

# How are we performing?

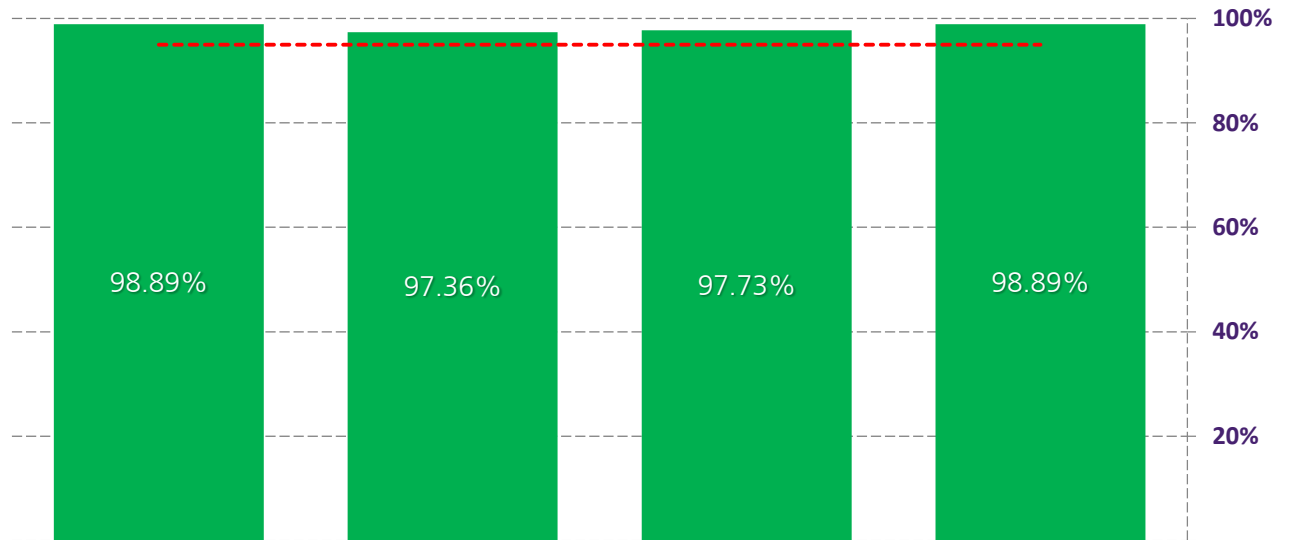
November 2016			
Terminal 2	Terminal 3	Terminal 4	Terminal 5

Service Level Agreement (SLA):  $\geq 95\%$



## Non-EEA Immigration waiting time 45mins

% of queue times measured  $\leq 45$  mins



Based on 15min time periods measured



## EEA Immigration waiting time 25mins

% of queue times measured  $\leq 25$  mins



Based on 15min time periods measured