

## Service Level Agreements for Special Assistance

Here is how our Special Assistance service providers, Omniserv/OCS, performed in Oct 2015 to Mar 2016 against the ECAC standard.

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	Oct	Nov	Dec	Jan	Feb	Mar	Standard (time assistance available at gate from arrival on chocks )	Target	Oct	Nov	Dec	Jan	Feb	Mar
Pre-booked	<b>Numbers of PRMs</b>		<b>3052</b>	<b>1723</b>	<b>2630</b>	<b>1560</b>	<b>1595</b>	<b>2038</b>	<b>Numbers of PRMs</b>		<b>3773</b>	<b>2125</b>	<b>2526</b>	<b>2056</b>	<b>1792</b>	<b>2421</b>
	10 mins	80%	95.74 %	95.48 %	95.98 %	99.81%	99.57%	99.62%	5 mins	80%	77.03%	76.88 %	79.53 %	87.98 %	91.52 %	86.86 %
	20 mins	90%	97.73 %	97.63 %	97.81 %	100.00 %	99.64%	99.95%	10 mins	90%	89.47%	90.07 %	90.10 %	92.61 %	94.70 %	93.35 %
	30 mins	100%	98.90 %	98.95 %	99.04 %	100.00 %	99.75%	100.00 %	20 mins	100%	97.43%	98.47 %	97.27 %	96.35 %	97.99 %	98.35 %
Non pre-booked	<b>Numbers of PRMs</b>		<b>1077</b>	<b>684</b>	<b>888</b>	<b>997</b>	<b>994</b>	<b>1106</b>	<b>Numbers of PRMs</b>		<b>1278</b>	<b>741</b>	<b>790</b>	<b>826</b>	<b>653</b>	<b>974</b>
	25 mins	80%	96.30 %	92.33 %	88.64 %	100.00 %	100.00 %	99.91%	25 mins	80%	98.93%	98.32 %	99.39 %	97.94 %	99.85 %	98.36 %
	35 mins	90%	98.10 %	96.12 %	94.20 %	100.00 %	100.00 %	100.00 %	35 mins	90%	99.88%	99.81 %	99.63 %	98.31 %	99.85 %	99.69 %
	45 mins	100%	98.94 %	97.99 %	97.42 %	100.00 %	100.00 %	100.00 %	45 mins	100%	100.00 %	99.81 %	99.63 %	98.91 %	99.85 %	99.90 %