How are we performing?

September 2013

KEY TO PERFORMANCE

TARGET	TARGET ACHIEVED	BELOW TARGET

Terminal 1	Terminal 3	Terminal 4	Terminal 5
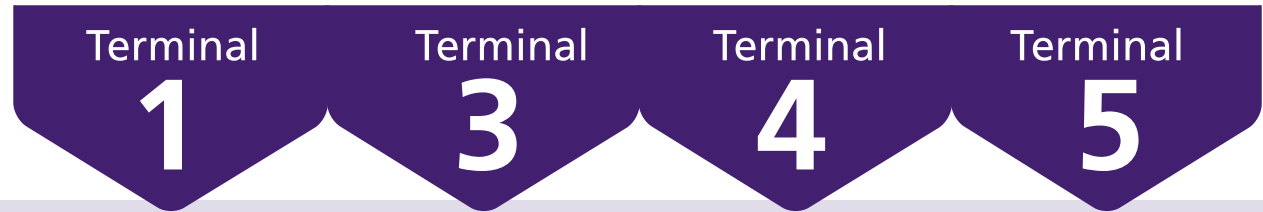
Security waiting time 5 mins

queue < 5mins

Based on 15min time periods measured

Terminal 1	Terminal 3	Terminal 4	Terminal 5
95.00%	95.00%	95.00%	95.00%
89.76% MONTHLY	73.14% MONTHLY	95.71% MONTHLY	78.55% MONTHLY

100%
80%
60%
40%
20%
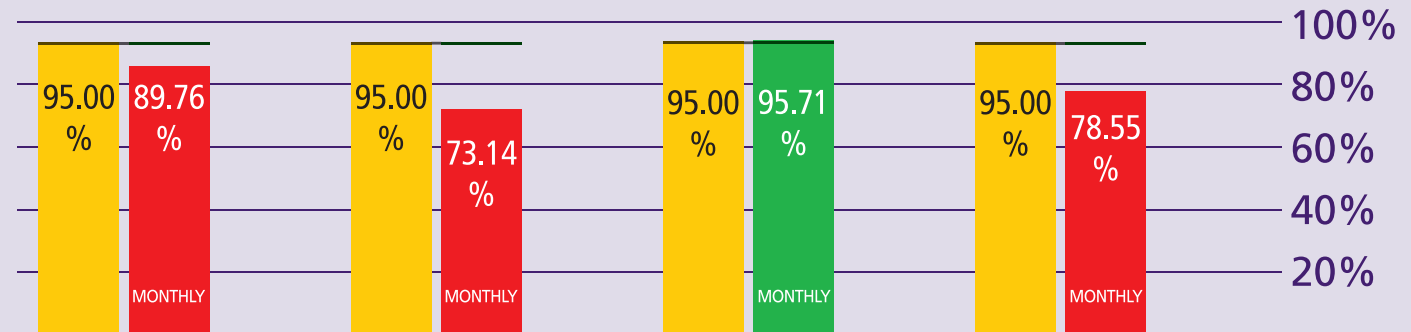
Security waiting time 10 mins

queue < 10mins

Based on 15min time periods measured

Terminal 1	Terminal 3	Terminal 4	Terminal 5
99.00%	99.00%	99.00%	99.00%
99.31% MONTHLY	92.29% MONTHLY	99.67% MONTHLY	95.64% MONTHLY

100%
80%
60%
40%
20%