Aeroporti di Roma

ENAC-ADR ECONOMIC REGULATION AGREEMENT

Consultation with the Users: 2016 H1 - 2017 H1

Quality of Service

❑ **RESULTS ACHIEVED**
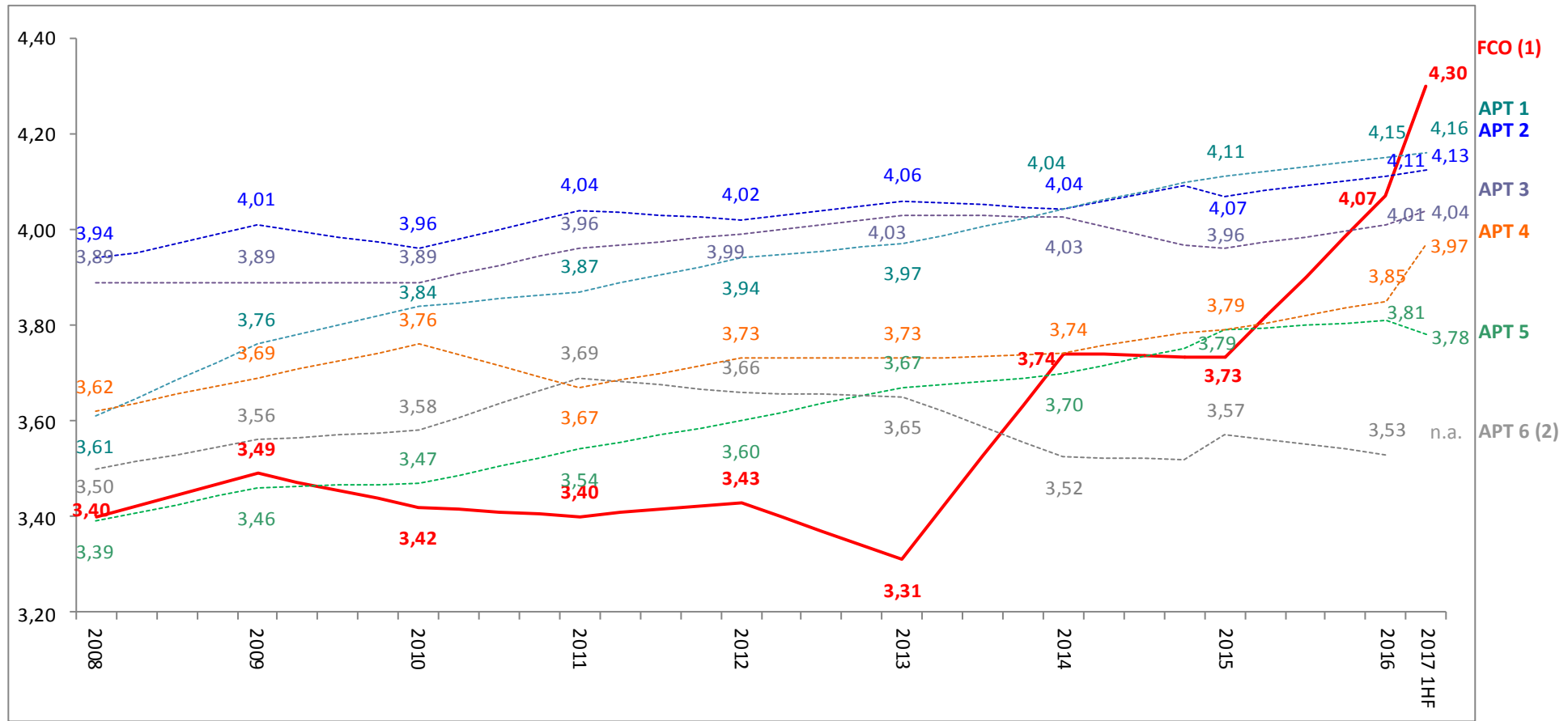
❑ **IMPROVEMENT PLAN**

❑ **FINAL BALANCE OF ERA INDICATORS**

ACI Survey "Airport Service Quality": KPI "Overall Satisfaction"
TOP EU Airports - 2008-2017 period, 1st half

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

In the first half of 2017, Fiumicino achieved its all-time record, with a 4.30 passenger satisfaction index, according to the Independent Survey conducted by "Airports Council International" (ACI), for the major European Hubs

Source: ACI – **Airports Council International**: Airport Service Quality - Survey Report.
Founded in 1991, ACI is a non-profit organization with 575 member airport authorities, based in Montreal.
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, including: Overall Satisfaction, Access, Check-In, Passport and ID Control, Security, Wayfinding, Airport Facilities, Airport Environment and Arrivals Services.
(1)   FCO's 2013 average was affected by a disruption in the first half (cleaning and security). <u>In the third and fourth quarters of 2013 FCO recorded **3.49** and **3.45** respectively, in line with its 2012 average.</u> 2015 data for the January-April period.
(2)   Airport no longer in ASQ Survey since Q1 2017

ACI Survey "Airport Service Quality": KPI performance of Fiumicino

Comparison 1 First Half 2017 vs. Full year 2013

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

Comparison of results ACI KPIs 1st half 2017 vs. 2013 (whole year)


- 1HF-17
- FY-13

The quality improvement at FCO is structural and has affected all the 34 indicators monitored by ACI.
The "overall satisfaction" KPI was 4.30 in the 1st half of 2017, up +30% compared to 2013 (was 3.30)

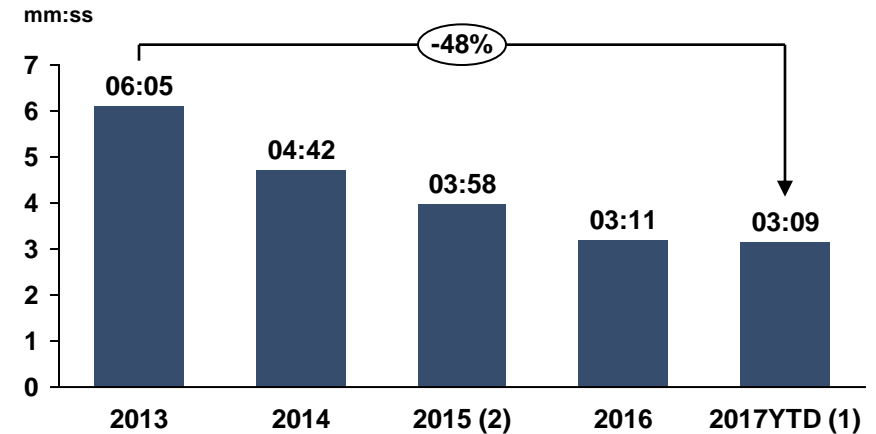# The main indicators of the quality provided also showed a marked improvement

Fiumicino Airport: Period 2013-2017 YTD[1]
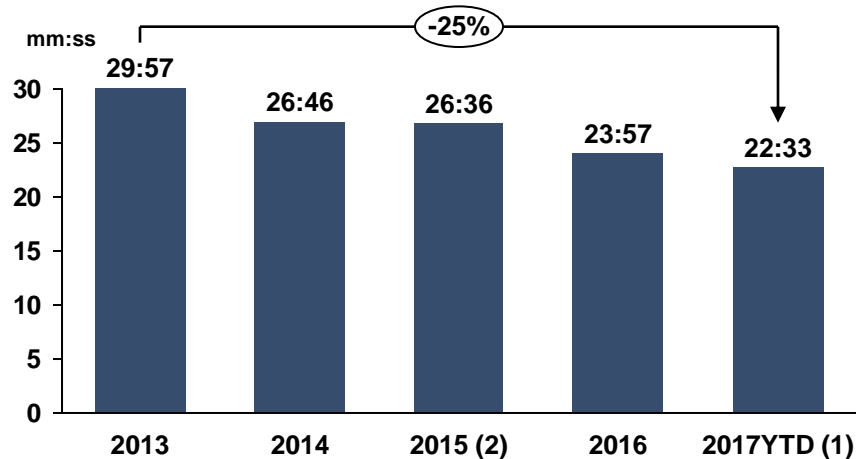
Level of cleanliness of washrooms/toilets
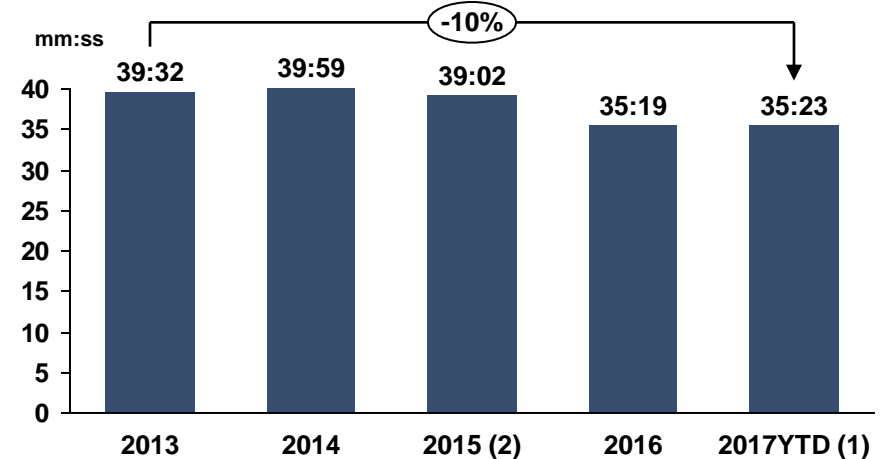(average rating: 1 – Poor; to 4 – Good; rising indicator).

