SERVICE QUALITY PLAN FOR THE FIUMICINO AND CIAMPINO AIRPORTS:

REPORT ON THE SECOND YEAR OF THE SECOND TARIFF SUB-PERIOD (1 July 2018 – 30 June 2019)

CONTENTS

REPORT ON PERFORMANCE OF THE SECOND YEAR OF THE SECOND FIVE-YEAR PERIOD OF THE QUALITY PLAN FOR THE ROME AIRPORTS FIUMICINO AND CIAMPINO

INTRODUCTION

This report provides the final accounting of the Service Quality indicators included in the second year of the second five-year period of the Economic Regulation Agreement for the Rome airports Fiumicino and Ciampino (assessment period: 1 July 2018 – 30 June 2019).

Over the past year, ADR continued with the heavy modernization process started up in the previous years while at the same time dealing with infrastructural issues and expanding the services we offer passengers, involving the major stakeholders (ENAC, handlers, airlines) in the program of projects to improve the service offered to customers – meaning both passengers and airlines.

These actions have led ADR to receive several international awards, which brought Fiumicino airport to the top of international air transport rankings in terms of the quality of services provided to passengers.

The "Leonardo da Vinci" is the European airport passengers like the most for the second consecutive year. ACI (Airports Council International) World – the international association of airport operators that measures independently, through interviews with travelers, the quality perceived in more than 300 airports worldwide – has awarded Fiumicino airport the "Airport Service Quality Award" for 2018.

The approval for the quality of services provided by the airport of the Capital exceeds that of other major European airports with over 40 million passengers. For the entire year, Fiumicino led the survey and closed 2018 with an absolute annual record of 4.40 (on a scale where the maximum score is 5).

Thanks to this performance, after having ranked it in the third quarter of 2018 as the best airport in the Western hemisphere (among the airports in Europe and the United States with over 40 million passengers), ACI has permanently included the Leonardo da Vinci airport among the best award-winning airports in the world together with the international airports of Singapore, Beijing, Shanghai, Toronto, Indianapolis, Mumbai, Delhi and Moscow.

As further confirmation of the levels of excellence that it has achieved, for the second consecutive year ACI Europe has assigned the "Best Airport Award" to Leonardo da Vinci. In particular, the capital's airport excels for its technical and management innovation, to support the efficiency of its operations and the quality of its services, as well as for its strong focus on airport safety, its close collaboration with airlines, its continuous monitoring of performance and its clear environmental objectives. These records, combined with the

operational efficiency that has made Leonardo Da Vinci one of the most punctual airports in Europe, convinced the authoritative independent jury – made up of representatives of the European Commission, SESAR, the European Civil Aviation Conference (ECAC) and the European Union Aviation Safety (EASA) – to give Fiumicino the "Best Airport Award 2019", in the category for airports with more than 25 million passengers, overtaking in the end the airports of Munich, Copenhagen, Dublin, Istanbul Sabiha Gökçen, London Gatwick, Moscow Sheremetyevo and Vienna.

ADR's management capacity was also confirmed by Skytrax, the leading international rating company in the airport sector, which, following its audit in May 2019, once again awarded the "4-star Skytrax" to Leonardo da Vinci. Among the reasons for this, once again the strong orientation of the airport operator to ensure passenger comfort and excellence in operations.

ADR's first half of 2019 was characterized by a further acceleration in the implementation of its policy of continuous improvement of the quality of service. Continuing the upgrade process launched in previous years, it has initiated a number of projects designed to improve passenger travel experience at every stage, with the goal of maintaining Fiumicino's performance at the top of the list of the best European airports of comparable size.

As proof of the effectiveness of the work carried out, in the second year the indicators included in the Economic Regulation Agreement show:

