REPORT ON THE PERFORMANCE OF THE FIRST YEAR OF THE SECOND FIVE-YEAR PERIOD

OF THE QUALITY PLAN FOR THE ROME AIRPORTS FIUMICINO AND CIAMPINO

CONTENTS

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INTRODUCTION

This report provides a final accounting of the Service Quality indicators included in the first year of the second five-year period of the Economic Regulation Agreement for the Rome airports Fiumicino and Ciampino (assessment period: July 1, 2017 – June 30, 2018).

Over the past year, ADR continued with the heavy modernization process started up in the previous years while at the same time broaching infrastructural issues and expanding services offered to the passengers with the involvement of the major stakeholders (ENAC, handlers, airlines) in the program of projects to improve the service offered to the customer - meant both as passenger and airline.

These actions allowed ADR to receive several international recognitions over the last 12 months, which took the Fiumicino airport to the top of international rankings of air transport as regards the quality of services provided to passengers.

More specifically, during 2017 ADR subscribed to the Skytrax "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. At the end of the audit conducted by the Skytrax inspectors in December 2017), the Fiumicino airport was given a 4-star rating on global "passenger experience". In some areas, it was assigned a 5-star score (e.g. Area E and Pier E11-24).

On March 21, 2017 Skytrax awarded Fiumicino the recognition of **"World's Most Improved Airport 2018"** as it was that airport that out of over 550 airports the world over implemented the strongest improvement in terms of quality of services offered to passengers during the year. Skytrax conducts the survey entirely independently through specific market research carried out globally on "front-line" products and services that contribute to the traveler's experience. In 2017 and in the first part of 2018, Fiumicino was at the top of the airport classification in the world for its ability to constantly innovate and boost services such as passenger reception, courtesy and speed in passport control, comfort, tidiness and cleanliness of the terminals, visibility and clearness of the airport signs and flight info monitors, organization and overall efficiency of the airport.

Also the classifications of ACI (Airport Council International), an independent association that assesses the quality of the services supplied by over 300 airports around the world through passenger interviews, confirm the improvement of the Fiumicino airport. It placed first in the ACI ranking of large European hubs for all of 2017 (with a score of 4.28 on a scale of 5), obtaining the "Airport Service Quality Award" as it was the European airport (with over 40 million passengers) most appreciated by passengers in terms of quality of services.

This positive trend continued in the 1st half of 2018, when the historic record of 4.36 of the passenger satisfaction rating measured by the ACI Survey was reached.

On June 21, the Leonardo da Vinci airport achieved an important new international recognition: the 2018 "Best Airport Award" 2018, given to the Rome airport during the annual meeting of Airport Council International held in Brussels in March 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.

As proof of the effectiveness of the interventions carried out in the fifth year, the indicators in the Economic Regulation Agreement highlight:

- regarding the Fiumicino airport, performance above the target with 10 indicators out of 12;
- regarding the Ciampino airport, performance above the target with 10 indicators out of 12.

QUALITY

Reference Context

Ever since the start of the Economic Regulation Agreement, ADR's mission has been to align FCO to the best European airports, taking those comparable in terms of size and type of traffic into consideration.

During 2017, ADR further improved the level of satisfaction of its passengers (from 4.07 at year-end 2016 to 4.28 at year-end 2017), keeping FCO steadily above the average of the European panel[1] in 2017.

During the first half of 2018, the overall satisfaction rating of the passengers for the services offered by the Fiumicino airport was 4.36 (scale ranging between 1-very bad and 5-excellent), sharply above the average annual figure of 2017, 4.28, placing it at the top of the EU panel in terms of quality of services offered to passengers - see chart 1.

Services offered to passengers such as wayfinding, security checks, check-in and the courtesy and helpfulness of airport staff drove Fiumicino's escalation. In terms of comfort, hygiene and availability of rest rooms, together with the overall cleanliness of the airport terminals, which are constantly monitored by dedicated airport personnel, made a considerable impact.

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[1] European panel made up of: Amsterdam Schipol (AMS), Paris Charles De Gaulle (CDG), Paris Orly (ORY), Copenhagen (CPH), Frankfurt (FRA), Madrid (MAD), London Heathrow (LHR), Munich (MUC), Milan Malpensa (MXP), Zurich (ZRH), Barcelona (BCN) and London-Gatwick (LGW)

Chart1 | FCO's positioning in 2017 (complete year) and in the first half-year of 2018 compared to the European panel - assessments tied to the overall opinion given by the passengers for the Fiumicino airport - Source: Airport Council International (ACI) (scale of assessments between 1-poor and 5-excellent) – In consideration of privacy restrictions set by ACI, the performance of the other airports making up the EU Panel was coded.

