How are we performing?

Heathrow
Making every journey better

Key to performance:

Target	Target Achieved	Below Target

	Terminal 2	Terminal 3	Terminal 4	Terminal 5

Security waiting time < 5mins

queue < 5 mins

Based on 15min time periods measured

	Terminal 2		Terminal 3		Terminal 4		Terminal 5	
Target	95.00%	97.10% Monthly	95.00%	96.87% Monthly	95.00%	98.16% Monthly	95.00%	97.28% Monthly

Scale: 100.00%, 80.00%, 60.00%, 40.00%, 20.00%, 0.00%

Security waiting time < 10mins

queue < 10mins

Based on 15min time periods measured

	Terminal 2		Terminal 3		Terminal 4		Terminal 5	
Target	95.00%	99.95% Monthly	95.00%	99.91% Monthly	95.00%	99.86% Monthly	95.00%	99.98% Monthly

Scale: 100.00%, 80.00%, 60.00%, 40.00%, 20.00%, 0.00%