

ENAC – ADR Economic Regulation Agreement

Users Consultations

Quality indicators and action plan for the fee period March 2017 –
February 2021



August 2016 – Leonardo da Vinci Airport

- ❑ QUALITY – REFERENCE CONTEXT

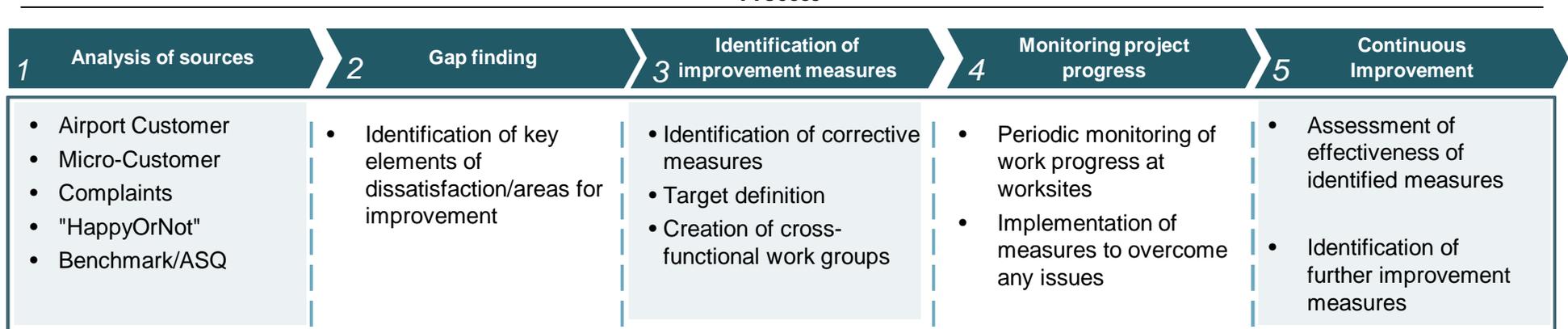
- ❑ FINAL VALUES OF CDP INDICATORS – YEAR 4

- ❑ UPDATE OF CDP ANNEX 10 – 2017/2021 SECOND SUB-PERIOD

Quality improvement plan

- For ADR, combining economic growth with improving the quality of its services, is a strategic priority
- Since 2012, ADR has been working on a profound transformation that places customer satisfaction at the center of the company's businesses. The plan, called "Copernico", includes many projects, which each ADR Department has identified internally, to increase service quality
- In this direction, many measures have been taken to significantly improve the customer experience, so as to align the quality of the services offered by the Fiumicino airport to those of the best European airports
- Over the years, upon completion of each project, the program has been further developed, always striving for continuous quality improvement:

Process



Measures completed over the years

The organizational change

Terminal Manager

- The **Terminal Manager** job profile was created (5 people) to oversee the inside and outside of the airport terminals, including the runway area.
- This professional figure looks after the image and the functionality of his/her area of expertise, directly making use of a proactive and agile team to monitor and to take immediate action.



Airport Cleaning

- We founded **Airport Cleaning**, a 100% subsidiary of ADR, with the mission of ensuring standards of excellence for cleanliness of the airport terminals.
- On 1 December 2014 Airport Cleaning was contracted to also provide the baggage cart collection and distribution service.



Measures completed over the years

Parking Lots and City-Airport Transit

Intermodali ty

- **Link to City:** increased frequencies and new "Jazz" train
- **High-speed trains:** "Frecciargento" high-speed daily trains that connect the Fiumicino airport with Florence, Bologna, Padua and Venice



Access roads

- **"Kiss&Go" Controlled Traffic Area (ZTC):** accessible to passengers and people accompanying passengers - going to Terminals 1, 2 and 3 - with free parking up to 15 minutes
- **Limited Traffic Area (ZTL):** access only for authorized vehicles, controlled by an electronic identification system
- **Carpooling:** implemented a web platform that enables members of the community of the Fiumicino and Ciampino airports to offer and/or request "rides" to and from their workplace, using private cars.



A R E A
Kiss&Go



Parking lots

- **Car Valet:** an area where passengers can easily drop off their car, and request refueling, car washing and other car care services
- **Parking Management System:** replacement of all ticketing and pay stations for all entry and exit lanes of the parking lots. In addition, new payment methods (credit cards and debit cards) have been implemented at the exit lanes.



Measures completed over the years

Comfort and infrastructure

Restroom upgrade

- Completed the upgrade of the airport's restroom units, based on a new concept, in line with international best practices



Info Points and Fingers

- The nonfunctional information desks for passengers have been redesigned and their quantity has been increased.
- The old bridges have been replaced with new loading bridges and the internal wall coverings of the pre-boarding tunnels have been updated



Infrastruct ure

- **The terminal's ticket offices have been relocated:** stations have been implemented at the ends of the check-in island, based on an integrated layout.
- **Smoking Cabin:** new cabins have been installed in Terminal 1 and in departure areas C and D
- **Tour Operator Counters:** new tour operator counters have been made
- **Security:** reconfiguration of the airport security checkpoints has been completed, by installing new baggage transfer systems and passenger flow management systems (Manchester layout)



Measures completed over the years

Services available to passengers and communication campaign

Wi-Fi and Baggage Carts

- Wi-Fi connectivity and baggage carts have been made free
- In the airside area, 8 fixed stations, each fitted with 8 courtesy tablets connected to the company's Wi-Fi network, were installed to provide Internet access free of charge to passengers who do not have their own device

Charging Point

- Charging stations for electronic devices (mobile phones, tablets, and PCs) were installed near the departure gates.
- Workstations (panels fitted with sockets) were installed to offer passengers extra space to use and recharge their devices.

Airport Helper

- Introduced the professional figure of Airport Helper to spread the values of courtesy and hospitality towards passengers, among the whole airport community
- People who join receive specific classroom training, to stay up to date on all the information passengers may need

Monitors for public informatio n

- Implementation of the new FIDS (Flight Information Departure System) was completed. The system provides more information to passengers (time to reach the gate, weather forecasts at their destination, etc.)
- One 58 m² LED wall was installed in Terminal 1 and two 38 m² LED walls were installed in Terminal 3



Measures taken in 2016 to support the change (1/3)

➤ During 2016, we made an additional effort to improve the quality perceived and the quality provided, identifying 13 improvement areas

n.	Cantieri	Area di Intervento	Descrizione
1	Comfort	Galleria Transiti	Riqualifica della Galleria Transiti e interventi per l'adeguamento operativo dei flussi passeggeri.
		Sedute airside	Incremento della disponibilità di sedute in area airside in particolare nelle aeree di imbarco
		Smoking cabin	Realizzazione di ulteriori smoking cabin in area airside
		Charging Point	Incremento del numero di punti di ricarica realizzando sedute ad hoc dotate di colonnina di ricarica adiacente che faciliti l'individuazione
2	Riconsegna Bagagli	Facilità di orientamento	Rendere immediata l'individuazione della sala di riconsegna bagagli e del nastro attraverso l'installazione di impianti con monitor da 65 pollici e rinnovando la segnaletica di indirizzo
		Chiarezza delle informazioni video	Rivisitazione del set di informazioni trasmesse ai passeggeri al fine di migliorare la leggibilità e l'efficacia delle info riportate nei monitor.
		Comfort nelle sale di riconsegna bagagli	Miglioramento del comfort facendo leva sui principali item: illuminazione, intrattenimento, riqualifica dell'area, disponibilità di sedute (in particolare per quanto riguarda il T3 con lo spostamento dei locali Lost&Found e l'allargamento del corridoio di fronte ai nastri 4-8)
3	Sicurezza	Comportamento addetti Security	Implementazione processo di formazione "On The Job" per il miglioramento del comportamento degli addetti tramite le figure di trainer, supervisor e RIT
		Lettori elettronici boarding pass (Pax Track)	Installazione di lettori elettronici di boarding pass (T1, T3 e CIA) per regolare l'ingresso nell'area dei controlli di sicurezza, velocizzare il processo di lettura carta di imbarco e misurare i tempi di coda con tecnologia Wi-Fi/Bluetooth
		De-stress Area Partenze T3	Realizzazione di un'area de-stress collocata post controlli sicurezza del varco T3 Est
		Riqualifica varco di sicurezza transiti	Riqualifica del varco transiti al fine di incrementare i mq disponibili, incrementare la capacità produttiva e migliorare il comfort
4	Passaporti	Rinnovamento area "Immigration" Arrivi T3	Rinnovamento del varco controlli passaporti "Immigration" (T3 Arrivi) tramite l'installazione di 12 postazioni e-gates e 26 cabine passaporti differenziando il flusso passeggeri per tipologia di flusso e l'implementazione della nuova segnaletica per comunicare al passeggero apertura/chiusura cabina passaporti e tipo passaporto processato
		Internalizzazione presidio e-gates	Con l'autorizzazione del Ministero degli Interni, avviata sperimentazione di insourcing attività di presidio delle postazioni e-gates, effettuata tramite personale ADR Security, al fine di ottimizzare le risorse della Polizia nelle cabine per il controllo tradizionale del passaporto.

