

***2019 charges: Proposal***  
***Annual Quality indicators and Action Plan***  
***(Yr 1 of II five-yr period)***

***August 2018***

**ACHIEVED RESULTS**

**FCO IMPROVEMENT PLAN**

**CIA IMPROVEMENT PLAN**

**PERFORMANCE OF ERA INDICATORS**

- Every year Airports Council International manages the “Airport Service Quality Program”, an international program that measures the perceived quality developed in over 300 airports around the world
- Following the performance recorded during 2017, for the first time the ASQ Award for the category “**Best Airport in Europe over 40 million passengers a year**” was given to the Fiumicino airport owing to the record result obtained of 4.28 (on a scale ranging from 1-poor to 5-excellent)



- During 2017, ADR subscribed to the Skytrax (international air transport rating organization) “World Airport Rating” program that analyzes the quality offered to passengers in the airports through 800 key performance indicators directly assessed by the Skytrax inspectors, with an assessment scale from 1 to 5 stars
- Fiumicino was given a **rating of 4 stars** at the end of the audit
  
- Furthermore, following the results attained during 2017 in the “World Airport Survey” conducted by Skytrax, the Fiumicino Airport won the prestigious Skytrax “**The World’s Most Improved Airport**” award



## Airports Council International Europe (ACI): Best Airport Award (>25M Pax)

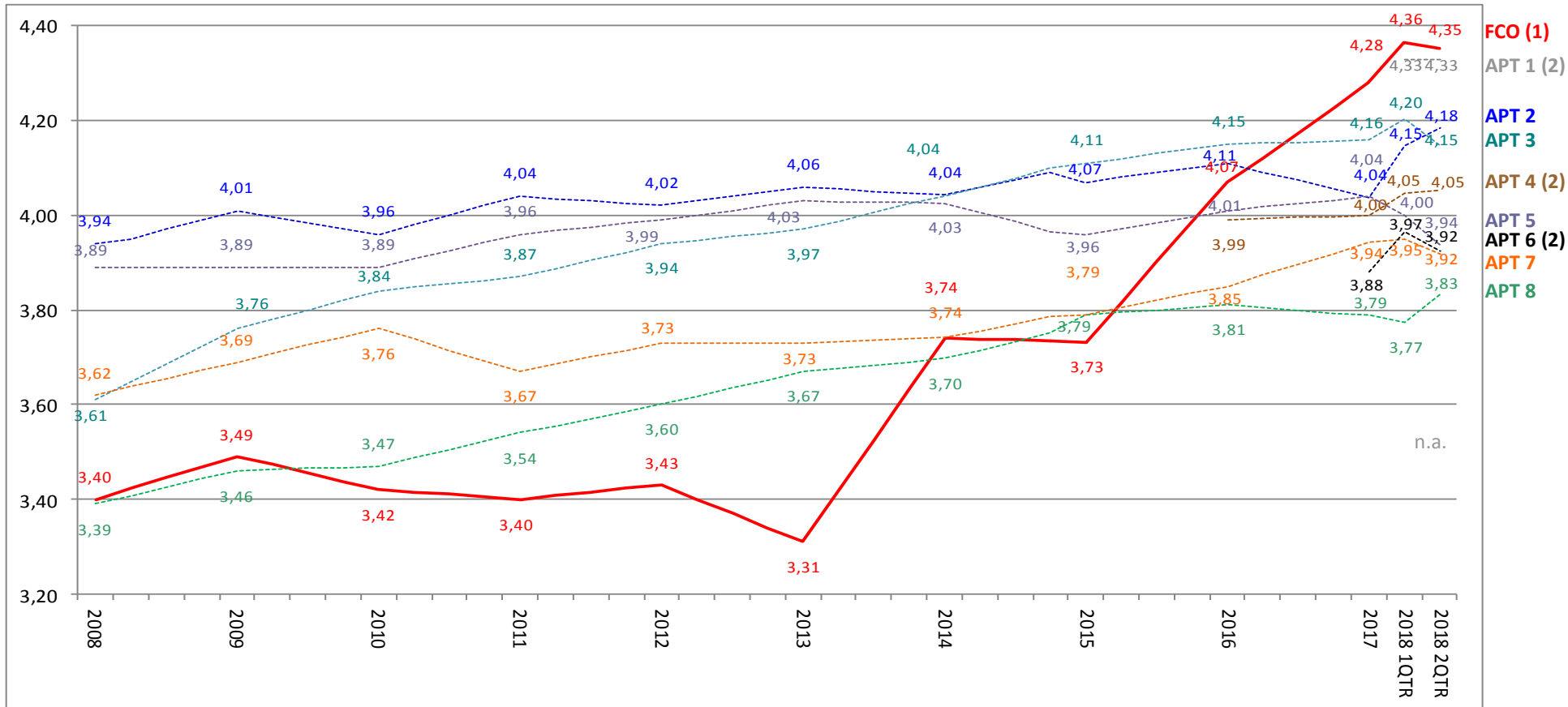
- The Leonardo da Vinci airport achieved an important international recognition. It is the 2018 “Best Airport Award” 2018, and was given to the Rome airport during the annual meeting of Airport Council International held in Brussels in June 2018. The award was given by a panel of authoritative independent experts of the aviation sector, including representatives of the European Commission, EUROCONTROL, the European Civil Aviation Conference (ECAC) and the European Travel Commission.
- The judges examined four airport categories, divided based on passenger traffic, and analyzed their performance in the area of customer service, infrastructure efficiency, retail offering, security checks and attention to the environment.
- Fiumicino was the absolute winner in the “Passengers over 25 million” category, to which the 20 major airports monitored in Europe by ACI belong.



# ACI "Airport Service Quality" Survey: "Overall Satisfaction" KPI

European Airports > 40M Pax – period 2008-2018 2nd Half-Year

Assessment scale: from 1 ("Poor") to 5 ("Excellent").



**Fiumicino reached the highest values ever (4.36 and 4.35) of the passenger satisfaction rating in the first 2 quarters of 2018, according to the independent survey conducted by "Airports Council International" (ACI)**

Source: ACI – **Airports Council International**: Airport Service Quality - Survey Report. Airports panel: AMS; CDG; FRA; LHR; MAD; MUC.

ACI's surveys measure passengers' satisfaction levels at over 300 airports worldwide, a minimum of 350 times per quarter, in every single airport (800 at FCO). The surveys continually evaluate 34 different service quality indicators, related to: Overall Satisfaction, Access, Check-In, Passport and ID Control, Security, Wayfinding, Airport Facilities, Airport Environment and Arrivals Services.

Founded in 1991, ACI is a non-profit organization with 575 member airport authorities, based in Montreal.

(1) *The 2013 average figure for FCO was affected by a disruption in the first half (cleaning and security). In the third and fourth quarters of 2013 FCO recorded 3.49 and 3.45 respectively, in line with its average since 2012. 2015 data for the January-April period.*

(2) *Cluster changes > 40M Pax: APT 4 entered starting from 1QTR 2016; APT 6 entered starting from 2QTR 2017; APT 1 entered starting from 1QTR 2018.*

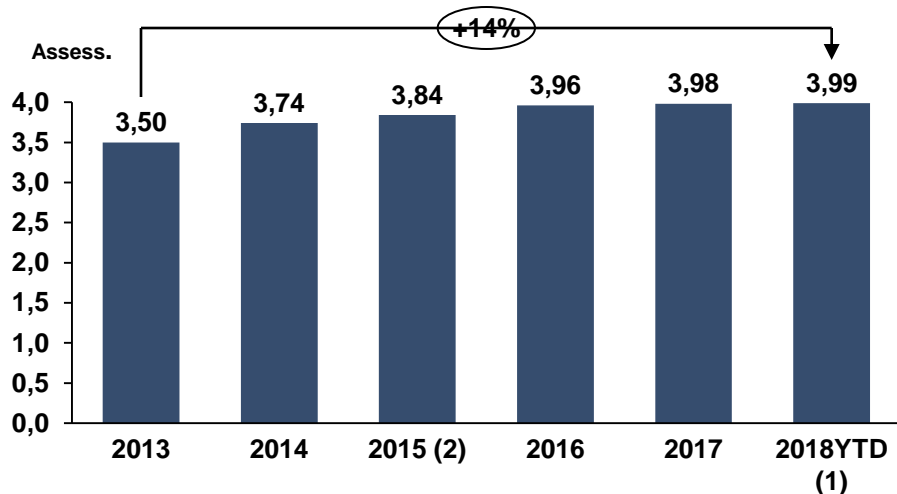
# The key indicators of quality provided also sharply improved

Fiumicino airport; period 2013-2018 YTD<sup>(1)</sup>

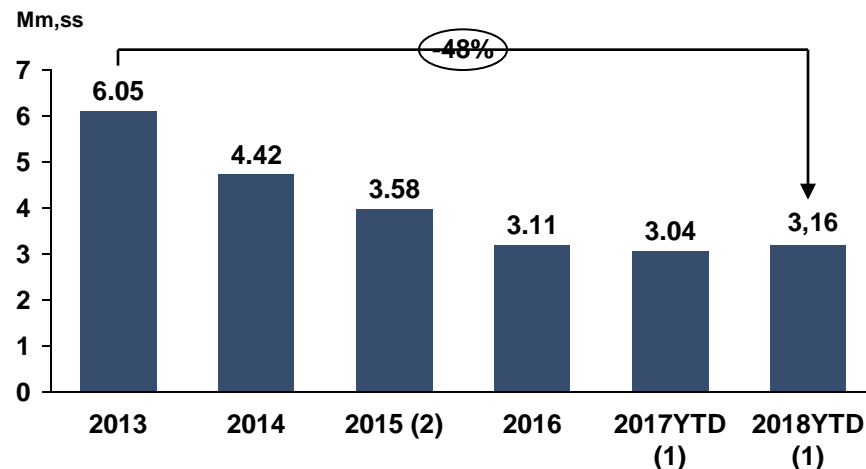


## Cleanliness level of restrooms

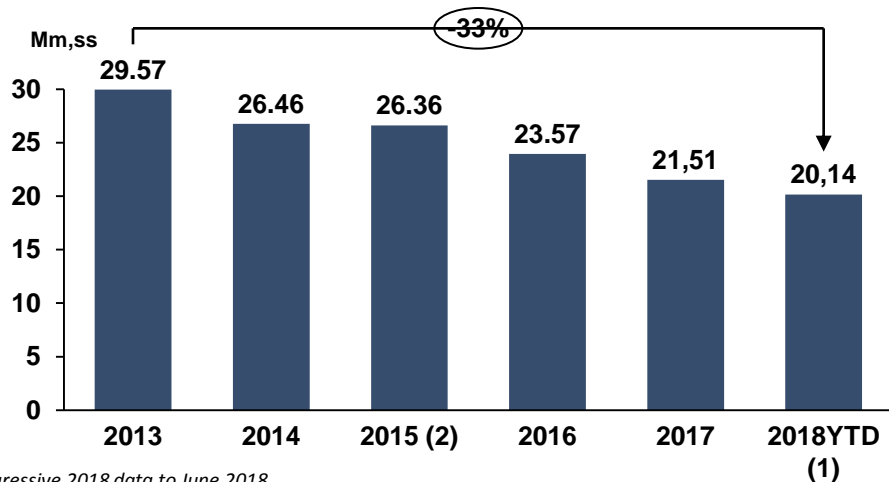
(average assessment: 1 – Poor; 4 – Good; growing indicator)



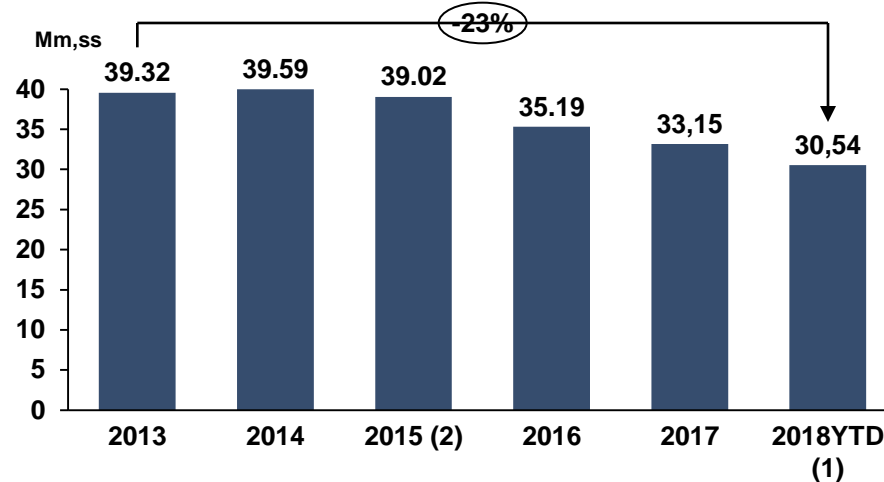
## Security Checks Waiting time (90% of cases)