FY 2017

FCO	4,28
APT 1	4,27
APT 2	4,16
APT 3	4,10
APT 4	4,04
APT 5	4,04
APT 6	4,00
APT 7	3,94
APT 8	3,88
APT 9	3,79
APT 10	3,69
APT 11	3,61

Ø 3,98

1 HF 2018

FCO	4,36
APT 1	4,29
APT 2	4,17
APT 5	4,17
APT 3	4,09
APT 6	4,05
APT 4	3,97
APT 8	3,94
APT 7	3,93
APT 9	3,80
APT 10	3,68
APT 11	3,64

Ø 4,01

- > 40 M PAX
- 25-40 M PAX
- 15-25 M PAX
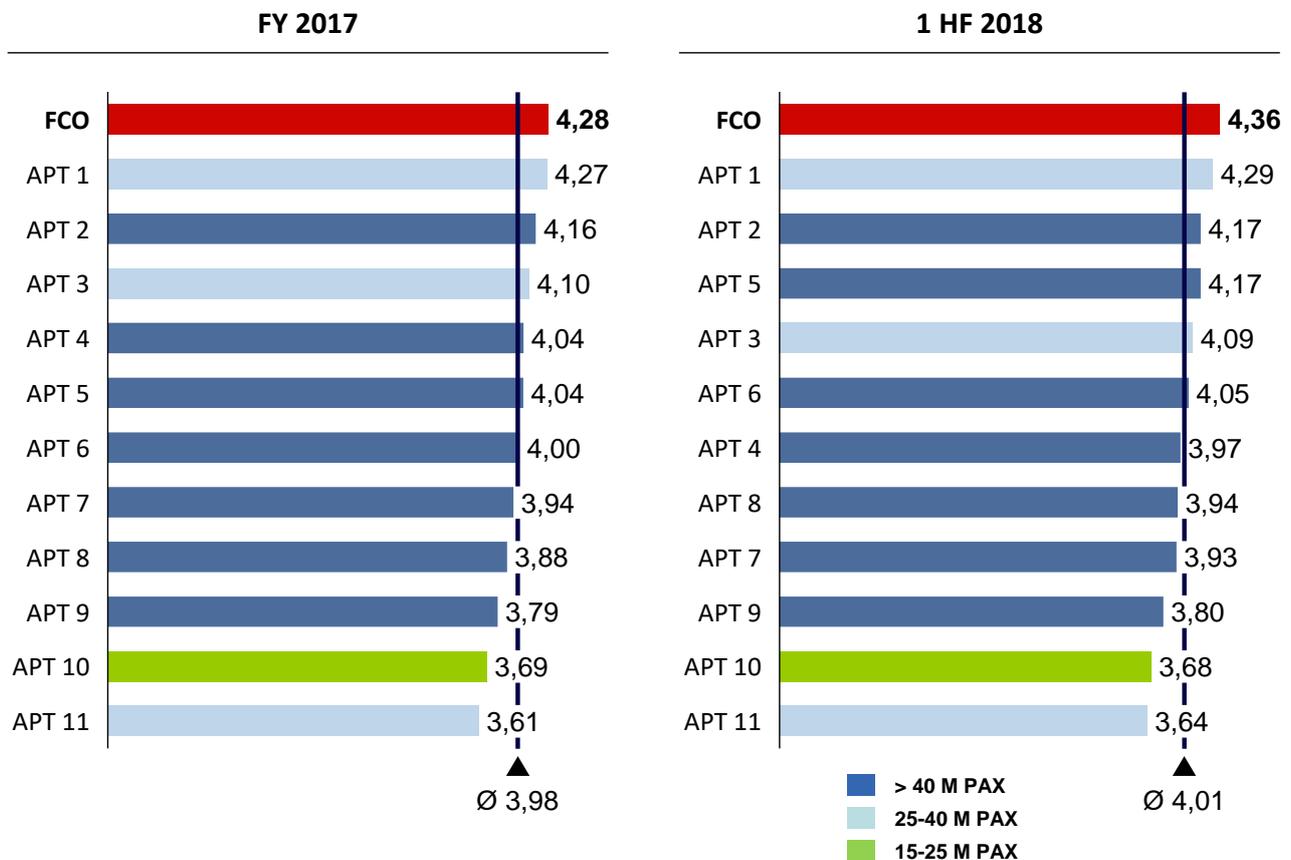
As regards the quality provided, an appreciable increase in the levels of service offered over 2017 was registered through a widespread monitoring system made up of over 20,000 objective controls carried out every month at the Fiumicino and Ciampino airports. It seems important to highlight the reduced waiting time for last baggage delivery, which dropped from 22 minutes in the first half of 2017 for domestic flights (time in 90% of cases) to 20 minutes in 2018 (-10%). The scenario was similar for the international flights, where waiting time for delivery was 31 minutes in the first half-year of 2018 (time in 90% of cases), down 11% compared to the 35 minutes recorded in the first half-year of 2017. Rest room cleanliness performance was stable on levels of excellence, where on a scale 1 (very bad) to 4 (good) the average assessment went up from 3.98 in the first half of 2017 to 3.99 in the first half of 2018. Improvement in performance on the perceived quality front was also recorded, with a percentage of passengers as a whole satisfied that increased by 5% compared to the first half of 2017, reaching 96.7% in the first half of 2018.