- at the Fiumicino airport, performance below the target for 11 indicators out of 12;
- At the Ciampino airport, performance below the target for 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.
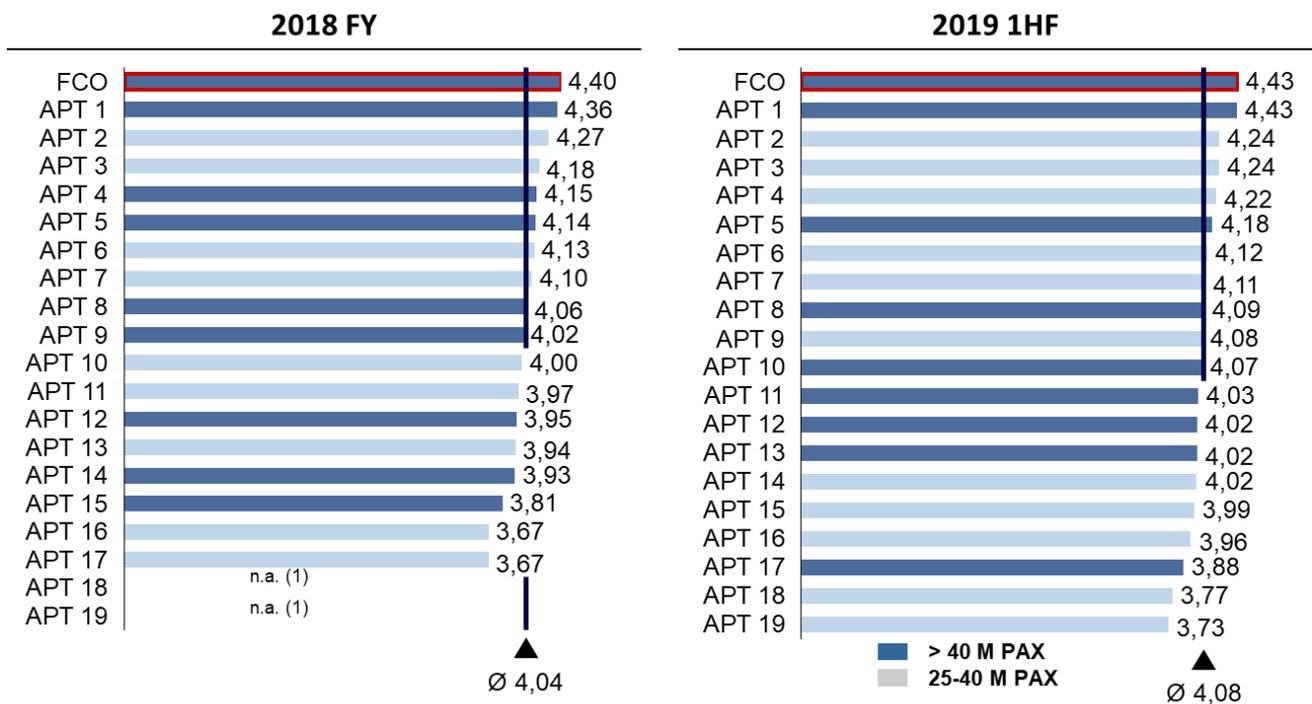
Airports Council International, an independent association that, through direct interviews with passengers, assesses the quality of services provided by over 300 airports worldwide, confirms the improvement of Fiumicino airport by 2018 in terms of passenger satisfaction (from 4.28 at the end of 2017 to 4.40 at the end of 2018), maintaining the airport permanently above the average of European airports above 25 million passengers[1] in 2018.

ACI's surveys showed a record for the first half of 2019, with an overall passenger satisfaction rating for the services offered by Fiumicino airport of 4.43 (on a scale between 1 meaning poor and 5 meaning excellent), a further increase compared to the average annual of 4.40 in 2018, confirming Fiumicino's ranking as the number one hub in the European Union in terms of quality of passenger services. Fiumicino's climb was driven by processes such as security checks and check-in, improved wayfinding (especially internal signage and passenger information), courtesy and availability of airport staff, Wi-Fi and shopping. In terms of comfort, the cleanliness and availability of toilet facilities, together with the overall cleanliness of the airport terminals, which are constantly monitored by dedicated airport personnel, had a considerable impact.

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[1] AMS: Amsterdam; ARN: Stockholm Arlanda; BCN: Barcelona; BRU: Brussels-National; CDG: Parigi Charles de Gaulle; CPH: Copenhagen; DME: Moscow Domodedovo; DUB: Dublin; FCO: Rome; LGW: London Gatwick; LHR: London Heathrow; LIS: Lisbon; MAD: Madrid; MUC: Munich; ORY: Paris Orly; OSL: Oslo; PMI: Palma de Mallorca; SVO: Moscow Sheremetyevo; VIE: Vienna Schwechat; ZRH: Zurich.

Chart 1 1 | FCO's positioning in 2018 (complete year) and in the first half-year of 2019 compared to European airports over 25 million – assessments tied to the overall opinion given by the passengers for the Fiumicino airport – Source: Airports Council International (ACI) (scale of assessments between-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

2018 FY

FCO	4,40
APT 1	4,36
APT 2	4,27
APT 3	4,18
APT 4	4,15
APT 5	4,14
APT 6	4,13
APT 7	4,10
APT 8	4,06
APT 9	4,02
APT 10	4,00
APT 11	3,97
APT 12	3,95
APT 13	3,94
APT 14	3,93
APT 15	3,81
APT 16	3,67
APT 17	3,67
APT 18	n.a. (1)
APT 19	n.a. (1)

Ø 4,04

2019 1HF

FCO	4,43
APT 1	4,43
APT 2	4,24
APT 3	4,24
APT 4	4,22
APT 5	4,18
APT 6	4,12
APT 7	4,11
APT 8	4,09
APT 9	4,08
APT 10	4,07
APT 11	4,03
APT 12	4,02
APT 13	4,02
APT 14	4,02
APT 15	3,99
APT 16	3,96
APT 17	3,88
APT 18	3,77
APT 19	3,73

> 40 M PAX
25-40 M PAX

Ø 4,08

Concerning the quality provided, a widespread monitoring system, consisting of approximately 14,000 objective checks carried out each month at the Fiumicino and Ciampino airports, showed a significant increase in the service level offered compared to 2018. Last baggage reclaim times for domestic flights decreased from 20 minutes and 16 seconds in the first half of 2018 (time in 90% of cases) to 18 minutes and 41 seconds in the first half of 2019 (-8%). The same scenario applies to baggage reclaim times for international flights, which decreased by around 2%, leveling off at 30 minutes and 14 seconds in the first half of 2019. The performance of toilet facility cleanliness was stable at levels of excellence, as on a scale between 1 (very bad) and 4 (good), the average rating was stable at 3.99. The positive performance achieved in 2018 in terms of perceived quality was confirmed, with 97% of passengers satisfied.

