

***REPORT ON PERFORMANCE OF THE FIFTH YEAR
OF THE QUALITY PLAN FOR THE ROME AIRPORTS FIUMICINO AND
CIAMPINO***

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REPORT ON PERFORMANCE OF THE FIFTH YEAR OF THE QUALITY PLAN FOR THE ROME AIRPORTS FIUMICINO AND CIAMPINO

INTRODUCTION

This report provides a final accounting of the Service Quality indicators included in the fifth year of the Economic Regulation Agreement for the Rome airports Fiumicino and Ciampino (assessment period: 1 July 2016 – 30 June 2017).

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 - first and foremost the opening of the new Terminal 3 Front Building and the new Pier E built for the non-Schengen segment - and expanding services offered to the passengers.

In particular, during the last 12 months a detailed program of projects aimed at improving all aspects of the customer experience was defined based on the basic axiom of customer centricity, meant as both passenger and airline. To this regard, the major stakeholders (ENAC, Handlers, Airlines) were involved in both identifying and managing projects in order to maximize the effectiveness of the interventions.

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 13 indicators out of 13;
- regarding the Ciampino airport, performance above the target with 7 indicators out of 13

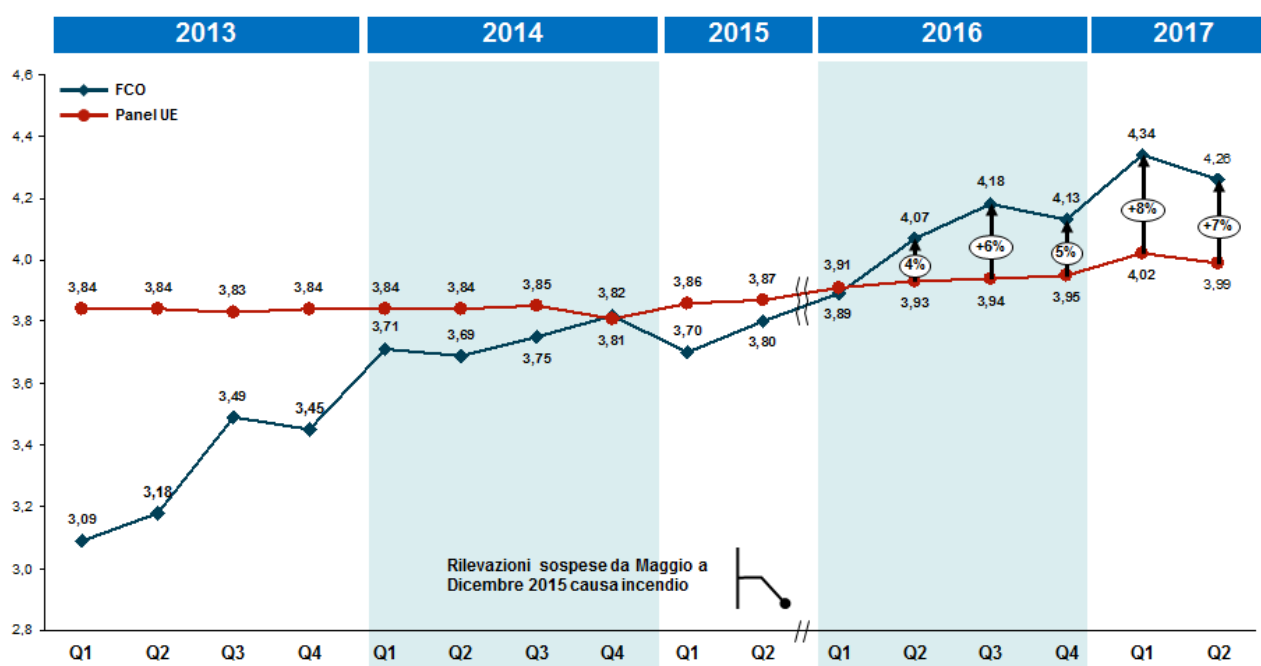
QUALITY

Reference Context

Ever since the first year of the Economic Regulation Agreement got under way, ADR's mission has been to align FCO with the best European airports, taking those comparable in terms of size and type of traffic into consideration. During the last year, ADR met this goal for the first time and was able to firmly position FCO above the European panel average¹ in 2016.

As can be noted in chart-1 below, over recent years FCO kept up a growth trend. The chart was processed on the basis of data published by the ACI - Airport Council International (an international association that measures perceived quality in over 300 airports around the world by interviewing passengers). Following the fire that occurred on 7 May 2015, ADR stepped up the airport's change and development process considerably, and was able to position FCO above the Panel average by more than +3%, considering the 2016 average annual data.

