

Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from October 2019 to March 2020 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 or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		3197	2432	2927	1940	1970	1075	Numbers of PRMs		4894	2910	3207	2628	2215	1782
	10 mins	80%	97.78%	98.36%	98.36%	98.61%	99.19%	97.77%	5 mins	80%	89.27%	89.73%	86.87%	91.40%	91.33%	90.74%
	20 mins	90%	99.31%	99.55%	99.56%	99.65%	99.75%	99.07%	10 mins	90%	98.32%	97.56%	96.63%	98.33%	97.11%	96.46%
	30 mins	100%	99.75%	99.75%	99.93%	99.90%	100.00%	99.81%	20 mins	100%	99.57%	99.69%	98.97%	100.00%	99.10%	99.55%
Non pre-booked	Numbers of PRMs		1182	690	830	594	602	378	Numbers of PRMs		1157	675	716	609	603	656
	25 mins	80%	99.92%	99.42%	99.76%	99.49%	100.00%	100.00%	25 mins	80%	99.91%	99.70%	99.58%	99.84%	100.00%	100.00%
	35 mins	90%	99.92%	99.71%	100.00%	99.83%	100.00%	100.00%	35 mins	90%	99.91%	100.00%	99.86%	99.84%	100.00%	100.00%
	45 mins	100%	100.00%	99.86%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	99.86%	100.00%	100.00%	100.00%