

# How are we performing?

**Below Target**   **Above Target**

October 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

