



# How are we performing?

**Below Target** **Above Target**

March 2023			
Terminal 2	Terminal 3	Terminal 4	Terminal 5



## Security waiting time < 5mins

% of queue times measured < 5 mins

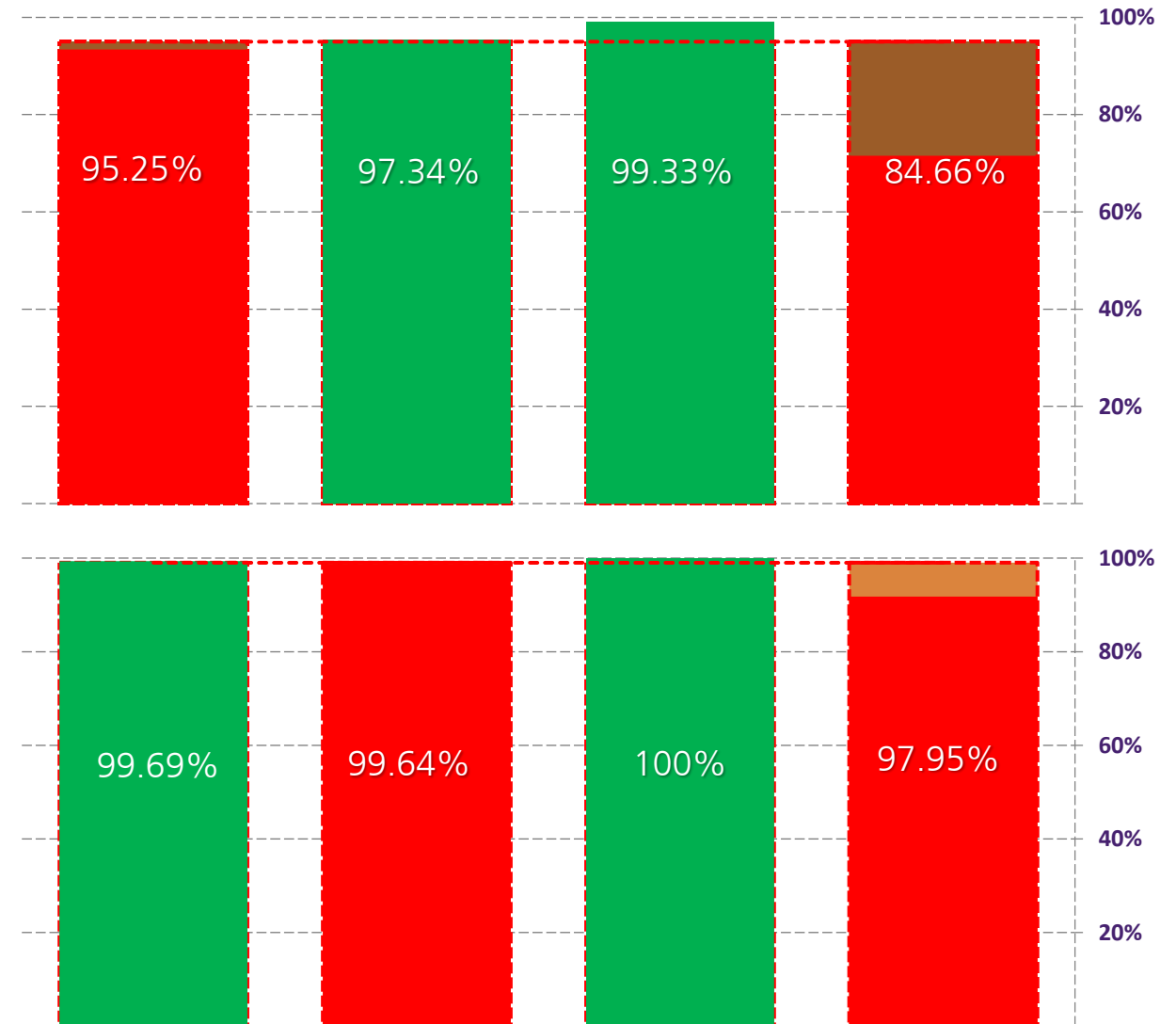
Service Level Agreement (SLA): >95%  
Based on 15min time periods measured



