How are we performing?

Heathrow Making every journey better

Service Level Agreement (SLA): >=95%



Non-EEA Immigration waiting time 45mins

% of queue times measured \leq 45 mins

Based on 15min time periods measured



December 2017



EEA Immigration waiting time 25mins

% of queue times measured \leq 25 mins

Based on 15min time periods measured



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