

Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from April 2021 to September 2021 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		100	284	479	665	849	1228	Numbers of PRMs		90	294	553	768	989	1355
	10 mins	80%	100.00%	99.30%	98.96%	99.40%	92.29%	99.76%	5 mins	80%	95.56%	92.52%	92.77%	96.35%	97.88%	95.28%
	20 mins	90%	100.00%	100.00%	99.79%	100.00%	99.88%	99.92%	10 mins	90%	97.78%	97.28%	98.73%	98.83%	99.49%	98.38%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	99.92%	20 mins	100%	100.00%	100.00%	100.00%	99.87%	100.00%	99.93%
Non pre-booked	Numbers of PRMs		50	113	182	386	334	453	Numbers of PRMs		60	144	180	337	388	475
	25 mins	80%	100.00%	100.00%	100.00%	99.74%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	98.33%	100.00%	100.00%	99.78%
	35 mins	90%	100.00%	100.00%	100.00%	99.74%	100.00%	100.00%	35 mins	90%	100.00%	100.00%	98.89%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	99.74%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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