Measures taken in 2016 to support the change (2/3)

n.	Cantieri	Area di Intervento	Descrizione
5	Pulizia (Terminal e toilette)	Avvio nuovi programmi ed ottimizzazione attività	<ul style="list-style-type: none"> > Attivazione di programmi specifici su pensiline, scale mobili, ascensori e soffitti reticolati attraverso attività periodiche. > Ottimizzazione interventi di pulizia ai finger sulla base della pianificazione e gestione operativa > Implementazione di procedura di competenza del Responsabile In Turno (RIT) per garantire maggiore copertura toilette durante ore di picco: 4 passaggi x area nelle ore picco (6-14-20)
		Interventi straordinari	Avviati interventi di pulizia straordinaria: collegamenti pedonali FS, elevatori panoramici, soffitto reticolato dell'area G, vetrate esterne dei finger dell'area G.
		Presentazione addetto Airport Cleaning	Migliorare l'impatto del personale di Airport Cleaning sia in termini di immagine (nuove divise) che di approccio al cliente.
6	Segnaletica	Nuova segnaletica	Progettazione, produzione e installazione della nuova segnaletica in tutto lo scalo FCO (incluso avancorpo e area d'imbarco E), tramite la definizione di pittogrammi, codici colore, dimensioni strutture
		Segnaletica corridoio transiti	Adeguamento segnaletica a seguito della riapertura corridoio transiti con pittogrammi, grafica e tecnologia delle strutture definiti nell'ambito del progetto della nuova segnaletica
7	PRM	Nuovo Concept Punti di Accoglienza PRM	Definizione e realizzazione del nuovo concept dei punti di accoglienza PRM, maggiormente integrati con il resto degli spazi aeroportuali
		Accessibilità per PRM	Miglioramento dell'accessibilità per PRM a 360° (es. pullman, sito internet, totem, F&B)
8	Commerciale	Progetto "Otello"	Ottimizzazione del processo di Tax Refund, con verifica doganale effettuata direttamente al momento di richiesta rimborso nei locali VAT refund
		Aumento Aree Common	Riduzione spazi retail per miglioramento comfort (Molo B, D e Arrivi T3)
9	WiFi	Incremento banda e nuove funzionalità	Incremento progressivo velocità della banda, riduzione dei passaggi per la prima attivazione e connessione automatica per passeggeri che hanno già usufruito del servizio. Sblocco streaming e social network.
		Comunicazione "Free WiFi"	Rilascio servizio unico "Free WiFi", con implementazione nuovo format ed attivazione di campagna di comunicazione ad hoc
10	Parcheggi	Car Parking Revitalization	Riqualfica dei parcheggi in linea con gli standard internazionali ESPA e conseguimento della certificazione corrispondente
		Sistema di prenotazione Parcheggi	Implementazione della lettura automatica della targa per associare la prenotazione effettuata al veicolo, con particolari benefici in termini di riduzione dei casi di non corretta gestione della prenotazione da parte del cliente al momento dell'entrata nel parcheggio
		Segnaletica /Way Finding	Miglioramento del way finding tra parcheggi e terminal ed installazione di nuova cartellonistica, coerente con il progetto di segnaletica

Measures taken in 2016 to support the change

Other worksites

n.	Cantieri	Area di Intervento	Descrizione
11	Gestione Handling	Ottimizzazione attività Ground Handling	Re-ingegnerizzazione delle attività svolte dall'ente "Ground Handling" con l'obiettivo di migliorare il controllo sui processi di handling.
		Miglioramento livelli di servizio	Avvio azioni di miglioramento volte all'innalzamento dei livelli di servizio offerti ai passeggeri in termini di tempi di riconsegna bagagli a seguito della limitazione degli handler.
12	Passeggero Business	Sale VIP	Riconfigurazione e ristrutturazione Sale VIP alla luce anche dell'apertura dell'avancorpo e area imbarco E
13	Manutenzione	Gestione della non conformità	Re-engineering del processo di rilevazione e tracciatura della non conformità.

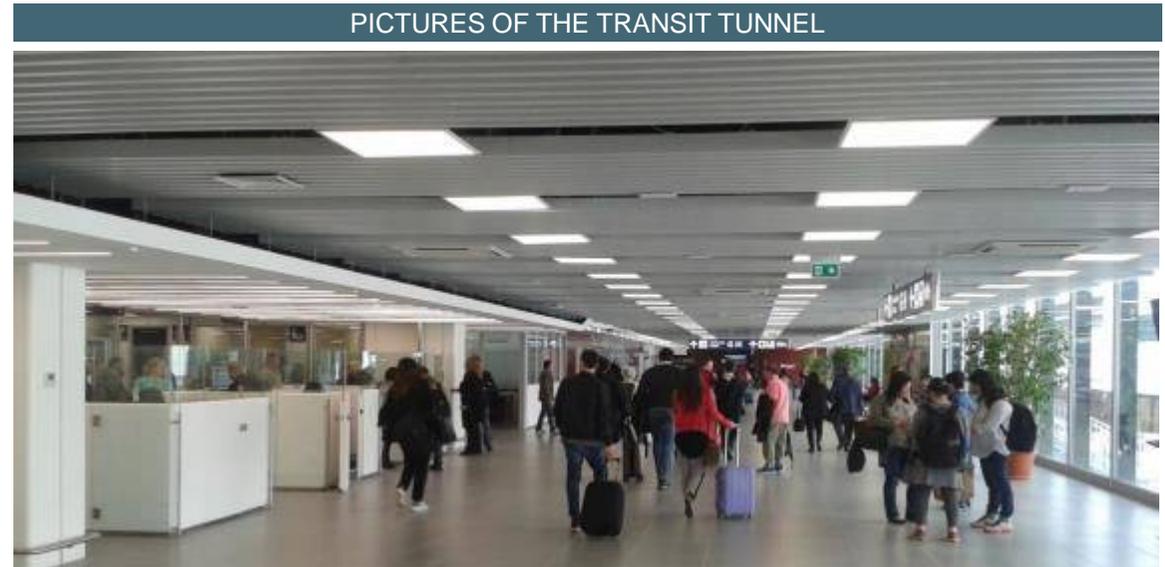
Re-opening of the "Transit Gallery"

Comfort



KPI ACI Qualità Percepita	Q2 2016			1HF '16 vs '15
	FCO	Panel UE	Var. %	FCO Var. %
Facilità di connessione con altri voli	3,92	3,81	3,0%	6,2%

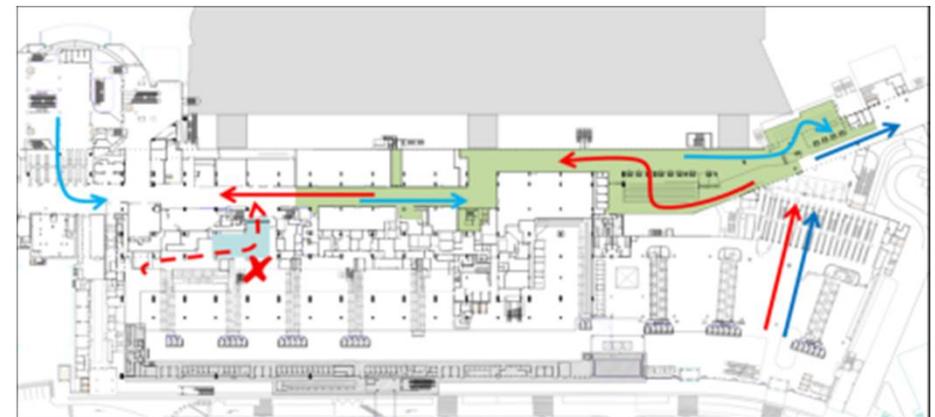
- On 29 April 2016, the 240 m long tunnel, which connects the Schengen area with the non-Schengen area, was reopened, greatly improving the customer experience for passengers in transit (approx. 26% of traffic).
- The passport control areas were refurbished, installing 16 e-gates in addition to the "traditional" 26 stations



PICTURES OF THE TRANSIT TUNNEL

TRANSIT TUNNEL ROUTES

-  Closed area: construction sites
-  Passengers originating from T3 and going to non-Schengen destinations (departure areas G and H)
-  Passengers originating from T3 and going to Domestic or Schengen destinations / Schengen boarding (departure areas B, C, D)
-  Transfer of pax from non Schengen to Dom/Schengen



Works completed:

Repair and upgrade of Terminal 3 underpass

Comfort

1

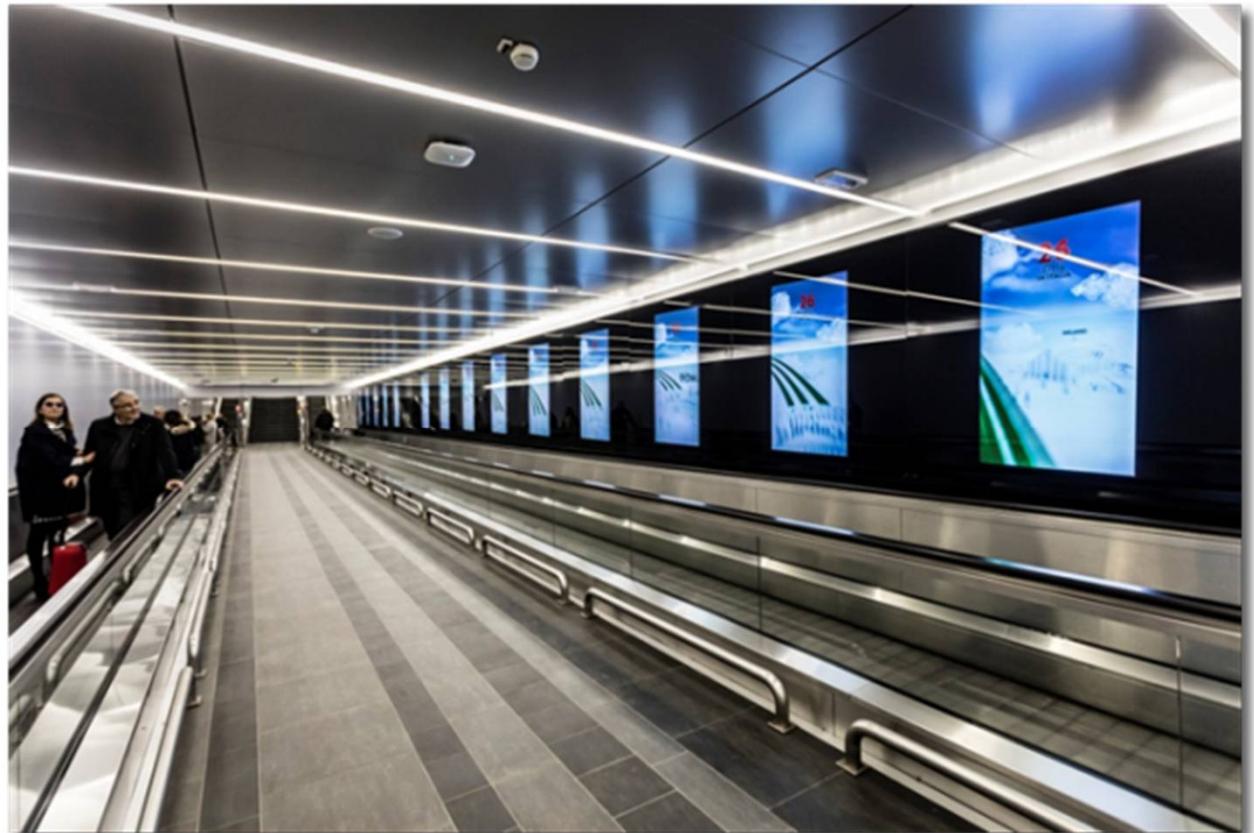
ADR Aeroporti
di Roma

- Aesthetic, architectural and functional recovery and upgrade of the underpass which connects the arrivals area of Terminal 3 with the multilevel parking garages and with the RFI train station.
- Flooring, wall covering, false ceilings, electrical and lighting systems were replaced.