Value

+13%

2013	2014	2015 (2)	2016	2017YTD (1)
3,50	3,74	3,84	3,96	3,97
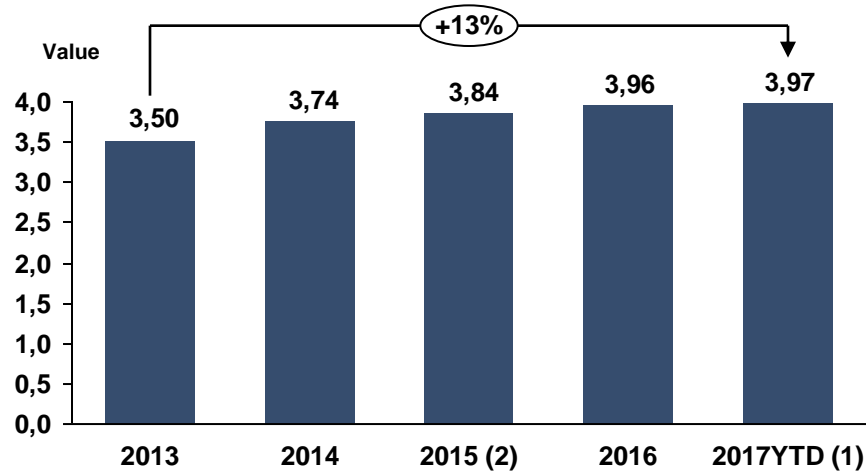
Security Checks
Waiting time (90% of cases)

mm:ss

-48%

2013	2014	2015 (2)	2016	2017YTD (1)
06:05	04:42	03:58	03:11	03:09

Baggage claim - Domestic
Waiting time for last baggage (90% of cases)

mm:ss

-25%

2013	2014	2015 (2)	2016	2017YTD (1)
29:57	26:46	26:36	23:57	22:33

Baggage claim - International
Waiting time for last baggage (90% of cases)

mm:ss

-10%

| 2013	2014	2015 (2)	2016	2017YTD (1)
39:32	39:59	39:02	35:19	35:23

(1)   2017 data partial, until June 2017
(2)   Does not include 7 May to 30 September (fire in T3)

Baggage reclaim at Fiumicino: effects of limitation of ramp handlers starting from 18 May 2016


Time in 90% of cases

DOMESTIC FLIGHTS

-15%   -10%

First Bag: 22:55 / 19:34
Last Bag: 24,78 / 22,25

Change %
(Pre vs Post limitation)

Pre limitation (Oct15-May16)
Post limitation (Oct16-May17)

INTERNATIONAL FLIGHTS

-16%   -4%

First Bag: 27:34 / 23:06
Last Bag: 36,48 / 35,03

Change %
(Pre vs Post limitation)

Pre limitation (Oct15-May16)
Post limitation (Oct16-May17)
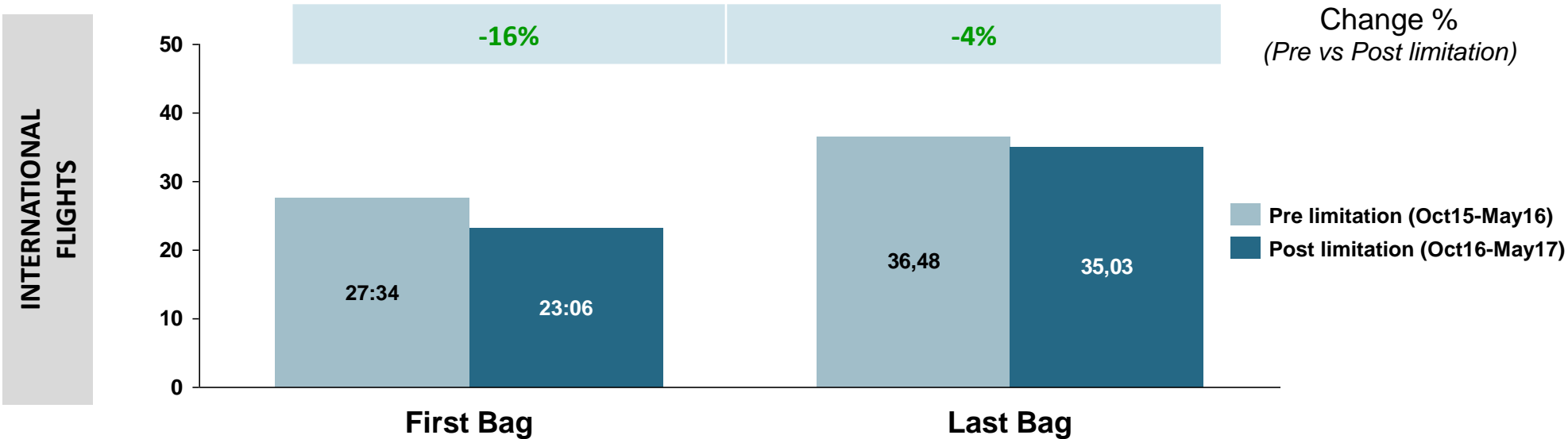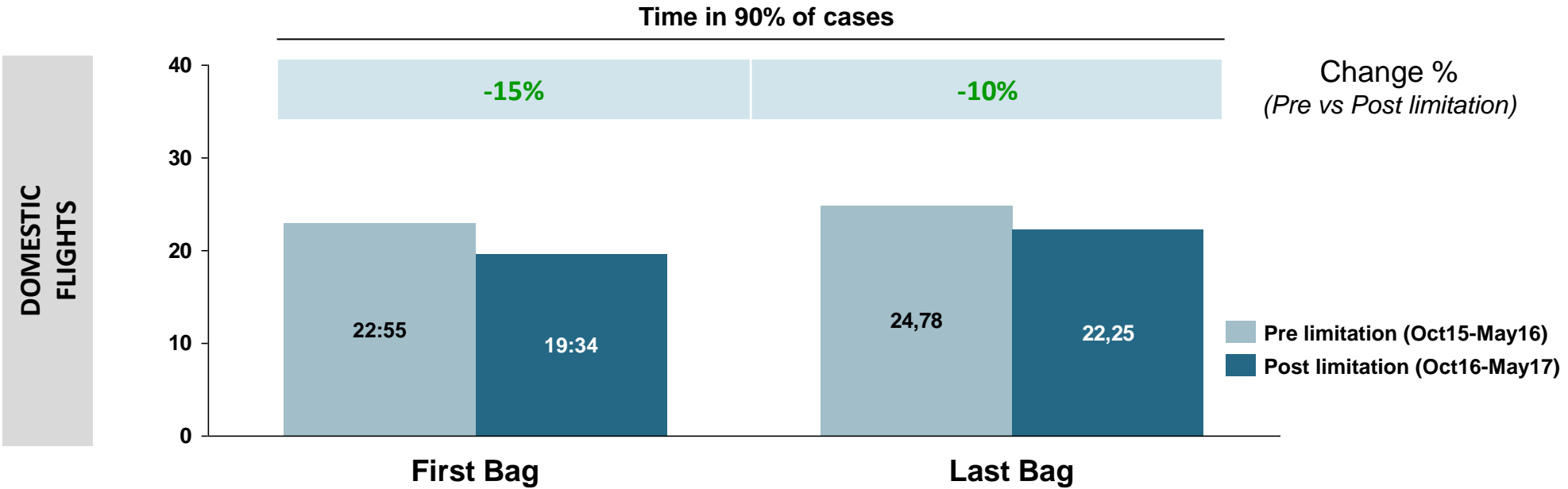
Passport control at Fiumicino: comparison with LHR on waiting times for non-EU passengers

