

Service Level Agreements for Special Assistance

Here is how our Special Assistance service provider, OCS, performed in Apr 2016 to Sep 2016 against the ECAC Standard.

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	Apr	May	Jun	Jul	Aug	Sep	Standard (time assistance available at gate from arrival on chocks)	Target	Apr	May	Jun	Jul	Aug	Sep
Pre-booked	Numbers of PRMs		2760	3896	3850	3291	3580	4775	Numbers of PRMs		2934	3819	3985	3800	3450	4095
	10 mins	80%	99.57%	99.46%	99.69%	99.67%	99.72%	99.20%	5 mins	80%	91.92%	92.14%	90.24%	90.47%	94.26%	88.74%
	20 mins	90%	99.71%	99.51%	99.82%	99.85%	99.89%	99.47%	10 mins	90%	97.99%	98.40%	97.92%	96.68%	99.80%	97.24%
	30 mins	100%	99.86%	99.74%	99.95%	99.97%	99.94%	99.56%	20 mins	100%	99.97%	100.00%	100.00%	100.00%	100.00%	99.98%
Non pre-booked	Numbers of PRMs		986	1480	1654	1312	1371	1589	Numbers of PRMs		849	1242	1444	1403	1286	1277
	25 mins	80%	100.00%	99.59%	100.00%	100.00%	100.00%	99.81%	25 mins	80%	98.47%	99.44%	99.65%	99.14%	100.00%	99.84%
	35 mins	90%	100.00%	99.80%	100.00%	100.00%	100.00%	99.81%	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	99.80%	100.00%	100.00%	100.00%	99.87%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%