

How are Immigration Performing?

October 2013

KEY TO PERFORMANCE

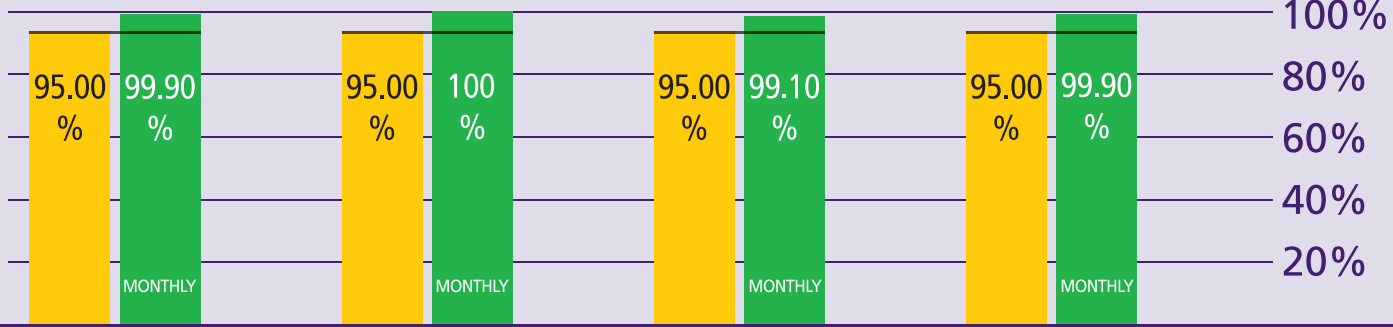
TARGET (Yellow box) TARGET ACHIEVED (Green box) BELOW TARGET (Red box)

Terminal 1 Terminal 3 Terminal 4 Terminal 5



Non-EEA Immigration
waiting time 45 mins
 queue < 45 mins

Based on 15min time periods measured



EEA Immigration
waiting time 25 mins
 queue < 25 mins

Based on 15min time periods measured