Non-EU passengers - % samples < 45 min[1]
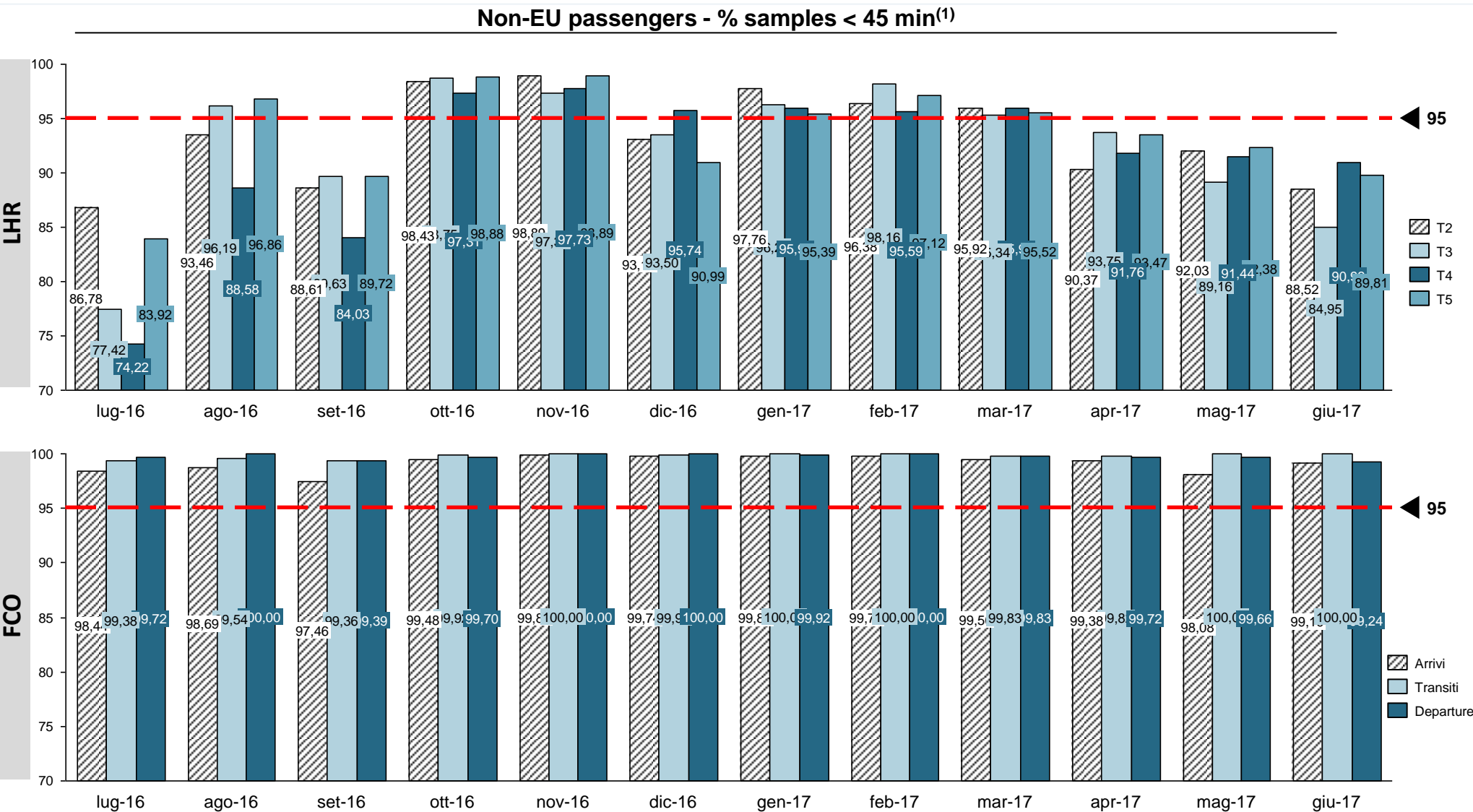
In the 12 months of year 5 of the Economic Regulation Agreement, Fiumicino's performance placed firmly above the targets set by LHR for non-EU passengers (queue times < 45 min in 95% of cases).

(1) Standard selected by LHR for non-EU passengers - Source: Heathrow (queue times at LHR) – ADR (queue times at FCO).

Passport Control at Fiumicino: comparison with LHR on waiting times for EU passengers

EU passengers - % samples < 25 min[1]
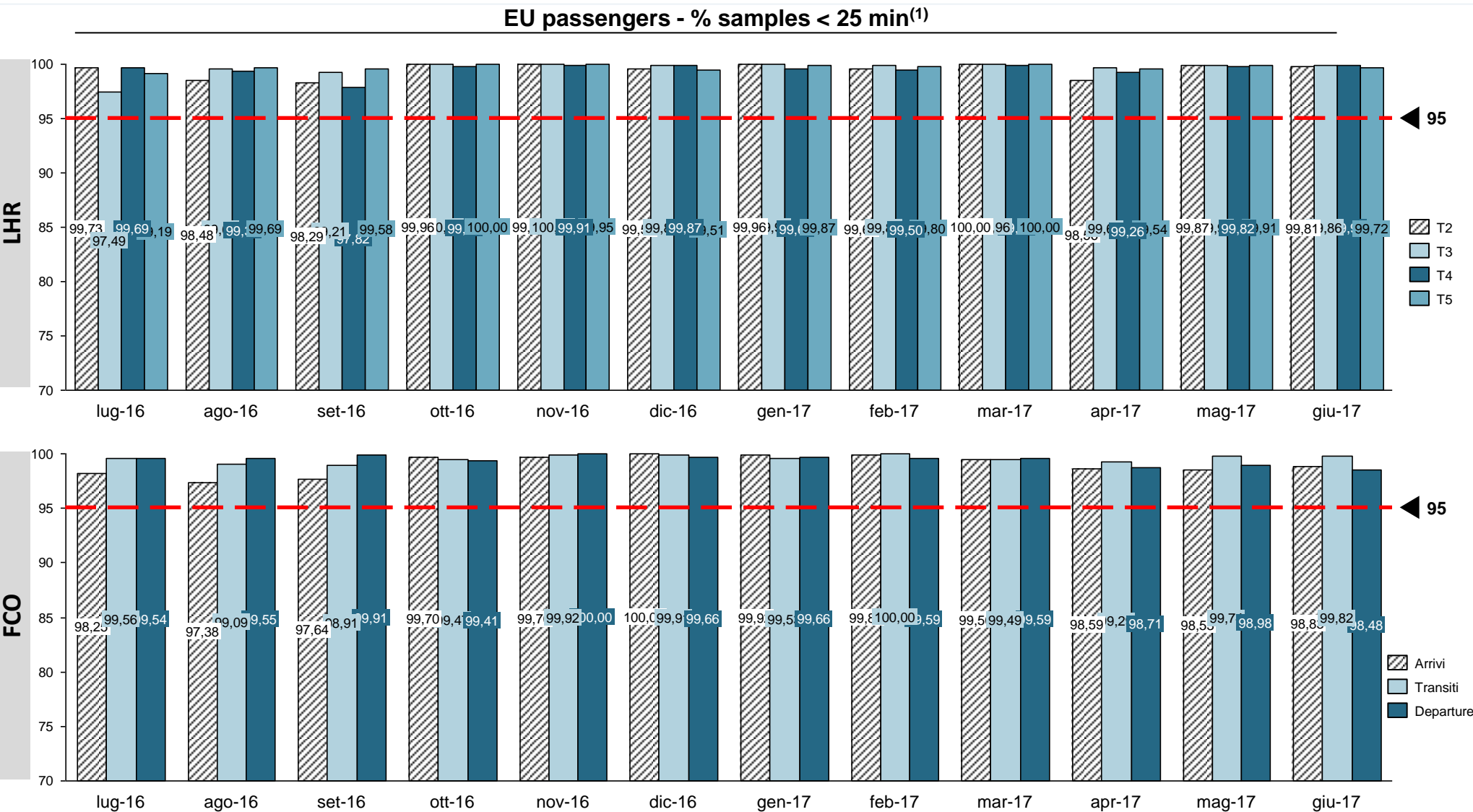
A similar trend was also for EU passengers, where in all months Fiumicino placed above the targets published by LHR for EU passengers (queue times < 25 min in 95% of cases).