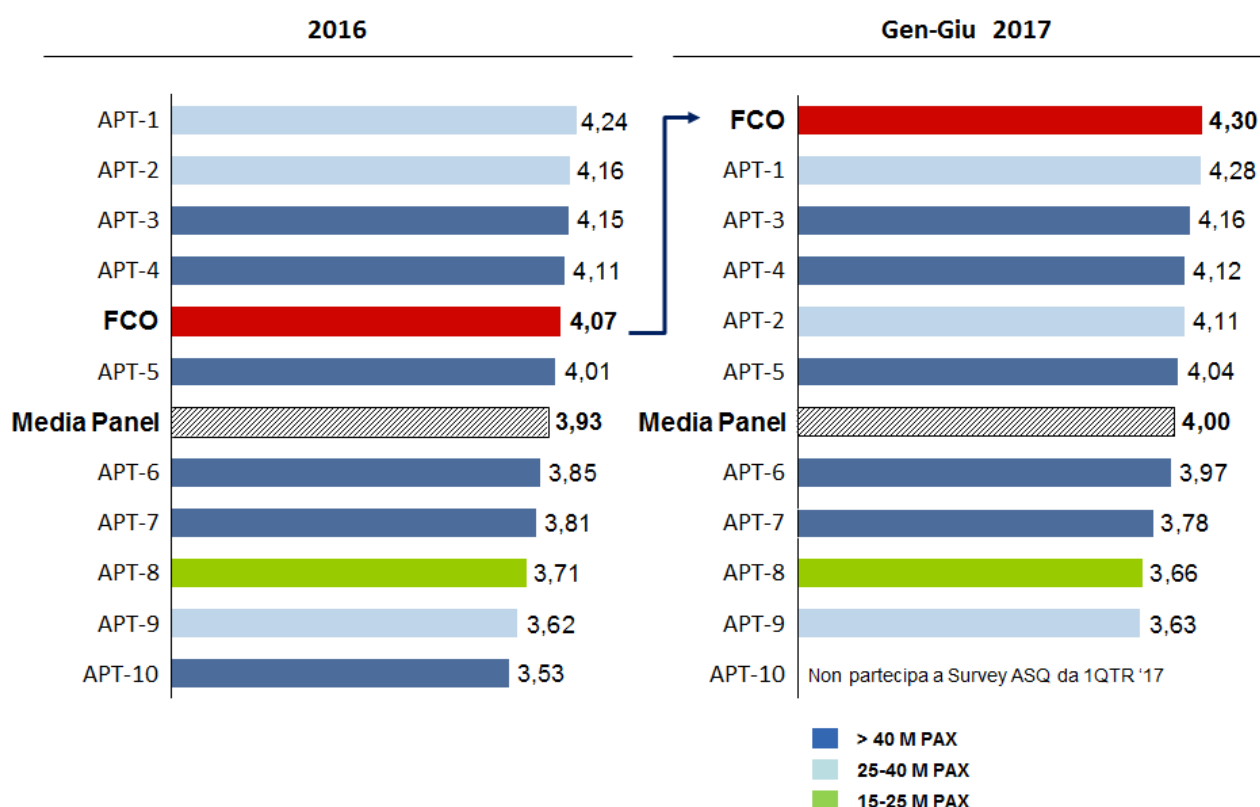
CHART-1: assessments tied to the overall opinion given by the passengers for the Fiumicino airport - Source: Airport Council International (ACI) (scale of assessments between 1-poor and 5-excellent).



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)

The measurements ACI took during the first six months of 2017 revealed a record value never reached before. The overall satisfaction rating of the passengers for the services offered by the Fiumicino airport was 4.30 (scale ranging between 1-very bad and 5-excellent), sharply above the average annual figure of 2016, 4.07, placing Fiumicino at the top of the EU panel in terms of quality of services offered to passengers - see chart-2.

CHART-2: FCO's positioning in 2016 (complete year) and in the first half-year of 2017 compared to the European panel¹ - 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.



In addition to the opening of the new Non-Schengen flights area, services such as 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.

As regards the quality provided, an appreciable increase in the levels of service offered over the first half of 2016 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. Highlighted is the reduced waiting time for last baggage delivery, which dropped from 23'09" minutes in the first half of 2016 for domestic flights (time

in 90% of cases) to 22'31" in 2017 (-2.7%). Waiting time for last baggage delivery for international flights remained steady at 35 minutes. With regard to check-in, the waiting time (90% of cases) for domestic flights in 2017 was 4 minutes (in line with the first half of 2015), while international flights improved, dropping from 9'29" minutes in the first half of 2016 to 8'48" in the first half of 2017 (-7.2%). 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 3.95 in the first half of 2016 to 3.98 in the first half of 2017.

