

Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from April 2020 to September 2020 against the ECAC Standard.

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		4	9	21	184	516	562	Numbers of PRMs		22	21	61	268	583	708
	10 mins	80%	100.00%	100.00%	100.00%	99.46%	99.03%	98.04%	5 mins	80%	90.91%	71.43%	85.96%	91.42%	93.10%	95.30%
	20 mins	90%	100.00%	100.00%	100.00%	99.46%	99.81%	99.47%	10 mins	90%	100.00%	100.00%	96.49%	99.63%	98.79%	99.86%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	99.81%	99.82%	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	Numbers of PRMs		16	18	38	105	240	262	Numbers of PRMs		18	12	24	126	240	271
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	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%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%