



CAA mandated service times for Arriving PRM Customers January – December 2021

Time from meeting customer in Immigration waiting area to the end of service provision at the airport

Standard	Target	January	February	March	April	May	June
20 MINUTES	90%	95.33%	100%	100%	99.30%	99.50%	99.31%
30 MINUTES	100%	100.00%	100%	100%	99.65%	99.72%	99.50%
Standard	Target	July	August	September	October	November	December
20 MINUTES	90%	99.22%	99.54%	99.11%	100%	100%	100%
30 MINUTES	100%	99.43%	100%	99.23%	100%	100%	100%