Service Level Agreements for PRM Assistance

Here is how our PRM Assistance Provider performed from April 2021 to September 2021 against ECAC Standard.

Please note there has been a change of PRM contract at Southampton Airport our new provider is OCS.

Swissport PRM Service expired in August.

OCS PRM Service started in September.

	Departing								Arriving							
	Standard (waiting time once PRM	Target	April	May	June	July	August	September	Standard (time assistance	Target	April	May	June	July	August	September
Pre-booked	**Numbers of PRMs**		**46**	**83**	**106**	**142**	**194**	**177**	**Numbers of PRMs**		**19**	**73**	**107**	**138**	**180**	**187**
	10 mins	80%	100%	100%	100%	100%	100%	100%	5 mins	80%	100%	100%	100%	99.28%	97.22%	87%
	20 mins	90%	100%	100%	100%	100%	100%	100%	10 mins	90%	100%	100%	100%	99.28%	100%	92%
	30 mins	100%	100%	100%	100%	100%	100%	100%	20 mins	100%	100%	100%	100%	100%	100%	99%
									20 mins moving ave	100%	100%	100%	100%	100%	100%	99%
									30 mins		100%	100%	100%	100%	100%	99%
									45 mins		100%	100%	100%	100%	100%	100%
									60 mins		100%	100%	100%	100%	100%	100%
Non pre-booked	**Numbers of PRMs**		**60**	**61**	**119**	**142**	**196**	161	**Numbers of PRMs**		**33**	**38**	**67**	**127**	**141**	**127**
	25 mins	80%	100%	100%	100%	100%	100%	99.38%	25 mins	80%	100%	100%	100%	100%	100%	100%
	35 mins	90%	100%	100%	100%	100%	100%	100%	35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%	45 mins	100%	100%	100%	100%	100%	100%	100%
									45 mins moving ave	100%	100%	100%	100%	100%	100%	100%
									60 mins		100%	100%	100%	100%	100%	100%
									75 mins		100%	100%	100%	100%	100%	100%