We also kicked off many initiatives at the Ciampino airport to improve our passenger's travel experience, achieving clear results in terms of perceived quality: the overall percentage of satisfied passengers rose from 91% in the first half of 2018 to 94% in the first half of 2019.

The percentage of passengers satisfied with comfort at Ciampino airport rose by 9 percentage points from 79% in the first half of 2019 to 88% in the first half of 2019.

We also achieved positive results in the baggage reclaim process, with 89% of passengers satisfied in the first half of 2019 (up 3 percentage points) and a 19.5% improvement in the performance of waiting time for last baggage delivery (21 minutes and 27 seconds in the first half of 2019).

Lastly, in terms of quality delivered, there were improvements in the waiting times for the security check process, which stood at 3 minutes and 37 seconds in the first half of 2019 compared to 4 minutes and 14 seconds in the first half of 2018 (time in 90% of cases).

Improvement measures | FIUMICINO

City-Airport Accessibility

As mentioned in the introduction, during the past year we continued progress on the interventions aimed at improving accessibility to the airports we operate.

The main interventions completed at Fiumicino are:

- **Upgrade of curbside of at T3 departures** – benches with an innovative and ergonomic design have been installed on the sidewalk that runs along the departures area of Terminal 1 and Terminal 3, which can be used by passengers waiting to enter the Terminal.

- **Redefinition of curbside at T3 departures** – in the landside area to improve the handling of meeter & greeter flows and the rental cars with drivers

Figure 1 | FCO | Accessibility | Upgrade of curbside at T3 departures

Figure 2 | FCO | Accessibility | Redefinition of curbside at T3 departures

- **New shelter for the pedestrian flow between departures areas of T1 and T3** Construction of a new shelter to connect the entrance of Terminals 1 and 3 as an alternative to the raised walkways.

Figure 3 | FCO | Accessibility | New shelter dedicated to pedestrian flow between departures areas of T1 and T3

- **Curbside arrivals upgrade: new directions signage –** To help arriving and departing passengers in Terminal 3, the external signage has been replaced and supplemented by information on transport to Rome, including travel times between points of interest.

Figure 4 | FCO | Accessibility | Curbside arrivals upgrade: new directions signage

- **Improvement of taxi pull-up at T1 arrivals** At the arrivals area of Terminal 1, the road surface was upgraded to make it easier for taxis to approach the sidewalk and to facilitate passengers exiting from vehicles.

Figure 5 | FCO | Accessibility | Improvement of taxi pull-up at T1 arrivals

- **Installation of maps with information on public transportation to Rome –** A map has been installed near the baggage reclaim carousels at the arrivals area of Terminal 3 showing the means of transport that can be used to get to Rome.
  The information includes the fares, the types of vehicles (rental cars, rental cars with drivers, car sharing, taxis, trains, buses) and their locations in the airport.

Figure 6 | FCO | Accessibility | Installation of maps with information on public transportation to Rome

- **Addition of new high-speed train lines –** New rail links have been added between the airport and the main Italian cities, specifically:
  - 4 daily connections between Venice, Padua, Bologna, Florence, Rome and Fiumicino Airport, of which 2 with Frecciarossa and 2 with Frecciargento
  - 2 daily connections between Genoa, La Spezia, Pisa, Florence, Rome and Fiumicino Airport with Frecciargento

In particular, the Frecciarossa operating on the FCO airport is the 1000 model, the most modern train of Trenitalia's fleet. It can reach a top speed of 400 km/h and travel on all European high-speed networks.

- **Addition of flight information on board trains** – A page of real-time information on flights departing from the Terminals has been added on the regional train and on the Leonardo Express for Fiumicino Airport.

- **Construction of new approach and related signage for Hotel Shuttles**
  - A page of real-time information on flights departing from the Terminals has been added on the regional train and on the Leonardo Express for Fiumicino Airport.

Figure 7 | FCO | Accessibility | Construction of new approach and related signage for Hotel Shuttles

Infrastructure Development and Airline Quality

In recent months ADR further boosted the attention it pays to "Airline" customers by initiating a set of initiatives aimed at improving the service level we offer to airlines.

First of all, at ADR we continued to implement the quality and performance system offered to airlines through a structured approach to develop long-term relationships with our airline customers to optimize the value and achieve mutually advantageous goals.

Development of the infrastructure we manage has always been a critical factor of success for ADR. In particular, we have recently completed several measures, in the landside, airside and apron areas, which have substantially contributed to boosting customer satisfaction.