❑ **RESULTS ACHIEVED**

❑ **IMPROVEMENT PLAN**

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Quality improvement plan - ongoing measures/next steps
Main measures to further increase passenger satisfaction (1/3)

Passport Control	• In collaboration with Polaria:
	   – Improvement of IT systems (parallelization and automation of database queries; data processing speed; …)
	   – Maximization of usage of eGates by EU passengers

Handling	• Improvement of processes/systems used for real-time handling and allocation of handler resources according to the operations (late/early aircraft arrivals) • Optimization of airside spaces to improve logistics of the ramp handling • Continuous and in-depth monitoring of performance vs. Annex F, Minimum Airport Requirements and Service Charter
Airline Quality and Punctuality	• Departure punctuality performance improvement thanks to a more efficient management of takeoff procedures (in collaboration with ENAV, pilots and airlines) • Adaptation of infrastructure and operational procedures to be aligned with the demands of the airlines (passenger boarding/disembarking "walk-in/walk-out"; use of loading bridges; setting departure gate; …)
Signage and Public Information Monitors	• Installation throughout the terminal of the new passenger directions signage that is clearer and easier to understand due to the size of the signs and the standardization of pictograms • Installation of additional information monitors to improve wayfinding and flight info (in particular in the new area departure area E and in the check-in halls)
Security Checks	• Gradual implementation of the new automated "Queue Beater" machines • Improvement of buffer areas of security check points and of the management of passenger queues

Quality improvement plan - ongoing measures/next steps
Main measures to further increase passenger satisfaction (2/3)

Airport Cleanliness
- Continuous improvement process of cleaning materials and recurring tasks to maintain the excellence levels achieved

Comfort
- Seat padding (currently made of steel) to make passenger waiting more comfortable
- Oversize baggage reclaim directly at the baggage carousels of each specific flight
- Development of entertainment initiatives at the departure areas to improve the passenger experience at the airport

Connectivity Services
- Further increase of internet bandwidth to offer premium Wi-Fi connection services (always free) through synergies with the new AdR "SuperApp"

Charging stations
- Installation of additional charging stations, more closely integrated with the seating to improve usability by passengers

Info Points
- Update/increase of the "info-points" in relation to the changes in the flows of passengers

Smoking Cabins
- Increase of the number of smoking cabins in boarding areas
- Increase of performance of the existing smoking cabins, in line with the standards of the new cabins

Quality improvement plan - ongoing measures/next steps
Main measures to further increase passenger satisfaction (3/3)

Passenger Services	• Plan to install new ATMs, particularly for Non-Schengen arrivals • Customization of services according to the type of passengers (e.g. development of "wechat" channel for Chinese passengers; information on site and app specifically for "self-connecting" passengers i.e. in transit but with 2 tickets sold separately; …)
Infrastructure revitalization	• Upgrade of Schengen remote arrivals in the airside area, in line with the concepts recently used in the airport • Remake of the layout of Arrivals T1 and T3 in the landside area to provide better handling of "meeters&greeters", car & driver services and tour operators • Specific measures to improve management, decorum and comfort of passengers, with particular focus on the departure areas (e.g. adaptation of gate area C8-C16; Pier B14-23; …)
Intermodality / Parking	• New layout of the arrivals areas to prevent unauthorised car & driver services • Adjustment of the current Bus Hub taking into account the increase in the number of passengers that use the bus as a means of transportation from/to airport • New guarded car parks called Executive T1 and T3 as a result of the upgrade of the existing area at the T1, construction of a new area at the multi-storey car park D to reduce the distance customers need to walk toward T3 and a special app to facilitate check-in • Reorganization of parking areas at the long-term parking lot with gradual coverage of all car parks • Increase of the frequencies of the shuttles from/to the long-term parking lot (every 5')

New Front Building of Terminal T3 and of the new Pier E

- The Front Building of T3 and the new Pier E made it possible to increase the capacity of FCO's passenger traffic by approximately 6 million passengers per year with an infrastructure that meets the industry's best-practices and the highest quality benchmarks.

New Pier E

Front Building of Terminal T3

Main features

- terminal areas open to the public approx. 90.000 m2.

- 14 new gates served with loading bridges
- 8 new remote gates

- 1 new 25,000 m2 common departure lounge

- 1 new baggage handling system (BHS/HBS) for the entire West Airport system

- 40 shops

Upgrade of the external façade of Terminal 3

- In compliance with the MiBACT requirements in the Environmental Impact Assessment (EIA) Decree, the objective of the works was to restore the original look of the façade of Terminal 3, built in the Sixties.

| External façade of Terminal 3	Project phases

- removal and relocation of businesses (ticket offices) and systems along the inside of the façade

- demolition of the pedestrian pathway between Terminal 3 west and the train station

- construction of a new stairway to connect arrivals and departures within T3 landside

- structural consolidation of façade beam

- replacement of glass window by a glass enclosed area to accommodate the necessary additions for security, comfort and architectural value.

Main actions implemented during year 5
Management of "one-stop security" arriving flights and "sensitive" flights

Layout of non-Schengen T3 arrivals (level 2)

One-Stop Security Channel Entrance

New Security Channel Entrance

Security Checks
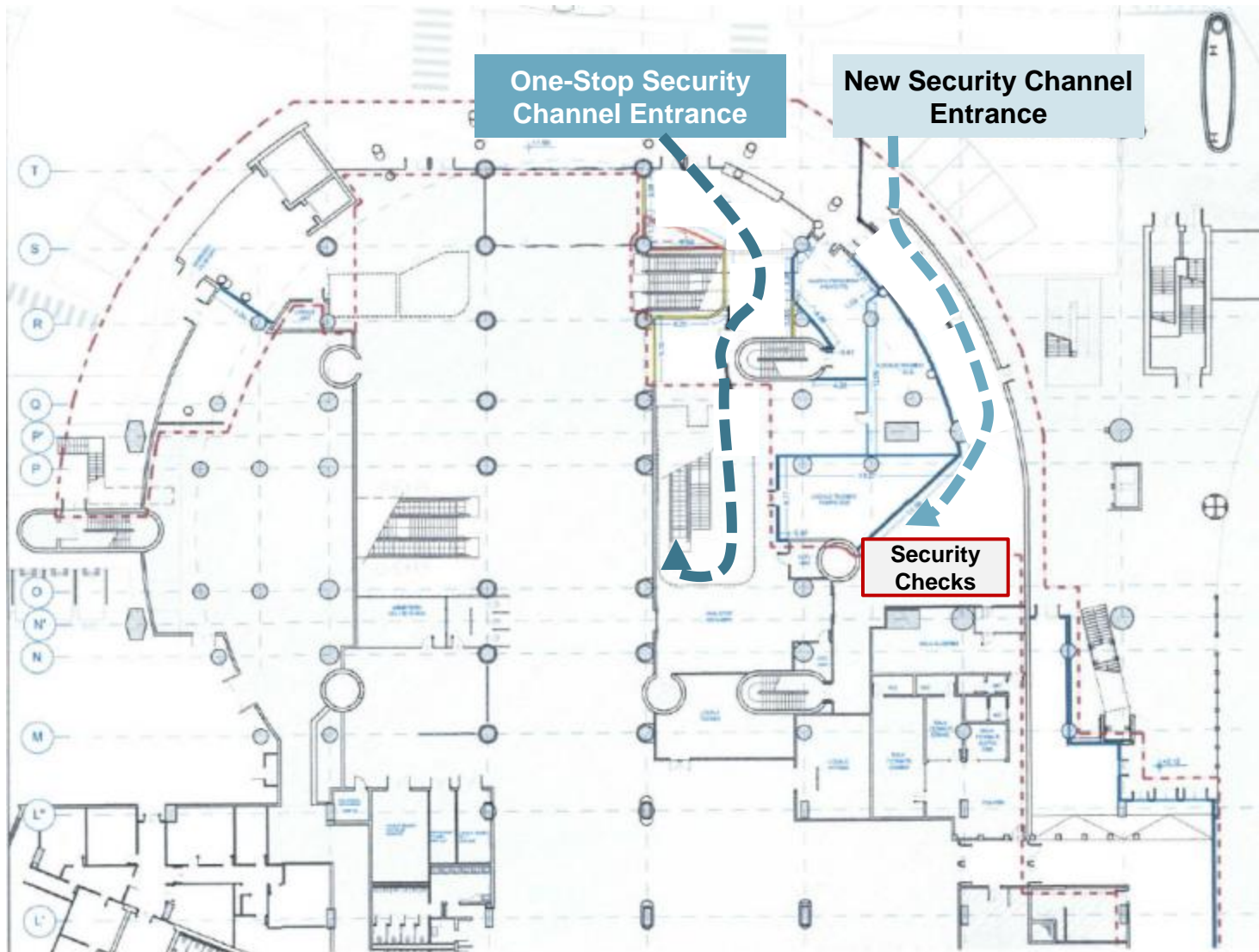
The refurbishment of the Non-Schengen arrivals area of Terminal 3 was completed in May 2017, providing 2 separate channels for "one-stop security" passengers and for passengers arriving from sensitive flights. With the new Pier E 11-24 now fully operating, the share of "one-stop security" flights has increased substantially, with significant effects on the quality for the passengers in transit