Several initiatives for improving passengers' travel experience were also carried out at the Ciampino airport, which produced considerable results in terms of perceived quality. The percentage of passengers as a whole

satisfied rose from 88% in the first half of 2017 to 91% in the first half of 2018. Worthy of note is the increase in percentage of satisfied passengers concerning the check-in process, which posted a leap of 2 percentage points, soaring from 92% in the first half of 2017 to 94% in the first half of 2018. Also in terms of quality provided, improvements were recorded in waiting time for the security check process, down -20% to reach 4 minutes versus 5 minutes in 2017 (time in 90% of cases).

Improvement interventions | FIUMICINO

City-Airport Accessibility

As mentioned in the introduction, interventions aimed at improving accessibility to the managed airports continued during the past year.

 The main interventions completed at Fiumicino are:

- **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

Figure 1 | FCO | Accessibility | New Landside T1 Arrivals layout

Figure 2 | FCO | Accessibility | New Landside T3 Arrivals layout
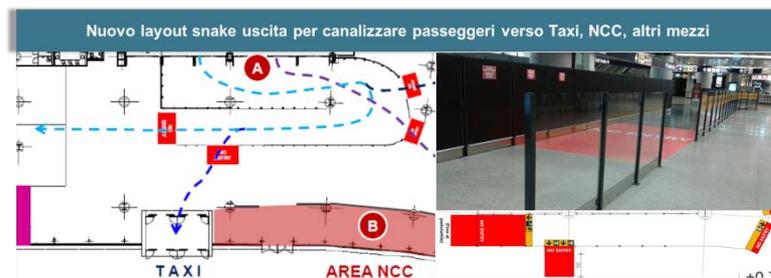
- **Signs** to support means of transport information

Figure 3 | FCO | Accessibility | Signs to support means of transport information

- Implementation of information on the following in the **Ground Transportation** pages:
  - Car rental → Information about the location of car rental offices, with cross-reference to more detailed information on the website or using the QR code
  - Car sharing → Information on location of car sharing parking lots, with cross-reference to more detailed information on the website or using the QR code

Figure 4 | FCO | Accessibility | Ground Transportation pages

- Expansion **of the waiting area for Bus Hub passengers** intervening on the platforms and ergonomics in pulling up through:

  - restructuring of bus stalls in order to favor position and increase the number of the interregional buses, which are the ones mostly used by passengers

  - enlargement of the waiting area with integration of the services offered (seats, vending machines)

  - redefinition of the areas for collecting baggage carts redefined to not create an impediment with the passenger flow

Figure 5 | FCO | Accessibility | Map of new bus hub
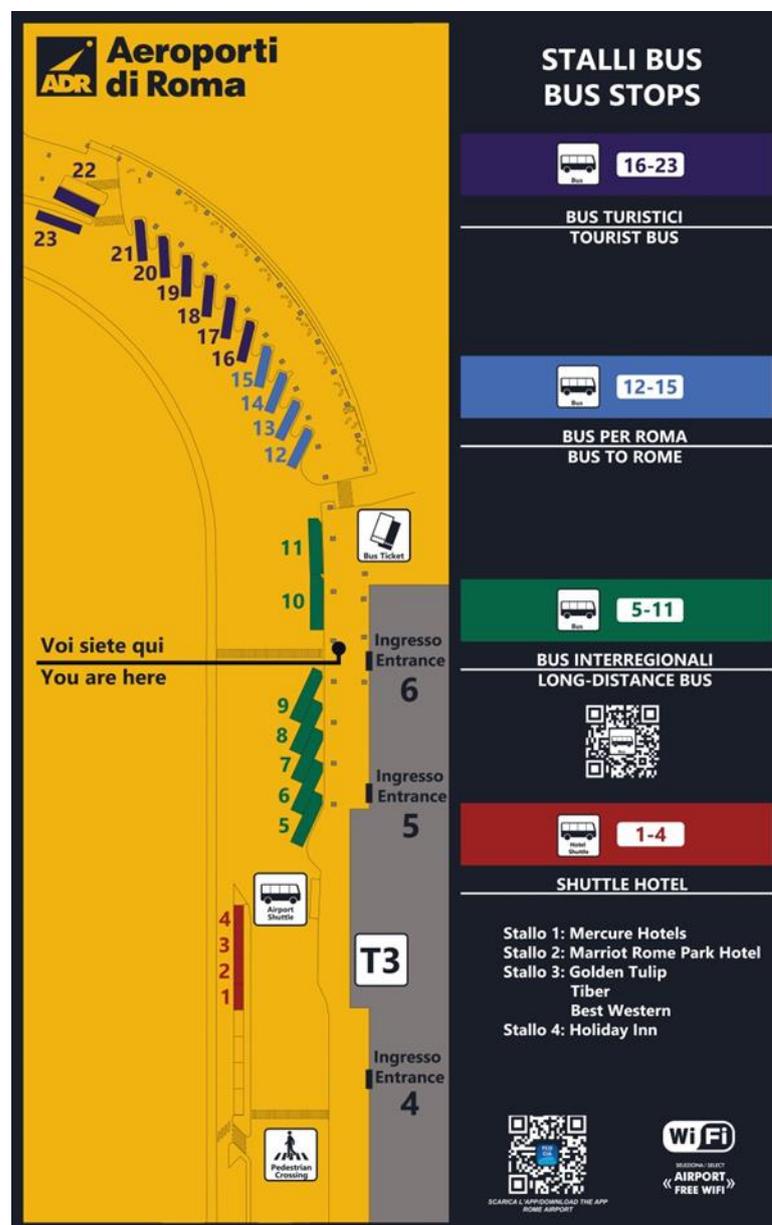
- **Improvements introduced to curbside** by tidying up the green areas and restoring the pedestrian direction signs, especially near the pedestrian crossings and the major nodes

