

## Service Level Agreements for Special Assistance

Here is how our Special Assistance service provider, OCS, performed in Apr 2017 to Sep 2017 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		<b>3154</b>	<b>4560</b>	<b>4418</b>	<b>3806</b>	<b>3952</b>	<b>5288</b>	Numbers of PRMs		<b>3367</b>	<b>4632</b>	<b>4595</b>	<b>4421</b>	<b>3886</b>	<b>4839</b>
	10 mins	80%	98.95%	98.97%	99.52%	99.74%	99.82%	99.26%	5 mins	80%	84.43%	84.49%	84.09%	93.02%	95.28%	91.37%
	20 mins	90%	99.40%	99.56%	99.77%	99.84%	99.92%	99.57%	10 mins	90%	89.23%	90.86%	88.39%	97.07%	97.84%	95.84%
	30 mins	100%	99.75%	99.80%	99.84%	99.92%	100.00%	99.75%	20 mins	100%	94.34%	96.56%	94.47%	100.00%	100.00%	99.81%
Non pre-booked	Numbers of PRMs		<b>1096</b>	<b>1500</b>	<b>1518</b>	<b>1489</b>	<b>1596</b>	<b>1673</b>	Numbers of PRMs		<b>1006</b>	<b>1262</b>	<b>1192</b>	<b>1204</b>	<b>1135</b>	<b>1102</b>
	25 mins	80%	99.82%	99.87%	100.00%	100.00%	100.00%	99.88%	25 mins	80%	95.27%	97.23%	96.43%	98.08%	98.75%	98.36%
	35 mins	90%	99.91%	100.00%	100.00%	100.00%	100.00%	99.94%	35 mins	90%	98.05%	98.13%	98.55%	99.42%	99.64%	99.54%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	99.08%	98.54%	99.15%	100.00%	100.00%	100.00%