In this context, in addition to specific and continuous measures to improve management, décor and passenger comfort, with particular focus on boarding areas, the most important measures in the Terminal area include:

- Construction of check-in island V in Terminal 1
- Conversion of self-drop counters and repositioning of Check-in kiosks in Terminal 1
- Improvement of security checks Terminal 1 West
- Further reconfiguration of the Terminal 3 sensitive flights check-in area
- Construction of a new VAT Refund and customs area in the landside area in Terminal 3
- Construction of a security entry point for families and PRMs in Terminal 3
- Extension of use of new generation q-beater in Terminal 3 East
- Border reconfiguration
- New border control for PRMs
- Restructuring of the E31-E44 Departure Area
- Increase of WB and NB stands in West aprons (1/2)
- Installations of PCA and 400 Hz equipment in West aprons
- VDGS: On-stand turn around information
- Improved air conditioning for pedestrian walkways
- Specific measures to improve management, décor and passenger comfort

1. New check-in island V in Terminal 1

Construction of the new check-in island V, to more efficiently and functionally distribute airlines between the two terminals and reduce the service time to check in departing passengers, by adding 30 new counters, including 2 hybrid units that can also be used as self bag drop.

Figure 8 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | New Check-In Island V in Terminal 1

2. Enhancement of Terminal 1 West security checks

Taking into account the changes in the layout of the Terminal 1 Departures area, due to the construction of the new check-in island V, the second phase of expansion of the T1 West controls was completed by adding the tenth X-ray scanner to accommodate the movement of the Fast Track (two dedicated scanners) in preparation to the use of the central gate for the security checks for sensitive flights following the closure of the East entry point.

Figure 9 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | Enhancement of security checks at Terminal 1 West

1. *Reconfiguration of the Terminal 3 sensitive flights check-in area*

The increase in originating sensitive traffic to Terminal 3, has led to the need to expand the check-in area, therefore the boundary wall of the area has been further moved East, gaining about 380 m2.

In the same area, a connection has been opened with the corridor leading to the security checks for sensitive flights, to facilitate passenger flow.

Figure 10 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | Reconfiguration of sensitive flight check-in area in Terminal 3

2. *Construction of a new VAT Refund and customs area in the landside area in Terminal 3*

New, larger and more regular VAT Refund area to provide greater comfort for passengers waiting for their turn: +270 m^2 of queuing area (now 400 m^2 vs 130 m^2 before).

Figure 11 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | Construction of a new VAT Refund and customs area in the landside area of Terminal 3

3. *Implementation of an entry point for families and PRMs in Terminal 3 East side*

The T3 East security check points have been reconfigured, adding lines for PRM passengers and families with prams at the T3 East security checks.

The Fast Track service was also enhanced by adding a portal with dynamic signage.

Figure 12 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | Addition of a gate for families and PRMs at Terminal 3 on the east side

4. *Extension of use of new generation q-beater in Terminal 3 East*

The machines at gate T3 East have all been replaced with new-generation q-beaters to improve service times at security checks, by:

- Increasing the speed of the automatic tray recovery system
- using transparent surfaces and lighting systems to make the available tray more visible

Figure 13 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | Extension of new-generation q-beaters to Terminal 3 East
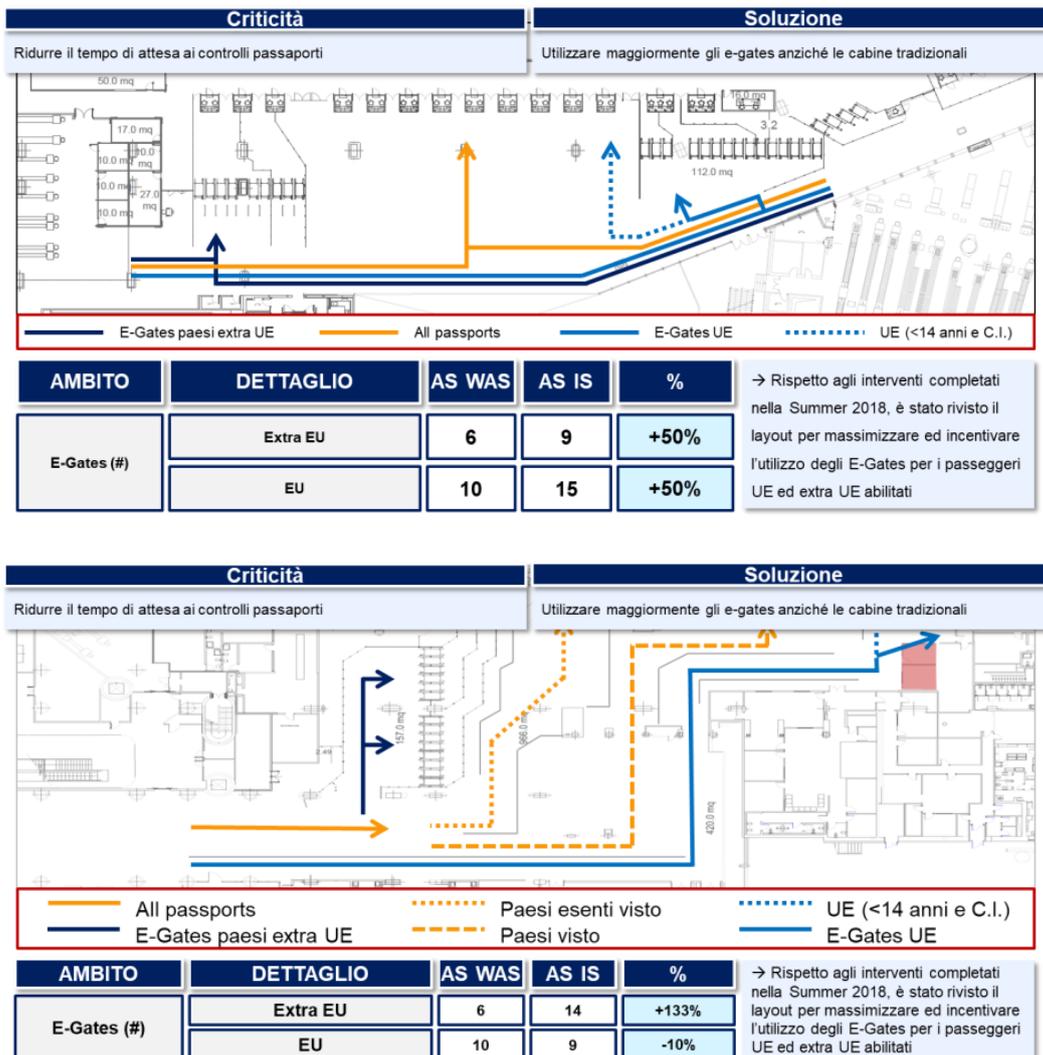

