



AEROPORTO INTERNAZIONALE di NAPOLI
GESAC BAA 

2008-2009 Quality Targets for PRM Assistance

| <i>Efficiency of assistance:</i> | <i>Indicators:</i> | <i>Target:</i> |
|---|---|--|
| For departing passengers with reservations | Waiting time, after passenger has given notice of his or her presence, for receiving assistance at one of the designated points in the airport; | max 10 minutes for 80% of passengers; max 20 minutes for 90% of passengers; max 30 minutes for 100% of passengers. |
| For departing passengers without reservations | Waiting time, after passenger has given notice, for receiving assistance at one of the designated points in the airport; | max 25 minutes for 80% of passengers |
| For arriving passengers with reservations | Waiting time, after the last passenger has disembarked, for receiving assistance at the aircraft | max 5 minutes for 80% of passengers; max 10 minutes for 90% of passengers; max 20 minutes for 100% of passengers. |
| For arriving passengers without reservations | Waiting time, after the last passenger has disembarked, for receiving assistance at the aircraft | max 25 minutes for 80% of passengers |