Main actions implemented during year 5
New Front Building of Terminal T3 and of the new Pier E

- The C8-16 area has been upgraded, with the direct involvement of the airlines, to optimise use of queuing spaces at the gates and to create pre-boarding areas
- In addition, improvements were made to the positions of the public information monitors, making them more visible

New check-in desks C8-C16	C8-C16: new monitors installed
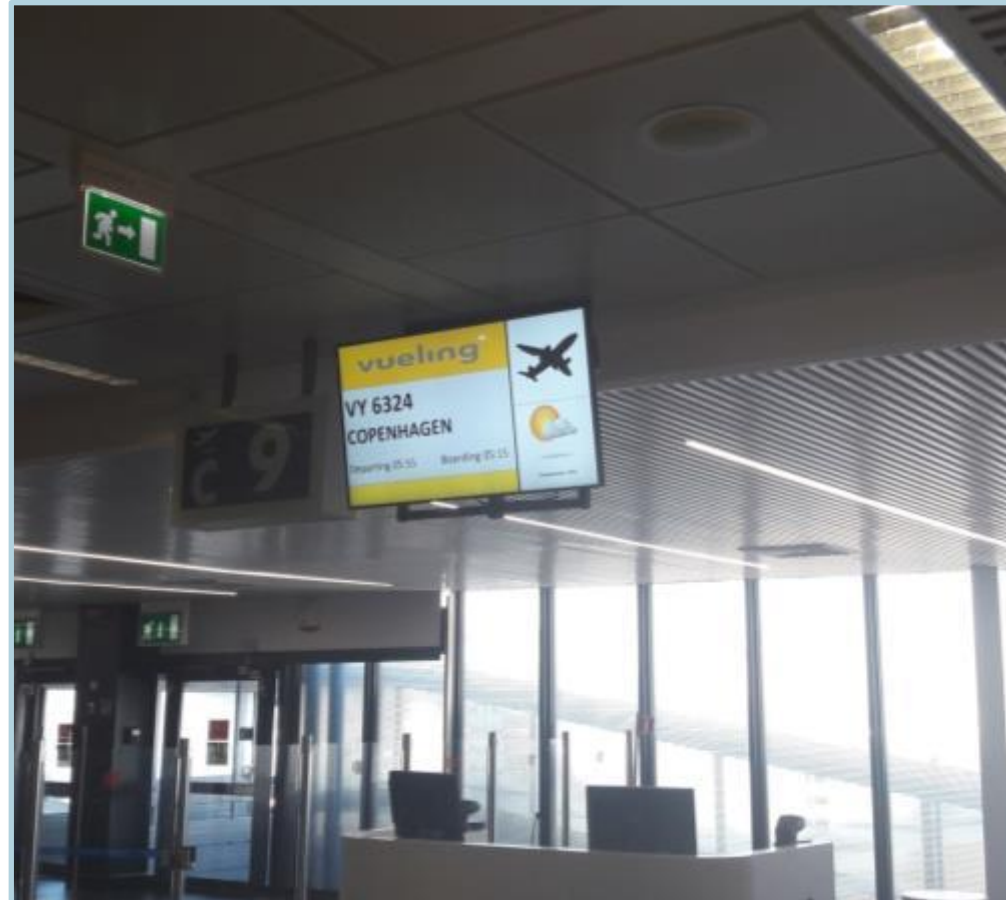
Main actions implemented during year 5
Passports control: refurbishment at T3 departures/transits

Area Passaporti	Item	Ante intervento	Post Intervento	Delta Ass. (%)
Partenze (vs. E) *(flussi da Schengen vs. Extra Schengen)*	Postazioni tradizionali (n°)	14	21	+7 (+50%)
	E-gate (n°)	8	14	+6 (+75%)
	Area di accumulo (mq)	~340	~680	~ +340 (+100%)
Transiti (vs. BCD) *(flussi da Extra Schengen vs. Schengen)*	Postazioni tradizionali (n°)	8	12	+4 (+50%)
	E-gate (n°)	8	6	-2 (-25%)
	Area di accumulo (mq)	~375	~450	~ +75 (+20%)

View of buffer area from sensitive flights pax entrance

View of eGates for pax of other flights

Main actions implemented during year 5
Passport Control: Plan for the installation of eGates

- During 2016/2017 a total of 36 eGates were installed at FCO, of which: 16 at T3 Immigration, 14 at T3 Departures (Schengen to Non-Schengen) and 6 at the T3 Transit hall (Non-Schengen to Schengen).

T3 IMMIGRATION EGATES	SIGNAGE

After completing of all the operations carried out during 2016/2017 on border areas at Fiumicino, there are now 36 eGates (FCO ranks #1 European airport by number of SITA eGates)

Main actions implemented during year 5
Passport Control: FCO's border areas after 2016/2017 measures

FCO's border areas			
PASSPORT CONTROL STATIONS	EGATES	STATIONS FOR MANAGEMENT OF EGATES	TRADITIONAL STATIONS
DEPARTURES *(flows towards E)*	14	3	21
TRANSITS *(flows towards BCD)*	6	1	12
ARRIVALS	16	2	24
TOTAL	36	6	57

Main actions implemented during year 5
"Queue Beater" trays management system

ADR

- A new line filling system has been implemented, called "Queue Beater", equipped with a double roller where up to 4 passengers can prepare simultaneously for the check.

Advantages

Terminal 1 WEST

Throughput	• Significantly higher throughput than current solutions, with more stable performance throughout the day.
Queue management	• Overcomes the bottlenecks of in-line feeding.
Facilitator Workload	• Less workload for facilitator staff (passengers take their own trays).

Main actions implemented during year 5

"Preparation area" and information displays that show which security check points are open

Preparation area

Security Check Points
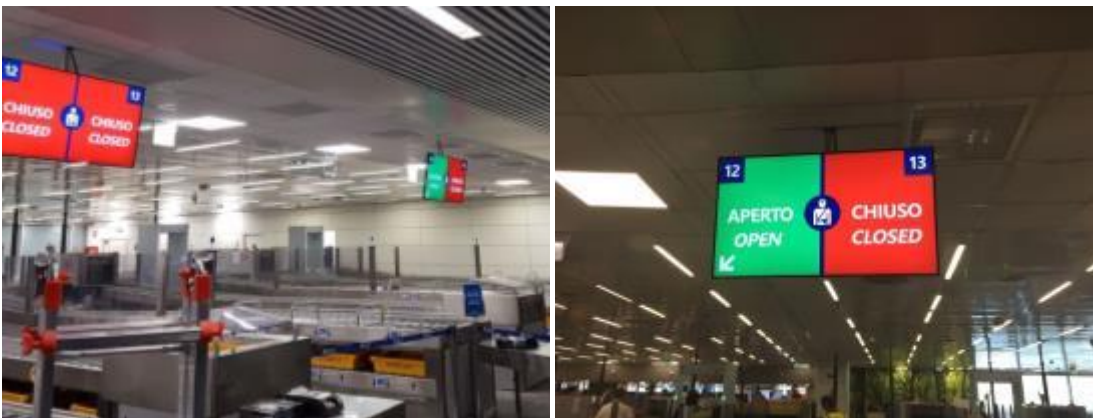
- **"Preparation areas"** have been set up near the security check points to help passengers prepare for carry-on baggage checks, properly organize their belongings and discard items not allowed on board

- A new information system has been installed **that shows which security check points are open,** to more clearly and more directly show passengers which roller track they should go to: the monitors display the number of the roller track and whether it is open (green) or closed (red)