BEFORE WORKS PICTURE



AFTER WORKS



Works completed:

Upgrade of the underpass of Terminal 1 (1/2)

Comfort

1

ADR Aeroporti
di Roma

- Restoration and restyling of the underpass which connects the arrivals area of Terminal 1 with the multilevel parking garages and vertical connections that are located on the secondary arrivals roads.
- Flooring, interior finishings, new escalators, electrical systems were replaced and the panoramic elevators located along secondary roads were upgraded.

BEFORE WORKS PICTURE (not open to public)



AFTER WORKS



Works completed:

Upgrade of the underpass of Terminal 1 (2/2)

Comfort

1

ADR Aeroporti
di Roma

- New shelter to cover the exit of the pedestrian underpass connecting Terminal T1. The shelter is made of a steel profile structure and glass surfaces

BEFORE WORKS PICTURE



AFTER WORKS



Works completed:

Increased number of seats in airside area

Comfort

1

ADR **Aeroporti di Roma**

KPI ACI Qualità Percepita	Q2 2016			1HF '16 vs '15
	FCO	Panel UE	Var. %	FCO Var. %
Comfort delle aree di attesa	3,63	3,57	1,6%	9,6%

- Surveys defined the locations and quantity of existing seats and the need to increase them, taking into account the different situations in the area (e.g., operations, layout changes, emergency exits, areas for boarding lines).



- 750 seats were added, increasing the total seating by 17% near the departure gates and in the baggage reclaim areas.

Works completed:

Pedestrianisation of pathways

Comfort

1

ADR **Aeroporti
di Roma**

- The objective of the project is the functional and perceived reorganization of the open spaces, paying special attention to the area that connects the terminal with its support functions, weaving green interconnecting paths, and improving environmental quality.

BEFORE WORKS PICTURE



AFTER WORKS



Front view

Works completed:

Upgrade of Terminal 3 hall

Baggage reclaim

2



KPI ACI Qualità Percepita	Q2 2016			1HF '16 vs '15
	FCO	Panel UE	Var. %	FCO Var. %
Tempo di attesa per la riconsegna bagagli	3,43	3,48	-1,4%	7,8%
Chiarezza informazioni video	4,14	4,00	3,4%	8,4%

- Redevelopment of the area with strip-LED lighting, installation of 17 new 46" monitors above carousels 4-8 (replacing 42" units) and ten 65" monitors for carousel identification (previously 46")
- Installation of additional seating and new signage.

The area in front of carousels 4-8 was extended, increasing the width of the hall from 8 m before to 15 m after the works

Seventeen new 46" monitors were located above carousels 4-8, replacing the previous 42" models



• Ten new 65" monitors were installed, replacing the previous 46" models.

• A signage column was built in front of carousel 4 (photo)

• New strip-LED lighting

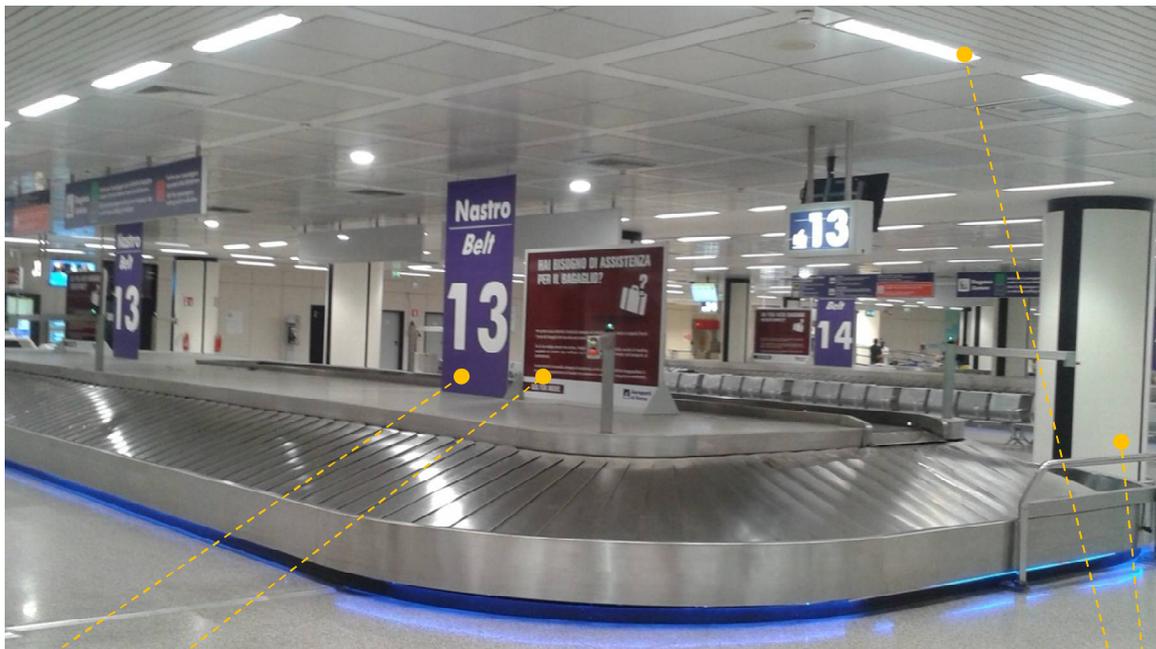
• Increased seating

Works completed:

Upgrade of Terminal 1 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 of the room was improved by installing over 700 fixtures with LED lamps, replacing the previous ones.

T1 BAGGAGE RECLAIM HALL



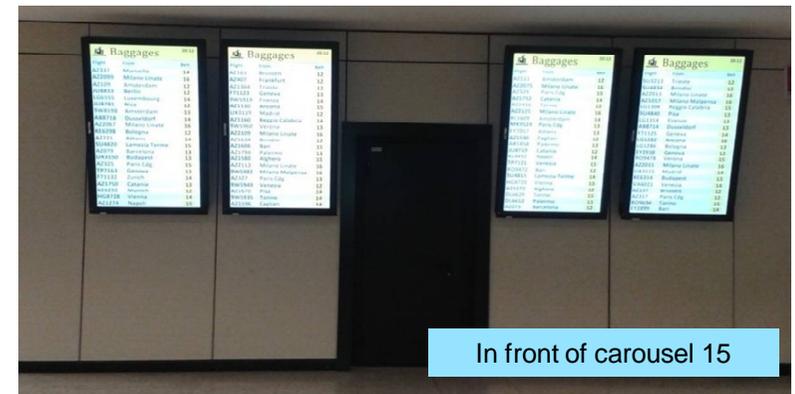
1 Two panels were installed above each carousel to facilitate carousel identification.

2 Information campaign on lost baggage instructions

3 Repainted gray columns white, to improve lighting.

4 Installed over 700 LED lamps

FOCUS ON CAROUSEL INFORMATION MONITORS



In front of carousel 15



In front of carousel 12

Comparison with previous monitors (removed)

Works completed:

New De-Stress Area implemented

Security

3



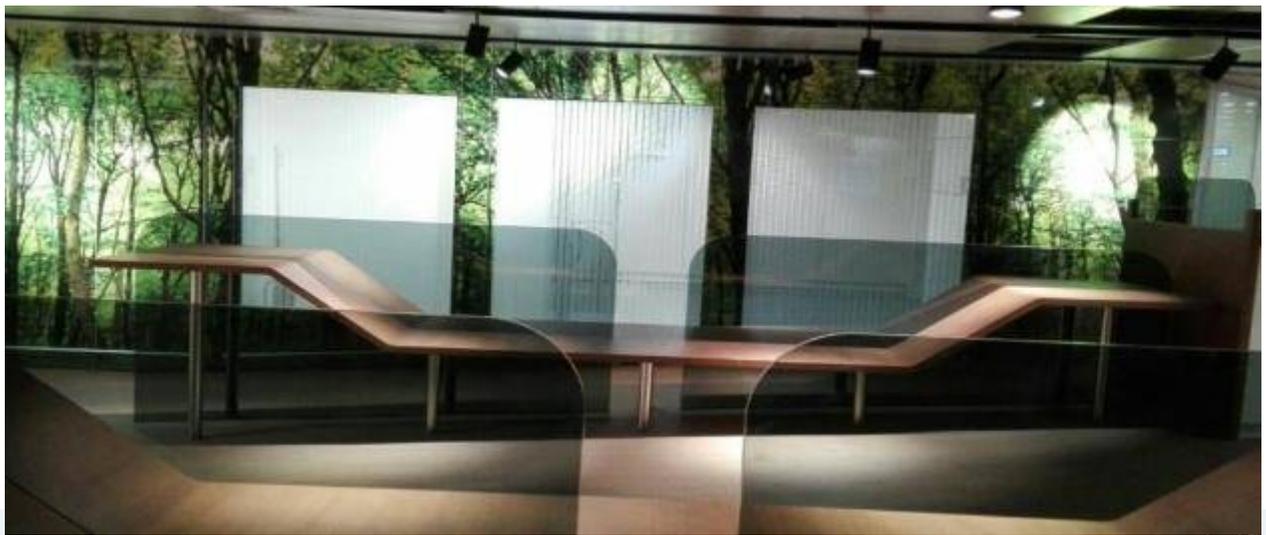
- A new *De-stress Area* was implemented, located after the Terminal 3 security checkpoints, including soft lighting using LED spotlights and 26 comfortable seats.

KPI ACI Qualità Percepita	Q2 2016			1HF '16 vs '15
	FCO	Panel UE	Var. %	FCO Var. %
<i>Cortesia e competenza del personale Security</i>	4,03	3,95	2,0%	8,9%
<i>Accuratezza del controllo</i>	3,96	3,95	0,2%	8,3%
<i>Tempo di coda al controllo sicurezza</i>	4,01	3,84	4,4%	11,5%

BEFORE WORKS



AFTER WORKS



Works completed:

Automated reading using "Pax track"

Security

3

ADR Aeroporti di Roma

- The installation of electronic automatic boarding pass readers, called Pax Track, makes access to security checkpoints more regular and secure, in addition to providing precise monitoring of transit times

FCO



CIA



T3



Works completed:

Queue Beater tested

- The West security control of Terminal 1 started experimenting with a new line filling system, called "Queue Beater", equipped with a double roller where up to 4 passengers can prepare simultaneously for the check.