5. *Border reconfiguration*

Following agreements between the Police and embassies, we extended the possibility to use e-gates to authorized non-EU passengers.

To provide all its benefits, this operational change required a further upgrade of the border (arrivals, departures, transits) by reconfiguring the queuing areas, the boundary walls and optimizing the traditional booths to enable the installation of additional E-Gates.

Signage has been significantly improved.

Figure 14 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | Border reconfiguration

AMBITO	DETTAGLIO	AS WAS	AS IS	%
E-Gates (#)	Extra EU	6	9	+50%
	EU	10	15	+50%

→ Rispetto agli interventi completati nella Summer 2018, è stato rivisto il layout per massimizzare ed incentivare l'utilizzo degli E-Gates per i passeggeri UE ed extra UE abilitati

AMBITO	DETTAGLIO	AS WAS	AS IS	%
E-Gates (#)	Extra EU	6	14	+133%
	EU	10	9	-10%

→ Rispetto agli interventi completati nella Summer 2018, è stato rivisto il layout per massimizzare ed incentivare l'utilizzo degli E-Gates per i passeggeri UE ed extra UE abilitati

6. *New border control for PRMs*

In addition to the classic passport booths, both in the immigration and departure areas, at the beginning of 2019 the new border control dedicated exclusively to PRMs was inaugurated, between the Schengen and Non-Shengen areas and vice versa.

The process is facilitated by the use of 7-seat minivans equipped for transport of disabled persons.

Figure 15 | FCO | INFRASTRUCTURE DEVELOPMENT AND AIRLINE QUALITY | New border control for PRMs

Ingresso del nuovo controllo di frontiera dedicato al PRM

Wayfinding

Continuous improvement of the information provided to passengers to orient them in the airport's complex system by using increasingly advanced monitors, LED walls and digital portals, recognition maps to handle the more complex areas and ongoing improvement of the passenger-oriented direction signs by implementing new pictograms based on requirements that have arisen (e.g. sinks for children, arrivals lounge, work and relax area).

Among the major interventions:

- New wayfinding within T1
- Map with information on public transportation to Rome
- Passports: change of arrivals/departures/transits layouts (4/5)
- Implementation of dynamic signage
- FIDS improvement
- Changes to the signage for baggage carts and smoking points
- Map with indications of services specific to each boarding area
- Update measures for wayfinding in the check-in hall in T3
- Satellite: improved gate signage

1. *New wayfinding within T1*

At the departures area of Terminal 1, passenger orientation was facilitated by several signage measures to update the innovations introduced by opening Island V, wayfinding for the airlines operating in Terminal 1, starting from the walkways coming from the railway station and car parks.

We improved the displays of the assigned check-in desks to facilitate passenger orientation.

