

Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from October 2018 to March 2019 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 from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		4226	2651	3448	2395	2334	3410	Numbers of PRMs		5054	2848	3160	2803	2340	3410
	10 mins	80%	99.05%	98.94%	98.78%	98.86%	98.20%	80.67%	5 mins	80%	95.05%	96.10%	94.59%	94.68%	84.70%	80.67%
	20 mins	90%	99.95%	99.92%	99.97%	99.92%	99.31%	97.36%	10 mins	90%	97.43%	97.86%	96.77%	96.54%	95.21%	97.36%
	30 mins	100%	100.00%	99.92%	100.00%	100.00%	99.57%	99.88%	20 mins	100%	99.96%	99.96%	99.91%	99.93%	99.62%	99.88%
Non pre-booked	Numbers of PRMs		1612	1257	1354	925	941	982	Numbers of PRMs		1358	954	818	855	755	982
	25 mins	80%	100.00%	99.92%	100.00%	100.00%	99.47%	99.59%	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	99.57%	99.59%	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	99.57%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%