Improvement in performance on the perceived quality front was also recorded, with a percentage of passengers as a whole satisfied that increased by 3.1% to top 92.1% for the first half of 2017 as compared to 89% in 2016.

Several initiatives for improving passengers' travel experience were also implemented at the Ciampino airport, and they generated evident results in terms of perceived quality. The percentage of passengers as a whole satisfied rose from 83.4% in 2016 to 88.1% in 2017 (+4.6%). Worthy of note is the increase in percentage of satisfied passengers concerning baggage claim, which posted a leap of almost 20 percentage points, soaring from 69.3% in the first half of 2016 to 89% in the first half of 2017. Consistent with perceived quality, also in terms of quality provided, improvements were recorded in waiting time, down -4% to reach 25'48" versus 26'54" in the first half of 2016 (time in 90% of cases). The check-in queue time also dropped considerably, by almost 26%, from 18'56" in 2016 to 14'03" in 2017.

City-Airport Accessibility

Interventions aimed at improving accessibility to the managed airports continue throughout the past year.

The main points completed at Fiumicino follow:

- The Ground Transportation monitor pages regarding connections and roads leading to the main traffic arteries (regional and inter-regional) were revised by dividing them into 4 items:
 1. **Taxis-Rental Cars with Drivers:** better structured and detailed information in order to discourage illegal practices and properly inform passengers on the official offer/prices by city.
 2. **Trains:** an offer differentiated by trains bound for the Rome Termini station - with the Leonardo Express product promoted - and regional connections was presented.
 3. **BUSES:** the offers were divided between buses bound for Rome, inter-regional buses and hotel shuttles;
 4. **Traffic:** the main traffic routes leaving the airport and real-time traffic reports on road conditions were emphasized.
- **Car Sharing:** the car sharing service with the companies Car2Go and Enjoy with parking in a reserved area of the multilevel parking garage in front of Terminal 1 was set in motion.
- **Bus Hub Station:** 2 large monitors displaying information on departing buses (e.g. stalls, departure times, operators) were installed in the Bus Hub waiting area.
- **Arrivals Curbside Station:** 8 monitors displaying arriving flight information were installed in the arrivals curbside area.
- **Departures Curbside Station:** 9 monitors displaying departing airline information were installed in the Terminal

FIGURE-1: Departures road station



- **Taxis:** a lane for only credit card-paying passengers was created.

FIGURE-2: Taxi lane for credit card payment and lane for cash only payment



The most important road interventions at Ciampino were:

- **Bus Hub:** the bus stalls were numbered and indication of the operating sub-licensee was affixed on each pole to give more accurate information to passengers. Upgrading of the passenger waiting area is in progress.
- **Curbside:** actions to improve management of the ZTL traffic were implemented.

Internal Mobility

Nine new methane-powered shuttles to be used for the internal mobility service in the airport area were purchased at Fiumicino. The planned routes, differentiated between passengers and airport operators, and frequencies described in the prior report are confirmed. There is one bus for the passenger route every 5 minutes on average, and one bus used by airport operators every 15 minutes.

Parking lots

Starting from the interventions already started during the previous periods as part of the “Car Parking Revitalization” project, ADR continued to invest in order to continue improving the service level offered. The following initiatives are noteworthy:

- **Car Parking Revitalization:** works carried out according to the international ESPA standards of EPA (European Parking Association), which led to Gold certification of all 6 parking lots in front of the FCO terminals (only airport in Europe to have it for all parking lots).

- **Added storey for PR8 operators parking lot at FCO:** the added storey with modular metal structure set in the new via Lagrange pedestrian footpath platform context was completed.
- **Panic columns:** the installation of 192 panic columns together with context cameras in the multi-storey parking garages was completed.
- **Audio and EVAC system:** installation of the audio and EVAC system in all multi-storey parking garages was completed, and an agreement with Radio Globo for transmission of radio content in the multi-storey parking garages was signed.

Comfort/Infrastructures

Development of the managed infrastructure has always been a critical success factor 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.