Figure 16 | FCO | WAYFINDING | Improvement measures for the check-in hall in T1

2. *Introduction of dynamic signage*

Dynamic signage:

- Supplements information in real time
- Displays graphical information according to schedules and operational requirements
- Supports dedicated signage in many languages (currently Italian, English, Chinese and Russian)
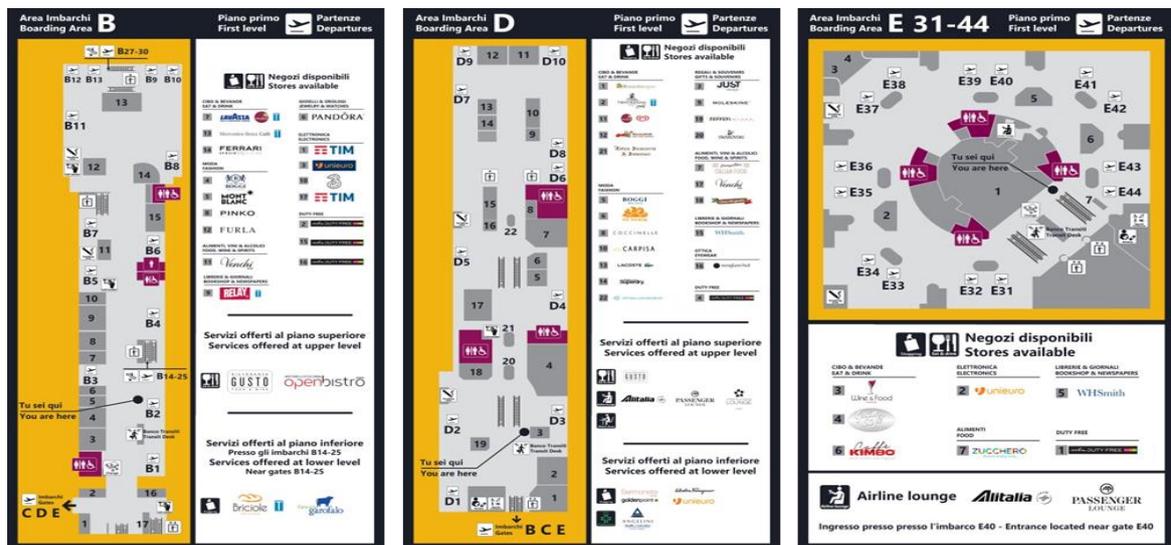- displays specific graphics by area/time period

Figure 17| FCO | WAYFINDING | Introduction of dynamic signage

3. *Map with indications of services specific to each boarding area*

Addition of maps on the monitors in area B, D, E11-E24, E31-44 and AVC that provide information on shops and lounges in the boarding areas.

Figure 18 | FCO | WAYFINDING | FIDS Repositioning

4. Update measures for wayfinding in the check-in hall in T3

In the check-in hall of Terminal 3, signs for passengers were improved to identify the correct check-in island, toilet facilities, VAT refund and other services in the landside area.

Figure 19 | FCO | WAYFINDING | Update measures for wayfinding in the check-in hall in T3

Passenger services

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

In this respect, among the main measures taken to improve the services offered to passengers, it is worth mentioning the initiatives designed to meet the needs of particular types of passengers and, in general, to ensure comfort.

1. *Family services*

A series of services for families with children have been implemented:

- **pink car park** for pregnant women and new mothers
- **points of sale** for children
- ease of carrying **strollers** in flight
- **family friendly menus** at some food outlets
- **play areas** to entertain the little ones
- **small traveler diploma**
- child-friendly **toilet facilities** and **nursery**
- easier **access** to Terminal 1

Figure 20 | FCO | PASSENGER SERVICES | Introduction of family flier

Furthermore, the experience at the airport for parties with children improved due to the presence of several specific services such as toilet facilities specially designed for children and their size and the possibility to receive a small traveler's certificate.

2. *New charging stations*

We further increased the number (+35) of charging stations in the boarding areas. Areas that previously had none, such as the baggage reclaim halls, are now served.

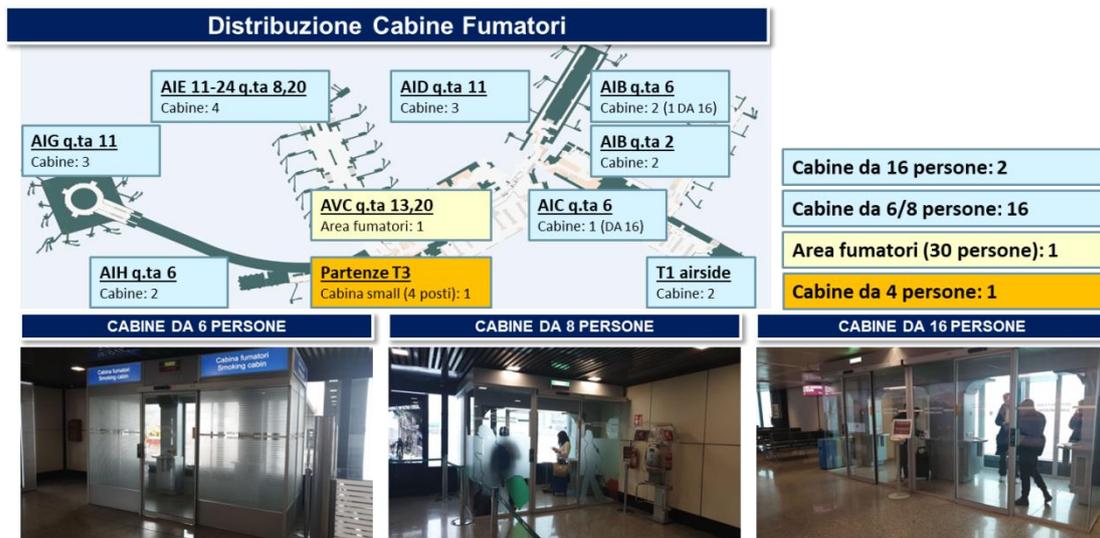**Figure 21 | FCO | PASSENGER SERVICES | Charging stations**

3. *New smoking cabins*

We further increased (by 4) the number of smoking cabins in the boarding areas.

