

## Service Level Agreements for Special Assistance

Here is how our Special Assistance service provider, OCS, performed in Oct 2016 to Mar 2017 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 or aircraft side from arrival on chocks )	Target	Oct	Nov	Dec	Jan	Feb	Mar
Pre-booked	<b>Numbers of PRMs</b>		<b>3662</b>	<b>2476</b>	<b>3247</b>	<b>2358</b>	<b>2146</b>	<b>2742</b>	<b>Numbers of PRMs</b>		<b>4270</b>	<b>2619</b>	<b>3017</b>	<b>2732</b>	<b>2183</b>	<b>2967</b>
	10 mins	80%	99.53%	99.68%	99.82%	99.62%	99.81%	99.12%	5 mins	80%	92.18%	92.17%	93.58%	90.67%	92.18%	86.07%
	20 mins	90%	99.83%	99.92%	100.00%	99.92%	99.91%	99.52%	10 mins	90%	96.72%	96.77%	99.90%	96.09%	96.46%	90.76%
	30 mins	100%	99.94%	99.92%	100.00%	100.00%	100.00%	99.82%	20 mins	100%	100.00%	100.00%	100.00%	99.96%	100.00%	96.13%
Non pre-booked	<b>Numbers of PRMs</b>		<b>1229</b>	<b>1150</b>	<b>1234</b>	<b>840</b>	<b>707</b>	<b>963</b>	<b>Numbers of PRMs</b>		<b>1139</b>	<b>909</b>	<b>932</b>	<b>796</b>	<b>604</b>	<b>837</b>
	25 mins	80%	99.91%	100.00%	100.00%	100.00%	99.86%	99.79%	25 mins	80%	99.03%	99.22%	96.60%	99.11%	98.83%	97.56%
	35 mins	90%	99.91%	100.00%	100.00%	100.00%	99.86%	100.00%	35 mins	90%	99.91%	100.00%	99.67%	100.00%	99.66%	98.41%
	45 mins	100%	99.91%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	99.39%