How are we performing?



 Target
 Target

 Security waiting time < 5 mins</td>
 % of queue times measured < 5 mins</td>

Above

Below

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



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