

Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from April 2024 to September 2024 against the ECAC Standard.

	DEPARTING								ARRIVING							
	Standard (waiting time once PRM made themselves known)	Target	APR	MAY	JUN	JUL	AUG	SEP	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	APR	MAY	JUN	JUL	AUG	SEP
Pre-booked	Numbers of PRMs		3526	5102	4514	3868	4256	5604	Numbers of PRMs		4574	6768	6619	6207	5441	6696
	10 mins	80%	99.09%	99.22%	99.20%	99.56%	99.22%	99.39%	5 mins	80%	90.88%	87.57%	90.23%	92.35%	91.20%	87.47%
	20 mins	90%	99.94%	99.78%	99.76%	99.87%	99.84%	99.84%	10 mins	90%	95.10%	93.35%	94.14%	95.78%	95.64%	92.25%
	30 mins	100%	100.00%	99.92%	99.91%	99.97%	99.93%	100.00%	20 mins	100%	98.75%	98.03%	98.35%	99.36%	99.01%	98.01%
Non pre-booked	Numbers of PRMs		969	1367	1369	1292	1272	1435	Numbers of PRMs		1136	1490	1434	1418	1305	1478
	25 mins	80%	99.79%	100.00%	99.93%	100.00%	99.92%	100.00%	25 mins	80%	99.65%	99.40%	98.95%	99.79%	99.69%	98.51%
	35 mins	90%	99.79%	100.00%	100.00%	100.00%	99.92%	100.00%	35 mins	90%	99.91%	99.80%	99.79%	100.00%	100.00%	99.86%
	45 mins	100%	99.90%	100.00%	100.00%	100.00%	99.92%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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