Performance of the current smoking was improved, in line with the standards of the new booths.

A further increase in larger booths is now in progress to meet the needs the passengers have expressed

Figure 22 | FCO | PASSENGER SERVICES | Smoking cabins

4. *New VIP halls | Airside*

The offer of airline lounges in the new departure area E has been extended, adding the Emirates Lounge in the Pier.

Figure 23 | FCO | PASSENGER SERVICES | Airside Lounge – Emirates Lounge – Pier E11-E24

5. *Construction of a new work and relaxation area at Pier D*

The first work area was opened in August 2018: 154 m^2 for functional and designer workstations in departure area D.

Figure 24 | FCO | PASSENGER SERVICES | Construction of a new work and relaxation area at Pier D

6. *Installation of "China" corners in the T1 and T3 delivery halls*

Thanks to the collaboration with the sub-licensees, ADR has introduced new technologies to improve the experience for Chinese passengers and increase the service level.

In particular, new personalized payment methods have been introduced for Chinese passengers visiting Italy:

- Alipay method in the Non-Schengen area, i.e. the one with the largest offer of advertising campaigns, "tax free mall" area and luxury stores
- Wechat payment method

Figure 25 | FCO | PASSENGER SERVICES | Activation of "China" corner at redelivery room T1 and T3

7. *Introduction of plastic bottle compactor at T3 departures*

To improve sustainability at the airport, two compactors have been installed to automatically separate solid waste (plastic) from the liquid. In particular:

- the compacted plastic bottles are collected in a bag
- the liquid part is discharged directly into the sewerage system
- bag and container are placed on a removable trolley

8. *Communication Campaigns*

We launched the following campaigns to highlight the results we have achieved, draw attention to specific issues and encourage passengers to act responsibly:

A. Passports (E-gates)
B. Best Airport
C. Sustainability

Figure 26 | FCO | COMMUNICATION | Best Airport

The airport supports and sponsors local organizations, sports activities and cultural initiatives: during 2018 more than 180 events improved the "passenger experience".

Figure 27 | FCO | COMMUNICATION | Airport passenger entertainment events

Improvement measures | CIAMPINO

ACCESSIBILITY

- Improvement of transport signage: improvement of internal and external signage including information on means of transport.

Figure 28 | CIA | Accessibility | Improvement of transport signage

- Activation of Airlink: Bus service from Ciampino airport to Termini railway station.

Figure 29 | CIA | Accessibility | Bus service activation from Ciampino airport to Termini railway station

- Bus hub change: upgrade of the waiting area and bus parking places with information on the shelter of the Shuttle stop and addition on the Shuttle Bus

Figure 30 | CIA | Accessibility | Bus hub change

INFRASTRUCTURE REVITALIZATION

▪ Upgrade of security check area, enhancement of fast track service, separation from common checks by using separate pax-tracks, rationalization of queuing areas and construction of a de-stress area.

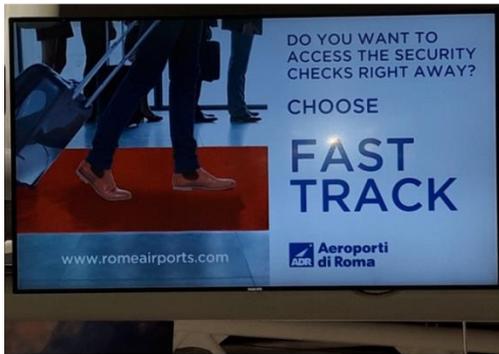Figure 31 | CIA | INFRASTRUCTURE REVITALIZATION| Construction of a de-stress area

Figure 32 | CIA | INFRASTRUCTURE REVITALIZATION | Construction of a de-stress area

PASSENGER SERVICES

- **New seats and charging stations**

We increased the number of seats in the boarding areas, and by doing so increased the availability of charging stations, since they are powered seats.

We further increased the number of **charging stations**, maintaining the existing 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 provide greater comfort for passengers

Figure 33 | CIA | Passenger services | New seats and charging stations

THE ADR SERVICE CHARTER

Compared to 2018, ADR revised the 2019 Service Charter's structure so as to continuously improve it, maintaining a constructive dialog with the broader stakeholder community.

