

# How are we performing?

**Below Target** **Above Target**

December 2016			
Terminal 2	Terminal 3	Terminal 4	Terminal 5



**Security waiting time < 5mins**

% of queue times measured < 5 mins

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