## Security waiting time < 10mins

% of queue times measured < 10 mins

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



	2	3	4	5	July
Security 5 min	93.42%	95.42%	99.04%	71.57%	
<b>Security 10 min</b>	<b>99.28%</b>	<b>98.71%</b>	<b>99.95%</b>	<b>91.78%</b>	
Central search	Queue time < 5 minutes		95.00%	<b>95.25%</b>	<b>97.34%</b>
Central search	Queue time ≤ 10 minutes		99.00%	<b>99.69%</b>	<b>99.64%</b>
PSE	General		99.00%	<b>99.51%</b>	<b>99.55%</b>
PSE	Priority		99.00%	<b>99.44%</b>	<b>99.57%</b>
Arrivals reclaim			99.00%	<b>99.45%</b>	<b>99.62%</b>
Stands			99.00%	<b>99.77%</b>	<b>99.84%</b>
Jetties			99.00%	<b>99.88%</b>	<b>99.88%</b>
Pier service	Passengers using pier			1141289	1231749
Pier service	Passengers using remote stands			11299	59361
FEGP			99.00%	<b>100.00%</b>	<b>99.98%</b>
Pre-conditioned air			98.00%	<b>100%</b>	<b>100%</b>
Stand entry guidance			99.00%	<b>100%</b>	<b>100.00%</b>
Search	Transfer search		95.00%	<b>95.61%</b>	<b>98.92%</b>
Search	Staff search		95.00%	<b>97.61%</b>	<b>97.60%</b>

		2	3	4	5
Security (5 min)	Target Achieved		95.42%	99.04%	
Security (5 min)	Below Target	93.42%			71.57%
Security (5 min) SLA	Target	95.00%	95.00%	95.00%	95.00%
Security (10 min)	Target Achieved	99.28%		99.95%	
Security (10 min)	Below Target		98.71%		91.78%
Security (10 min) SLA	Target	99.00%	99.00%	99.00%	99.00%

Count of EEA Red Column Labels							
	2						
Row Labels	August	September	October	November	December	January	
0	99.55%	99.86%	99.82%	99.86%	100.00%	99.96%	
1	0.45%	0.14%	0.18%	0.14%	0.00%	0.04%	

Count of Non EEA Column Labels							
	2						
Row Labels	August	September	October	November	December	January	
0	98.32%	95.46%	97.58%	98.61%	99.51%	99.51%	
1	1.68%	4.54%	2.42%	1.39%	0.49%	0.49%	

**Saving Locations**

[\\hrs\svr063\group8\Q5 Service Quality\](#)

Border File Border\_Force\_Performance\_Jul23

Security Data Central\_Security\_Performance\_Jul23

Not Added LHR\_SQRB\_V LHR\_SQRB\_Jul23

Campus Security Final - July 2023

99.33%	84.66%							
100%	97.95%							
99.56%	99.47%							
99.76%	99.49%							
99.83%	99.90%	5	5					
99.87%	99.69%	et Ad	Below Target					
99.56%	99.92%							
462845	1966490							
0	334350							
100%	100.00%							
	100%							
100%	100.00%	et Ad	Below Target					
100%	96.88%	N/A	71.57%			95.00%	95.00%	95.00%
100%	97.72%	N/A	91.78%			99.00%	99.00%	99.00%

2	3						4	
February	August	September	October	November	December	January	February	August
100.00%	100.00%	100.00%	99.96%	100.00%	99.96%	100.00%	100.00%	99.82%
0.00%	0.00%	0.00%	0.04%	0.00%	0.04%	0.00%	0.00%	0.18%

2	3						4	
February	August	September	October	November	December	January	February	August
99.08%	99.64%	97.64%	98.66%	99.54%	99.87%	99.82%	99.33%	97.09%
0.92%	0.36%	2.36%	1.34%	0.46%	0.13%	0.18%	0.67%	2.91%

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Print Final Report

4						5			
September	October	November	December	January	February	August	September	October	
99.63%	99.91%	100.00%	99.96%	99.10%	99.42%	99.96%	99.91%	99.91%	
0.37%	0.09%	0.00%	0.04%	0.90%	0.58%	0.04%	0.09%	0.09%	

4						5			
September	October	November	December	January	February	August	September	October	
87.32%	97.45%	98.75%	98.57%	97.49%	97.91%	97.00%	87.13%	98.52%	
12.68%	2.55%	1.25%	1.43%	2.51%	2.09%	3.00%	12.87%	1.48%	

<b>5</b>					<b>Grand Total</b>
<b>November</b>	<b>December</b>	<b>January</b>	<b>February</b>		
100.00%	99.96%	99.73%	100.00%		99.87%
0.00%	0.04%	0.27%	0.00%		0.13%

<b>5</b>					<b>Grand Total</b>
<b>November</b>	<b>December</b>	<b>January</b>	<b>February</b>		
98.84%	99.33%	97.54%	98.00%		97.58%
1.16%	0.67%	2.46%	2.00%		2.42%