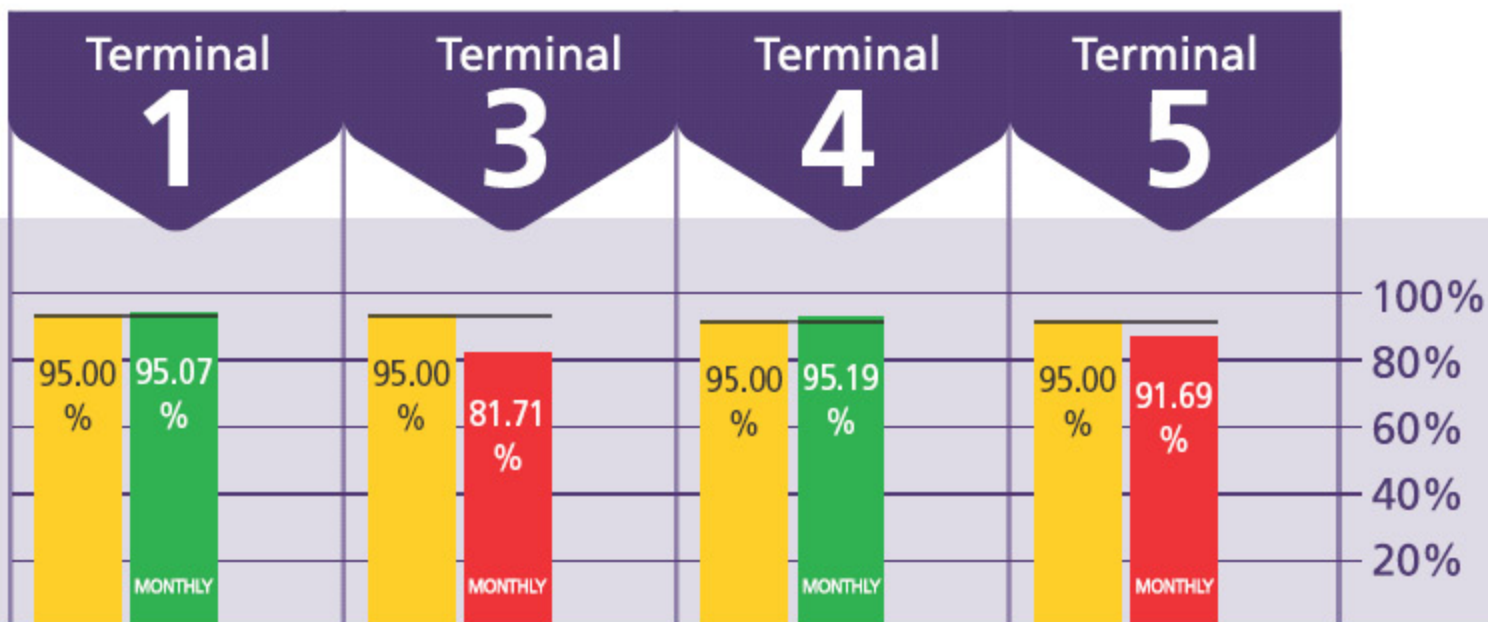
Scale: 100% / 80% / 60% / 40% / 20%