In terms of objectives, the targets for Fiumicino airport were improved concerning the indicators that recorded particularly positive performance in 2018, namely: overall perception of services at the airport, the level of personal and property security, the cleanliness level of the toilet facilities, the availability of baggage carts, the Wi-Fi service, the shopping, the website, the professionalism of staff and the ticketing service.

The improvements are essentially due to the many infrastructure development projects, the expansion of the services provided thanks to the support of ADR's subsidiaries and the involvement of stakeholders with whom common margins for action have been agreed.

For the Ciampino airport, the standards were set in light of the performance achieved in 2018, compared to the values published in the previous Service Charter.

In terms of performance in the first half of 2019, the overall trend for Fiumicino in terms of quality provided was better than in the first half of 2018 (see details in the table below). In particular, we improved baggage reclaim times by up to 2 percentage points compared to the first half of 2018, and departure punctuality, which rose by 3 percentage points to 81%. We also improved the carry-on baggage screening process by 1.6 percentage points compared to the first half of 2018. The performance of the waiting time at the check-in desk remained stable at high levels.

At Ciampino, analysis of the quality levels provided in the first half of 2019 shows higher performance than recorded in the first half of 2018 for all processes, except for check-in desk waiting time, which fell by 2.6 percentage points. The performance of the last baggage reclaim process (up 10.5 percentage points) and outbound punctuality (up 2.4 percentage points) improved significantly.

FCO QUALITY INDICATORS

From 7/1/2018 to 6/30/2019

		Fiumicino			
		2-yr. goal 2 sub. (2018)	Performance	Increasing (c) vs. Decreasing (d)	Status
Waiting time for carry-on baggage security check (*)	Waiting time in 90% of cases	04:18	0:03:20	d	OK
Waiting time for first baggage delivery (*)	Waiting time in 90% of cases	26:55	0:17:40	d	OK
Waiting time for last baggage delivery (*)	Waiting time in 90% of cases	35:15	0:31:12	d	OK
Perception of the cleanliness level of toilet facilities (*)	% satisfied pax	86.1%	92.3%	c	OK
Perception of the assistance provided to disabled persons and persons with reduced mobility (*)	% satisfied pax	98.8%	100.0%	c	OK
Reserved departing PRM: waiting time to receive assistance, from one of the designated points (*)	Waiting time in 90% of cases	10:10	0:08:37	d	OK
Waiting time in check-in line (*)	Waiting time in 90% of cases	10:20	0:09:47	d	OK
Reserved arriving PRM: wait on board for deplaning after the last passenger has deplaned (*)	Waiting time in 90% of cases	03:12	0:02:36	d	OK
Perception of Wi-Fi connectivity within the terminal (*)	% satisfied pax	78.0%	87.8%	c	OK
Clear, understandable and efficient internal signs (*)	% satisfied pax	87.6%	96.4%	c	OK
Availability of operating info points (#)	TPHP/No. of info points	15.75	16.7	d	KO
Availability of seats in airside area (#)	TPHP/number of seats airside	2.06	1.81	d	OK

KEY
Data supplied by external, ISO-certified survey firms
 # Data supplied by ADR
- *Perceived quality= % satisfied pax: scores 6+5+4 (6-point scale)/ total scores*
- *Time Quality Provided= "hh.mm.ss": hours/minutes/seconds*

CIA QUALITY INDICATORS

From 7/1/2018 to 6/30/2019

		Ciampino			
		2-yr. goal 2 sub. (2018)	Performance	Increasing (c) vs. Decreasing (d)	Status
Waiting time for carry-on baggage security check (*)	Waiting time in 90% of cases	05:11	04:10	d	OK
Waiting time for first baggage delivery (*)	Waiting time in 90% of cases	19:50	13:58	d	OK
Waiting time for last baggage delivery (*)	Waiting time in 90% of cases	25:40	25:47	d	KO
Perception of the cleanliness level of toilet facilities (*)	% satisfied pax	80.3%	89.4%	c	OK
Perception of the assistance provided to disabled persons and persons with reduced mobility (*)	% satisfied pax	98.5%	100.0%	c	OK
Reserved departing PRM: waiting time to receive assistance, from one of the designated points (*)	Waiting time in 90% of cases	12:30	02:19	d	OK
Waiting time in check-in line (*)	Waiting time in 90% of cases	19:05	17:11	d	OK
Reserved arriving PRM: wait on board for deplaning after the last passenger has deplaned (*)	Waiting time in 90% of cases	02:58	02:50	d	OK
Perception of overall comfort level in the terminal (*)	% satisfied pax	76.3%	84.6%	c	OK
Clear, understandable and efficient internal signs (*)	% satisfied pax	88.5%	95.4%	c	OK
Availability of operating info points (#)	TPHP/No. of info points	28.75	31.7	d	KO
Availability of seats in airside area (#)	TPHP/number of seats airside	5.30	2.0	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 external, ISO-certified survey firms

Data supplied by ADR

- Perceived quality= % satisfied pax: scores 6+5+4 (6-point scale)/ total scores

- Time Quality Provided= "hh.mm.ss": hours/minutes/seconds