



CAA mandated service times for Arriving PRM Customers January – December 2019

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%	94.31%	94.42%	95.17%	94.46%	94.07%	93.65%
30 MINUTES	100%	100.00%	100.00%	100.00%	100.00%	100%	99.91%
Standard	Target	July	August	September	October	November	December
20 MINUTES	90%	93.61%	93.49%	93.51%	93.21%	95.71%	96.06%
30 MINUTES	100%	99.78%	99.67%	99.77%	99.71%	100%	100%