Some of the interventions in the Terminal area were:

1. Upgrade of the outside facade of Terminal 3
2. Construction of the new Front Building of Terminal T3 and the new Pier E, also including execution of the HBS-BHS system of Terminal 3 and Terminal 1.
3. Expansion of the passport control area at departures/transits and complete upgrade of the new Immigration area.
4. Implementation of the new high capacity security checks in the main entry points of the airport.
5. Upgrade of the Terminal 3 (which follows the recent entry into operation of the new HBS-BHS of Terminal 1).

It is important to also mention the instrumental interventions realized in the apron area, such as adaptation of the Quadrant 200 and 800 (808-815) aprons, the setting of the APU-free equipment with pre-conditioning systems, 400 Hz power supply and fuel PIT, and the construction of new ULD storage areas.

1. Upgrade of the outside facade 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 facade of Terminal 3, built in the Sixties. A number of phases of preparatory measures have been planned, considering the complexity of the general intervention:

- removal and relocation of the businesses (ticket offices) and systems along the inside of the facade;
- 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 facade beam;
- replacement of glass window by a glass enclosed.

FIGURE-3: Upgrade of the outside facade of Terminal 3



2. New Front Building of Terminal T3 and of new Pier E

The Front Building and the new Pier increases the passenger traffic capacity of FCO by about 6 million pax/year with an infrastructure abreast of industry best practices and the highest quality standards in the benchmark context. The terminal areas open to the public cover approx. 90,000 m³. The new facility comprises:

- 14 new gates served with loading bridge and 8 remote gates;
- 1 new 25,000 m³ common departure lounge ;
- 1 new baggage handling system (BHS/HBS) serving the entire West Terminals system.

FIGURE-4: Waiting area of the new Pier E.



FIGURE-5: Information desk in the Terminal 3 front building.



3. Expansion of the passport control area at departures/transits and complete upgrade of the new Immigration area

Following the temporary suspension of Terminal 5, which was followed by the transfer of passengers to the Central Air Station system, ADR adapted the Terminal 3 passport control area (departures and transits) to keep up high service standards for queued passengers. Specifically, the intervention concerned 3 key aspects: increased traditional stations, e-gates and the passenger accumulation area. Table-1 illustrates the numerical details of the interventions carried out.

TABLE-1: Expansion of departures and transits passport control areas.

Area Passaporti	Item	Ante intervento	Post Intervento	Delta Ass. (%)
Partenze (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 (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%)

As for the “Immigration” area, a complete restyling of the area was completed. The intervention provided:

- public opening of 13 double stations for traditional control, for a total of 26 stations (+10 compared to the previous situation).
- installation of 16 new e-gates for automatic electronic passport control (+8 devices compared to the previous situation) for a total of 36 devices in the airport (14 at departures and 6 at transits) that makes FCO the airport having the highest number of SITA e-gates in Europe;
- Refurbishment of the area with the construction of corrugated false ceiling and strip-LED lighting;
- Improvement in passenger information by installing 26 29” monitors to indicate the type of passport handled by each station and installation of large light panels for directing passengers to the e-gates.

FIGURE-6: Detailed view of interventions in the passport control area (touch-screen and 29" monitors above the passport control stations) completed in all 3 FCO checkpoints: arrivals, transits and departures.



4. Implementation of the new high capacity security checks in the main entry points of FCO

ADR paid considerable attention to security checking in recent months by starting several cross-cutting initiatives with a view to improve customer experience in all aspects.

What was particularly significant was the building of 2 new de-stress areas downstream of the Terminal 3 East security checks and at transits; the intervention comprised installation of comfortable seats, LED spotlights and side walls covered with pictures of plants.

In recent months, automated boarding card reading was extended to the security checks by implementing "Pax Track" technology, presently operational at the 2 checkpoints of Terminal 1 and Terminal 3 Schengen, with the area segregated in order to direct access to the waiting area in front of the security checkpoints.

With the intention of further reducing service time and at the same time not lower the security levels, the initiative to install a new tray handling system called "Queue Beater" proved significant. Its double roller before checking lets passengers get ready for the check at the same time (up to 4 passengers at a time) - Figure 7.

FIGURE-7: New “Queue Beater” technology implemented at the Terminal 1 West and Terminal 3 East security checks



Vantaggi	
Throughput	<ul style="list-style-type: none"> Throughput significativamente superiore delle soluzioni attuali e con performance più stabili nell'arco della giornata.
Gestione code	<ul style="list-style-type: none"> Superamento del collo di bottiglia relativo all'alimentazione in linea.
Attività Facilitatore	<ul style="list-style-type: none"> Minore carico di lavoro su attività di facilitazione (il passeggero prende la sua vaschetta in autonomia).

