

CAA mandated service times for Arriving PRM Customers January – December 2022

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%	100.00%	100.00%	%	96.70%	98.59%	99.80%
30 MINUTES	100%	100.00%	100.00%	%	97.12%	98.98%	99.82%
Standard	Target	July	August	September	October	November	December
20 MINUTES	90%	99.98%	100%	100%	99.98%	98.58%	97.09%
30 MINUTES	100%	99.98%	100%	100%	100%	99.43%	98.50%