## Baggage Reclaim - Domestic Waiting time for Last Bag (90% of cases)



## Baggage Reclaim - International Waiting time for Last Bag (90% of cases)



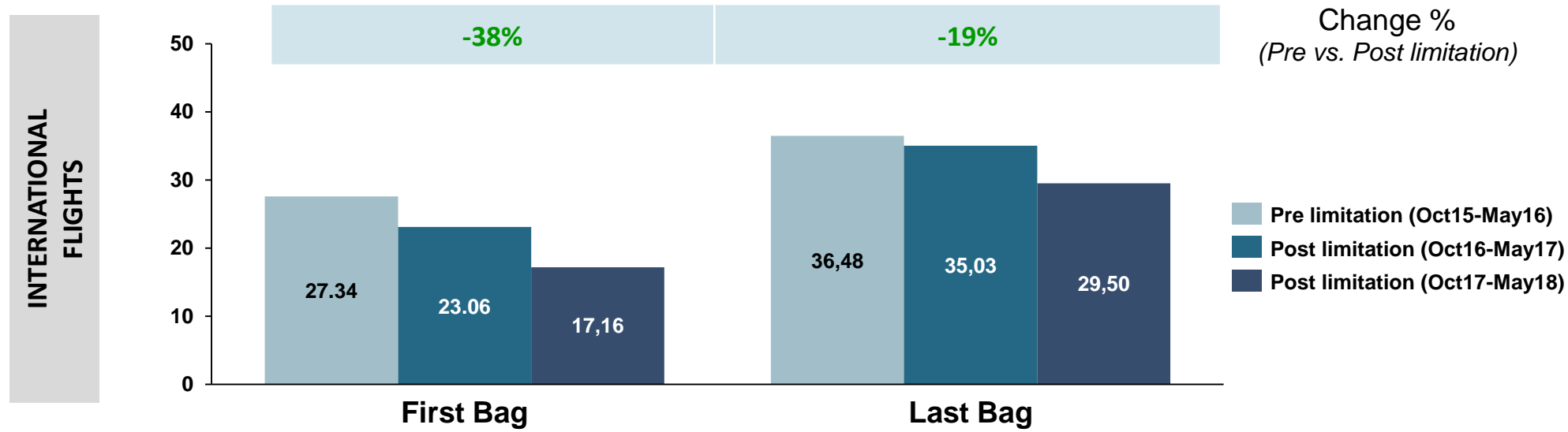
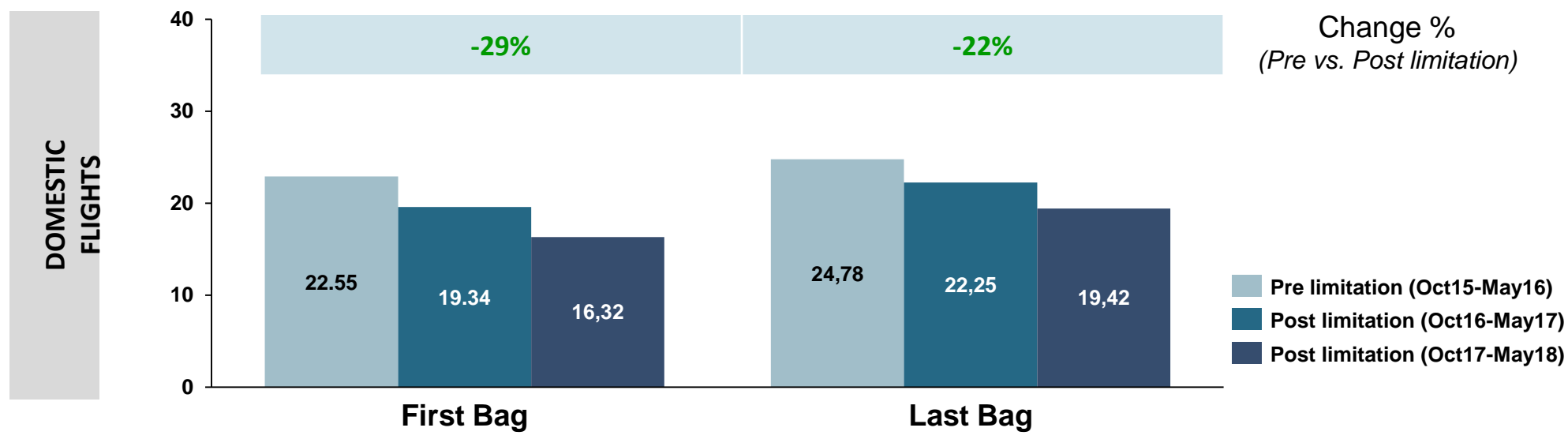
(1) Progressive 2018 data to June 2018

(2) Does not include the period 7 May-30 September (T3 fire)

# Baggage reclaim at Fiumicino: effects of the ramp handlers limitation starting from 18 May 2018



Time in 90% of cases





**ACHIEVED RESULTS**

**FCO IMPROVEMENT PLAN**

**CIA IMPROVEMENT PLAN**

**PERFORMANCE OF ERA INDICATORS**

# Quality Improvement Plan | FCO – actions in progress



## Main actions for further increasing passenger satisfaction (1/5)

### Accessibility

- Improvement in T1 and T3 Arrivals layout in landside area for a more attentive management of the meeter & greeter flows and the rental cars with drivers
- Integration of means of transport identification information
- Implementation of car rental and car sharing information in the Ground Transportation pages
- Expansion of the waiting area for Bus Hub passengers: improved layout of platforms and ergonomics in pulling up
- Curbside improvements
- Moving the rental cars with drivers area from the ground floor of the multilevel parking garage to PR7
- New parking lots with car custody called Executive T1 and T3 by upgrading the existing area at T1, building a new area at multilevel parking garage D, with possibility to pay also using Telepass

# Quality Improvement Plan | FCO – actions in progress

## Main actions for further increasing passenger satisfaction (2/5)



### Infrastructure revitalization

- New ticket offices in Terminal 3 on the mezzanine level and increased surface area for traffic flow at the departures level
- Reconfiguration of the Terminal 3 sensitive flights check-in area
- New Terminal 3 island L check-in counters
- New Terminal 3 baggage carousel and L&F
- New automated e-gates for passengers that have passports authorized by the Italian Ministry of the Interior
- Strengthening of security checks Terminal 1 West
- Improved layout of the T1 West, T3 East and Station E accumulation areas and upgrading of the Fast Track T1, T3 East and Sensitive Flights Entry Point pathways
- Installation of one-way entry points
- Increased baggage accommodation capacity, increased cart stalls and possibility to process short connection baggage by:
  - Increasing line flexibility and accommodation capacity by adding a new third line in the T3 gallery
  - Upgrading baggage reclaim carousels 9-10-11
  - Upgrading the Terminal 3 BHS elevation
- Carrying out detailed interventions aimed at improving passenger management, embellishment and comfort, particularly focusing on the areas
- Restoring the Uomo Vitruviano statue

# Quality Improvement Plan | FCO – actions in progress

## Main actions for further increasing passenger satisfaction (3/5)



### Wayfinding

- Completion of the installation and ongoing improvement of the new signs directing passengers by implementing pictograms based on the new requirements (e.g. sinks for children, arrivals lounge, work and relax area)
- Installation of a T1 Check-in recognition map to divide the islands according to passenger type
- Changes introduced to visualization of the assigned check-in counters to make passenger orientation easier
- Introduction of new FIDS and LED walls in particularly critical areas
- More complex node areas managed with dynamic signs
- Improved elevator signs
- New installation of baggage cart stalls, adapting them to the colors of the new signs
- Introduction of flooring delimiting buffer strips near the carousels
- Installation of signs to encourage operators to properly arrange baggage on the airside carousel to prevent machines from blocking, resulting in a slowdown of the baggage reclaim process
- Installation of signs to identify drop-off points in the loading bridges

# Quality Improvement Plan | FCO – actions in progress



## Main actions for further increasing passenger satisfaction (4/5)

### Passenger services

- Customization of services based on passenger type (information in airport, and on on family-dedicated website and app)
- Increased number of smoking cabins at the departure areas
- Installation of additional new technology charging stations and redistribution also in new areas
- Improvement in performance of the current smoking cabins, in line with the standards of the new cabins
- Activation of the new management procedure for the first unloaded baggage to prevent congestion on the carousels, backed by horizontal and vertical signage actions and a specific communications campaign to direct passengers to the baggage storage areas
- Opening of new lounges in the airside area (Schengen and Non-Schengen)
- Opening of new lounges in the landside area

### PRM

- Creation of new waiting rooms for passengers requesting assistance at T3 arrivals and at T1
- New PRM station layout to make them more visible
- Start-up of integrated plane-train assistance service for both departing and arriving passengers
- Renovation of wheel chairs to guarantee enhanced passenger comfort, by adopting wider seats and introducing electricity-powered wheel chairs at the non-Schengen pier

### VAT Refund

- Introduction of facilitation at T3 VAT Refund to maximize proper passenger queuing and kiosks to increase throughput and reduced waiting

# Quality Improvement Plan | FCO – actions in progress



Main actions for further increasing passenger satisfaction (5/5)

- Introduction of speech synthesis to improve the quality of standard passenger communication messages
- Installation of kiosks to generate boarding passes for passengers in transit
- Enlargement of over 100 parking stalls for airport operators
- Updating of class E 808-815 aprons with 400 Hz and pre-conditioning
- New class C 824-829 aprons
- Walk in – Walk out procedure at apron 501 and hybrid walking at 806
- Start-up of self bag drop for Vueling and Easyjet check-in
- Conditioning of pier B loading bridge
- Simplification of the method for passengers to access Lost & Found from landside and wayfinding improvement

Airline  
quality and  
punctuality

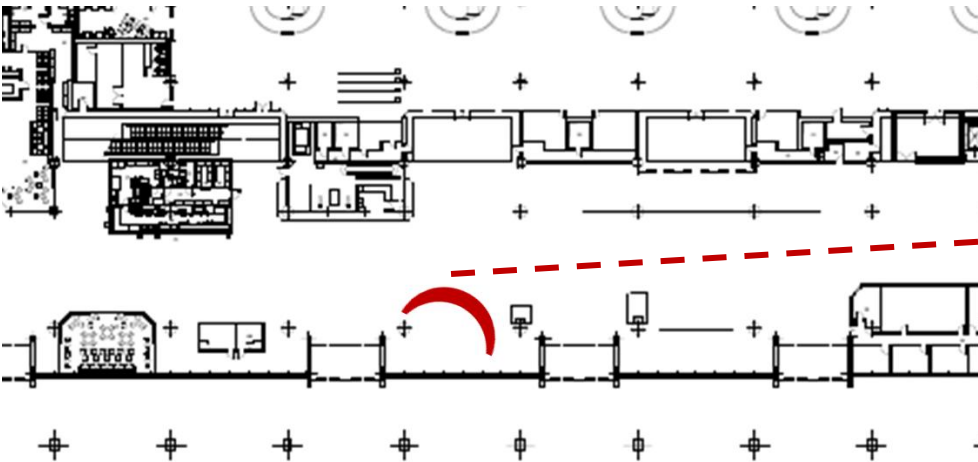
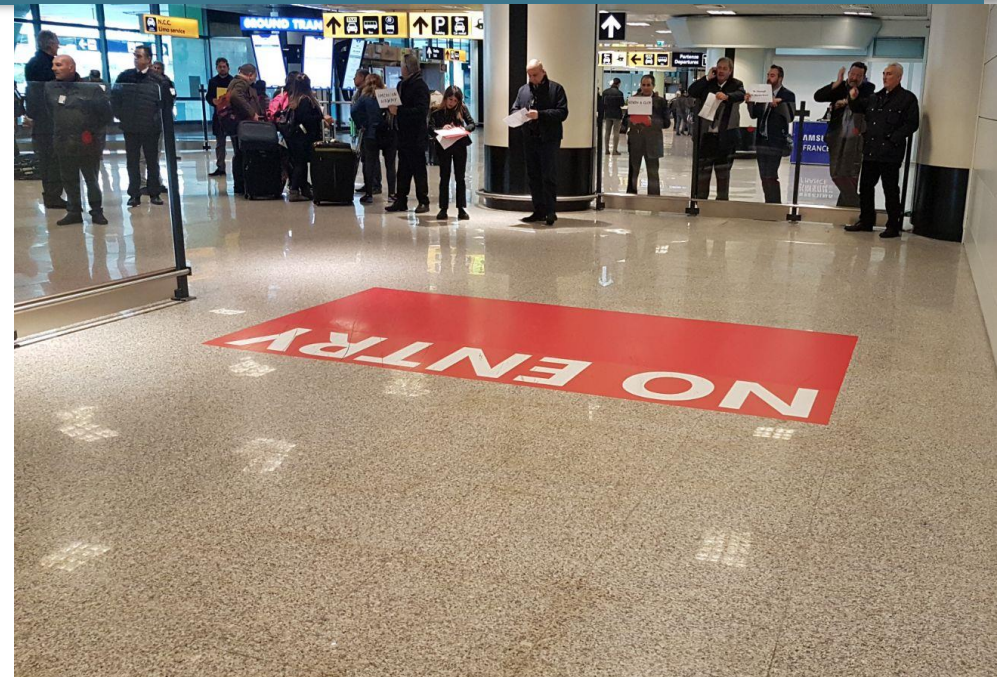
# Main actions implemented | Year 1 - Five-year period 2