Advantages

Throughput	<ul style="list-style-type: none"> Throughput significantly higher than current solutions, with more stable performance throughout the day.
Lines management	<ul style="list-style-type: none"> Overcomes the bottlenecks of feeding the lines.
Facilitation	<ul style="list-style-type: none"> Less workload on facilitation (the passengers take their own trays).

Next Steps

Expansion	<ul style="list-style-type: none"> Experimentation extended to all the conveyors of the T1 West security control. Installation also at T3 East is scheduled over the coming months.
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Works completed:

Refurbishment of T3 Immigration (1/4)

- Redesign of the T3 Immigration passport control area: public opening of 13 passport control stations, for a total of 26 passport control stations and 12 e-gates (16 by the end of the year). Construction of corrugated false ceiling and strip-LED lighting

Passports

4

Aeroporti di Roma

KPI ACI Qualità Percepita	Q2 2016			1HF '16 vs '15
	FCO	Panel UE	Var. %	FCO Var. %
Tempo di coda al controllo Passaporti	4,27	4,04	5,7%	12,8%
Cortesia e competenza del personale	4,12	4,01	2,6%	10,7%

BEFORE WORKS (Construction in progress)



AFTER WORKS



- 1 Installation of 10" touch-screen tablets inside the stations, to select the passport type being served.
- 2 29" monitors (21:9 aspect ratio) over each single station to display its status information (open/closed), its number and the type of passport being served (EU, VISA NOT REQUIRED, ALL PASSPORTS, APPROVED CATEGORIES)

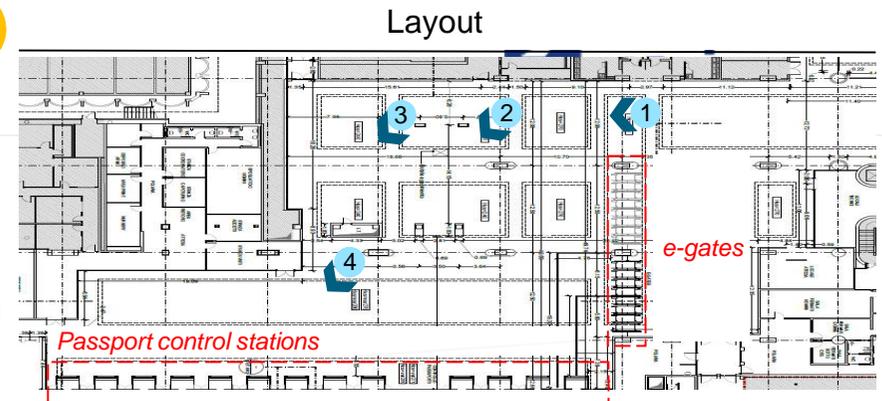
Works completed:

Passports

4

Refurbishment of T3 Immigration (2/4)

- Upgrade of the area in front of the passport control stations, increasing the area available to passengers
- Installation in progress of collapsible walls (approx. 1 m) made of transparent polycarbonate to separate flows.



Works completed:

Refurbishment of T3 Immigration (3/4)

Passports

4



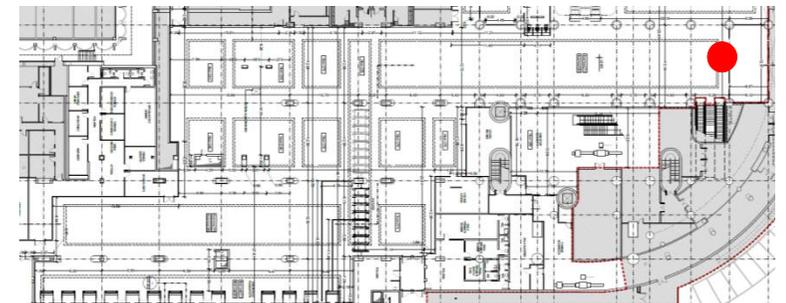
Remote



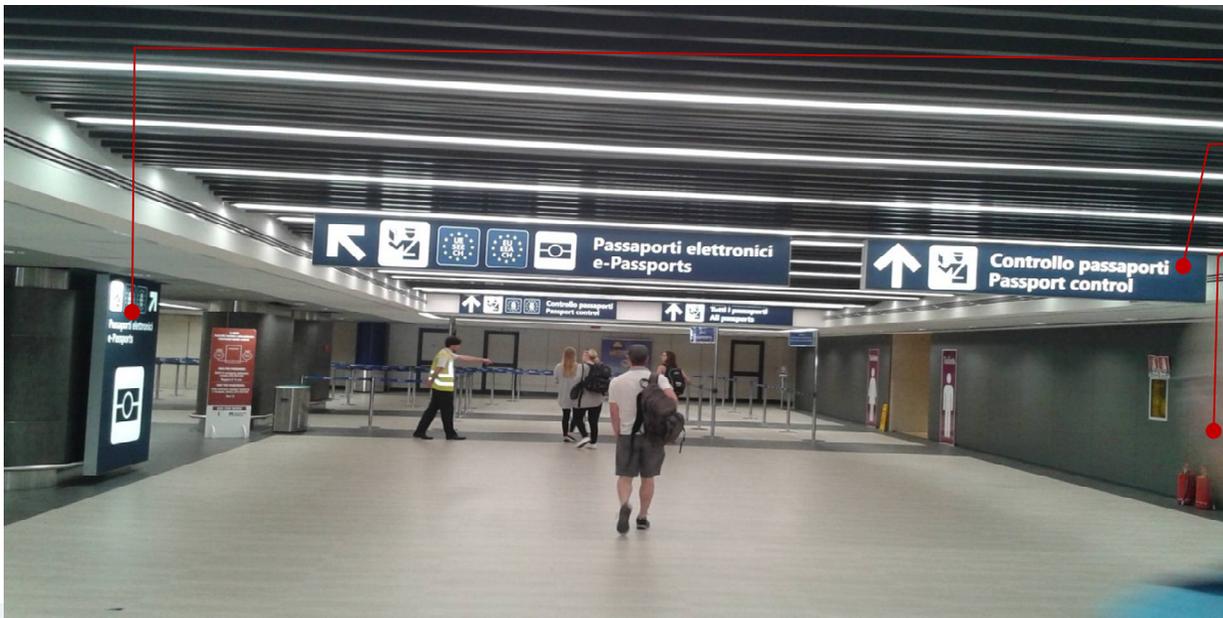
Strip-LED lighting

Installation of false ceiling with blade type corrugated slats as in the rest of the area

Application of coatings on pillars



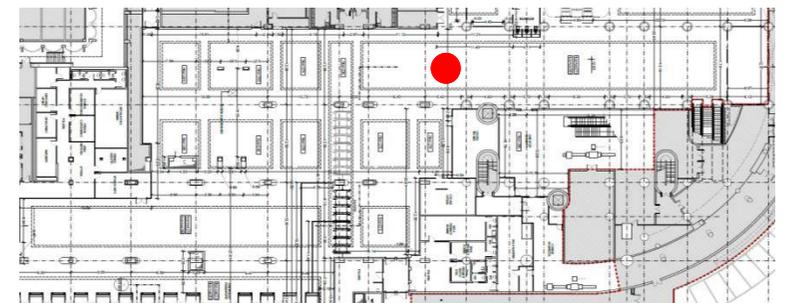
e-gates hall



Light panels with false ceiling-mounted structure for e-gate information

Implementation of new signage

Application of coatings on side walls



● Location relative to the picture on the left

Works completed:

Refurbishment of T3 Immigration (4/4)

Passports

4

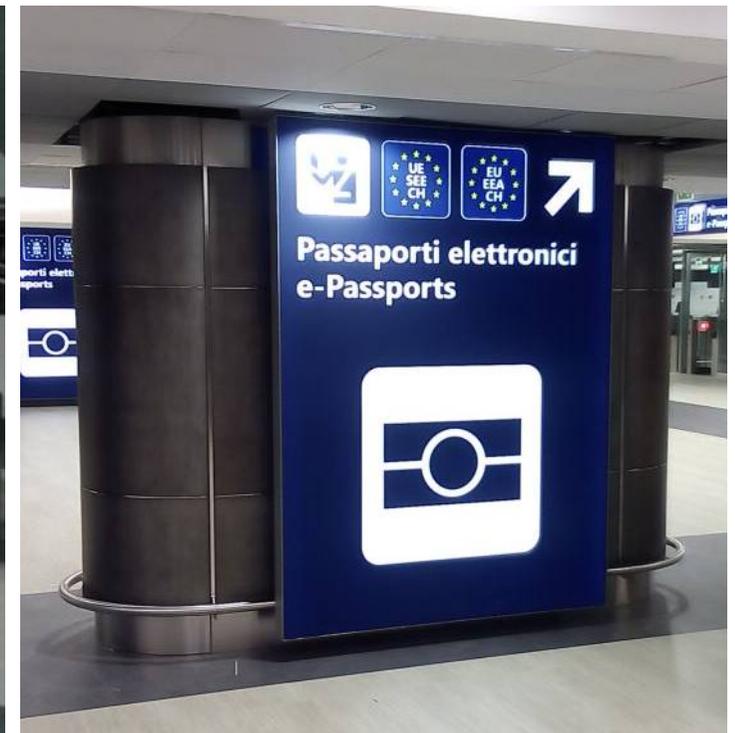
ADR Aeroporti di Roma

- Installed at present a total of 28 e-gates at FCO of which: 12 at T3 Immigration, 8 at T3 Departures (Schengen to Non-Schengen) and 8 at T3 Transit hall (Non-Schengen to Schengen).
- Received positive feedback from SITA for installing 4 additional e-gates at T3 Immigration

T3 IMMIGRATION E-GATES



SIGNAGE



Works completed:

Summary of main measures to improve cleanliness

Cleaning

5



- In order to improve the service levels offered in terms of restroom and terminal cleanliness, several measures were taken to improve the customer experience across the board.