5. Upgrade of the Terminal 3 and Terminal 1 baggage reclaim halls.

As it is one of the major airport processes, baggage reclaim as well underwent significant interventions recently. As far as the Terminal 3 baggage reclaim hall is concerned, complete upgrading of the area primarily dedicated to non-Schengen flights was completed (reclaim carousels 4 to 8), and it comprised installation of strip-LED lighting, 17 new 46" monitors above the reclaim carousels replacing the previous 42" monitors - and positioning ten new 65" carousel information monitors in place of the previous 46" monitors.

With the objective of increasing the area's comfort, the passageway corridor in front of carousels 4-8 was enlarged from a width of about 8 meters to about 15 meters, and additional seats were placed in the new area. As for the Terminal 1 baggage reclaim hall, in order to improve wayfinding, the six 46" carousel information monitors were replaced by eight 65" monitors and large panels were installed over the baggage carousels. The lighting throughout the room was also improved by installing over 700 fixtures with LED lamps, replacing the previous neon ones.

FIGURE-8: Detailed view of the interventions in the Terminal 3 baggage reclaim hall – baggage reclaim carousels 4 to 8

Apertura dell'area fronte nastri 4-8: corridoio con larghezza che passa dagli 8 m. ante operam a ca. 15 m. post operam

n. 17 nuovi monitor da 46 pollici sopra i nastri 4-8 in sostituzione dei precedenti da 42 pollici



• Installazione di 10 nuovi monitor da 65 pollici in sostituzione dei precedenti da 46 pollici.

• Fronte nastro 4 (foto) realizzazione di colonna attrezzata

• Nuova illuminazione tramite Strip-led

• Incrementate sedute

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, one of the major interventions concerning enhancement of the services offered to passengers to be mentioned is the launch of the new ADR app called "Rome Airports". Similar to an airport assistant for all travelers and available in four different

languages (Italian, English, Chinese and Russian), it will guide passengers through every step of the customer journey at the FCO airport.

To name a few of its functions:

- **Way Finding:** the route can be tracked and the points of interest closest to the passenger can be found so they can navigate the airport using a dynamic map that guides them from check-in to the departure gate.
- **Flight tracking:** all service information is received in real time when the flight number is entered. With push notifications, the passenger is updated on all news and changes.
- **Connections to and from the airport:** passengers can consult information on the vehicles and places directly connected to the airport.
- **Parking lots:** with this function, passengers can book a space inside the parking lots with all the services made available by Easy Parking.
- **Shopping and food and beverage (F&B):** the services and promotions in effect at the airport can be discovered, along with finding out about shopping possibilities amidst the numerous shops at the two Rome airports.
- **News Feed:** the most important news concerning the major Rome airport immediately available.
- **"Turbo" Wi-Fi:** those passengers who access the free airport Wi-Fi via the app will enjoy a guaranteed limitless navigation experience at turbo speed.

To improve the passenger's experience by offering new services, interventions touching on several areas have been carried forward.



A summary of the major initiatives follows:

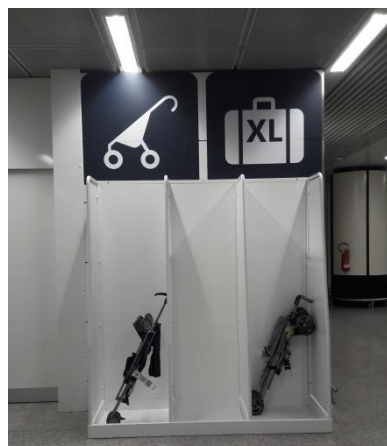
- **ATMs:** 11 new ATMs were installed at FCO and 5 new ATMs were installed at CIA in order to increase coverage of ATMs.

FIGURE-9: New ATMs installed at FCO and CIA.



- **Oversize baggage reclaim:** in order to give the passenger a more complete service, a new oversize baggage reclaim process was put into operation directly at the regular baggage reclaim carousels, supported by specific signs and supplementary information on the FIDSs located above the carousels. Racks are being installed to improve decorum regarding collection of this baggage.

FIGURE-10: Racks for oversize baggage currently being installed next to the baggage reclaim carousels at FCO.



- **Smoking Cabin:** three new smoking cabins are being set up to take the total to 14 cabins at FCO; extraordinary maintenance interventions to improve the functionality of the pre-existing smoking cabins were also completed.

FIGURE-11: Smoking cabin being installed at FCO.



- **Charging Stations:** another 35 charging points are being set up, taking the total to 74 at FCO; the six charging points currently available at the CIA airport will increase to 12.