Figure 6 | FCO | Accessibility | Tidying up of green areas

- Moving the rental cars with drivers area from the ground floor of the multilevel parking garage D to PR7 with a parking lot specifically for them.

Parking lots

- 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, providing the possibility to pay via Telepass Premium the following 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.

Figure 7 | FCO | Accessibility | T1 and T3Executive Parking Lots

Infrastructures

Development of the managed infrastructure has always been a critical factor of success for ADR. A number of interventions has in particular been completed lately, both in the landside and the airside and apron areas, which have substantially contributed to boosting customer satisfaction.

In addition to the detailed and ongoing interventions aimed at improving passenger satisfaction, embellishment and comfort, particularly focusing on the departure areas, the most significant interventions in the terminal area are:

- 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 check-in area and strengthening of the sensitive flights security checks
- New Terminal 3 island L check-in counters and conveyors
- New Terminal 3 baggage carousel 7 and L&F
- New automated e-gates for non-EU passengers that have passports authorized by the Italian Ministry of the Interior
- Strengthening of security checks Terminal 1 West
- 19 one-way entry points installed
- Increased baggage accommodation capacity, increased cart stalls and possibility to process short connection baggage

1. *New ticket offices in Terminal 3*

The building of new ticket offices was completed with the aim 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.

Figure 8| FCO | INFRASTRUCTURE REVITALIZATION | New Terminal 3 ticket offices

The new ticket offices feature an innovative and efficient design which was 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.

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.

Figure 9| FCO | INFRASTRUCTURE REVITALIZATION | New Terminal 3 check-in counters
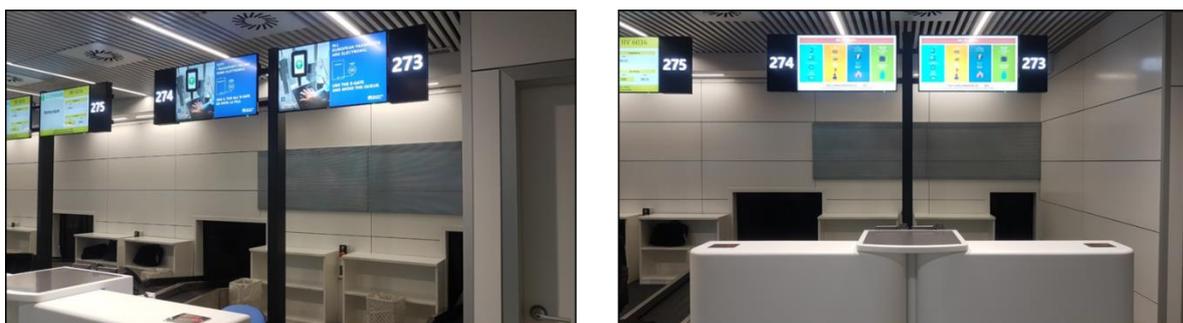
3. Reconfiguration of the Terminal 3 check-in area and strengthening of the sensitive flights security checks

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.

The security checks capacity for sensitive flights was increased with the adaptation of the accumulation area and introduction of two new X-ray checking machines.

4. 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.