KPI ACI Qualità Percepita	Q2 2016			1HF '16 vs '15
	FCO	Panel UE	Var. %	FCO Var. %
Disponibilità di toilette	4,05	3,85	5,4%	9,9%
Pulizia Toilette	3,95	3,74	5,4%	10,8%
Pulizia Terminal	4,07	4,03	1,0%	9,0%

	Intervento	Obiettivo	Dettagli intervento
1	Ascensori Panoramici	Pulizia e Decoro aree comuni	Pulizia periodica Elevatori panoramici interni ed esterni T1 T3 (10 impianti totali)
2	Pensiline		Pulizia periodica dei pilastri esterni area arrivi terminal (60 pilastri totali)
3	Scale mobili e tapis roulant		Pulizia periodica scale mobili (70 scale e 30 tapis roulant)
4	Collegamenti aerostazione		Pulizia straordinaria collegamenti terminal-stazione FS (10.000mq)
5	Profumazione Toilette		Installazione di impianti di profumazione in tutti i servizi igienici in aerostazione.
6	Soffitto reticolato e vetrate del "Satellite"		Pulizia straordinaria in quota area d'imbarco G
7	Pulizia fase di imbarco/sbarco gate e finger	Maggiore Puntualità di intervento di pulizia rispetto ad oggi	Ottimizzazione interventi di pulizia (rimozione tracce di sporco su pavimentazione e pulizia contenitori rifiuti) ai gates sulla base della pianificazione e gestione operativa
8	Incontri periodici tra Airport Cleaning e Terminal Manager	Rafforzare coordinamento tra Terminal Manager e Airport Cleaning	- Analisi risultati Qualità erogata e percepita con dettaglio per singola area/ toilette - Individuazione criticità/ azioni correttive da avviare e relativa definizione tempi/modi di intervento e monitoraggio
9	Gestione Carrellini	Ottimizzazione processo di raccolta carrellini (maggior disponibilità e miglioramento decoro)	- Individuate 10 aree di competenza dei singoli Mover - Implementato sistema di gestione e controllo flussi per ciascun area

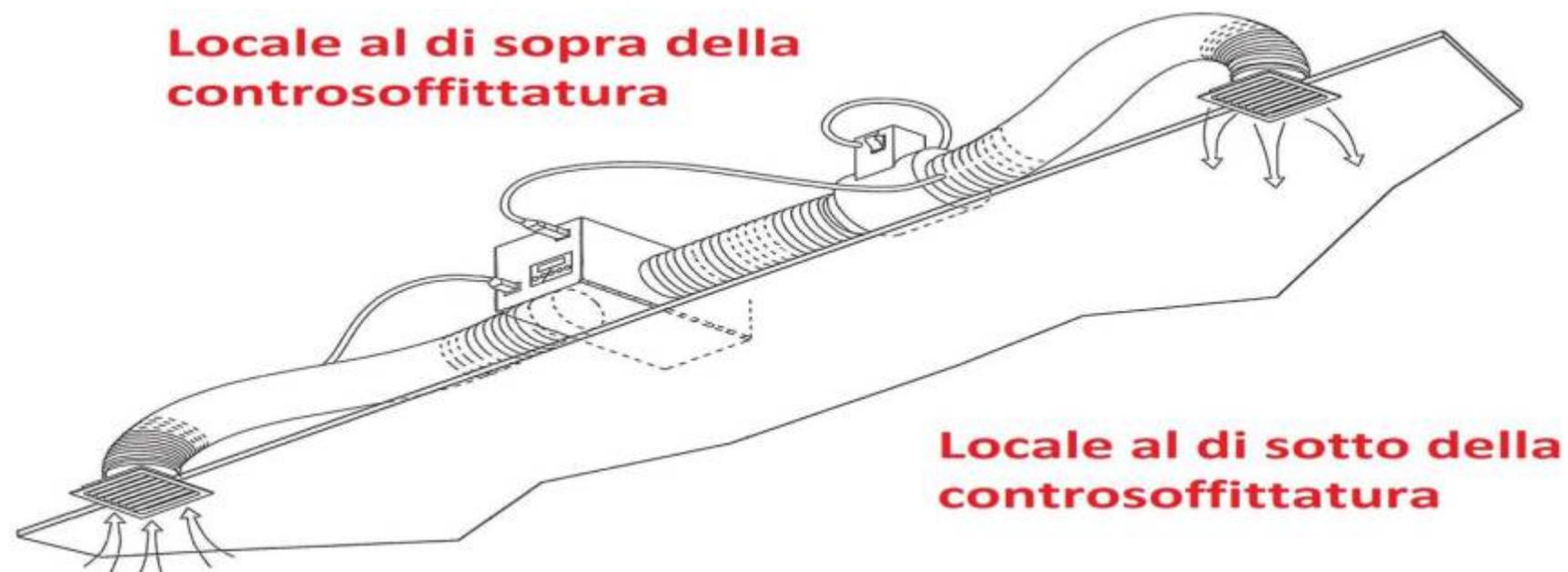
Works completed:

Restroom air perfuming system

Cleaning

5

- An air perfuming system that uses essential oils has been installed above the false ceiling in all the restrooms.



METODO		TEMPI	
Appalto	Biennale	Tempi di lavorazione	Completato a Giugno 2016
Mezzi	tutti i 49 gruppi bagni	Frequenza Manutenzione	- Preventiva/ periodica mensile - Correttiva entro 24h
Prodotti	Oli essenziali		

Works completed:

Cleaning of exterior glazing of departure area G

Cleaning

5

ADR Aeroporti di Roma

- A periodic cleaning cycle has been set up for the exterior glazing of the satellite (11.5 m high) and of the transfer tunnels.
- The scope of the works covers a total of 2,000 m², of which 1,100 m² for the satellite's glazing and 900 m² for the transfer tunnel.

BEFORE WORKS

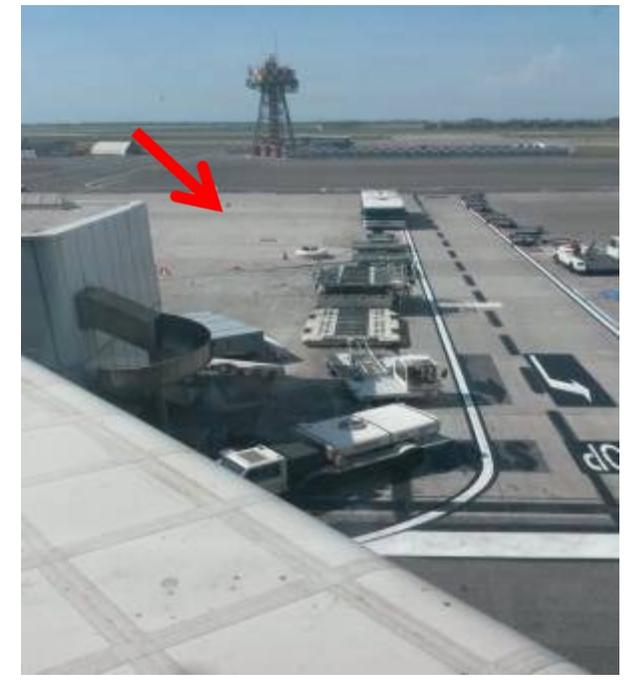


METODO

WORK IN PROGRESS



AFTER WORKS



TEMPI

Persone 3 Unità

Mezzi Piattaforma mobile elevabile - 17 Metri

Prodotti Eco acido tamponato 10%

Tempi di lavorazione 17 Giorni

Works completed:

New specific extraordinary cleaning schedules

Cleaning

5



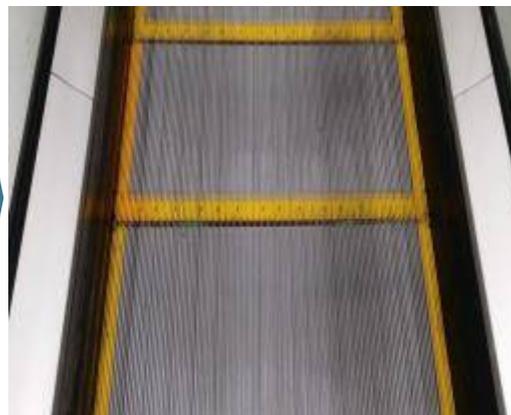
- New cleaning procedures have been set up, specifically for escalators, high traffic areas, overpasses and the most used restrooms.

ESCALATORS

BEFORE WORKS

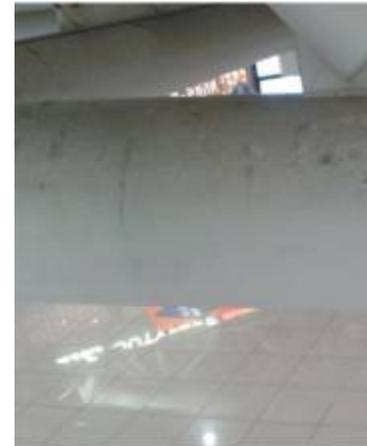


AFTER WORKS



MESH OF CEILING BEAMS IN SATELLITE

BEFORE WORKS



AFTER WORKS

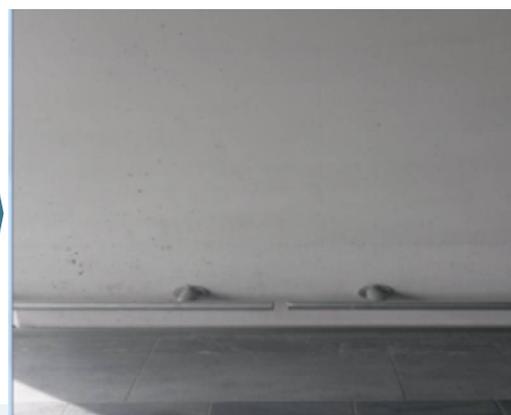


COLUMNS OF SHELTERS AT ARRIVALS

BEFORE WORKS



AFTER WORKS



Works completed:

Renovation of indoor signage/wayfinding

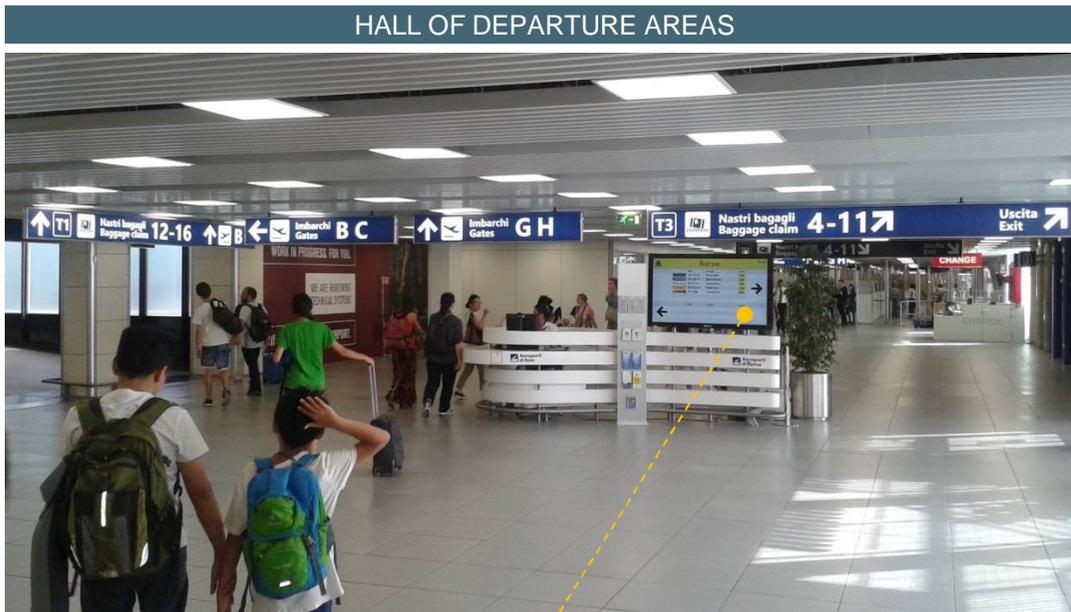
- Design, production and installation of new signage throughout the entire FCO airport (including Front Building and Departure area E), defining pictograms, color codes, size of structures.
- Adaptation of signage as a result of the reopening of the transit corridor, with pictograms and graphics

Signage

6

ADR Aeroporti di Roma

KPI ACI Qualità Percepita	Q2 2016			1HF '16 vs '15
	FCO	Panel UE	Var. %	FCO Var. %
Facilità di individuazione dei percorsi in aeroporto	4,07	3,96	2,7%	5,0%



Installation of a 65" monitor with a page specifically developed for that position:

- right arrow: shows flights served by the T3 baggage reclaim hall (carousels 4-11)
- left arrow: shows flights served by the T1 baggage reclaim hall (carousels 12-16)

Works completed:

Restyling of reception points

PRM

7

ADR **Aeroporti di Roma**

BEFORE WORKS



- Enclosed area reserved for passengers with reduced mobility
- comfort levels are not optimal in terms of lighting and type of seats

NEW CONCEPT



- Complete redesign of the reception point, perfectly integrating it into the airside environment and opening it to all passengers (with priority for passengers with reduced mobility).
- Completed 2 reception points out of 3 (the third within a year).
- High comfort levels: diffuse lighting using LED lamps, and new seats

Works completed:

Renewal of vehicle fleet

PRM

7

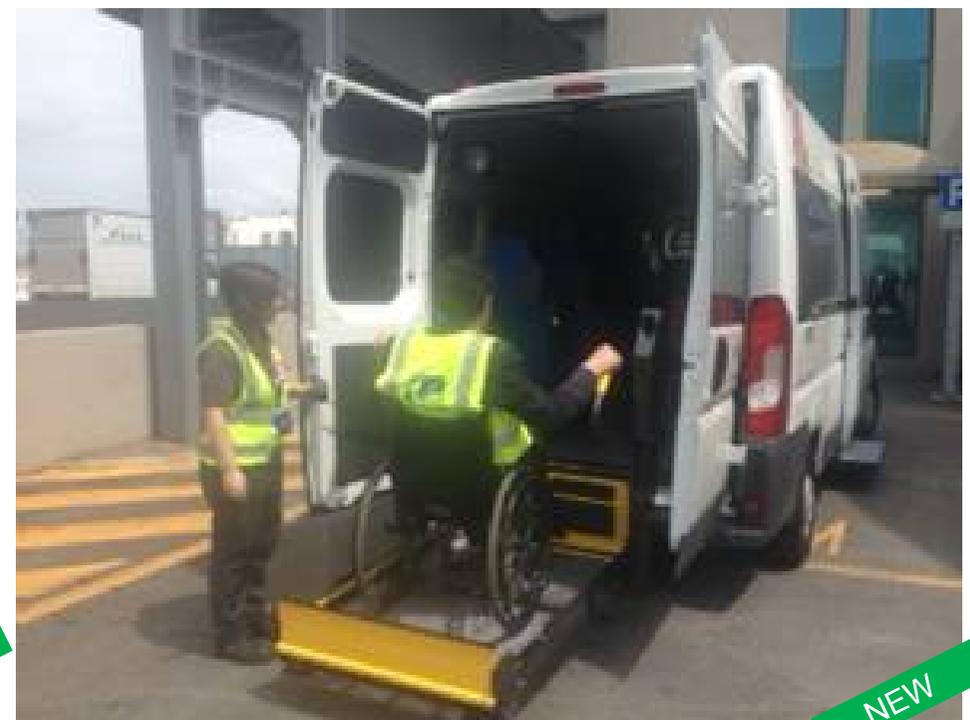
ADR Aeroporti
di Roma

- In the first half of 2016 we renovated and sold part of ADR Assistance's vehicle fleet. We purchased and incorporated the following vehicles into the fleet:
 - 4 Ambulifts made by Aviogei, purchased under a tendering process with a four-year maintenance contract (2 more Ambulifts will be added to the vehicle fleet later this summer).
 - 5 Peugeot Minivans purchased under a tendering process (2 more Minivans are scheduled to be added by the end of the year).
- The disposal of vehicles unfit for operations is also planned.

AMBULIFT



MINIVAN



Works completed:

New Free Wi-Fi Service

Wi-Fi service

8



KPI ACI Qualità Percepita	Q2 2016			1HF '16 vs '15
	FCO	Panel UE	Var. %	FCO Var. %
Connettività Wi-Fi	3,90	3,44	13,2%	15,1%

"Free Wi-Fi" service

- Free connection, with an unlimited download bandwidth and connection time, sitting comfortably.
- Bandwidth increased from 0.6 to 2.0 Mbps

Among the most extensive networks in Europe

- Over 1,000 Access Points (Wi-Fi access points).

Improved user experience

- The number of clicks needed to access the service has been minimized: Select the "Airport Free Wi-Fi" network and click on "free Wi-Fi" on the welcome page.
- Recognition and automatic access for passengers who have previously used the service

NEW GRAPHICS AND LOOK OF THE WIFI ACCESS SITE

FREE WI-FI
Gratis. Senza limiti. Anche in streaming.

NAVIGA >>>
Cliccando qui accetti le [condizioni d'uso](#) e l'[informativa sulla privacy](#).

PAY
Naviga fino a 10 Mbps

RETI INTERNAZIONALI
Accedi e naviga con il tuo operatore

Orario	Volo	Partenza	Terminal	Stato volo	Tracking
16:10	FR 6974	BARCELONA (BCN)	T3	IMBARCO	
16:10	● TP 833	LISBONA (LIS)	T3	IMBARCO	
16:10	VY 6111	BARCELONA (BCN)	T3	IMBARCO	
16:15	IG 3221	VERONA (VRN)		PARTITO	

Guarda tutti i voli | Tracking Voli | Cerca il tuo volo | Mappa Destinazioni

Works completed:

"Car Park Revitalization" project (1/2)

Car Parks - Access roads

9



KPI ACI Qualità Percepita	Q2 2016			1HF '16 vs '15
	FCO	Panel UE	Var. %	FCO Var. %
Parcheggi	3,43	3,60	-4,7%	0,8%
Value for money Parcheggi	2,89	2,54	13,9%	4,2%

- Improvement of internal and external areas of the multilevel parking garage: increased level of comfort and wayfinding, enhancement of signage (horizontal and vertical).

BEFORE WORKS PICTURE OF MULTILEVEL PARKING GARAGE



AFTER WORKS MULTILEVEL PARKING GARAGE



Other works carried out (examples)



Available parking slots signs



New panels on pay stations



New outdoor signage



Entrance to pedestrian walkways

Works completed:

"Car Park Revitalization" project (2/2)

- Examples of other works carried out over the last year are:
 - Outdoor signage of ZTCs (Controlled Traffic Area) enhanced by installing variable message signs
 - Upgraded restroom facilities of multilevel parking garages and of the parking lot for rental cars with drivers.
 - 60 minute free parking has been activated at the long-term parking lot for passengers.
 - Built a new inter-regional bus stop at the Bus Hub.
- Implemented new automatic license plate reading system to match the online booking with the vehicle when it enters a parking lot (as an alternative to reading the license plate, a booking recognition system using QR-Codes is planned).

VARIABLE MESSAGE SIGNS



AUTOMATIC LICENSE PLATE READING (for online bookings)

INSERISCI I TUOI DATI E PROCEDI CON LA PRENOTAZIONE

Nome (*)

Cognome (*)

E-mail (*)

Numero di cellulare

All'entrata del parcheggio verrà rilevata in automatico la targa del veicolo. Se la targa rilevata coinciderà con la targa inserita in fase di prenotazione, il biglietto di ingresso verrà emesso in automatico e riporterà la dicitura "Ingresso con Prenotazione".

Targa

Works completed:

Curbside refurbishment

- Rationalization of the road system, resurfacing roads, building functional and comfortable pedestrian areas, creating new parking spaces and green areas.

FROM: congestion and chaos...

...TO: a modern and functional road network



Works completed:

"Otello" Project

- The tax refund process has been optimized, implementing the customs check carried out at the same time as the request for a VAT Refund.
- Local VAT Refund points set up in the landside area (T3 and T5) for originating passengers and in the airside area (node between departure areas C and D) for passengers in transit.