Main actions implemented during year 5
Launch of the new "Rome Airports" app

Main menu

Communication Campaign
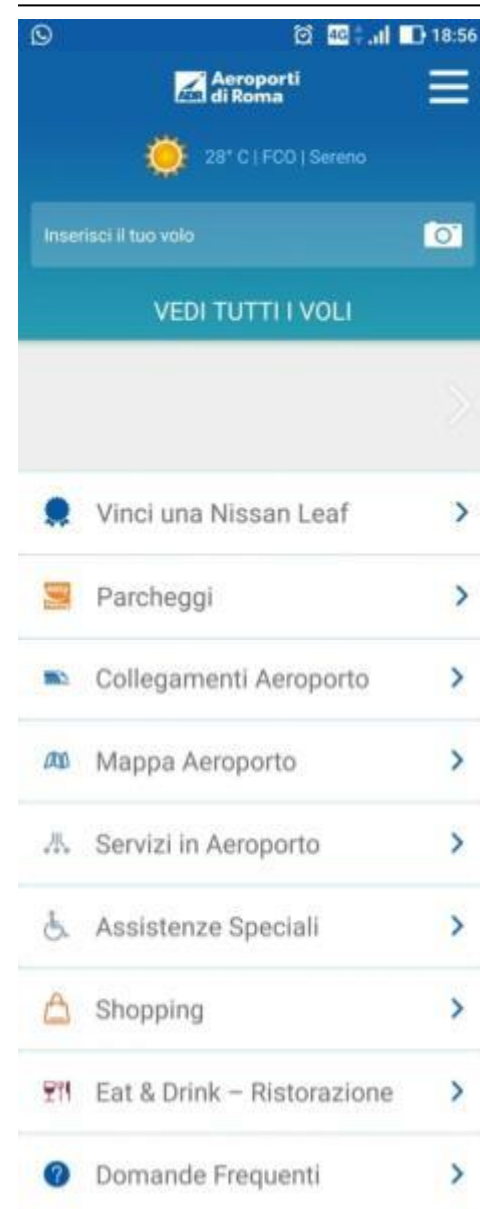
On 07/07/2017 ADR launched its new "Rome Airports" virtual airport assistant app, for all travellers, available in Italian, English, Russian and Chinese. Among the features it offers:

➢ **WayFinding**: finds the closest points of interest to the passenger and shows the route to go there.

➢ **Flight tracking**: shows all the information of a certain flight number in real time and updates passengers on updates and changes via push notification.

➢ **Connections to/from the airport**: provides information on public transportation and on locations directly connected to the airport.

➢ **Parking**: books slots in the car parks, with all the services provided by "Easy Parking".

➢ **Shopping and food**: presents the airport's current services and promotions, in addition to shopping in the many shops of the capital's two airports.

➢ **News Feed**: shows the most important live news on Rome's main airport.

➢ **Turbo Wi-Fi**: passengers that access the Wi-Fi free using the app, access a super-fast, no-limits browsing experience
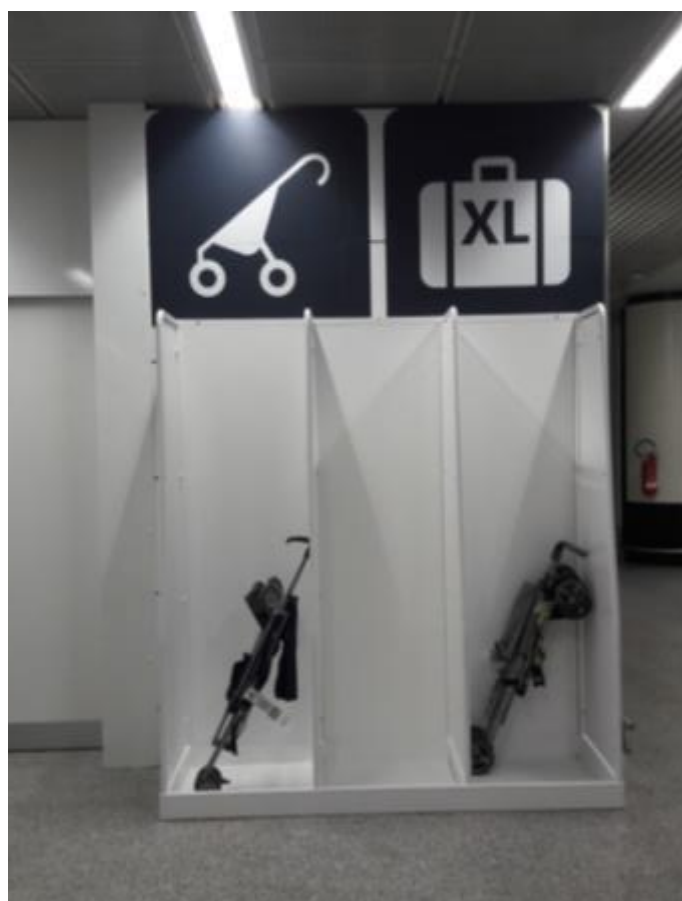
Main actions implemented during year 5
Signage

- Installation has started throughout the terminal of the new passenger directions signage (over 700 new units to be installed by year end) that is clearer and easier to understand due to the size of the signs and the standardization of the pictograms used

- Each unit is independent and its light intensity can be adjusted to maximize visibility according to context within the airport (height/ceiling type/…)

- Furthermore, to continuously monitor the state of operation of the system, the signage management software for the units can send 3 types of alarms:
  - Problems with the unit's power supply (LED display fault)
  - No power
  - No data network

Blue Signage	
Directions signs on passenger arrival, transit and departure routes	← 🧳 Ritiro bagagli Baggage claim ← Uscita Exit

Yellow signs	
Signs for passenger services such as shops, F&B, toilet facilities, public transportation and parking	↖ TAXI 🚕 🚌 Bus ↑ P Parking 🔑 Car rental 🚆 Train

Main actions implemented during year 5
Oversize baggage delivery to carousels

- Oversize luggage used to be returned at collection points inside the reclaim halls (2 in T3 and 1 in T1), creating wayfinding problems for passengers
- During 2017, oversize luggage started to be delivered directly to baggage reclaim carousels at the identified points/racks to make it easier for passengers to find their bags and make the experience faster and more convenient

Prototype of oversize baggage rack at belt 11 of T3	New FIDS pages for baggage reclaim

From	Flight	Delivery status	Lost&Found desk N.
Cagliari	TP7132	In progress	1 Alitalia
Paris Cdg	AF1504	In progress	A Alitalia

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

Provenienza	Volo	Riconsegna	N. banco Lost&Found
Cagliari	KL3583	In corso	1 Alitalia
Paris Cdg	MK9520	In corso	A Alitalia

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

Main actions implemented during year 5
Ground Transportation - Traffic and trains

Traffic	Trains	Taxis - Car & Driver hire	BUS
The main directions to exit the airport and real time traffic conditions.	Broad range of offer including direct trains to Rome Termini, *Leonardo Express*, and regional links	More structured and detailed information to properly inform passengers on availability and prices of transportation to the city	Includes buses to Rome, long-distance buses, hotel shuttles

Main actions implemented during year 5
Lama display

ADR

Bus Hub multimedia stations	Curbside Arrivals multimedia stations	Curbside Departures multimedia stations
2 large monitors were installed in the waiting area of the Bus Hub to display information on departing buses (e.g. stalls, departure times, operators)	8 monitors were installed in the arrivals curbside area to display information on arriving flights	9 monitors were installed in the departures curbside area to display information on flights departing the Terminal

Main actions implemented during year 5
Seats

- Improved comfort by installing custom seat covers for over 3,000 seats inside the Fiumicino airport, both airside and landside.

