

## CAA mandated service times for Arriving PRM Customers January – December 2020

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

Standard	Target	January	February	March	April	Мау	June
20 MINUTES	90%	100.00%	95.69%	96.98%	100%	100%	96.55%
30 MINUTES	100%	100.00%	100%	100%	100%	100%	100%

Standard	Target	July	August	September	October	November	December
20 MINUTES	90%	92.88%	93.76%	94.42%	92.78%	94.4%	93.33%
30 MINUTES	100%	100%	100%	100%	100%	100%	100%