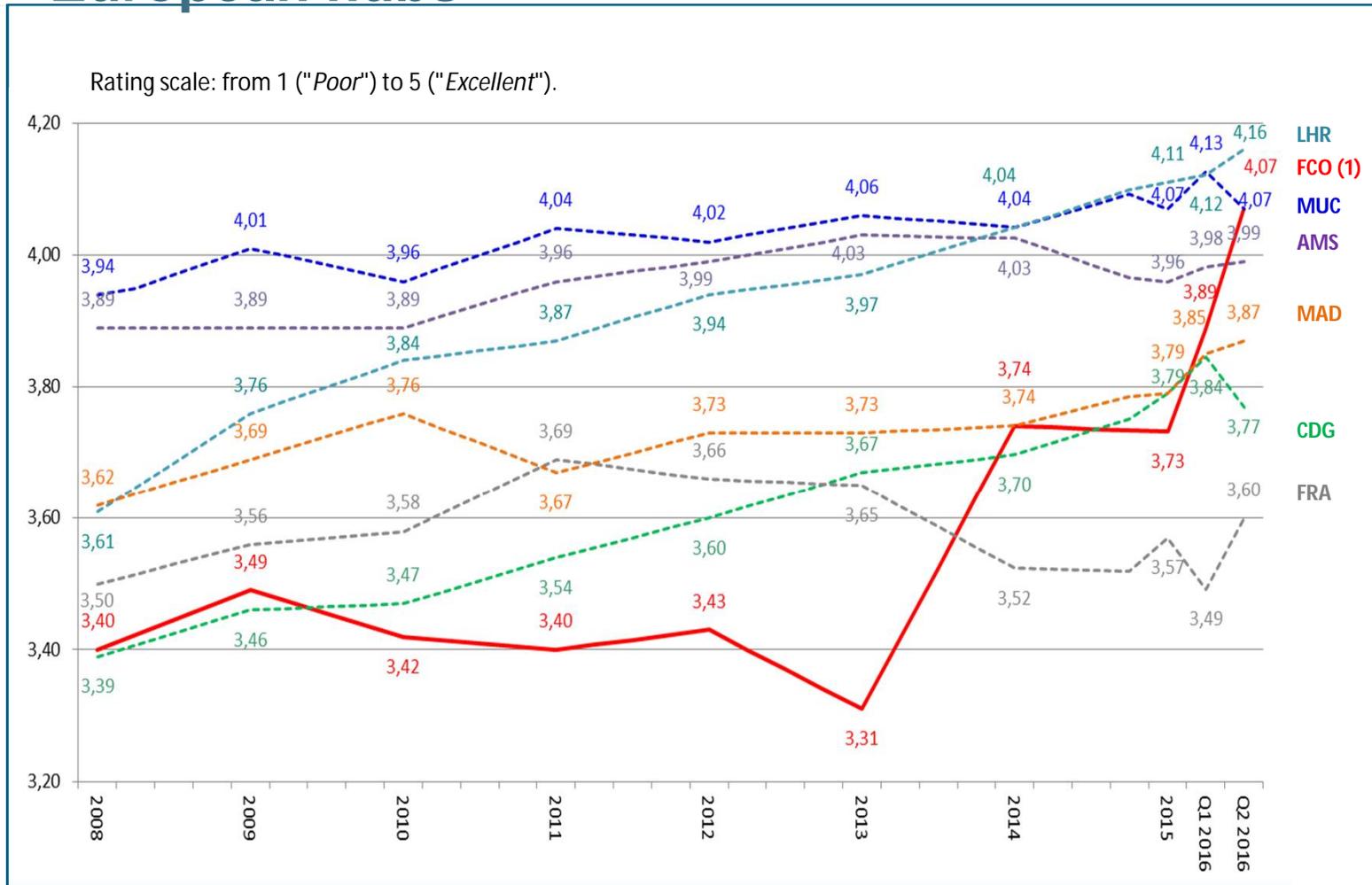
LANDSIDE - TERMINAL 3 DEPARTURES



AIRSIDE – NODE BETWEEN DEPARTURE AREAS C AND D



All this has raised FCO to the level of the best European hubs



Trend Overall

- The survey carried out by ACI during the first 2 quarters of 2016 shows a clear improvement of FCO's performance compared to previous periods, recording the best results ever.
- Among major European hubs (> 40 Pax), FCO ranks second behind LHR, passing AMS, MAD and CDG in 2016.

Source: ACI – **Airports Council International**: Airport Service Quality - Survey Report. Main European hubs with over 40 million pax per year

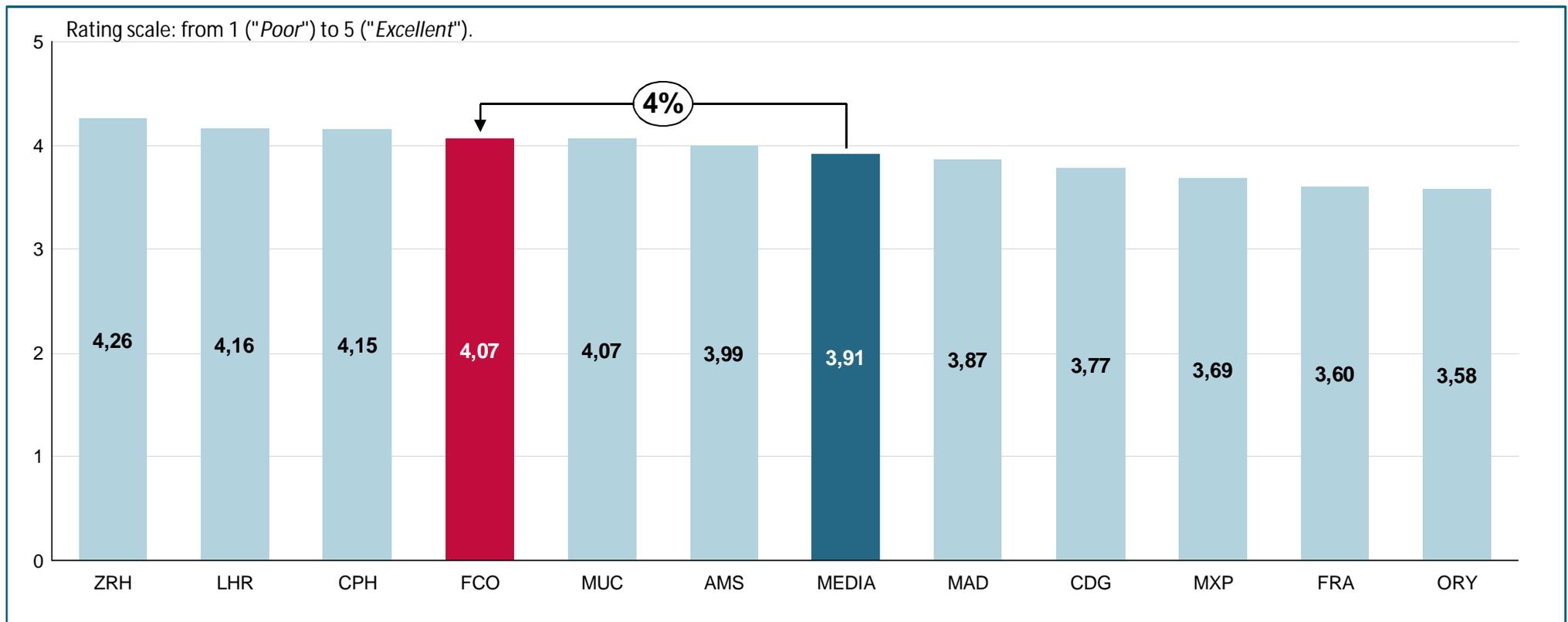
ACI's surveys measure passengers' satisfaction levels at over 250 airports worldwide, a minimum of 350 times per quarter, in every single airport (800 at FCO). The surveys continually evaluate 34 different service quality indicators, related to: Overall Satisfaction, Access, Check-In, Passport and ID Control, Security, Wayfinding, Airport Facilities, Airport Environment and Arrivals Services.

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

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

Trend of perceived quality vs. European panel

"Overall" indicator



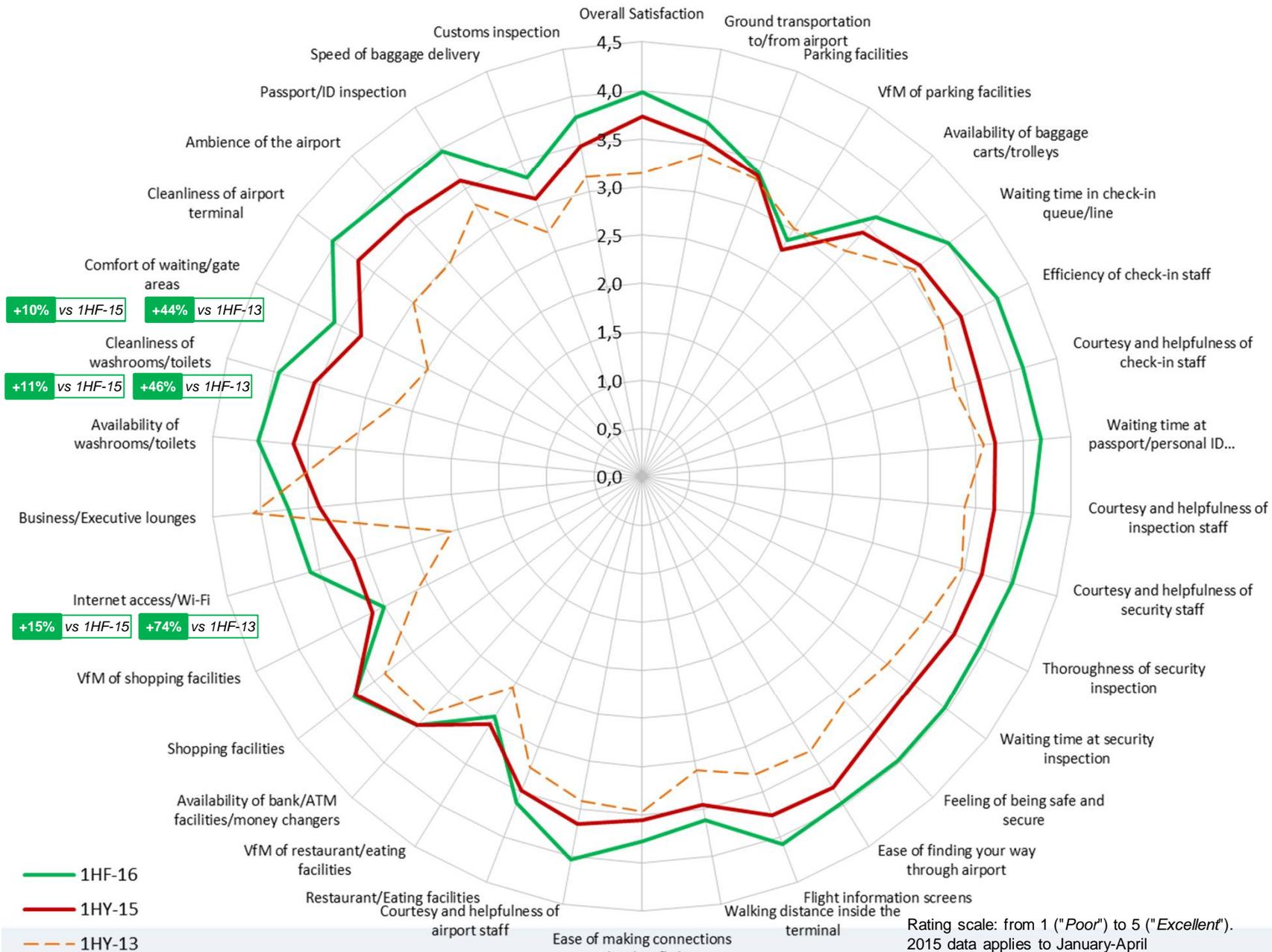
- In Q2 2016, FCO was above the European panel average (+4%) on the level of Munich and above Amsterdam, Madrid and Paris-Charles De Gaulle.

