

How are we performing?

Key to performance:

Service Level Agreement (SLA): > =95%
 SLA Performance Hours from 05:00 to 23:00



**Non-EEA Immigration
 waiting time 45mins**

Queue ≤ 45 mins

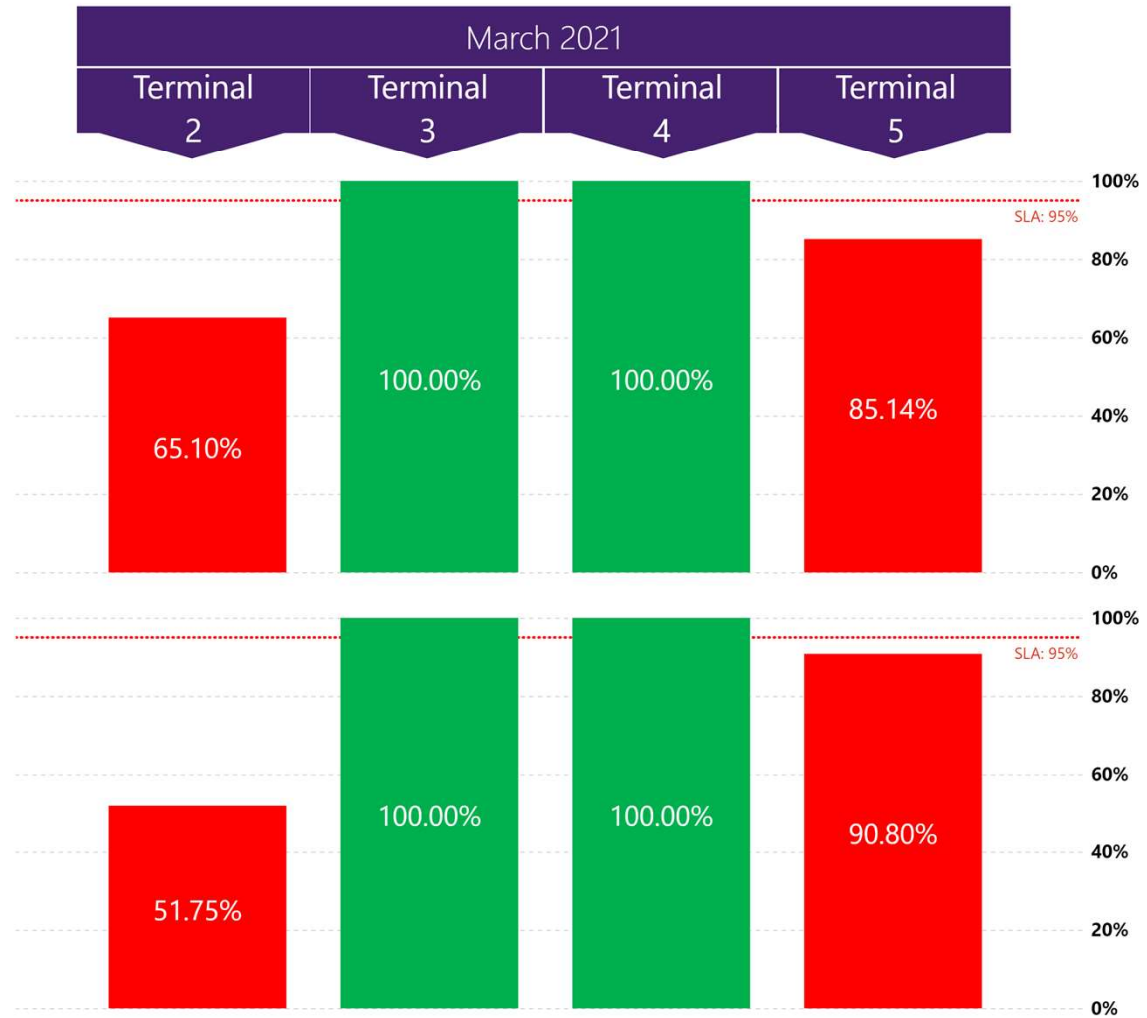
Based on 15 minute time periods measured



