

Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from October 2022 to March 2023 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	Numbers of PRMs		2710	2191	2441	1822	1736	2236	Numbers of PRMs		4422	2748	2914	2496	2211	3110
	10 mins	80%	99.26%	99.36%	99.51%	99.01%	99.19%	99.15%	5 mins	80%	85.53%	91.45%	89.43%	91.43%	92.13%	87.78%
	20 mins	90%	99.63%	99.91%	99.80%	99.73%	99.77%	99.78%	10 mins	90%	91.32%	95.31%	95.33%	96.75%	97.47%	94.12%
	30 mins	100%	99.89%	99.95%	99.96%	99.84%	100.00%	99.87%	20 mins	100%	98.28%	99.13%	99.49%	99.72%	100.00%	99.07%
Non pre-booked	Numbers of PRMs		1243	665	812	619	590	731	Numbers of PRMs		1417	848	932	840	735	1062
	25 mins	80%	99.76%	100.00%	100.00%	100.00%	99.83%	100.00%	25 mins	80%	99.15%	99.29%	99.46%	100.00%	100.00%	99.72%
	35 mins	90%	99.92%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	99.79%	99.76%	100.00%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%