



Here is how our PRM Assistance Provider performed from April 2025 to September 2025 against ECAC Standard.

Arriving									Departing								
S25		Target	Apr	May	Jun	Jul	Aug	Sep	S25	Standard (waiting time once PRM made themselves known)	Target	Apr	May	Jun	Jul	Aug	Sep
Pre-booked	No. PRMs Serviced		518	745	841	816	910	887	Pre-booked	No. PRMs Serviced		478	531	557	597	626	640
	5 mins	80%	86.05%	85.60%	83.00%	81.25%	83.75%	81.17%		10 mins	80%	100.00%	99.81%	100.00%	100.00%	99.84%	100.00%
	10 mins	90%	96.35%	95.56%	94.77%	94.00%	95.05%	93.12%		20 mins	90%	100.00%	100.00%	100.00%	100.00%	99.84%	100.00%
	20 mins	100%	100.00%	100.00%	99.88%	99.14%	99.23%	99.21%		30 mins	100%	100.00%	100.00%	100.00%	100.00%	99.84%	100.00%
	20 mins moving average	100%	100.00%	100.00%	99.96%	99.67%	99.42%	99.19%									
	30 mins		100.00%	100.00%	100.00%	100.00%	99.89%	100.00%									
	45 mins		100.00%	100.00%	100.00%	100.00%	100.00%	10.00%									
	60 mins																
Non pre-booked	No. PRMs Serviced		157	156	148	162	153	153	Non pre-booked	No. PRMs Serviced		282	214	198	191	176	161
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		25 mins	80%	99.65%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins moving average	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%									
	60 mins																
	75 mins																