5. Improved layout of the accumulation areas of the Fast Track routes

To most satisfactorily meet the passenger traffic need and the increasing requirements of passengers, the security check accumulation areas were better delimited in order to allow more orderly and smoother flowing lines (T1 West, T3 East, Station E), and the fast track entry points to T3 East, T1 and the sensitive flights were improved by carrying out wayfinding interventions.

6. New automated e-gates for Terminal 3 sensitive flights

Following the agreements between the Italian Ministry of the Interior and the embassies, the possibility to use e-gates was also extended to 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.

**Figure 10 | FCO | INFRASTRUCTURE REVITALIZATION |New sensitive flights e-gates**

7. *Increased baggage accommodation capacity, increased cart stalls and possibility to process short connection baggage*

To guarantee increased baggage accommodation capacity, increased cart stalls and the possibility to process short connection baggage, the following activities were implemented:

- Addition of 1st Terminal 1 BHS/HBS back-up carousel
- Addition of 2nd Terminal 1 BHS/HBS back-up carousel with X-ray machine
- Transformation of bay BD of Pier E into bay for flight allocation Addition of new baggage reclaim carousel at Terminal 3

Figure 11 | FCO | INFRASTRUCTURE REVITALIZATION |Increase in baggage accommodation capacity

8. *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 been used before for cart storage while the new lost and found desk was built, configured so as to not affect the passenger flows in the new layout.

Figure 12 | FCO | INFRASTRUCTURE REVITALIZATION |New carousel 7

Figure 13 | FCO | INFRASTRUCTURE REVITALIZATION |New Lost & Found at Terminal 3

9. *19 one-way entry points installed*

To guarantee passenger segregation, 19 one-way entry points were installed, divided as follows:

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

Figure 14 | FCO | INFRASTRUCTURE REVITALIZATION | One-way entry points

10. *Restoring the Uomo Vitruviano statue*

Figure 15 | FCO | INFRASTRUCTURE REVITALIZATION | Restoration of Uomo Vitruviano
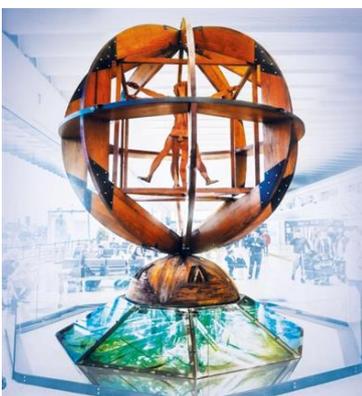
The artist Mario Ceroli restored the Uomo Vitruviano statue. Installed in the Terminal 3 departures hall, it is an important point of reference for passengers.

Wayfinding

The project to install new signs directing passengers throughout the terminal that are clearer and easier to understand, structure size and with pictograms standardized was completed.

Over 700 new boxes installed, or being installed, in all airport areas (airside and landside) with information divided into:

- Blue signs: for main signage (e.g. departures, check-in, etc.)
- Yellow signs: for service signage (e.g. VAT refund, shopping, etc.)

Continuous improvement of the information provided to passengers to orient them in the complex system that the airport is by using increasingly evolved monitors, LED walls and digital portals, recognition maps to manage the more complex areas and ongoing improvement of the signs directing passengers by implementing new pictograms based on emerging requirements (e.g. sinks for children, arrivals lounge, work and relax area).

1. *Installation of a T1 Check-in recognition map to divide the islands according to passenger type*

Directing passengers with different vertical signs was favored at Terminal 1 departures, such as the making of a film that contains the key information, affixed on the spandrel protruding from the mezzanine over the check-in hall, installation of several prisms that, positioned at the head of the check-in islands, indicate the numbering, and a backlit map explaining the check-in rules to the passengers.

Figure 16 | FCO | WAYFINDING | Improvement interventions at T1 check-in hall

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

Figure 17 | FCO | WAYFINDING | Improvement interventions on FIDS

2. *Introduction of new FIDS and LED walls in particularly critical areas*

New FIDS were added in different areas during the last year:

- Gate B2
- Gate B5
- Gates B24-B25
- T3 East accumulation area

On the other hand, the positions of the pre-existing FIDS were improved in other areas:

- T1 check-in
- T1 remote arrivals

Figure 18 | FCO | WAYFINDING | FIDS repositioning
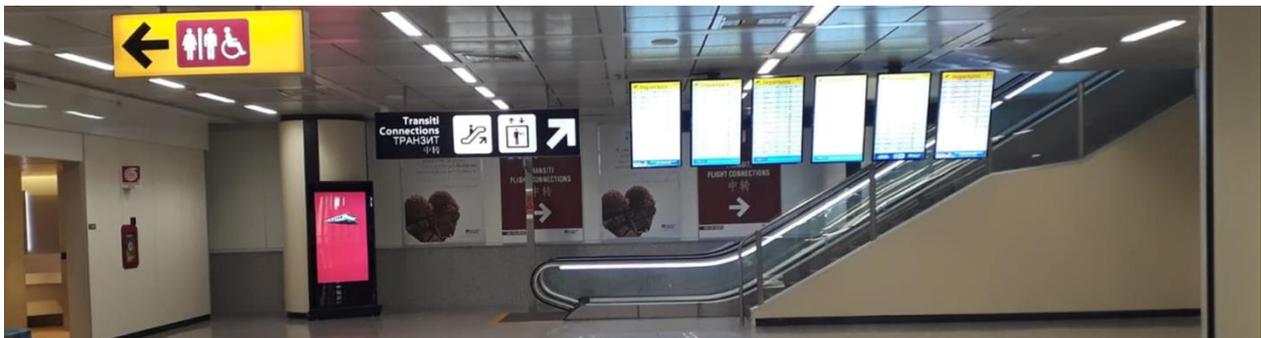
In general, the on-screen information was better detailed and, where necessary, it was put in other languages other than Italian and English (Russian and Chinese). Monitors were added in the pre-boarding areas of the Pier B gates, with helpful information on travel time and whether or not passport control is present along the route added.

Two new LED walls and digital portals were installed in area E in the Front Building to improve the experience and to provide additional information. The testing of dynamic signs in the more complex nodes also started and they are about to also be used in new positions.

Figure 19 | FCO | WAYFINDING | LED walls and digital portals

3. *Baggage reclaim hall wayfinding*

One critical area for passenger service is the baggage reclaim halls, where a number of interventions such as the following were implemented to improve the experience:

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

Figure 20 | FCO | WAYFINDING | Reclaim carousel buffer strips

- 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

Figure 21 | FCO | WAYFINDING | Baggage unloaded first

- installation of signs to encourage operators to properly arrange baggage on the airside carousel to prevent machines from blocking, resulting is a slowdown of the baggage reclaim process

4. Wayfinding in passports area

In order to streamline clearing of the flow, important improvements in the layout of the departures, transits and arrivals passport control layout were carried forward.

Figure 22 | FCO | WAYFINDING | New Passports layout

A fast lane for controls of passengers departing with flights within 60 at departures and transits was created.

Figure 23 | FCO | WAYFINDING | Passports Fast Lane

E-gate use by EU passengers, including minors above the age of 14 was maximized.

Use of the e-gates was extended to passengers of non-EU countries (authorized by the Italian Ministry of the Interior in agreement with the respective embassies during Summer 2018).

Figure 24 | FCO | WAYFINDING |Maximization of e-gates

Passenger services

Customer centricity is one of ADR's key principles, as explained in Annex 10 to the ENAC - ADR Economic Regulation Agreement.

To this regard, the major interventions concerning enhancement of the services offered to passengers include the initiatives dedicated to satisfy particular categories of passengers and, in general, to achieving comfort.

5. *Family services*

In view of the centricity of passengers traveling with their children or, more generally speaking, with their family, ADR carried forward a number of improvements aimed at making the travel experience with children better.

First of all, all helpful information has been collected on the ADR website, following the customer journey from entering the airport up to take-off and the arrival phase.

Figure 25 | FCO | PASSENGER SERVICES | Website page for families

Furthermore, the experience at the airport in the company of children improved due to the presence of several specific services such as rest rooms specially made for children, their size and the possibility to receive the small traveler certificate.

Figure 26 | FCO | PASSENGER SERVICES | Small traveler diploma

Figure 27 | FCO | PASSENGER SERVICES | Sinks for children

6. New charging stations

The number of charging points increased in the departure areas and now areas previously without them, such as the baggage reclaim halls, are served.

Figure 28 | FCO | PASSENGER SERVICES | Charging stations
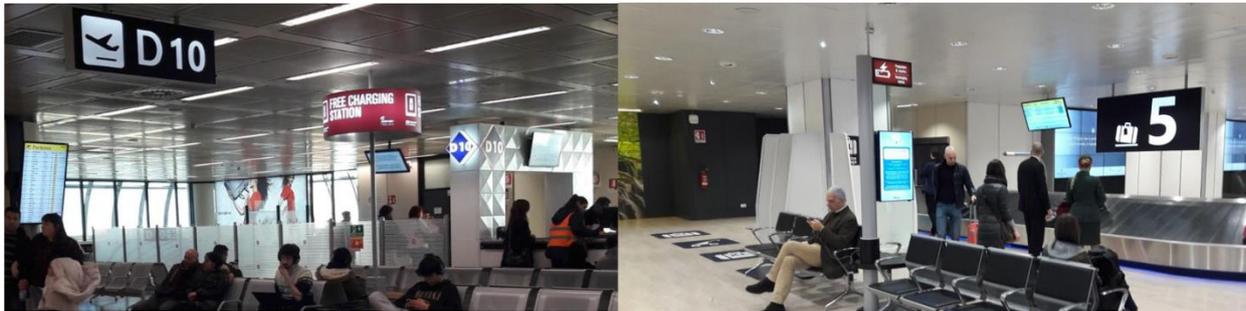
7. New smoking cabins

The number of smoking cabins at the departure areas increased.

