

CAA mandated service times for Arriving PRM Customers January – December 2023

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%	97.21%	97.88%	97.42%	97.48%	96.69%	95.93%
30 MINUTES	100%	98.74%	99.05%	98.62%	98.51%	98.22%	97.82%
Standard	Target	July	August	September	October	November	December
20 MINUTES	90%	96.76%	97.28%	99.02%	99.62%	99.65%	99.54%
30 MINUTES	100%	98.11%	98.30%	99.37%	99.79%	99.83%	99.74%