

Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from October 2017 to March 2018 against the ECAC Standard.

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		4255	2783	3427	2283	2182	2736	Numbers of PRMs		4782	3008	3167	2691	2141	2984
	10 mins	80%	99.60%	98.96%	99.18%	99.30%	99.63%	98.76%	5 mins	80%	92.46%	91.03%	95.67%	96.06%	96.40%	96.31%
	20 mins	90%	99.74%	99.50%	99.24%	99.30%	100.00%	100.00%	10 mins	90%	96.18%	94.94%	99.08%	99.26%	98.32%	99.26%
	30 mins	100%	99.84%	99.71%	99.27%	99.34%	100.00%	100.00%	20 mins	100%	100.00%	99.36%	100.00%	100.00%	99.63%	100.00%
Non pre-booked	Numbers of PRMs		1433	1041	1198	829	706	954	Numbers of PRMs		1140	910	925	754	612	858
	25 mins	80%	99.93%	99.90%	100.00%	99.88%	99.86%	99.58%	25 mins	80%	99.25%	99.42%	100.00%	100.00%	99.67%	100.00%
	35 mins	90%	99.93%	99.90%	100.00%	99.88%	99.86%	100.00%	35 mins	90%	99.81%	99.77%	100.00%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	99.88%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%