ACCESSIBILITY



Upgrading of rental cars with drivers area | T1 arrivals

New T1 exit layout, delimited rental cars with drivers area, repositioning of Ground Transportation monitors



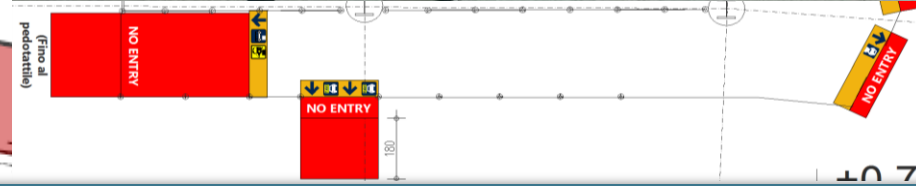
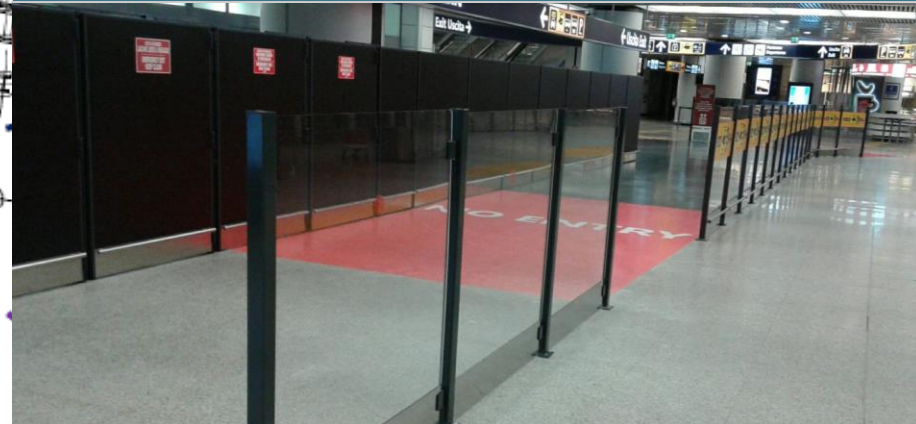
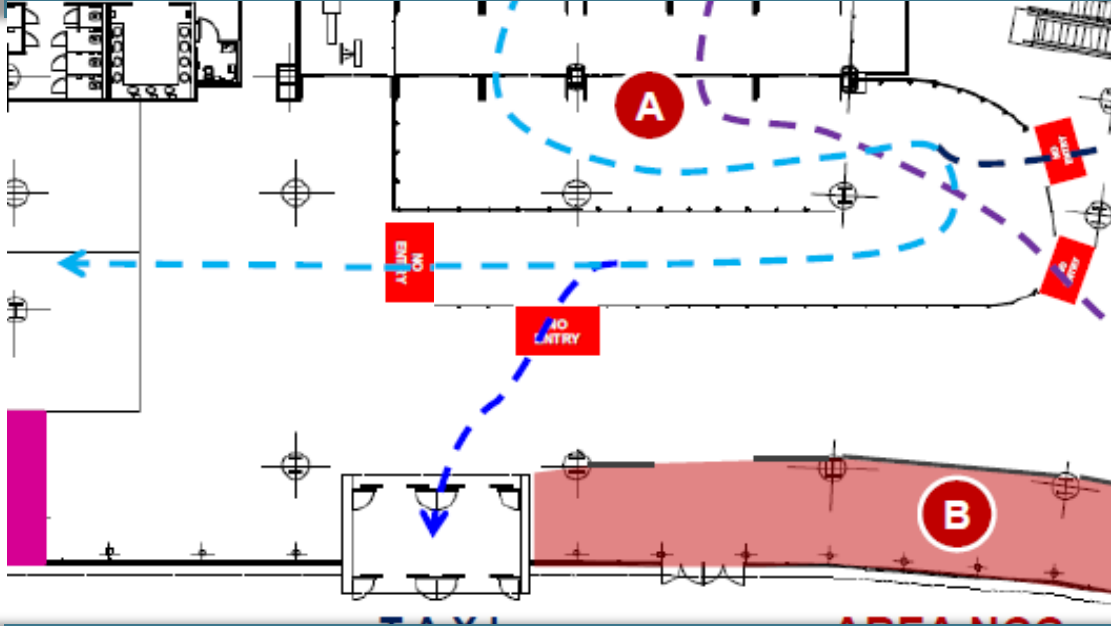
# Main actions implemented | Year 1 - Five-year period 2

Upgrading of rental cars with drivers area | T3 arrivals

ACCESSIBILITY



## New snake exit layout to channel passengers to taxis, rental cars with drivers, other vehicles



## Signs to support means of transport information





09:28



### NOLEGGIO AUTO

I DESK DELLE SOCIETA' DI AUTONOLEGGIO SI TROVANO NELLA TORRE UFFICI 2, DI FRONTE AL TERMINAL 3 (TUNNEL PEDONALE - SECONDO PIANO)

### CAR RENTAL

CAR RENTAL DESKS ARE LOCATED IN TORRE UFFICI 2 LOCATED OPPOSITE TERMINAL 3 (PEDESTRIAN TUNNEL - SECOND FLOOR)

- AUTOVIA
- AVIS-BUDGET - MAGGIORE
- EUROPCAR
- GOLDCAR
- HERTZ - THRIFTY - DOLLAR - FIREFLY
- LOCAUTO - ENTERPRISE - NATIONAL - ALAMO
- RENT4U
- SICILY BY CAR - AUTOEUROPA
- SIXT
- WIN RENT

PER MAGGIORI INFORMAZIONI  
[WWW.ADR.IT/PAX-FCO-NOLEGGIO-AUTO](http://WWW.ADR.IT/PAX-FCO-NOLEGGIO-AUTO)



FOR FURTHER INFORMATION  
[WWW.ADR.IT/WEB/AEROPORTI-DI-ROMA-EN-/PAX-FCO-CAR-RENTAL](http://WWW.ADR.IT/WEB/AEROPORTI-DI-ROMA-EN-/PAX-FCO-CAR-RENTAL)



Information on location of car rental offices present, with cross-reference to more detailed information on the website or using the QR code

Information on location of car sharing parking lots, with cross-reference to more detailed information on the website or using the QR code

09:28



### CAR SHARING

IL SERVIZIO E' DISPONIBILE PRESSO LA TERRAZZA DEL PARCHEGGIO BREVE SOSTA TERMINAL 1, DI FRONTE AL TERMINAL 1 ED E' EFFETTUATO DA:

### CAR SHARING

THE SERVICE IS AVAILABLE IN THE SHORT STAY CAR PARK TERMINAL 1 LOCATED OPPOSITE TERMINAL 1 AND IS PROVIDED BY:

Car2Go  
Enjoy

PER MAGGIORI INFORMAZIONI  
[WWW.ADR.IT/CAR-SHARING](http://WWW.ADR.IT/CAR-SHARING)



FOR FURTHER INFORMATION  
[WWW.ADR.IT/WEB/AEROPORTI-DI-ROMA-EN-/CAR-SHARING](http://WWW.ADR.IT/WEB/AEROPORTI-DI-ROMA-EN-/CAR-SHARING)



# Main actions implemented | Year 1 - Five-year period 2

## New Executive parking lots

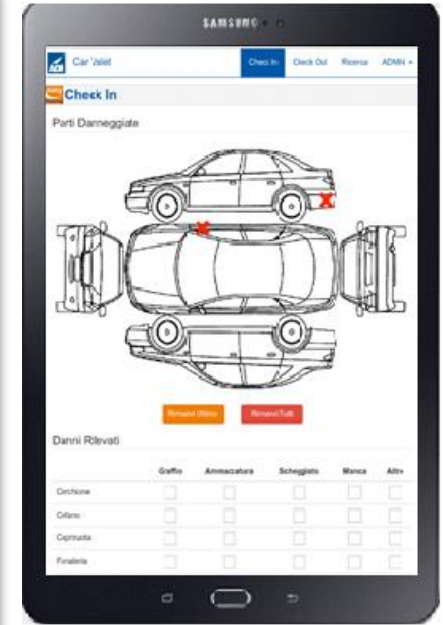
ACCESSIBILITY



180+ parking spaces



Totally digital check-in/check-out operations using an app managed by ADR Mobility employees



### PREMIUM SERVICES:

Car insurance, newspapers, coffee, car wash, refueling service, tire replacement, quick route, discount on restaurant with starred menus, covered pedestrian access to terminals, 24/7 customer assistance, restrooms.



# Main actions implemented | Year 1 - Five-year period 2

## New Bus Hub

ACCESSIBILITY



### New bus hub map



#### STALLI BUS BUS STOPS



16-23

BUS TURISTICI  
TOURIST BUS



12-15

BUS PER ROMA  
BUS TO ROME



5-11

BUS INTERREGIONALI  
LONG-DISTANCE BUS



1-4

SHUTTLE HOTEL

Stallo 1: Mercure Hotels  
Stallo 2: Marriot Rome Park Hotel  
Stallo 3: Golden Tulip  
Tiber  
Best Western  
Stallo 4: Holiday Inn



SCARICA L'APP  
ROMA AIRPORT



SELEZIONA IL PUNTO  
AIRPORT  
FREE WIFI

- Restructuring of bus stalls in order to favor position and number of the interregional buses as these are the ones mostly used by passengers
- Expansion of the waiting area for current Bus Hub passengers: improved layout of platforms and ergonomics in pulling up
- Supplemented passenger services such as number of seats and vending machines
- Areas for collecting baggage carts redefined to not create an impediment with the passenger flow



# Main actions implemented | Year 1 - Five-year period 2

ACCESSIBILITY



## Curbside improvement

### Layout of green areas



### Road signs reinforced



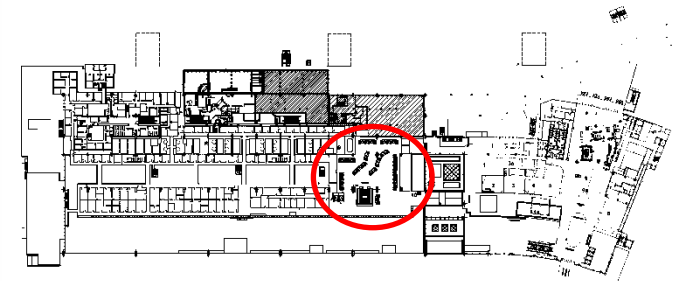
# Main actions implemented | Year 1 - Five-year period 2

## New ticket offices in Terminal 3 on mezzanine level

The construction of new ticket offices was completed with the goal of centralizing the ticket office service in a single area and in the perspective of upgrading and improving the mezzanine level of Terminal 3.

The transfer led to an increase in traffic surface area at the departures level with the existing stations dismantled.

The new ticket offices feature an innovative and efficient design defined with the collaboration of the airlines in both the choice of architectural solutions and of the necessary equipment. The elevators cluster and escalators were also renovated to improve the ticket office use experiences and for moving from the departures level to the mezzanine.



