

How are we performing?

Below Target **Above Target**

November 2016			
Terminal 2	Terminal 3	Terminal 4	Terminal 5



Security waiting time < 5mins

% of queue times measured < 5 mins

Service Level Agreement (SLA): >95%
Based on 15min time periods measured



Security waiting time < 10mins

% of queue times measured < 10 mins

Service Level Agreement (SLA): >99%
Based on 15min time periods measured