FIGURE-12: picture of new charging points.



- **Security checking system availability signs:** the new system providing information on the availability status of the security checkpoints at Terminal 3 East was put into operation to make identifying available rollers easier.

FIGURE-13: Information system for announcing availability of the rollers at the Terminal 3 Schengen security point



- **VAT refund:** stations were installed in the airside area for passengers in transit (node between departure areas C and D) with the aim of improving waiting time
- **Seating:** comfort was enhanced by installing over 3,000 custom-made upholstery

FIGURE-14: Installation of seat upholstery.



Airport Cleaning and Rest Rooms

ADR has always focused particular attention on cleanliness. Interventions were completed in this area during the last year, including:

- Use of information on number of accesses to the rest rooms and level of satisfaction measured with "Smiley Boxes" to adapt monitoring to the stream of passengers going to the rest rooms and adjacent areas.

- Purchase of work trucks with automatic locking system that are being used se in areas that cannot be reached with pulling equipment and/or that are particularly crowded, in order to mitigate the perceived impact by the passengers.
- Purchase of new and larger waste bins with four openings, two of which for plastic to improve the waste management process in the internal areas of the terminal.

FIGURE-15: New waste bin model for separate collection.



- Purchase/use of carbon telescopic poles with demineralized water osmotic technology.

FIGURE-16: Telescopic poles for cleaning outside windows.



In the first half of 2017, ADR confirmed the formulation of the Service Charter adopted the previous year, providing greater granularity of the data: explosion of the international segment in Schengen and non-Schengen and with regard to the baggage reclaim indicators, breakdown of the data by aircraft type as well (narrow-body, wide-body and ultra-body).

All indicators relating to the check-in process posted obvious progress at the Fiumicino airport in the first half of 2017. Deviations between +0.3% for waiting in queue at the check-in counter for Domestic flights and about +3% for waiting in queue for Schengen flights were ascertained. A significant leap was also made by the carry-on baggage security checking process for non-sensitive flights, up from 96.8% in 2016 to 97.3% in 2017.

As regards Ciampino, the analysis of the trend of levels of quality supplied shows marked growth in the check-in process, with standard compliance standing at 94% versus the 88.2% reported in 2016, and in the baggage reclaim indicators.

Communication

Following are some examples of the actions taken in the passenger communication and entertainment area:

- Airport museum: installations of statues in the airside area
- “Santa Cecilia al volo”: musical performances at the airside area
- Music course for children: in collaboration with the Santa Cecilia Auditorium, music courses in just a few minutes are offered at the airside area, where passengers with children await boarding
- ACI Campaign: to the enhancement of the high score of passenger satisfaction recorded at Fiumicino airport.
- “Check-in Rome” Magazine : new airport magazine format handed out to operators, involving all the airport community.
- Electronic Passport Campaign: To maximize the use of E-gateways in order to improve passenger experience at passport control areas
- Retail and F&B sales campaign of the new Front Building and Pier E areas.

FIGURE-17: Gateway set up in front of the escalators right after the duty free.



Airline Quality

ADR 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.

1. Quality and performance system offered to the Airlines

First of all, ADR launched implementation of the project concerning the quality and performance system offered to the Airlines.

The defined system breaks down into four points according to the ongoing improvement steps:

1. Measurement of FCO’s performance with the airlines by creating dashboards with the main KPIs of the airlines’ interest in terms of quality provided highlighted:
 - A dashboard that monitors the quality provided to the airlines, containing 13 KPIs selected within the following areas of interest was designed: punctuality and regularity, use of the infrastructure and service performance.
 - Customization of the dashboard on the first 15 airlines at the FCO airport (about 78% pax).
 - Use of the dashboard for both singling out interventions for improvement and sharing operational information available with the airlines.
2. Listening to the airlines by delivering a questionnaire (interview) aimed at measuring the quality perceived by the airlines and the most important operational aspects:
 - The questionnaire consists of one general opinion area and six specific assessment areas:
 - a. Availability of infrastructures.
 - b. Airport services/processes.
 - c. Handling services.
 - d. Passenger information.
 - e. Commercial activities.
 - f. Operational communication.

The survey under implementation will involve 30 airlines identified in order to encounter all the “type of service/market segment” available at Fiumicino Airport:

3. Analysis of the quality perceived and provided results.
4. Identification of improvement measures.

2. Walk in – Walk out

The procedure for the boarding and disembarkation of passengers walking from Apron 501 near Gate D1 became operational in June 2017, and saves till 5 minutes of turnaround time.