Performance of the current smoking cabins has improved, in line with the standards of the new cabins.

Another increase in larger cabins is now under way to meet the needs the passengers have expressed.

Figure 29 | FCO | PASSENGER SERVICES | Smoking cabins

8. New VIP halls | Airside

The activation of the service areas inside new departures area E was 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.

Figure 30 | FCO | PASSENGER SERVICES | Airside lounge

9. *New VIP hall | Landside*

The first Hello Sky by Gis arrival lounge was opened in 2018 in the walkways connecting the terminal with the office towers, with the multilevel parking garages, the station and the Hilton Hotel.

Figure 31 | FCO | PASSENGER SERVICES | Arrival Lounge

10. *Passengers with reduced mobility*

Start-up of integrated plane-train assistance service for both departing and arriving passengers.
Creation of new waiting rooms for passengers asking for assistance at T3 arrivals and at T1, and improved visibility and layout of the stations to receive assistance.

Figure 32 | FCO | PASSENGER SERVICES | PRM

Communication

Following are some examples of the actions taken in the context of communications to passenges and entertainment area:

- Best Airport Campaign: promotion of the awards the Fiumicino airport has received owing to the high passenger satisfaction levels

Figure 33 | FCO | COMMUNICATION | Best Airport

- Airport museum: installations of statues in the airside area
- "Santa Cecilia al volo": musical performances at the airside area
- Extension of the electronic passports campaign: to maximize use of the e-gates in order to improve the passenger experience at the passport control areas
- Extension of the Retail and F&B sales campaign of the new Front Building and Pier E areas

Figure 34 | FCO | COMMUNICATION | Food Area E

Airline Quality

ADR further boosted the attention it pays to the "Airline" customer in recent months by starting a set of initiatives aimed at improving the levels of service offered to airlines.

First of all, the project regarding implementation of the quality and performance system offered to the airlines through a structured approach to develop long-term relationships with the airline customers in order to optimize the value and meet mutually advantageous goals went into full effect.

The following activities were also implemented:

- 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

Improvement interventions | CIAMPINO

ACCESSIBILITY

- Upgrading of bus waiting area for passengers
- Implementation of transport info signs
- Building of rental cars with drivers reserve area (P5) and pull-up area

Figure 35 | CIA | Accessibility | BUSES

- Implementation of **passenger information on taxi ride costs**, improvement of the taxi pull-up area and the taxi reserve area

Figure 36 | CIA | Accessibility | Taxis

- Activation of the ATAC 720 line connecting the Ciampiano airport with the Laurentina subway station, running every day with the first departure from the terminus at 5:30 a.m. and the last departure at 11:30 p.m., and of the 520 line for the Subaugusta subway stations starting from March 2018.

INFRASTRUCTURE REVITALIZATION

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

Figure 37 | CIA | INFRASTRUCTURE REVITALIZATION | Passports

WAYFINDING

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.

Figure 38 | CIA | WAYFINDING | New Signs

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

- **Smoking cabins**

Two smoking cabins were built for the first time: one in the Schengen area and one in the Non-Schengen area

Figure 39 | CIA | Passenger services | Smoking cabins

SHOPS

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

Figure 40 | CIA | Shops | New retailers

THE ADR SERVICE CHARTER

Compared to 2017, ADR intervened on the structure of the 2018 Service Charter to review the structure of the document in a perspective of ongoing improvement while keeping up a constructive dialog with the enlarged community of stakeholders. More specifically, classification of the 2018 check-in goals was reviewed to get better alignment of the indicator with evolution of the airport passenger and baggage check-in management, separating performance between "dedicated" check-in counters (counters used for checking in a specific flight) and "common" check-in counters (counters used for all flights of a specific airline).

In terms of provided quality, the targets for the Fiumicino airport regarding baggage reclaim (both the first and the last baggage), misguided departing baggage and security checks for sensitive flights considerably improved.
Also as regards the indicators of perceived quality, the goals further improved (in particular on technological services such as Free-Wifi and charging stations, which underwent significant improvement interventions).

For the Ciampino airport, the standards were set in light of the performance achieved in 2017, compared to the values published in the previous Service Charter.

