

Service Level Agreements for Special Assistance

Here is how our Special Assistance provider, OCS, performed from April 2018 to September 2018 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 from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		3466	4804	4880	4055	4199	5556	Numbers of PRMs		3867	5009	5274	4805	4093	4981
	10 mins	80%	99.57%	99.13%	99.39%	99.53%	99.45%	99.12%	5 mins	80%	96.64%	94.91%	94.13%	95.82%	95.43%	94.01%
	20 mins	90%	99.94%	99.94%	99.88%	100.00%	99.95%	99.96%	10 mins	90%	98.76%	96.77%	96.59%	98.02%	97.41%	96.34%
	30 mins	100%	100.00%	99.96%	99.98%	100.00%	100.00%	99.98%	20 mins	100%	100.00%	99.88%	99.96%	100.00%	100.00%	99.98%
Non pre- booked	Numbers of PRMs		1375	1669	1707	1650	1720	1786	Numbers of PRMs		992	1177	1299	1428	1416	1342
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%