3. Airside space optimization

Significant works were also completed on the aprons, including:

- Concentration of the vehicle parking areas that today are fragmented over several quadrants based on the areas generally served by the various handlers in order to reduce useless movement of the vehicles.
- Enforcement of horizontal signage with the pedestrian pathways in order to increase the safety of personnel working on the aprons.
- Assignment of areas by acceptance report in order to invest the handler with responsibility for caring for the assigned areas.
- Cadastre generation of the parking areas to analyze the handlers' true requirements.

The main benefits attained following completion of these interventions are:

- Less traffic on the aprons.
- Lower environmental impact.
- Increased airside decorum.
- Increased safety of personnel working on the aprons.
- Less time and lower costs that the handler incurs to move personnel on the aprons.
- Fewer damages to handling equipment.
- Fewer damages to airport infrastructures.

FCO QUALITY INDICATORS

From 01/07/16 to 30/06/17

		Fiumicino			
		Performance	Objective	Increasing (i) vs Decreasing (d)	Status
1) Waiting time for X-ray baggage security check (*)	Time in 90% of cases	00.03.36	00.08.20	d	OK
2a) Reclaim of last bag (*)	Waiting time in 90% of cases	00.34.05	00.37.23	d	OK
2b) Reclaim of first bag (*)	Waiting time in 90% of cases	00.23.11	00.31.57	d	OK
3) Waiting time in check-in queue (*)	Waiting time in 90% of cases	00.09.48	00.19.10	d	OK
4) Overall perception of the comfort level (*)	% satisfied pax	88.0%	87.0%	i	OK
5) Perception of the level of cleaning in the terminal (*)	% satisfied pax	91.3%	80.0%	i	OK
6) Perception of the efficiency of the operating info points (*)	% satisfied pax	88.4%	83.0%	i	OK
7) Presence of clear, understandable and efficient internal signs (*)	% satisfied pax	91.8%	86.0%	i	OK
8) Perception of efficiency of the passenger transfer systems (*)	% satisfied pax	89.8%	87.0%	i	OK
9) Assistance to passengers with reduced mobility (*)	% satisfied pax	99.9%	90.0%	i	OK
10) Availability of operating info points (#)	TPHP/No. of info points	13.08	22.30	d	OK
11) Efficiency of the passenger transfer systems (#)	% of operating time out of 18 h	99.4%	99.2%	i	OK
12) Reliability of the baggage reclaim systems (#)	% of operating time out of 18 h	99.4%	99.0%	i	OK

KEY

* Data supplied by PRAGMA (refer to the specific report annexed)

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 01/07/16 to 30/06/17

		Ciampino			
		Performance	Objective	Increasing (i) vs Decreasing (d)	Status
1) Waiting time for X-ray baggage security check (*)	Time in 90% of cases	00.04.56	00.08.00	d	OK
2a) Delivery of last bag time (*)	Time in 90% of cases	00.25.51	00.25.00	d	NO
2b) Reclaim of first bag time (*)	Time in 90% of cases	00.19.02	00.19.00	d	NO
3) Waiting time in check-in queue (*)	Time in 90% of cases	00.13.18	00.21.00	d	OK
4) Overall perception of the comfort level (*)	% satisfied pax	77.3%	90.0%	i	NO
5) Perception of the level of cleaning in the terminal (*)	% satisfied pax	88.2%	91.0%	i	NO
6) Perception of the efficiency of the operating info points (*)	% satisfied pax	87.1%	80.0%	i	OK
7) Presence of clear, understandable and efficient signs (*)	% satisfied pax	92.0%	80.0%	i	OK
8) Perception of the level of rest room cleanliness and functioning (*)	% satisfied pax	84.9%	90.0%	i	NO
9) Assistance to passengers with reduced mobility (*)	% satisfied pax	99.9%	90.0%	i	OK
10) CREWS up time (1) (#)	% of operating time out of 17 h	100.0%	99.5%	i	OK
11) Availability of operating info points (#)	TPHP/No. of info points	30.91	33.60	d	OK
12) Reliability of the baggage reclaim systems (#)	% of operating time out of 8 h	97.0%	99.37%	i	NO

(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 PRAGMA (refer to the specific report annexed)

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

ANNEX 1

**CERTIFICATION OF THE COMPANY THAT COLLECTS
THE DATA**



Roma, 17 Luglio 2017

Oggetto: CONTRATTO DI PROGRAMMA ADR-ENAC: LE PERFORMANCE DEI DUE SCALI ROMANI
(Annualità FCO e CIA)
Rif. RM14-4405 - Servizi di monitoraggio qualità aeroporti di Fiumicino e Ciampino contratto MAP 0120/14

