How are we performing?

July 2013
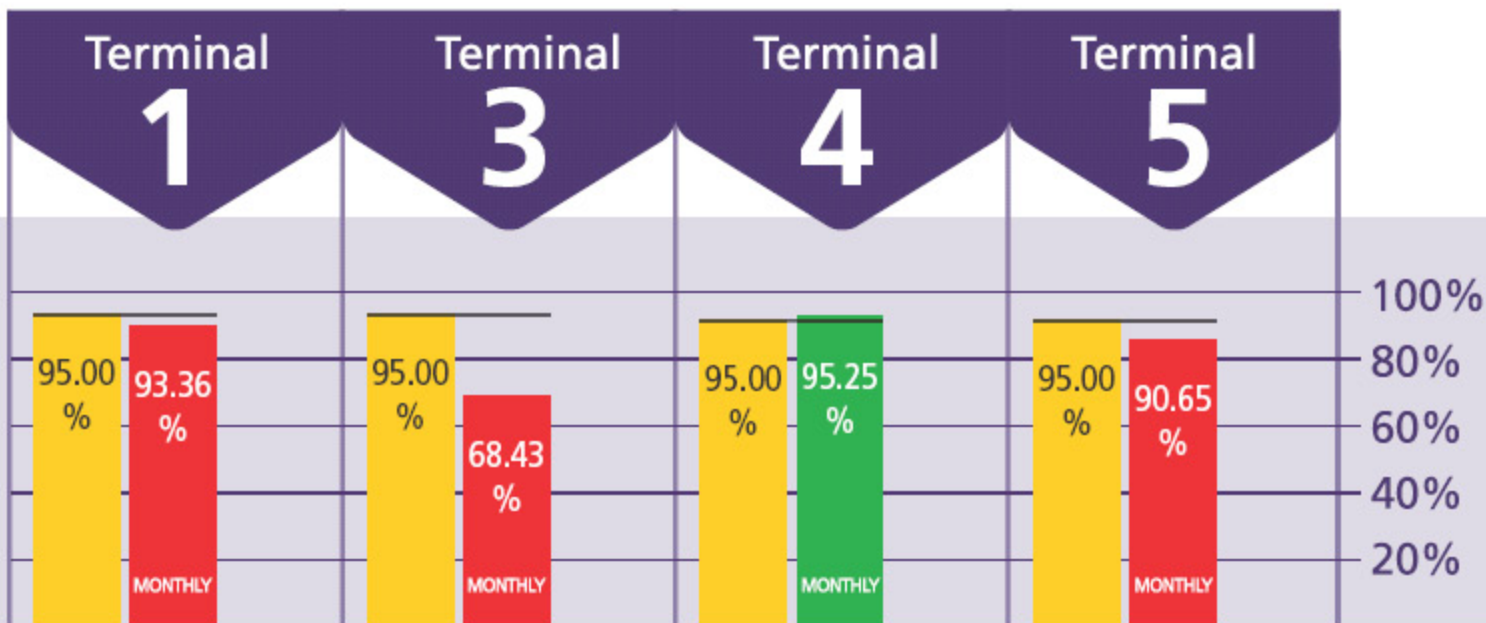
KEY TO PERFORMANCE

TARGET	TARGET ACHIEVED	BELOW TARGET

Terminal 1	Terminal 3	Terminal 4	Terminal 5

Security waiting time 5 mins

queue < 5mins

Based on 15min time periods measured

	Terminal 1	Terminal 3	Terminal 4	Terminal 5
Target	95.00%	95.00%	95.00%	95.00%
Result	93.36% MONTHLY	68.43% MONTHLY	95.25% MONTHLY	90.65% MONTHLY

Security waiting time 10 mins

queue < 10mins

Based on 15min time periods measured

	Terminal 1	Terminal 3	Terminal 4	Terminal 5
Target	99.00%	99.00%	99.00%	99.00%
Result	99.65%	93.23% MONTHLY	99.82% MONTHLY	98.94% MONTHLY

100%
80%
60%
40%
20%

100%
80%
60%
40%
20%