

Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from March 2025 to September 2025 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		3863	5389	4957	4292	4725	5957	Numbers of PRMs		5574	8004	7671	7570	6522	8129
	10 mins	80%	99.04%	99.15%	99.19%	99.65%	99.03%	98.91%	5 mins	80%	92.75%	89.48%	90.68%	94.29%	90.10%	85.67%
	20 mins	90%	99.79%	99.72%	99.82%	99.91%	99.68%	99.60%	10 mins	90%	96.39%	93.79%	95.06%	97.32%	95.25%	92.18%
	30 mins	100%	99.90%	99.96%	99.94%	99.95%	99.83%	99.75%	20 mins	100%	99.35%	98.20%	98.93%	99.50%	99.29%	98.39%
									30 mins		100.00%	99.51%	99.75%	99.96%	99.98%	99.88%
									45 mins		100.00%	99.51%	99.97%	100.00%	100.00%	100.00%
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	Numbers of PRMs		1133	1432	1530	1407	1353	1484	Numbers of PRMs		1136	1507	1520	1503	1457	1466
	25 mins	80%	100.00%	100.00%	99.87%	100.00%	99.93%	100.00%	25 mins	80%	99.82%	99.27%	99.74%	99.93%	99.52%	99.80%
	35 mins	90%	100.00%	100.00%	99.87%	100.00%	99.93%	100.00%	35 mins	90%	100.00%	99.67%	100.00%	100.00%	99.86%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	99.87%	100.00%	100.00%	100.00%	100.00%
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									75 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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