### EXPECTED BENEFITS

- **Centralization of the ticket office service to help passenger orientation**
- **Increased surface area for traffic flow at the departures level**

# Main actions implemented | Year 1 - Five-year period 2

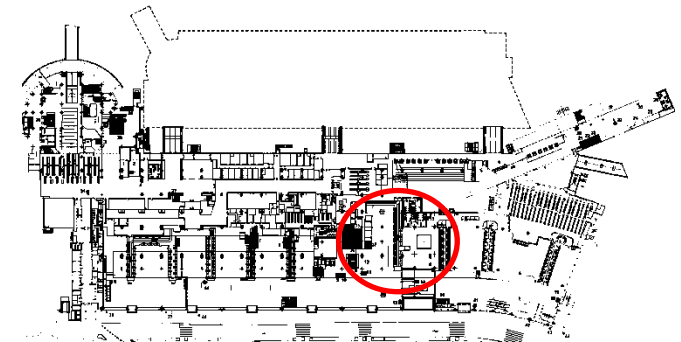
## New Terminal 3 island L check-in counters

With the objective of increasing check-in system capacity, 11 new counters were installed at Terminal 3, at island L, in the area where the ticket offices were previously installed.

The new counters are built in observance of the results of the analysis favoring the driver of increasing the number of counters by installing narrower stations that permit integrated access to the counter in order to maximize the equipment, linear extension of the front being equal.

### EXPECTED BENEFITS

- Increased check-in desk capacity
- Technological update
- Increased service level



# Main actions implemented | Year 1 - Five-year period 2

## Reconfiguration of the Terminal 3 sensitive flights area (check-in and security)

### Check-in area

The increase in sensitive flights traffic at Terminal 3 led to the need to expand the area in order to raise the level of service offered to passengers. In a way consistent with this intervention, additional interventions were carried out for the security subsystem along with Delta's transfer from Terminal 1 to Terminal 3 and with moving the ticket offices from the departures floor of Terminal 3 to the mezzanine floor.

The intervention involved moving the wall marking the boundary of the East area an extra 300 sq.m, installing 4 new check-in stations at the heads of the islands for specific passenger categories and doubling the island E baggage collectors.

### **EXPECTED BENEFITS**

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- Increased check-in capacity and sensitive flight passenger traffic surface area
- Increased service level

### Security checks

Centralization of all US and Israeli airlines led to a growing demand on their security subsystem.

This is why it was necessary to increase its capacity with the adaptation of the accumulation area and introduction of two new X-ray checking machines.

### **EXPECTED BENEFITS**

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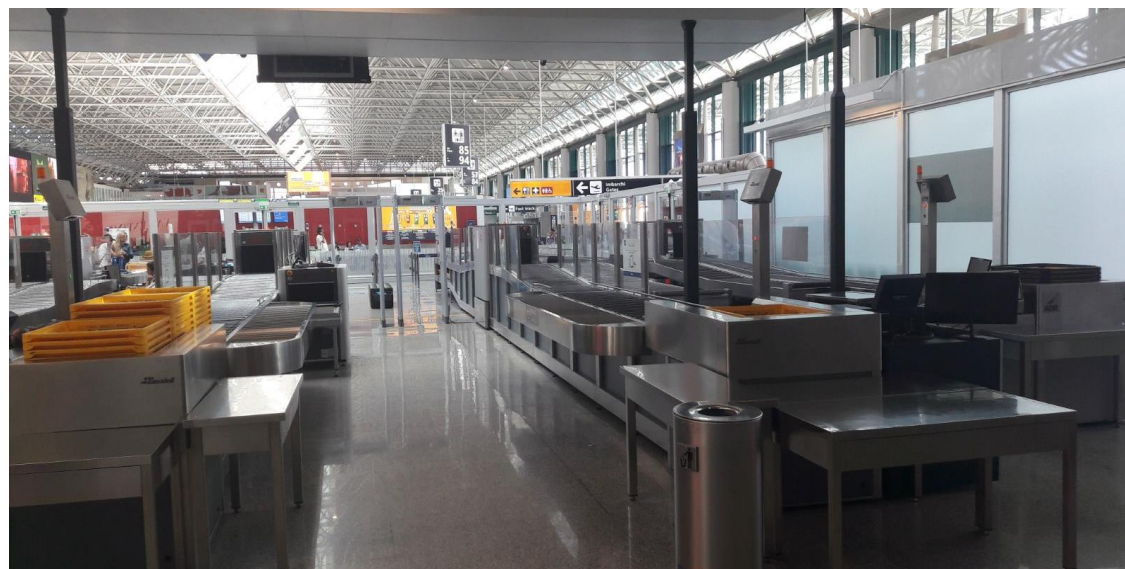
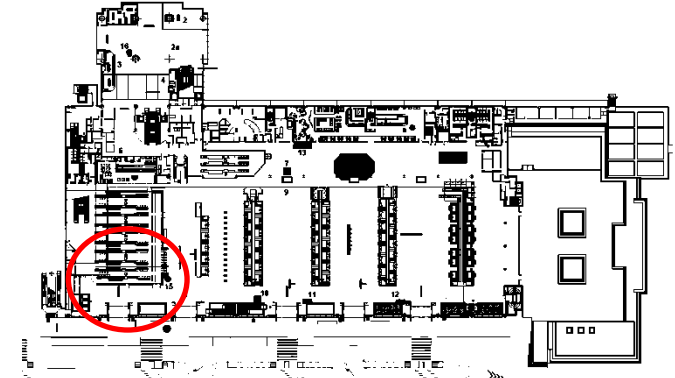
- Increased subsystem capacity
- Increased service level

## Strengthening of security checks Terminal 1 West

Bearing in mind the changes to the layout of the Terminal 1 Departures area due to the building of the new check-in island, the first phase to expand T1 West checks by adding the ninth X-ray checking machine was completed.

### EXPECTED BENEFITS

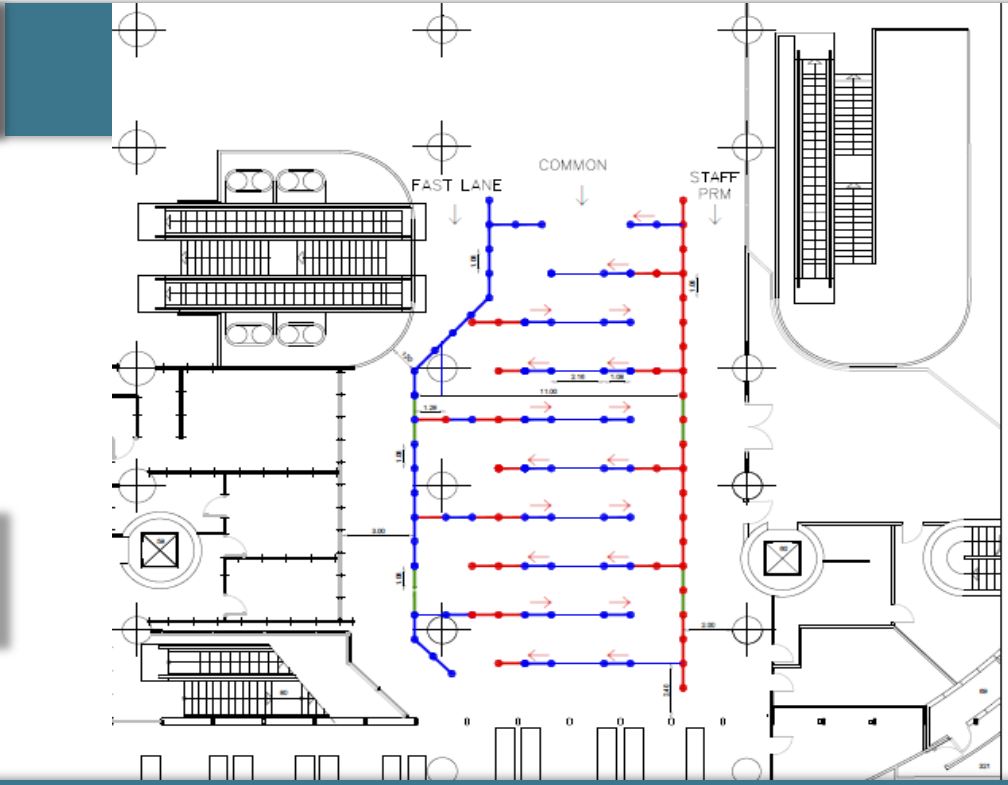
- Increased subsystem capacity
- Increased service level



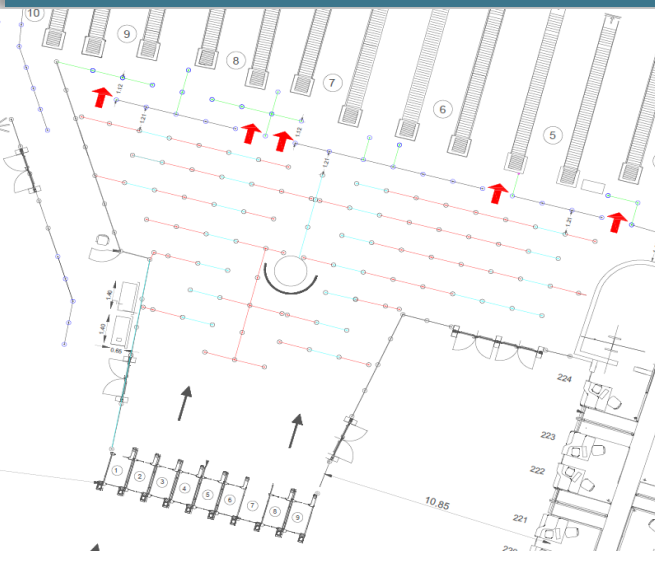


# Main actions implemented | Year 1 - Five-year period 2

## Improved layout of the accumulation areas of the Fast Track routes



T3 East accumulation areas



Sensitive Flights Entry Point Fast Track



## New automated e-gates for T3 sensitive flights

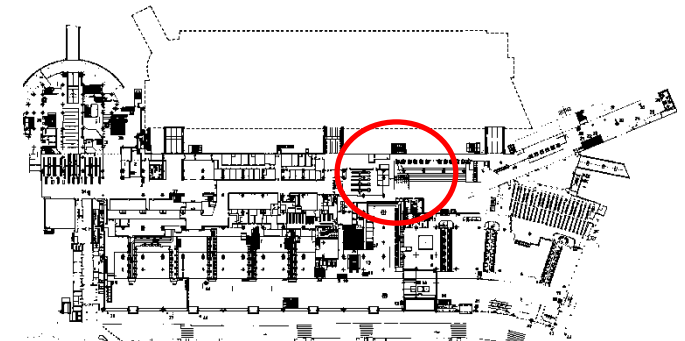
Following agreements between the police and the embassies, the possibility to use e-gates was also extended to authorized non-EU passengers.

In order to achieve all of its benefits, this operational change required that the e-gate area be adapted with the installation of two new devices and with the reconfiguration of the accumulation areas and boundary walls.