Pragma srl, l'Istituto incaricato da Aeroporti di Roma (ADR) di monitorare la qualità percepita (attraverso interviste ai passeggeri) e la qualità erogata (attraverso rilevazione oggettiva dei processi aeroportuali) presso gli aeroporti Leonardo da Vinci a Fiumicino e G.B.Pastine di Ciampino, nel presente documento riporta con validazione i risultati emersi nel periodo

- 1 luglio 2016 – 30 giugno 2017 presso lo scalo di Fiumicino
 - 1 luglio 2016 - 30 giugno 2017 presso lo scalo di Ciampino
- come previsto dal Contratto di Programma ADR-ENAC.

Si fa notare che agli indicatori di qualità percepita (che fanno riferimento alla % di passeggeri soddisfatti) sono stati applicati opportuni fattori di ponderazione in funzione del traffico passeggeri e che agli indicatori di qualità erogata (che fanno riferimento ai "tempi" di erogazione di alcuni servizi) sono stati applicati opportuni coefficienti di espansione nel rispetto metodologico.

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INDICATORI DI QUALITA' FCO - dal 01/07/16 al 30/06/17

		Fiumicino			
		Performance	Obiettivo	Crescente (c) vs Decrescente (d)	Status
1) Tempo di attesa al controllo radiogeno dei bagagli	Tempo nel 90% dei casi	00.03.36	00.08.20	d	OK
2a) Riconsegna ultimo bagaglio	Tempo di attesa nel 90% dei casi	00.34.05	00.37.23	d	OK
2b) Riconsegna primo bagaglio	Tempo di attesa nel 90% dei casi	00.23.11	00.31.57	d	OK
3) Tempo di attesa in coda al check-in	Tempo di attesa nel 90% dei casi	00.09.48	00.19.10	d	OK
4) Percezione complessiva sul livello di comfort	% pax soddisfatti	88,0%	87%	c	OK
5) Percezione sul livello di pulizia in aerostazione	% pax soddisfatti	91,3%	80,0%	c	OK
6) Percezione dell'efficacia dei punti informazione operativi	% pax soddisfatti	88,4%	83,0%	c	OK
7) Presenza di segnaletica interna chiara, comprensibile ed efficace	% pax soddisfatti	91,8%	86,0%	c	OK
8) Percezione dell'efficienza dei sistemi di trasferimento passeggeri	% pax soddisfatti	89,8%	87,0%	c	OK
9) Assistenza PRM	% pax soddisfatti	99,9%	90,0%	c	OK

LEGENDA

- Qualità percepita= % di pax soddisfatti: voti 5+5+4 (scala a 5 punti)/ totale voti
- Tempi medi Q.E. = "hh.mm.ss": ore/minuti/secondi


INDICATORI DI QUALITA' CIA - dal 01/07/16 al 30/06/17

		Ciampino			
		Performance	Obiettivo	Crescente (c) vs Decrescente (d)	Status
1) Tempo di attesa al controllo radiogeno dei bagagli	Tempo nel 90% dei casi	00.04.56	00.08.00	d	OK
2a) Tempo riconsegna ultimo bagaglio	Tempo di attesa nel 90% dei casi	00.25.51	00.25.00	d	NO
2b) Tempo riconsegna primo bagaglio	Tempo di attesa nel 90% dei casi	00.19.02	00.19.00	d	NO
3) Tempo di attesa in coda al check-in	Tempo di attesa nel 90% dei casi	00.13.18	00.21.00	d	OK
4) Percezione complessiva sul livello di comfort	% pax soddisfatti	77,3%	90,0%	c	NO
5) Percezione sul livello di pulizia in aerostazione	% pax soddisfatti	88,2%	91,0%	c	NO
6) Percezione dell'efficacia dei punti informazione operativi	% pax soddisfatti	87,1%	80,0%	c	OK
7) Presenza di segnaletica chiara, comprensibile ed efficace	% pax soddisfatti	92,0%	80,0%	c	OK
8) Percezione del livello di pulizia e funzionalità toilettes	% pax soddisfatti	84,9%	90,0%	c	NO
9) Assistenza PRM	% pax soddisfatti	99,9%	90,0%	c	OK

LEGENDA

- Qualità percepita= % di pax soddisfatti: voti 6+5+4 (scala a 6 punti)/ totale voti
- Tempi medi Q.E. = "hh.mm.ss": ore/minuti/secondi