With regard to performance measured in the first half of 2018, in terms of provided quality and concerning Fiumicino, better performance as a whole compared to what was measured in the first half of 2017 (please refer to the details provided in the following table).
In particular, progress in baggage reclaim time was found, where improvements compared to the first half of 2017 of up to +13 p.m. were recorded (last baggage for the wide body non-Schengen flights). The check-in process also posted a +0.6% increase (95.3%), and met the new target of 12 minutes waiting in line at the common counter for non-sensitive flights. Performance of the carry-on baggage checking process stayed stable and at high levels.

As regards Ciampino, the analysis of the performance of levels of quality provided in the first half of 2018 showed performance higher than the standard set out in the Service Charter for the security control, check-in and first baggage reclaim, with the latter sharply improved over the first half of 2017. The indicators regarding last baggage reclaim and punctuality were instead below the target (above all due to the delayed arrival of the aircraft).

FCO QUALITY INDICATORS

From 07/01/17 to 06/30/18

		Fiumicino			
		Objective year 1 2 sub. (2017)	Performance	Increasing (c) vs. Decreasing (d)	Status
Waiting time for carry-on baggage security check (*)	Waiting time in 90% of cases	04:20	0:03:18	d	OK
Waiting time for first baggage delivery (*)	Waiting time in 90% of cases	27:20	0:17:30	d	OK
Waiting time for last baggage delivery (*)	Waiting time in 90% of cases	35:40	0:30:23	d	OK
Perception of the cleanliness level of restrooms (*)	% satisfied pax	85.8%	92.0%	c	OK
Perception of the assistance provided to disabled persons and persons with reduced mobility (*)	% satisfied pax	98.8%	99.9%	c	OK
Reserved departing PRM: waiting time to receive assistance, from one of the designated points (*)	Waiting time in 90% of cases	10.15	0:10:13	d	OK
Waiting time in check-in line (*)	Waiting time in 90% of cases	10:25	0:09:59	d	OK
Reserved arriving PRM: wait on board for deplaning after the last passenger has deplaned (*)	Waiting time in 90% of cases	03:15	0:03:40	d	KO
Perception of Wi-Fi connectivity within the terminal (*)	% satisfied pax	77.0%	87.0%	c	OK
Clear, understandable and efficient internal signs (*)	% satisfied pax	87.4%	95.2%	c	OK
Availability of operating info points (#)	TPHP/No. of info points	16.00	16.1	d	KO
Availability of seats in airside area (#)	TPHP/number of seats airside	2.08	1.94	d	OK

KEY
* Data supplied by ATI IQM-MG Research*
 # Data supplied by ADR
- *Perceived quality= % satisfied pax: scores 6+5+4 (6-point scale)/ total scores*
- *Average Q.E. time   = "hh.mm.ss": hours/minutes/seconds*

CIA QUALITY INDICATORS

From 07/01/17 to 06/30/18

		Ciampino			
		Objective year 1 2 sub. (2017)	Performance	Increasing (c) vs. Decreasing (d)	Status
Waiting time for carry-on baggage security check (*)	Waiting time in 90% of cases	05:15	0:04:38	d	OK
Waiting time for first baggage delivery (*)	Waiting time in 90% of cases	20:10	0:17:46	d	OK
Waiting time for last baggage delivery (*)	Waiting time in 90% of cases	25:55	0:27:13	d	KO
Perception of the cleanliness level of restrooms (*)	% satisfied pax	80.0%	85.2%	c	OK
Perception of the assistance provided to disabled persons and persons with reduced mobility (*)	% satisfied pax	98.4%	99.9%	c	OK
Reserved departing PRM: waiting time to receive assistance, from one of the designated points (*)	Waiting time in 90% of cases	12:40	0:07:42	d	OK
Waiting time in check-in line (*)	Waiting time in 90% of cases	19:20	0:15:51	d	OK
Reserved arriving PRM: wait on board for deplaning after the last passenger has deplaned (*)	Waiting time in 90% of cases	03:00	0:02:50	d	OK
Perception of overall comfort level in the terminal (*)	% satisfied pax	76.0%	77.4%	c	OK
Clear, understandable and efficient internal signs (*)	% satisfied pax	88.0%	94.5%	c	OK
Availability of operating info points (#)	TPHP/No. of info points	29.00	36.2	d	KO
Availability of seats in airside area (#)	TPHP/number of seats airside	5.50	4.18	d	OK

(1) *The CREWS system was replaced with the CUTE system on 1 January 2014 as per notice dated 7/4/14*

KEY

* *Data supplied by ATI IQM-MG Research*

\# *Data supplied by ADR*

- *Perceived quality= % satisfied pax: scores 6+5+4 (6-point scale)/ total scores*
- *Average Q.E. time   = "hh.mm.ss": hours/minutes/seconds*