## EXPECTED BENEFITS

- Faster passport checking operations also for authorized non-EU passengers
- Increased service level
- Decongestion of the accumulation areas of the subsystem of reference



# Main actions implemented | Year 1 - Five-year period 2

West Area - Expansion of the 800 aprons in two phases

INFRASTRUCTURE  
REVITALIZATION

**PHASE 1:** reconfiguration of the 808-812 aprons: 3 "up to Class E" + 1 "up to Class C" (alternative configuration: 6 "up to Class C"), construction of 6 new "up to Class C" aprons and their taxiway

**PHASE 2:** new aprons and their taxiway: 6 "up to Class E" + 3 "up to Class C" (alternative configuration: 4 "up to Class E" + 6 "up to Class C")

- Increased airside capacity
- Improved operational performance (full optional: fuel pit, 400 Hz, PCA, VDGS)
- Lower environmental impact

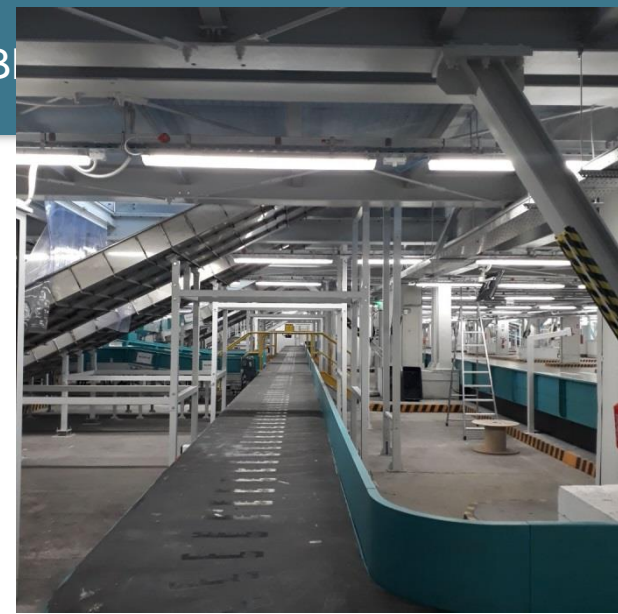
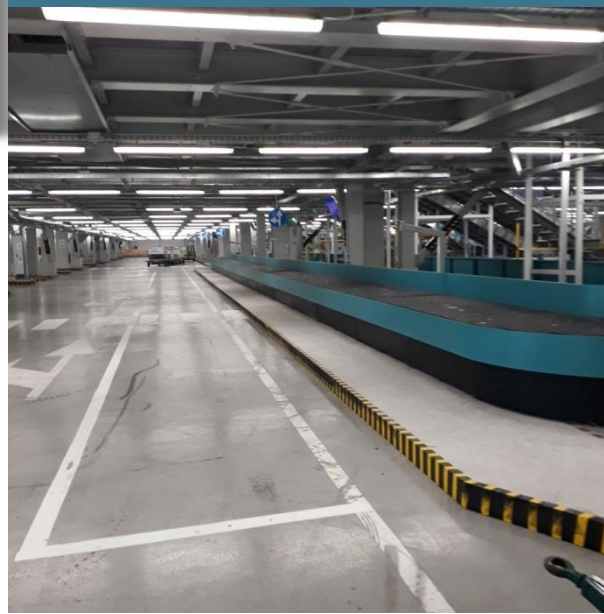
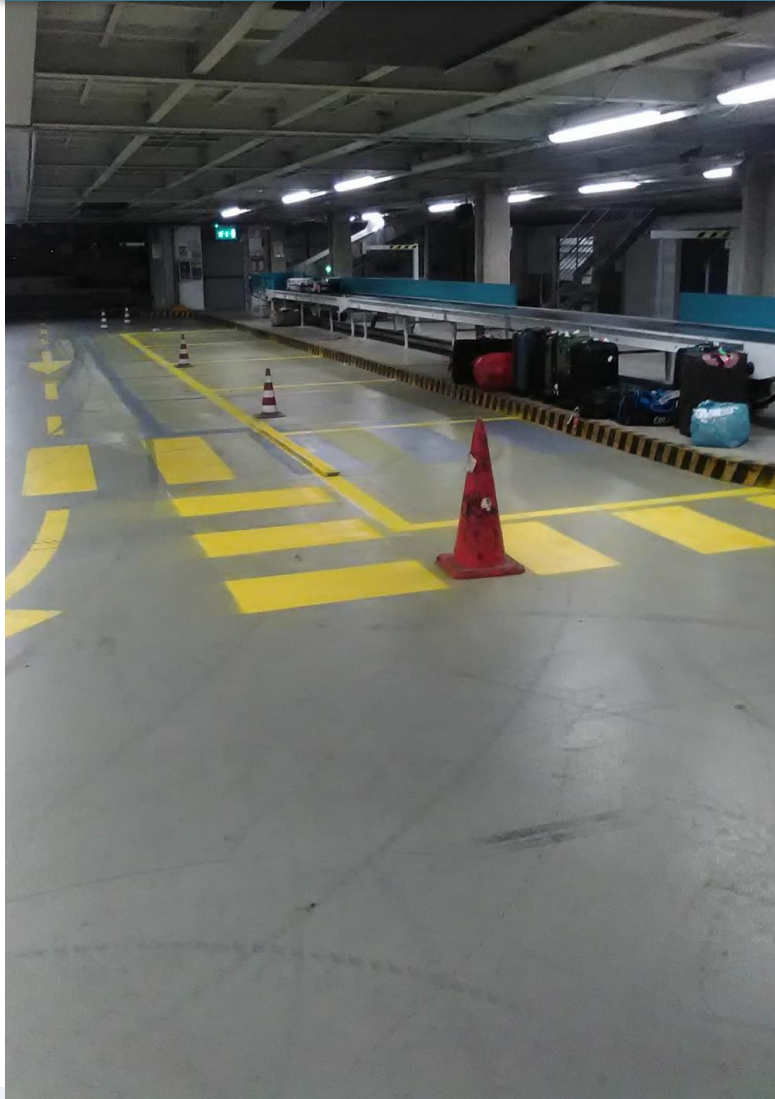


Phase 1: completed; Phase 2: in progress

# Main actions implemented | Year 1 - Five-year period 2

Increased baggage accommodation capacity and increased cart stalls

Transformation of bay BD of Pier E into bay for flight allocation



Addition of 2nd back-up carousel with X-ray machine at Terminal 1 BHS/HBS



# Main actions implemented | Year 1 - Five-year period 2

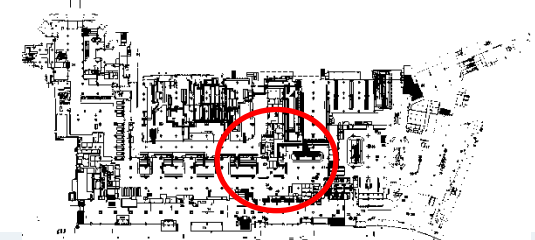
## New Terminal 3 baggage carousel 7 and L&F

Another baggage reclaim carousel was installed in order to meet the final destination passenger traffic demand. So that the position would not negatively affect passenger traffic and flow space, the new AZ baggage storage was built beforehand in the Terminal 3 area that had before been used for cart storage and the new lost and found desk was built, configured so as to not affect the passenger flows in the new layout



### EXPECTED BENEFITS

- Increased capacity of the subsystem of reference
- Raised level of quality and comfort of the areas involved
- Optimized passenger flows



# Main actions implemented | Year 1 - Five-year period 2

## One-way entry points

19 VUDs installed, of which:

- T1 6 arrivals
- T3 Schengen 6 arrivals
- T3 3 transits
- Pier E 4



## Main actions implemented | Year 1 - Five-year period 2

### Restoration of the Uomo Vitruviano

INFRASTRUCTURE  
REVITALIZATION



Restoration of the Uomo Vitruviano statue by the artist Mario Ceroli. The statue is installed in the Terminal 3 departures hall and is an important point of reference for passengers

# Main actions implemented | Year 1 - Five-year period 2

Completion of new signage project

WAYFINDING



Installation of the new signs directing passengers throughout the terminal that are clearer and easier to understand, structure size and with pictograms standardized

Over 700 new boxes installed, or being installed, in all airport areas (airside and landside)

Blue signs: for main signage (e.g. departures, check-in, etc.)

Yellow signs: for service signage (e.g. VAT refund, shopping, etc.)

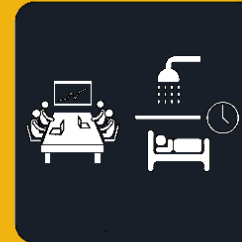


+700

Number







**Air Rooms & Lounge  
HelloSky**



Ongoing improvement of the new signs directing passengers by implementing pictograms based on the new requirements (e.g. sinks for children, arrivals lounge)

# Main actions implemented | Year 1 - Five-year period 2

## T1 check-in area recognition

WAYFINDING



# Main actions implemented | Year 1 - Five-year period 2

WAYFINDING



Changes introduced to visualization of the check-in counters on LED walls and FIDS

## Partenze

15:39 Lunedì 9 lug 2018

Aeroporti di Roma

Volo	Orario	Destinazione	Banco	Gate	Status	Volo	Orario	Destinazione	Banco	Gate	Status
DL6620	15:35	Athens	071-084	B21	Imbarco	KQ1604	17:25	Amsterdam	025	B18	
AF9825	15:55	Cagliari	071-084	B05	Imbarco	KL3442	17:30	Genova	071-084	B17	
SU4293	16:00	Venezia	071-084	B17	Imbarco	KL9537	17:30	Pisa	071-084	B25	
AZ2080	16:00	Milano Linate	071-084	B13		BT5538	17:30	Milano Linate	071-084	B08	
KM2362	16:10	Olbia	013	D05		TP7284	17:35	Palermo	071-084	B03	
AZ866	16:30	Tunis	071-084	E12		BT5493	17:40	Venezia	071-084	B16	
AZ2082	16:30	Milano Linate	071-084	B22		BT634	17:40	Riga	009	C13	
UX3159	16:35	Malta	064	B15		EY2902	17:45	Bologna	071-084	B24	
UX1044	16:40	Madrid	020	B06		JU7169	17:45	Firenze	071-084	B30	
AZ574	16:55	Zurich	071-084	C12		9W5957	17:55	Verona	071-084	B09	
JU7181	17:00	Catania	071-084	B23		QR5344	17:55	Olbia	013	D10	
BT5527	17:00	Milano Linate	071-084	B03		AZ756	18:00	Teheran	071-084	E	
TP7254	17:10	Brindisi	071-084	B10		9W5969	18:00	Napoli	071-084	B15	
MK9529	17:15	Paris Cdg	025	B05		AZ2050	18:00	Milano Linate	071-084	B04	
BT5580	17:15	Milano Malpensa	071-084	B29		MK9521	18:10	Paris Cdg	025	B02	
EY2983	17:15	Trieste	071-084	B19		UX1048	18:25	Madrid	020	B10	
LG1315	17:15	Torino	071-084	B27		AZ2100	18:30	Milano Linate	071-084	B06	
AZ208	17:20	London Heathrow	064	E		KL3485	18:45	Cagliari	071-084	B11	
EY2973	17:20	Nice	071-084	C09		AZ2056	19:00	Milano Linate	071-084	B08	
TP7143	17:20	Lamezia Terme	071-084	B21		9W5931	19:10	Torino	071-084	B19	

Changes introduced to visualization of the assigned check-in counters to make passenger orientation easier

# Main actions implemented | Year 1 - Five-year period 2

FIDS, LED walls and digital portals and dynamic signs in departure area

WAYFINDING



Digital portals directing passengers to the food area at 13.50 height of the AVC

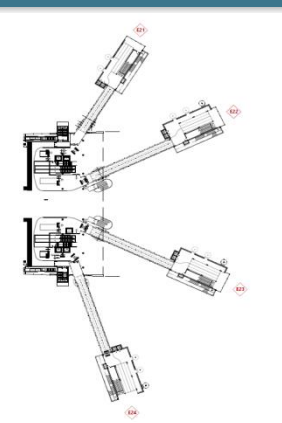
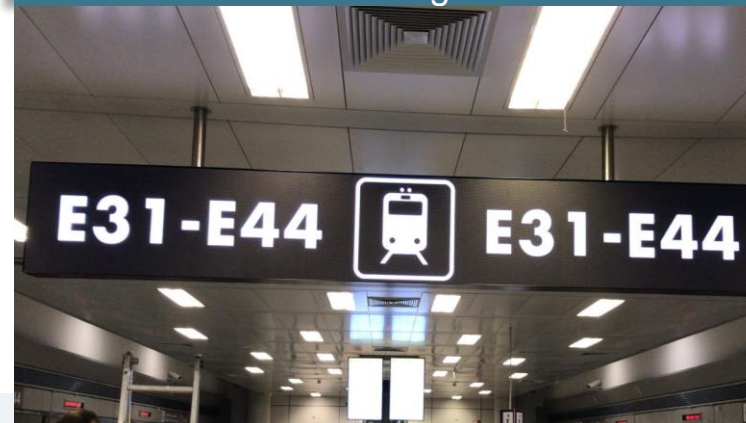