**EEA Immigration
 waiting time 25 minutes**

Queue ≤ 25 mins

Based on 15 minute time periods measured



Immigration Monthly Summary

Refreshed on Wed 21 Apr 2021 at 10:06

Selected Month

Last Month

Terminal

T2

T3

T4

T5

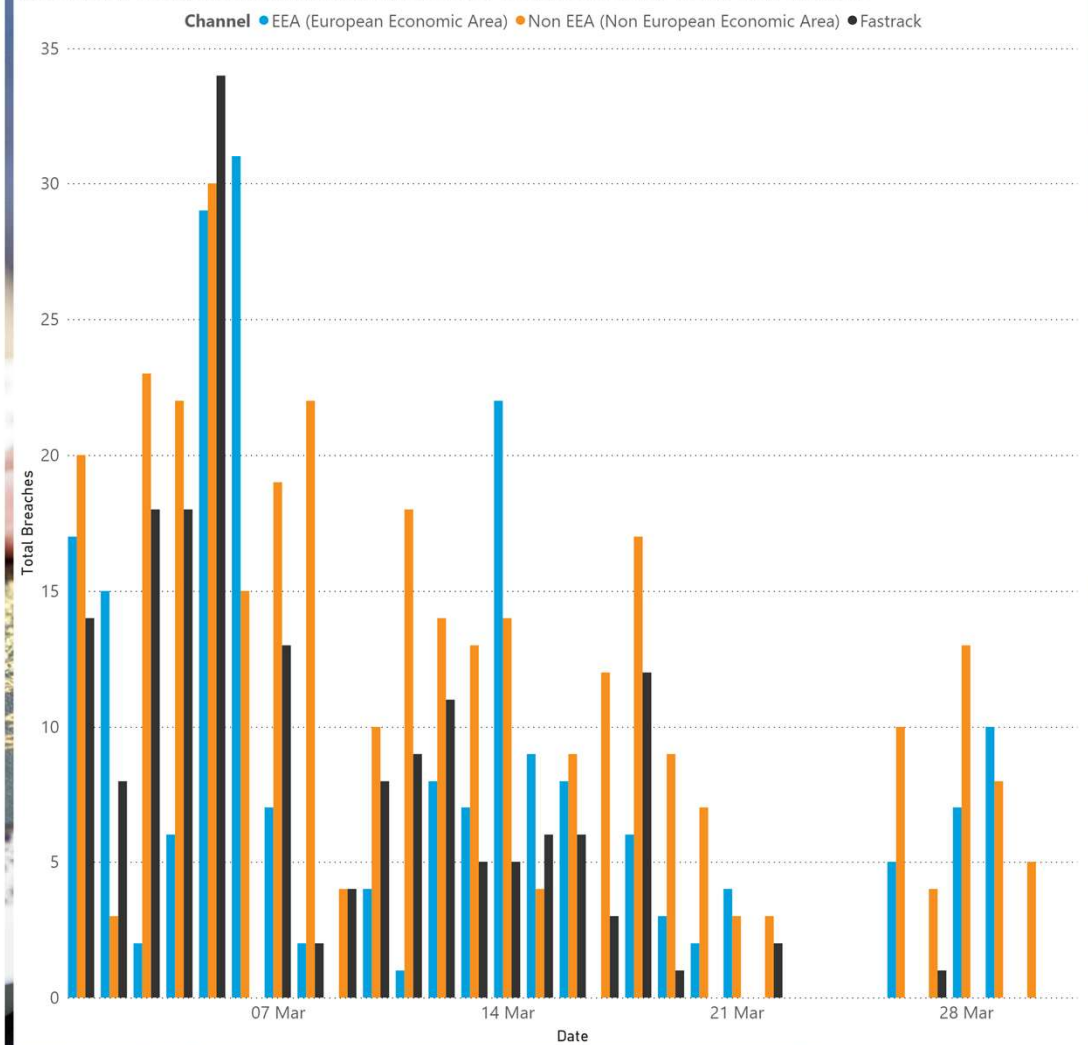
Information

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On each day during the month, how many breaches and what was the longest queue time for each channel?