Area	Numero sedute
T1 Partenze (land side)	135
T2 partenze (land side)	248
T2 area tour operator	20
T3 Partenze (land side)	430
T2 gate C1-C7	298
T2 varchi di sicurezza	4
T3 gate C8-C16	432
corpo di collegamento BC	23
T3 gate H1-H3 / H16-H19	654
T3 gate G1-G14+Q.6,50	58
T1 Arrivi (land side)	76
T1 Arrivi (air side)	248
T3 Arrivi (land side)	119
T3 Arrivi (air side)	258
T3 Transiti	8
people mover	12
Totale	**3.023**

Main actions implemented during year 5
New ATMs installed at FCO

- The ACI survey highlighted the need to improve the availability of ATMs in the terminal
- 11 new ATMs were installed during 2017 at Fiumicino (from 15 to 26 ATMs previously available) and improvement of the visibility

ACI Survey : passenger satisfaction related to ATM service (2016)
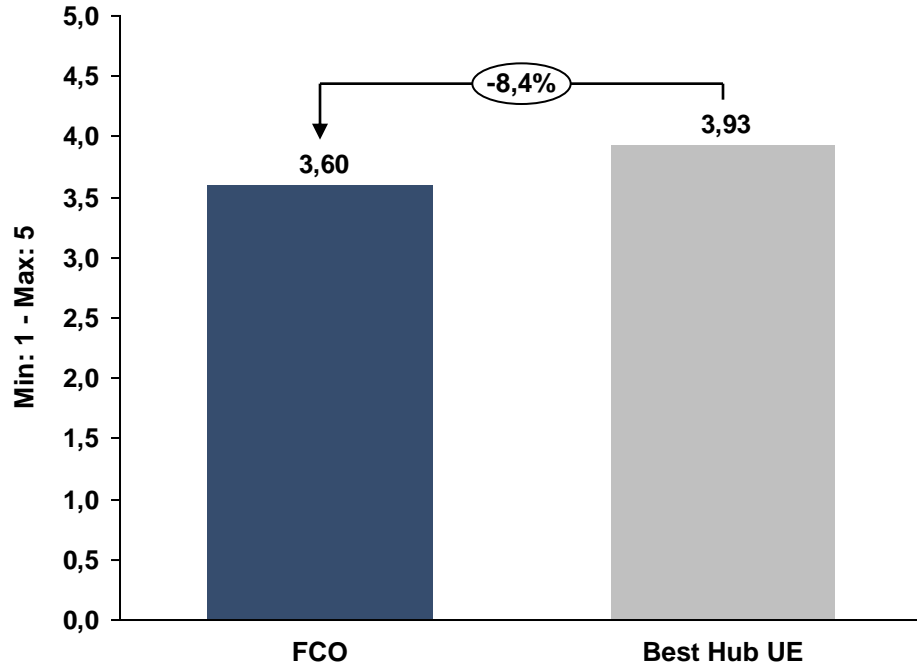
New type of ATM installed

Chart: FCO 3,60 ; Best Hub UE 3,93 ; -8,4% (Min: 1 - Max: 5)

Main actions implemented during year 5
Car sharing

- The Car2Go and Enjoy car sharing services started operations with parking in a reserved area in the multi-storey car park opposite Terminal 1

Car 2 Go	Enjoy
20 places reserved on the terrace of **Parking B - Terminal 1** to await passengers departing from, and arriving at Fiumicino	**20 dedicated parking spaces**, in front of the departures area to pick up or drop off the cars of the car sharing services

Main actions implemented during year 5
Net Promoter Score

Key Points

- The definition of a new system to measure customer satisfaction, which makes it possible to identify with greater timeliness and accuracy the areas of weakness and opportunities for improvement, providing guidance for operations and continuous improvement;

- 6 NPS surveys were carried out: 2 on the overall experience (arrivals and departures) and 4 on the touch points (car parks, departure area, bars, food and shopping and duty free shops)

Quanto consiglierebbe l'esperienza presso l'aeroporto di Fiumicino ad un collega o un amico?

Assolutamente No — Certamente Si

0 1 2 3 4 5 6 7 8 9 10

Quali sono le motivazioni alla base del suo punteggio?

1._____

2._____

3._____

Cosa dovrebbe fare l'Aeroporto di Fiumicino affinché lei possa attribuire un punteggio 9 o 10?

$$NPS = + \text{promoters \%} - \text{detractors \%}$$
$$(9\text{-}10) \qquad (0\text{-}6)$$

- Reading the reasons

- Separate classification of the reasons (1st - 2nd - 3rd)

- Aggregation of the motivations by broad clusters

- Assessment of the sentiment (positive comment/negative comment)

- Identification the area of tips for improvement.

- The analysis follows what is indicated for the area "motivations for the score"

Start-up of the quality and performance system offered to airlines

➢ Started the project for implementation within ADR of **the quality system and performance offered to airlines**

➢ The system defined is based on:

1. **Performance measurement of FCO vs. airlines**: by setting up dashboards to highlight the main KPIs of interest to the airlines	2. **Listening to the airlines**: by having them complete a questionnaire (interview) aimed at assessing the quality perceived by the airlines and the most relevant operational aspects

3. **Analysis of the results of perceived and delivered quality**

4. **Identification of improvement measures**

Capacity and punctuality: continuous work with ENAC, ENAV and airlines to improve the use of existing infrastructure

Punctuality of departing flights

Legend: 2015, 2017, 2016

X-axis: gen, feb, mar, apr, mag, giu, lug, ago, set, ott, nov, dic
Y-axis: 0, 20, 40, 60, 80, 100
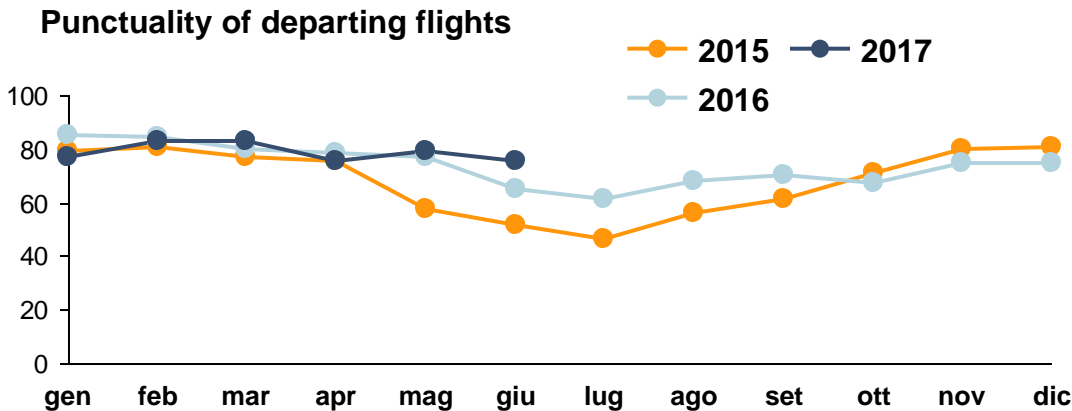
- Best use of airport platform for monitoring the capacity/punctuality (**A-CDM**)
- Maximization of the use of departure bridges
- Continuous monitoring of the delays originating at the airport and continual follow-up with airlines and handlers
- Investigation campaigns times of clearance issue, engine start-ups, release, access to and use of the runways
- Awareness campaigns for FCO based pilots to reduce capacity waste
- Coordination with ENAV for priority to investments on navigation systems that increase the operating efficiency of the airport (for example: "**clearance via data-link**" project)

Rome Fiumicino Airport
CAPACITY ENHANCEMENT
TOGETHER WE CAN MAKE THE DIFFERENCE

Summer 2017 vs. 2016	- Departures/Arrivals punctuality delta improved in June 2017 by **4,1 percentage points** - % Flights allocated to LOADING BRIDGEs increased by **9.6 percentage points** - % of expired Target Off Block Times (TOBT) reduced by **4.0 percentage**

Aeroporti di Roma

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Measures already implemented aimed at airline quality: "Walk in – Walk out"

➢ Issued procedure to start walk-in/walk-out passenger embarking/disembarking at Fiumicino

Tipo di documento: Allegato alla procedura
Codice documento: MdAE_GEN04_Allegato1
Revisione: 1 del 12/06/2017

Titolo del documento: MODALITÁ A: Imbarco/sbarco
a piedi dei passeggeri con raggiungimento dello
stand/dell'aerostazione attraverso il torrino

Aeroporto Leonardo da Vinci

➢ Since June the procedure has been in use for stand 501/ gate D1 (Pier D) → registered up to 5' of turnaround time-saving

➢ Already several airlines are adapting to the procedure and will soon use the wi-wo boarding/disembarking method

➢ **Concentration of areas** dedicated to vehicle parking, currently split among various quadrants

➢ **Rationalisation** of parking areas depending on **the areas generally served by the various handlers**, in order to reduce redundant movement of vehicles

➢ **Reinforcement of horizontal signage with pedestrian routes**, in order to increase the safety of apron personnel;

➢ Allocation of areas using **delivery reports**, to commit the handler to be responsible for the areas allocated

➢ **Generation of a cadastre of parking areas** to analyse the real needs of the handlers

Expected Benefits

➢ Reduction of apron traffic
➢ Reduction of environmental impact
➢ Increase of the decorum in the airside area
➢ Increase in the safety of the personnel that works on the aprons

➢ Reduction of time and costs that the handlers sustain to move personnel on the aprons
➢ Reduction of damage to handling vehicles
➢ Reduction of damage to airport infrastructure