2 LED walls added airside (Non-Schengen) to make searching info easier for passengers



## LED WALLS

Dynamic signage installed at the people mover station and at gates E21-E24



# Main actions implemented | Year 1 - Five-year period 2

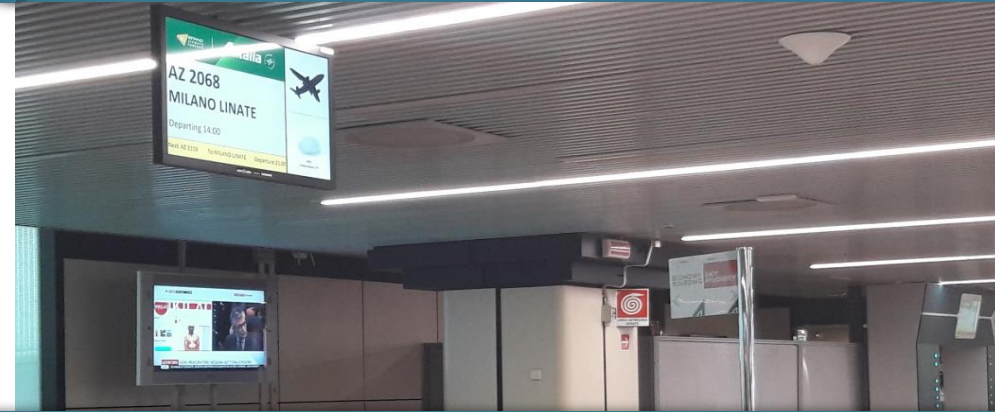
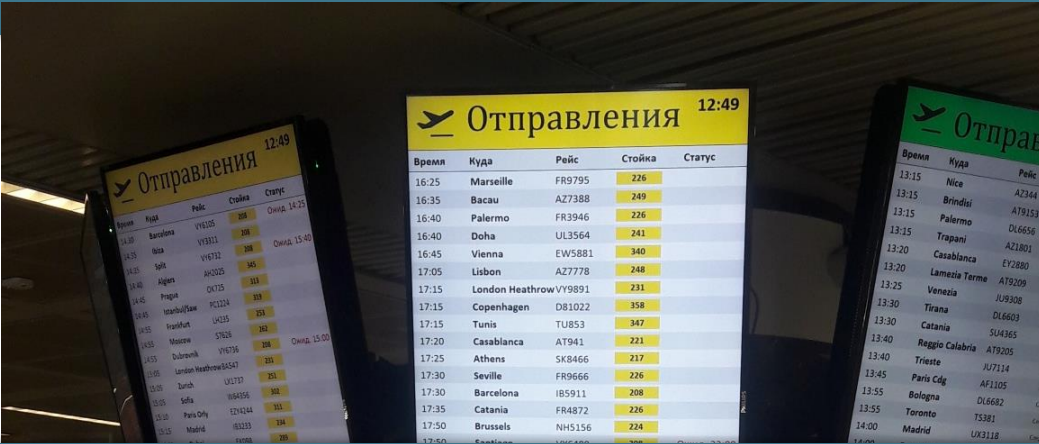
## FIDS e LED walls in Schengen area and Landside

WAYFINDING



FIDS near gates B2, B5 and B24-B25 and at the entrance of the T3 East accumulation area were also added

Flight info monitor added at the beginning of the line for B1-B2-B4-B8-B11 departures to highlight the beginning of the departure lines



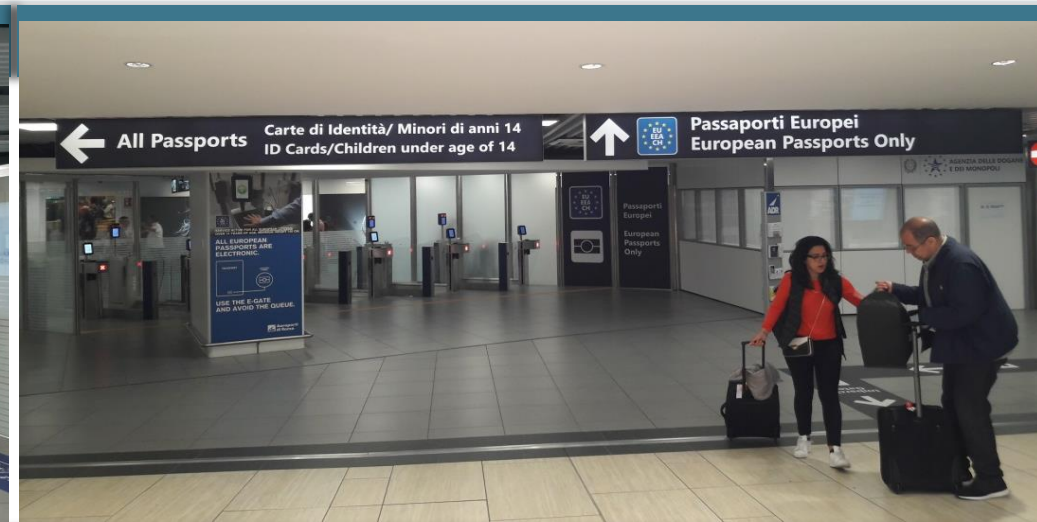
Several FIDS were moved to make them more usable (T1 check-in hall, T1 remote arrivals); also the check-in info monitors near the T3 East security entry point were replaced with new and larger monitors



# Main actions implemented | Year 1 - Five-year period 2

## Passport Control: improved layout and maximization of e-gates

WAYFINDING



Arrivals

E-gates



- Improved layout of departures, transits and arrivals passport controls
- Creation of a fast lane for controls of passengers departing with flights within 60
- Maximization of e-gate use by EU passengers, including minors (> 14 years of age)
- Use of e-gates for non-EU passengers being tested in Summer 2018

# Main actions implemented | Year 1 - Five-year period 2

Drop-off points | Loading bridge at Pier D

WAYFINDING



Installation of signs to identify drop-off points in the loading bridges and make boarding and deplaning operations smoother.



# Main actions implemented | Year 1 - Five-year period 2

## Baggage reclaim buffer strips

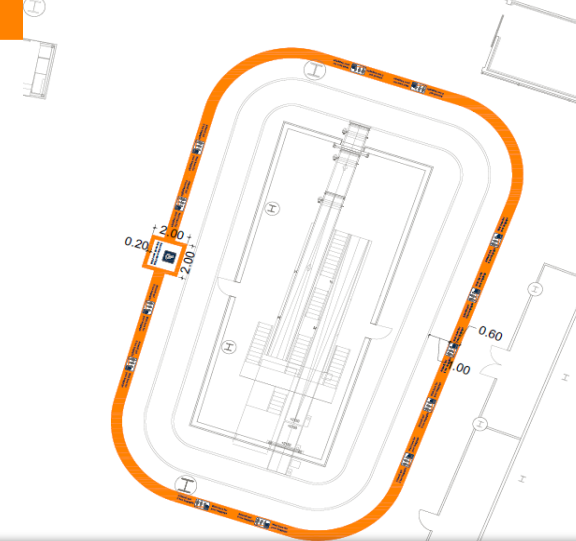
WAYFINDING



Attendi qui  
il tuo bagaglio



Wait here for  
your baggage



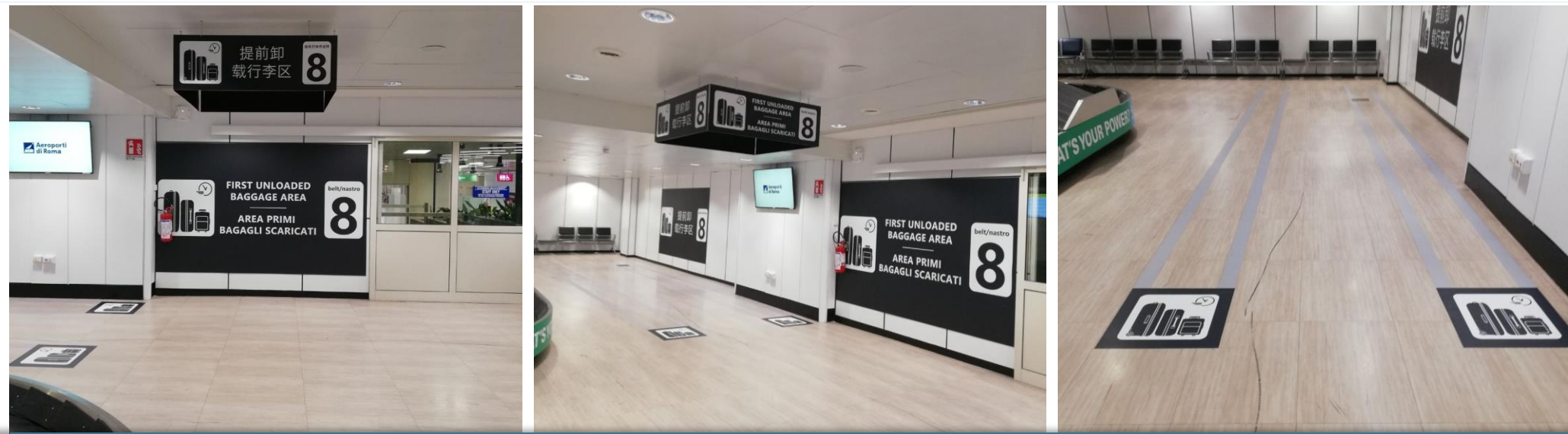
Introduction of flooring delimiting buffer strips near the carousels in order to not create congestion



# Main actions implemented | Year 1 - Five-year period 2

## Management of baggage unloaded first

WAYFINDING



Activation of the new management procedure for the first unloaded baggage, backed by horizontal and vertical signage actions and a specific communications campaign to direct passengers to the baggage storage areas

Wayfinding in Italian, English and Chinese



没看到你的行李吗？

→

请到专区查看我们的工作人员是否已经卸载您的行李

ASK FOR MORE

CAN'T FIND YOUR BAG?  
CHECK IN THE DEDICATED AREA TO SEE IF IT WAS ALREADY UNLOADED BY OUR STAFF

→ →

NON VEDI IL TUO BAGAGLIO?  
CONTROLLA NELL'AREA DEDICATA SE È GIÀ STATO SCARICATO DAI NOSTRI ADDETTI

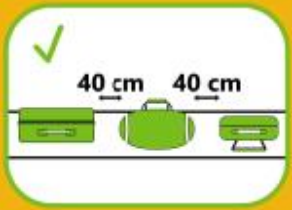
ASK FOR MORE

# Main actions implemented | Year 1 - Five-year period 2

WAYFINDING



## Arrangement of baggage on the carousel



Una disposizione non corretta dei bagagli sul nastro può provocare il blocco delle macchine e rallentare il processo di riconsegna dei bagagli.



Signs to encourage operators to properly arrange baggage on the airside carousel installed to prevent machines from blocking, resulting in a slowdown of the baggage reclaim process

# Main actions implemented | Year 1 - Five-year period 2

## Elevator signs

WAYFINDING



Improved elevator signs with detailed information per single floor, both inside and outside.

# Main actions implemented | Year 1 - Five-year period 2

## Family services

PASSENGER  
SERVICES



### New dedicated area on ADR website

The screenshot shows the ADR website interface. The top navigation bar includes 'Aeroporti di Roma', 'Atlantia', and various service categories like 'Voli', 'Trasporti', 'Parcheggi', 'Shopping', 'In aeroporto', 'Per il business', and 'Corporate'. A sidebar on the left lists various services, with 'Servizi per le famiglie' highlighted. The main content area features a photograph of a family (mother, child, father) with luggage and the heading 'Servizi per le famiglie'. Below the photo, there is a paragraph of text in Italian.

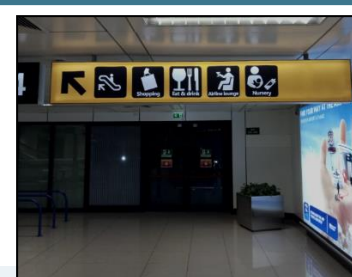
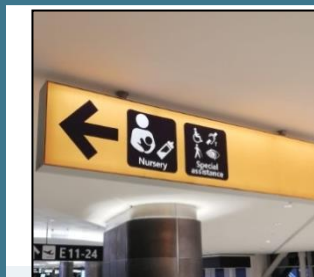
**Servizi per le famiglie**

Se sei in viaggio con la tua famiglia, all'aeroporto di Fiumicino sono disponibili molteplici servizi family friendly: parcheggi rosa; passeggini; nursery; aree giochi; family toilets; opportunità di shopping dedicate e punti ristoro con menu a misura di bambino.