Channel	EEA (European Economic Area)		Non EEA (Non European Economic Area)		Fastrack	
	Total Breaches	Longest Queue in Mins	Total Breaches	Longest Queue in Mins	Total Breaches	Longest Queue in Mins
01 March 2021	17	51	20	79	14	28
02 March 2021	15	42	3	64	8	27
03 March 2021	2	30	23	131	18	35
04 March 2021	6	37	22	116	18	37
05 March 2021	29	57	30	138	34	48
06 March 2021	31	80	15	82	0	0
07 March 2021	7	49	19	91	13	25
08 March 2021	2	30	22	122	2	18
09 March 2021	0	25	4	60	4	19
10 March 2021	4	31	10	67	8	20
11 March 2021	1	29	18	139	9	22
12 March 2021	8	40	14	93	11	30
13 March 2021	7	47	13	73	5	20
14 March 2021	22	57	14	110	5	21
15 March 2021	9	47	4	65	6	21
16 March 2021	8	42	9	76	6	42
17 March 2021	0	17	12	75	3	38
18 March 2021	6	40	17	135	12	26
19 March 2021	3	30	9	85	1	19
20 March 2021	2	32	7	62	0	10
21 March 2021	4	37	3	57	0	10
22 March 2021	0	25	3	65	2	22
23 March 2021	0	24	0	29	0	4
24 March 2021	0	17	0	37	0	13
25 March 2021	0	18	0	38	0	12
26 March 2021	5	46	10	78	0	12
27 March 2021	0	18	4	52	1	16
28 March 2021	7	42	13	130	0	14
29 March 2021	10	56	8	79	0	8
30 March 2021	0	25	5	81	0	4
31 March 2021	0	13	0	28	0	7
Total	205	80	331	139	180	48

On each day during the month, how many breaches occurred each day within each channel?



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	Total Breaches	Longest Queue in Mins	Total Breaches	Longest Queue in Mins	Total Breaches	Longest Queue in Mins
01 March 2021	43	133	32	127	22	66
02 March 2021	52	114	47	166	27	53
03 March 2021	41	82	42	147	12	38
04 March 2021	47	114	48	204	1	17
05 March 2021	29	144	16	66	11	33
06 March 2021	25	136	21	126	3	28
07 March 2021	41	77	17	98	13	50
08 March 2021	15	70	3	53	5	36
09 March 2021	12	70	13	110	12	57
10 March 2021	20	121	24	134	10	35
11 March 2021	46	125	33	179	9	32
12 March 2021	28	96	19	118	9	50
13 March 2021	16	76	1	53	11	61
14 March 2021	26	77	17	108	10	38
15 March 2021	34	111	8	70	8	27
16 March 2021	38	120	34	173	6	38
17 March 2021	34	123	38	177	12	77
18 March 2021	62	134	61	237	29	76
19 March 2021	35	100	19	246	15	52
20 March 2021	38	166	13	90	27	71
21 March 2021	25	93	14	107	10	32
22 March 2021	22	71	27	111	0	12
23 March 2021	34	114	51	140	21	64
24 March 2021	24	79	8	83	6	29
25 March 2021	60	102	55	150	37	68
26 March 2021	39	112	9	73	14	52
27 March 2021	32	133	7	83	25	40
28 March 2021	54	131	20	135	56	81
29 March 2021	22	66	24	130	22	95
30 March 2021	45	131	37	132	26	56
31 March 2021	38	156	21	121	10	35
Total	1,077	166	779	246	479	95

On each day during the month, how many breaches occurred each day within each channel?

