

## Service Level Agreements for Special Assistance

Here is how our Special Assistance service provider, Omniserv, performed in April 2015 to September 2015 against our service level agreement.

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September	Standard (time assistance available at gate from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	10 mins	90%	94.33%	97.02%	97.98%	98.12%	97.78%	98.41%	10 mins	90%	83.34%	79.88%	84.80%	87.23%	89.28%	84.28%
	15 mins	100%	96.63%	98.30%	98.75%	99.47%	99.15%	99.32%	15 mins	100%	89.65%	87.83%	91.80%	93.79%	94.51%	92.53%
Non pre-booked	15 mins	90%	97.76%	98.84%	98.37%	99.11%	99.63%	99.03%	20 mins	90%	87.79%	90.77%	90.32%	92.67%	93.35%	90.37%
	20 mins	100%	98.55%	99.20%	98.97%	99.80%	99.71%	99.29%	25 mins	100%	92.11%	92.90%	93.76%	94.87%	95.17%	93.18%