### Small traveler certificate

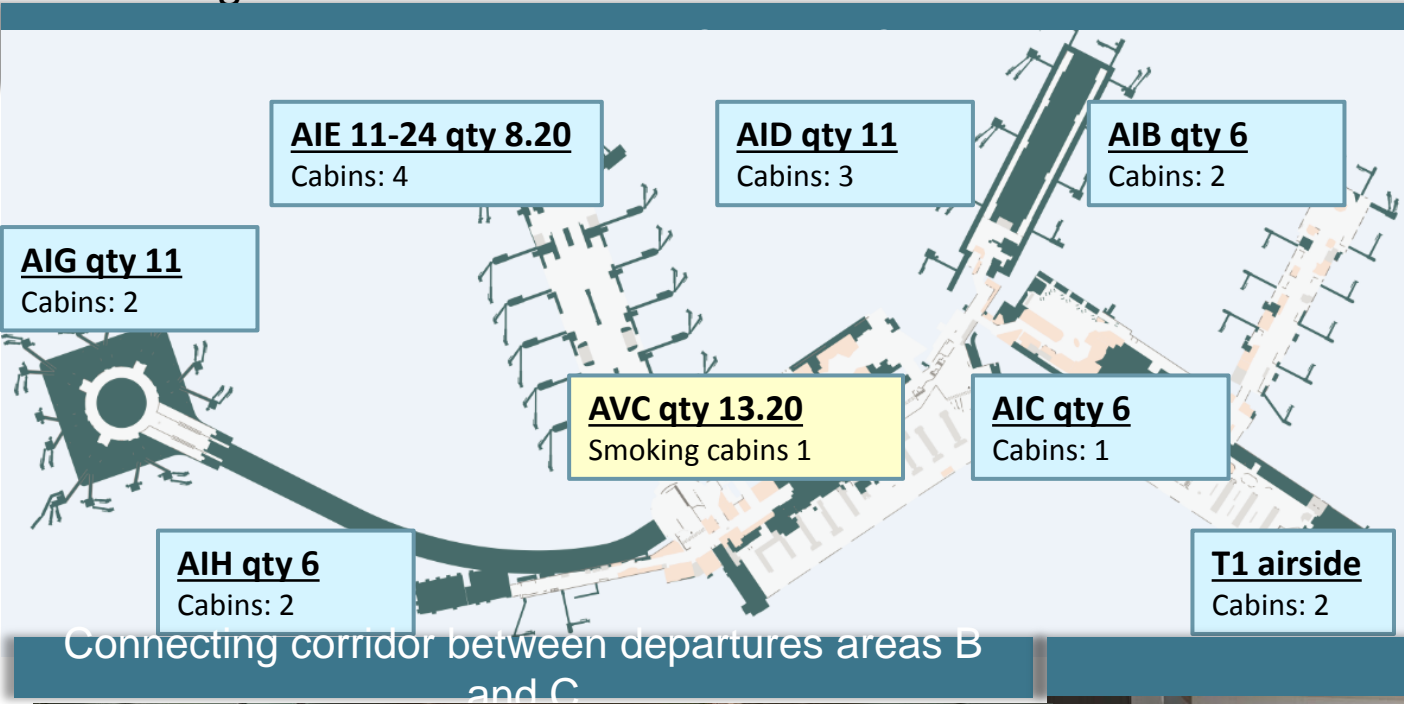


### Wayfinding



# Main actions implemented | Year 1 - Five-year period 2

## Smoking Cabins

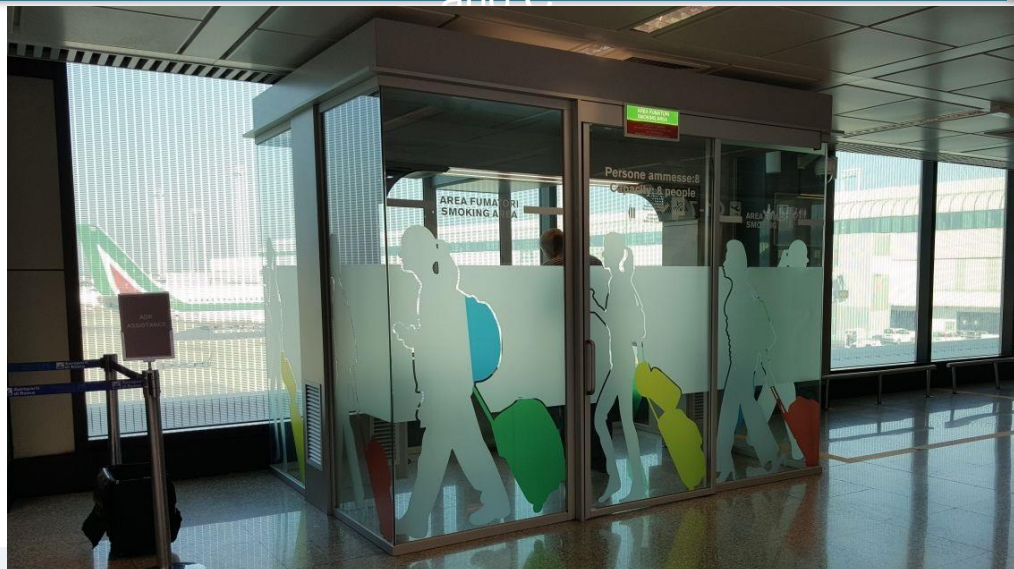


- Increased number of smoking cabins at the departure areas (+3 during 2017; 4 planned by the end of 2018, with increased capacity)
- Improved smoking cabin performance

**Cabins: 16 (capacity 6/8 people)**

**Smoking area: 1 (capacity 30 people)**

## Pier E11-E24



# Main actions implemented | Year 1 - Five-year period 2

PASSENGER SERVICES



## New charging stations

New layout of charging stations



Old layout of charging stations



# Main actions implemented | Year 1 - Five-year period 2

## Oversize baggage reclaim at carousel

**Bagagli fuori misura:  
pick-up adiacente al  
nastro**

**Oversize baggage:  
pick-up close to belt**

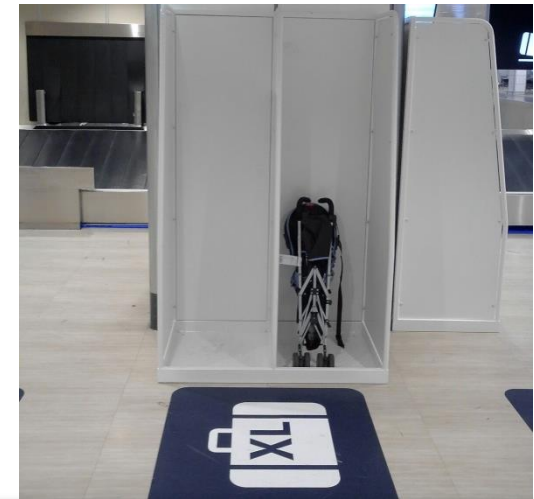


Provenienza	Volo	Riconsegna	Banco Lost&Found
Tunis	TU852	Terminata	C
Munich	AC9471	In corso	E
Mikonos	BV2785	Prevista 19:20	D

Bagagli fuori misura : ritiro adiacente al nastro  
Per assistenza nella riconsegna rivolgersi ai banchi Lost&Found

From	Flight	Delivery status	Lost&Found desk
Tunis	TU852	Completed	C
Munich	UA8874	In progress	E
Mikonos	BV2785	Estimated 19:20	D

Oversize baggage : pick-up close to belt  
For baggage claim assistance contact Lost&Found desk



Carousel summary monitor in Baggage reclaim hall: added to the carousel of reference page for picking up oversized baggage, both in the notes of the FIDS at the carousel and on the flight summary page  
Racks for this purpose installed near the carousels

# Main actions implemented | Year 1 - Five-year period 2

PASSENGER  
SERVICES



## New VIP halls | Airside

Activation of the service areas inside new departures area E completed in 2018 with the activation of the airline lounges on the mezzanine level of the Front Building and in the Pier. The new halls are for the airlines Alitalia and British Airways and for the provider Premium Plaza, respectively. The program to upgrade the existing halls continued at the same time.



## EXPECTED BENEFITS

- Increase the service level offered and improve the overall passenger experience



# Main actions implemented | Year 1 - Five-year period 2

PASSENGER  
SERVICES



New VIP hall | Landside

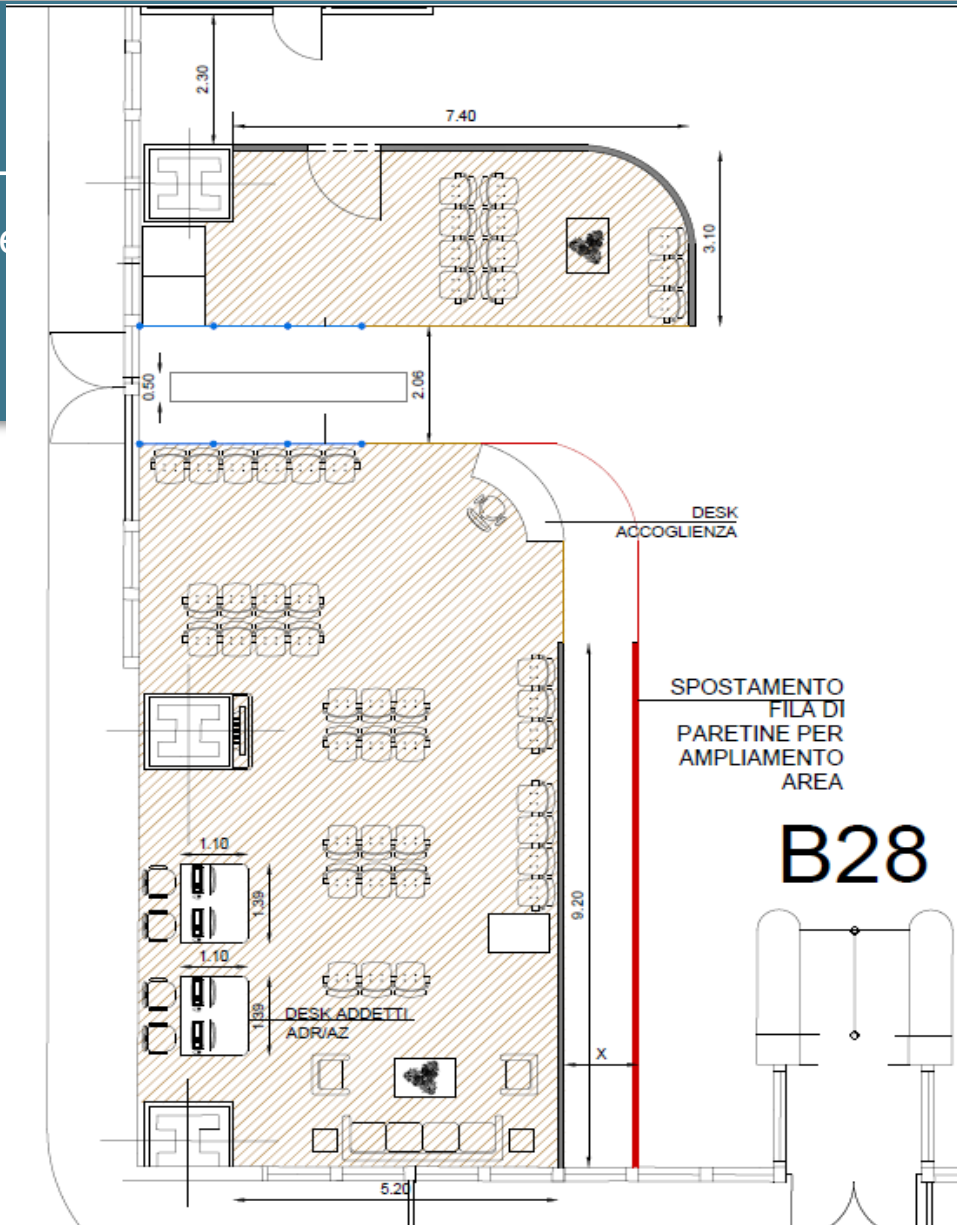
HELLO SKY BY GIS that offers these services: lounge, air room, conference rooms, shower and meet&greet



# Main actions implemented | Year 1 - Five-year period 2

## PRM | B28 reception area

PRM



# Main actions implemented | Year 1 - Five-year period 2

PRM | Revamping of PRM assistance station

PRM



New PRM station layout to make them more visible

# Main actions implemented | Year 1 - Five-year period 2

PRM



## PRM | Integrated Train/Plane assistance

The airport activated an integrated “Board to Board” train/flight service for passengers with disabilities and reduced mobility in order to promote and facilitate connection with high speed and local railway services, totally free of charge.

PRM passengers arriving at the Fiumicino airport by train will be welcomed by the ADR assistance operators directly on the railway platform of the Fiumicino airport. Based on their requirements, they will be accompanied to check-in and then through the security checks, all the way to their seat on the plane.

