



CAA mandated service times for Arriving PRM Customers 2018

Time from meeting customer on the aircraft to the end of service provision at the airport

Standard	Target	January	February	March	April	May	June
35 minutes	80%	88%	86.71%	84.88%	85.72%	85.56%	85.47%
45 minutes	100%	100%	100%	100%	100.00%	100.00%	100%
Standard	Target	July	August	September	October	November	December
35 minutes	80%	85.23%	84.98%	84.89%	N/A	N/A	N/A
45 minutes	100%	100.00%	100.00%	100.00%	N/A	N/A	N/A
Standard	Target	July	August	September	October	November	December
20 minutes	90%	N/A	N/A	N/A	92.04%	93.23%	92.46%
30 minutes	100%	N/A	N/A	N/A	100.00%	100.00%	100.00%