High-200 stands 221-238
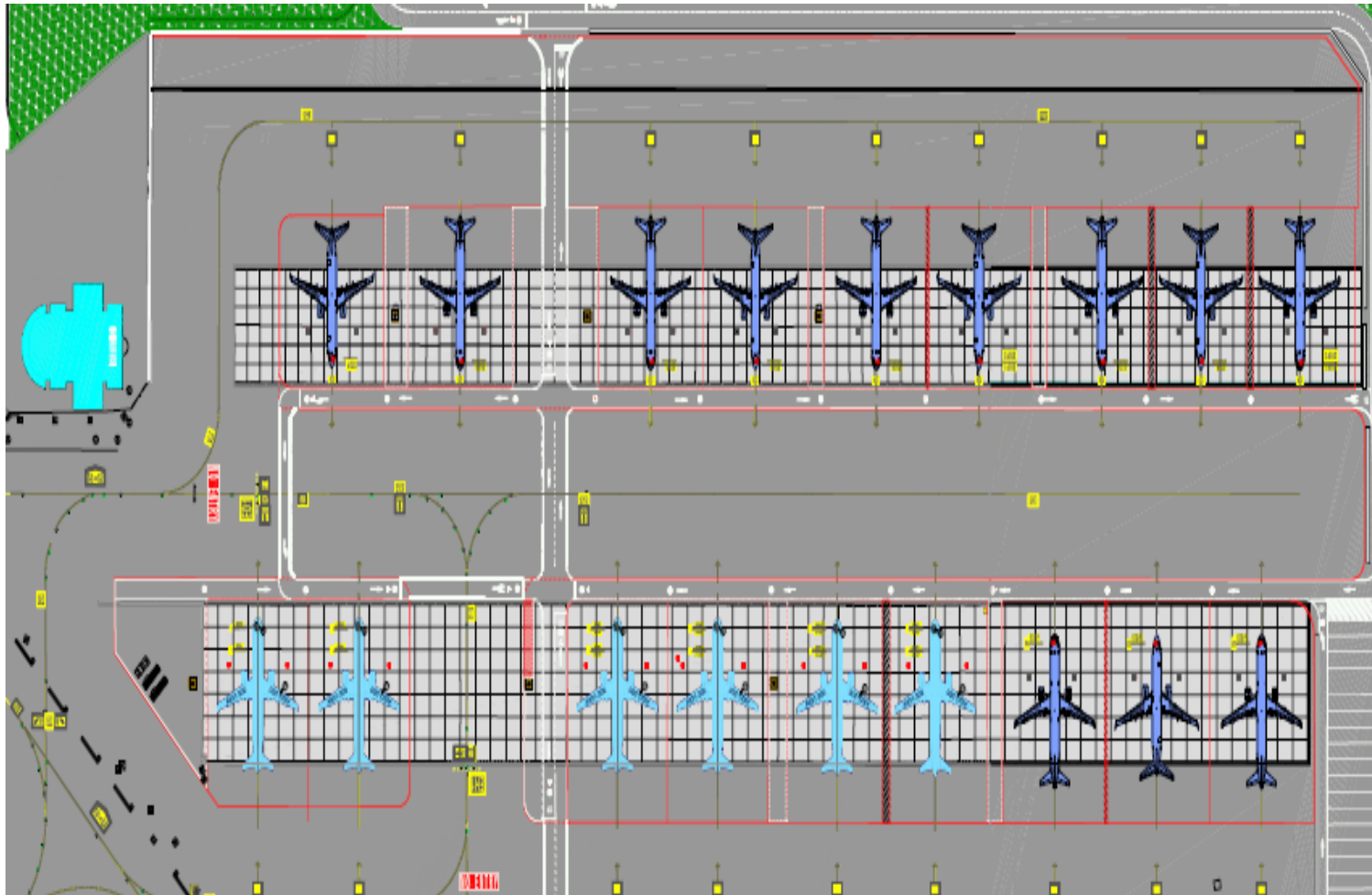
Adaptation work was completed in the second half of 2016 on the 18 high-200 stands (221-238) for class "C" aircraft to ensure the availability of:

- Fuel pit

- 400 Hz

- Pre-conditioning.

Stands 800 West 808-815

In the first half of 2017 interventions to 800 West stands (808-815) was completed:

- **Apron capacity**: apron capacity was increased to accommodate 6 class "C" aircraft or alternatively 3 class "E" aircraft +1 class "C" aircraft (previous capacity was 5 class "C" aircraft)

- **Availability of services:**
  - Fuel pit
  - 400 Hz
  - Pre-conditioning.

❑ **RESULTS ACHIEVED**

❑ **IMPROVEMENT PLAN**

❑ **FINAL BALANCE OF ERA INDICATORS**

Final Balance of Economic Regulation Agreement:
FCO - Year 5: July 2016 – June 2017

Indicator	UoM	Increasing (i) vs. Decreasing (d)	Weight	Jul-16 – Jun-17	Year 5 Goal	STATUS
1) Waiting time for X-ray baggage security check (*)	Time in 90% of cases	d	10%	03:36	08:20	**OK**
2a) Delivery of last bag (*)	Waiting time in 90% of cases	d	4%	34:05	37:23	**OK**
2b) Delivery of first bag (*)	Waiting time in 90% of cases	d	4%	23:11	31:57	**OK**
3) Waiting time in check-in queue (*)	Waiting time in 90% of cases	d	8%	09:48	19:10	**OK**
4) Overall perception of comfort level (*)	% satisfied pax	c	10%	88.0%	87.0%	**OK**
5) Perception of the cleanliness level in the terminal (*)	% satisfied pax	c	8%	91.3%	80.0%	**OK**
6) Perception of the efficiency of the operating info points *)	% satisfied pax	c	8%	88.4%	83.0%	**OK**
7) Presence of clear, understandable and efficient internal signs (*)	% satisfied pax	c	8%	91.8%	86.0%	**OK**
8) Perception of efficiency of the passenger transfer systems (*)	% satisfied pax	c	8%	89.8%	87.0%	**OK**
9) Assistance to passengers with reduced mobility (*)	% satisfied pax	c	8%	99.9%	90.00%	**OK**
10) Availability of operating info points (#)	TPHP/No. of info points	d	8%	13.08	22.30	**OK**
11) Efficiency of the passenger transfer systems (#)	% of operating time out of 18 h	c	8%	99.4%	99.2%	**OK**
12) Reliability of the baggage reclaim systems (#)	% of operating time out of 18 h	c	8%	99.4%	99.0%	**OK**

At FCO all values exceed targets for all indicators

*NOTE: * Data supplied by external firm PRAGMA; # data supplied by ADR*

Final Balance of Economic Regulation Agreement:
FCO - Year 5: July 2016 – June 2017

Indicator	UoM	Increasing (i) vs. Decreasing (d)	Weight	Jul-16 – Jun-17	Year 5 Goal	STATUS
1) Waiting time for X-ray baggage security check (*)	Time in 90% of cases	d	10%	04:56	08:00	OK
2a) Time to delivery of last (*)	Time in 90% of cases	d	4%	25:51	25:00	NO
2b) Time to delivery of first bag (*)	Time in 90% of cases	d	4%	19:02	19:00	NO
3) Waiting time in check-in queue (*)	Time in 90% of cases	d	8%	13:18	21:00	OK
4) Overall perception of comfort level (*)	% satisfied pax	c	10%	77.3%	90.0%	NO
5) Perception of the cleanliness level in the terminal (*)	% satisfied pax	c	8%	88.2%	91.0%	NO
6) Perception of the efficiency of the operating info points *)	% satisfied pax	c	8%	87.1%	80.0%	OK
7) Presence of clear, understandable and efficient signs (*)	% satisfied pax	c	8%	92.0%	80.0%	OK
8) Perception of the level of washroom/toilet cleanliness and proper operation (*)	% satisfied pax	c	8%	84.9%	90.0%	NO
9) Assistance to passengers with reduced mobility (*)	% satisfied pax	c	8%	99.9%	90.0%	OK
10) CREWS up time (1) (#)	% of operating time out of 17 h	c	8%	100.0%	99.5%	OK
11) Availability of operating info points (#)	TPHP/No. of info points	d	8%	30.91	33.60	OK
12) Reliability of the baggage reclaim systems (#)	% of operating time out of 8 h	c	8%	97.0%	99.4%	NO

For CIA values above target for 7 out of 13 indicators

*NOTE: * Data supplied by external firm PRAGMA; # data supplied by ADR*
(1) The CREWS system was replaced with the CUTE system on 1 January 2014 as per notice dated 7/4/14