Travelers arriving by plane will be accompanied from their disembarkation to claim their baggage - if necessary - and then to the airport railway station. If required, they will be supported to book assistance at destination, purchase the ticket and accommodated in the seating / wheel chair area on board.

### STANDARD PROCESS

### DEDICATED SERVICES



Landing



Baggage claim

Exit



Departure

### DEDICATED SERVICES

### STANDARD PROCESS



Arrival



Check-in



Boarding

# Main actions implemented | Year 1 - Five-year period 2

The value of developing long-term partnerships with the airlines

## Airline quality plan

- Measurement of the KPIs of the airline
- Extensive periodic structured interview programme with the operators aimed at identifying the aspects to improve in order to further facilitate airline operations
- Identification of the major problems and their action plan (quick-win and short/medium-term)
- Validation with airline management
- Monitoring / implementation of identified actions



## Key Account Management

Approach based on the point of contact with the airlines aimed at:

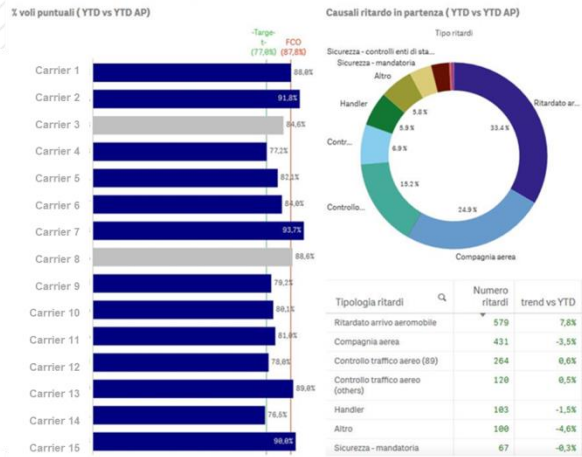
- Operational support
- Interfacing to solve problems in real time
- Review of operational performance and identification of the improvement activities
- Specific on demand services for airline customers
- Start-up of new operations

# Main actions implemented | Year 1 - Five-year period 2

## Overview of the quality and performance system offered to the airlines

A project to improve the quality and services provided to the airlines was launched  
The system is based on:

### 1. MEASUREMENT OF SERVICE PROVIDED TO AIRLINES



Creation of a dashboard that highlights the major KPIs of the airline

### 2. QUALITY PERCEIVED BY AIRLINES

**Qualità Servizio Airline**

1) Con che probabilità consigliereste l'esperienza presso l'aeroporto di Fiumicino ad un collega?

2) Quali sono le motivazioni alla base del suo punteggio?

3) Come dovrebbe fare lo scalo di Fiumicino affinché lei possa attribuire un punteggio 5 o 10?

**INFRASTRUTTURE**

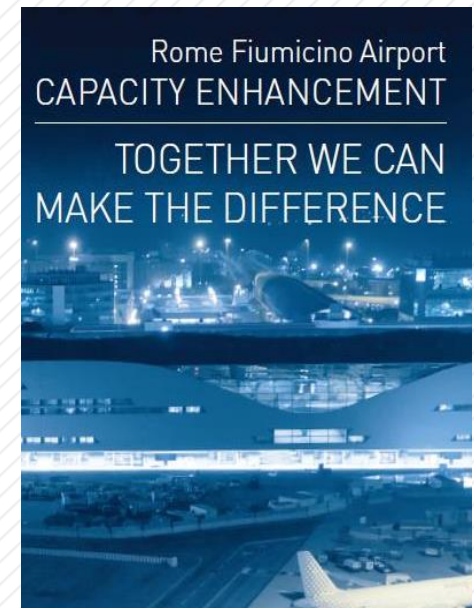
4) Come valuta la disponibilità di infrastrutture per:

		Soddisfatto					Poco				
		5	4	3	2	1	5	4	3	2	1
A	Egemonia	5	3	4	3	2	1				
B	Beni aeromobili	5	3	4	3	2	1				
C	Beni infrastrutturali	5	3	4	3	2	1				
D	Beni terminali	5	3	4	3	2	1				
E	Area terminali	5	3	4	3	2	1				
F	Area VIP / Lounge	5	3	4	3	2	1				
G	Clima Terminali	5	3	4	3	2	1				
H	Beni servizi	5	3	4	3	2	1				
I	Beni trasporti	5	3	4	3	2	1				
J	Collegamenti (al/par aeroporto)	5	3	4	3	2	1				
K	Paraggi	5	3	4	3	2	1				

5) Quali degli aspetti valutati alla domanda precedente sono PIU' IMPORTANTI per lei? (per la valutazione basta indicare un area con un'asterisco e un valore esatto)

Focused survey conducted on the operational aspects most important for the airline

### 3. IMPROVE SERVICES PROVIDED TO AIRLINES



Quality improvement actions identified both airside (Terminals, Piers) and landside (runways, stands) shared with the airlines

**ACHIEVED RESULTS**

**FCO IMPROVEMENT PLAN**

**CIA IMPROVEMENT PLAN**

**PERFORMANCE OF ERA INDICATORS**

# CIA | Quality Improvement Plan

## Accessibility | Taxis and Buses

Improvement of the apron in front of the Terminal



Bus waiting area for passengers



Taxi pull-up



Taxi ride costs



### Interventions completed:

- upgrading of taxi pull-up and reserve area
- upgrading of bus waiting area for passengers
- implementation of pax information on taxi ride costs
- implementation of transport info signs
- building of rental cars with drivers reserve area (P5) and pull-up area
- activation of ATAC lines 720 and 520 going to the city of Rome

Taxi reserve area



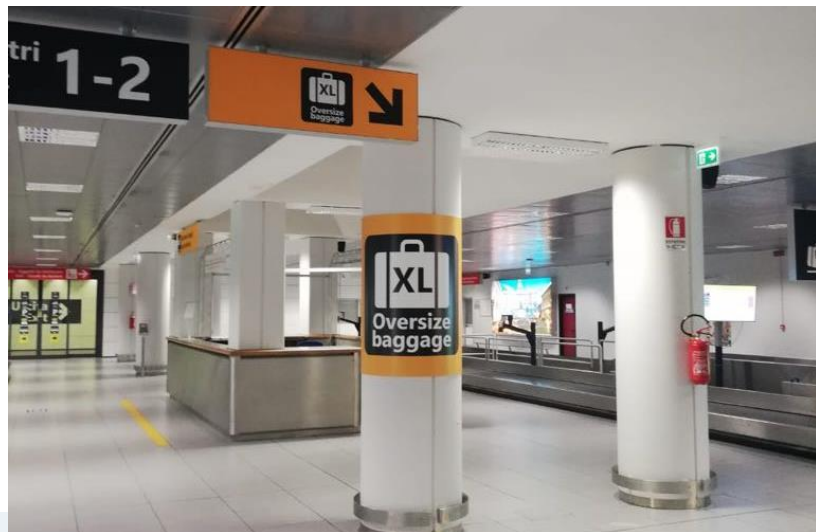


# CIA | Quality Improvement Plan

Wayfinding | New passenger signs



As part of the overall upgrading of the Ciampino airport, the new PASSENGER SIGNS are being put in place. Consistent with what has already been done at Fiumicino, they will improve the guidance and direction of passengers to the dedicated areas. The project foresees installation of BACKLIT INFORMATION PANELS managed by SOFTWARE for detecting any anomalies.



### New Departures passport area layout

#### Conventional cabins area

#### E-gates



Upgrading of the departures passport control area already completed with increase in e-gate and conventional stations both at arrivals and departures

# CIA | Quality Improvement Plan

## Passenger Services / Charging stations

- The number of charging stations was increased while retaining the same layout that provides passengers with airport information on monitors
- The new stations were divided between departures and arrivals, both airside and landside, while preferring standing stations near the seats to guarantee passengers greater comfort

Installed charging



# CIA | Quality Improvement Plan

## Passenger Services / Smoking cabins

Schengen cabin area



Non-Schengen cabin area



Two smoking cabins were introduced for the first time:

- one in the Schengen area
- one in the Non-Schengen area

# CIA | Quality Improvement Plan

Passenger Services / New commercial businesses

F&B Airside Cioccolati italiani

Landside retail: WH Smith



New commercial and F&B businesses were opened in 2017 to improve the offering to passengers and to make it more adequate for the Ciampino airport target:

- #1 F&B in airside area: Cioccolati Italiani, sale of sweet snacks and ice cream
- #1 Retail in landside area: WH Smith, sale of beverages, confectionery products, souvenirs, digital and travel products, books

**ACHIEVED RESULTS**

**FCO IMPROVEMENT PLAN**

**CIA IMPROVEMENT PLAN**

**PERFORMANCE OF ERA INDICATORS**

# Final Balance of Planning Agreement Indicators:

## FCO | Year 1 - Five-year period 2: July 2017-June 2018

no.	Quality indicators	Units of measure	To	Weight	Objective year 1 2 sott. (2017)	Jul '17-Jun '18)	STATUS
1	Waiting time for carry-on baggage security check (*)	Waiting time in 90% of cases	d	15%	04:20	0:03:18	OK
2	Waiting time for first baggage delivery (*)	Waiting time in 90% of cases	d	5%	27:20	0:17:30	OK
3	Waiting time for last baggage delivery (*)	Waiting time in 90% of cases	d	10%	35:40	0:30:23	OK
4	Perception of the cleanliness level of restrooms (*)	% satisfied pax	c	10%	85,8%	92,0%	OK
5	Perception of the assistance provided to disabled persons and persons with reduced mobility (*)	% satisfied pax	c	10%	98,8%	99,9%	OK
6	Reserved departing PRM: waiting time to receive assistance, from one of the designated points (*)	Waiting time in 90% of cases	d	10%	10:15	0:10:13	OK
7	Waiting time in check-in line (*)	Waiting time in 90% of cases	d	5%	10:25	0:09:59	OK
8	Reserved arriving PRM: wait on board for deplaning after the last passenger has deplaned (*)	Waiting time in 90% of cases	d	7%	03:15	0:03:40	KO
9	Perception of Wi-Fi connectivity within the terminal (*)	% satisfied pax	c	7%	77,0%	87,0%	OK
10	Clear, understandable and efficient internal signs (*)	% satisfied pax	c	7%	87,4%	95,2%	OK
11	Availability of operating info points (#)	TPHP/No. of info points	d	7%	16,00	16,1	KO
12	Availability of seats in airside area (#)	TPHP/number of seats airside	d	7%	2,08	1,94	OK

Full target on synthetical indicator reached

# Final Balance of Planning Agreement Indicators:

CIA | Year 1 - Five-year period 2: July 2017-June 2018



no.	Quality indicators	Units of measure	To	Weight	Objective year 1 2 sott. (2017)	Jul '17-Jun '18)	STATUS
1	Waiting time for carry-on baggage security check (*)	Waiting time in 90% of cases	d	15%	04:38	0:05:15	OK
2	Waiting time for first baggage delivery (*)	Waiting time in 90% of cases	d	5%	17:46	0:20:10	OK
3	Waiting time for last baggage delivery (*)	Waiting time in 90% of cases	d	10%	27:13	0:25:55	KO
4	Perception of the cleanliness level of restrooms (*)	% satisfied pax	c	10%	85,2%	80,0%	OK
5	Perception of the assistance provided to disabled persons and persons with reduced mobility (*)	% satisfied pax	c	10%	99,9%	98,4%	OK
6	Reserved departing PRM: waiting time to receive assistance, from one of the designated points (*)	Waiting time in 90% of cases	d	10%	07:42	0:12:40	OK
7	Waiting time in check-in line (*)	Waiting time in 90% of cases	d	5%	15:51	0:19:20	OK
8	Reserved arriving PRM: wait on board for deplaning after the last passenger has deplaned (*)	Waiting time in 90% of cases	d	7%	02:50	0:03:00	OK
9	Perception of overall comfort level in the terminal (*)	% satisfied pax	c	7%	77,4%	76,0%	OK
10	Clear, understandable and efficient internal signs (*)	% satisfied pax	c	7%	94,5%	88,0%	OK
11	Availability of operating info points (#)	TPHP/No. of info points	d	7%	36,19	29,0	KO
12	Availability of seats in airside area (#)	TPHP/number of seats airside	d	7%	4,18	5,50	OK

Full target on synthetical indicator reached