Source: ACI – **Airports Council International**: Airport Service Quality - Survey Report. Main European hubs with over 40 million pax per year
 ACI's surveys measure passengers' satisfaction levels at over 250 airports worldwide, a minimum of 350 times per quarter, in every single airport (800 at FCO). The surveys continually evaluate 34 different service quality indicators, related to: Overall Satisfaction, Access, Check-In, Passport and ID Control, Security, Wayfinding, Airport Facilities, Airport Environment and Arrivals Services.

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

Perceived quality analysis for FCO

1HF-16 vs 1HF-15 vs 1HF-13 – Source: ACI



1HF-16 vs 1HF-15

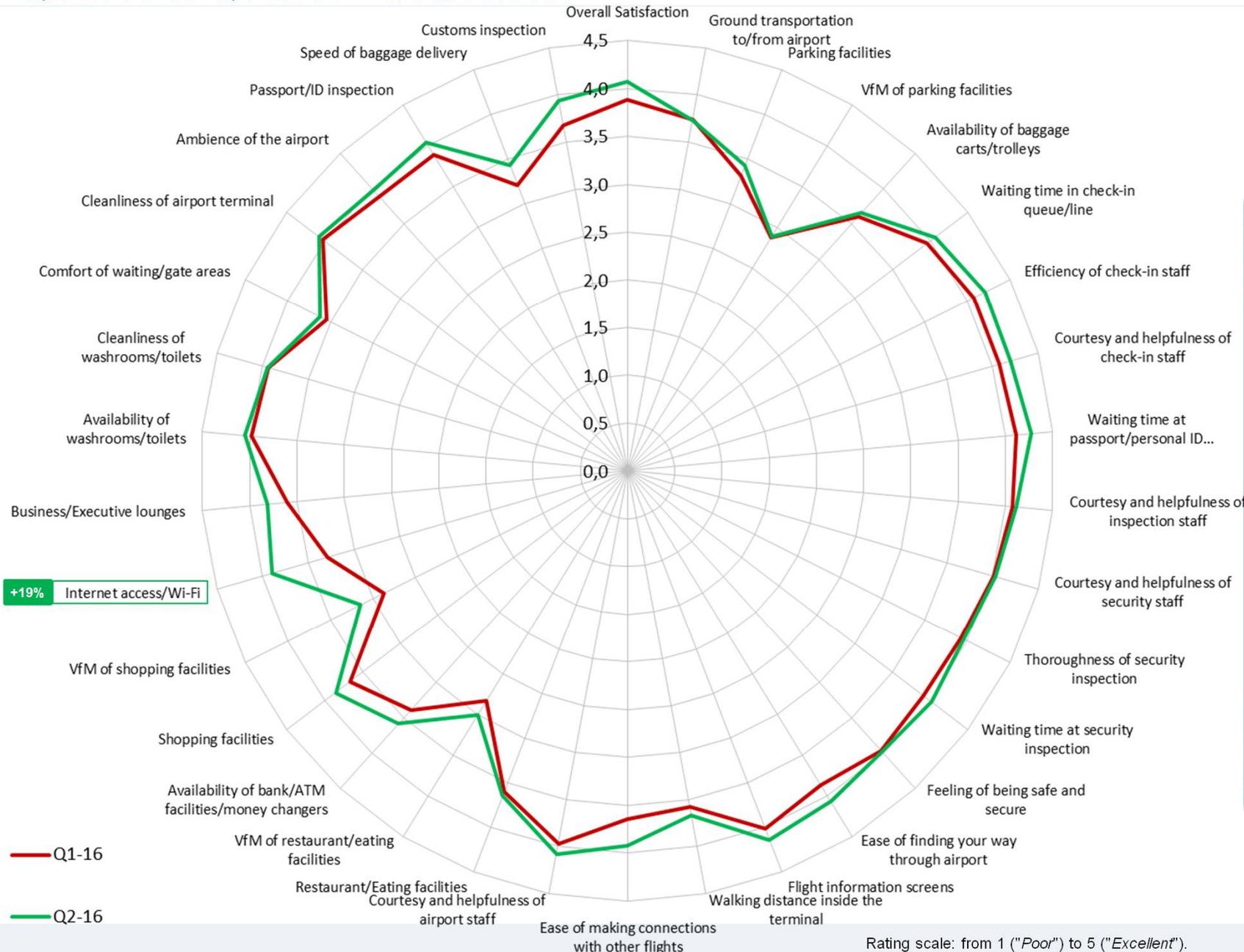
- Average increase of **7.4%**, with peak on Wi-Fi connectivity, of +15%.

1HF-16 vs 1HF-13

- Average increase of **20%** with significant deviations for Wi-Fi (+74%), cleanliness of restrooms (+46%) and comfort of waiting areas (+44%).

Perceived quality analysis for FCO

Q2 2016 vs Q1 2016 – Source: ACI

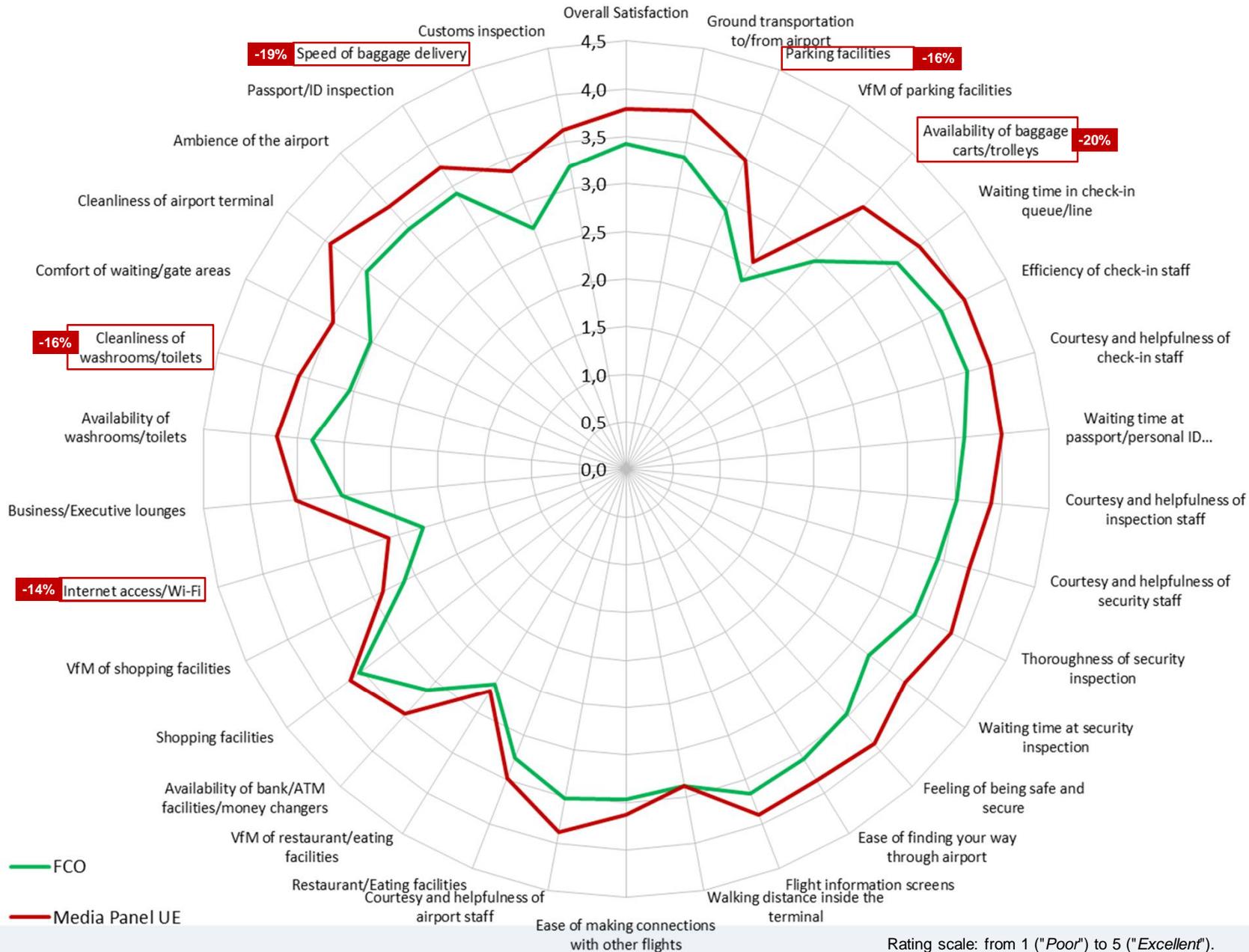


Q2-16 vs Q1-16

- Building on the excellent results of Q1-16 (overall score 3.89), in Q2-16 FCO further improved its performance, exhibiting increases on average in excess of **+4%**.
- Peak improvement for Wi-Fi connectivity, rising by **+19%**

Perceived quality analysis for FCO

FY 2012: FCO vs. EU Panel – Source: ACI

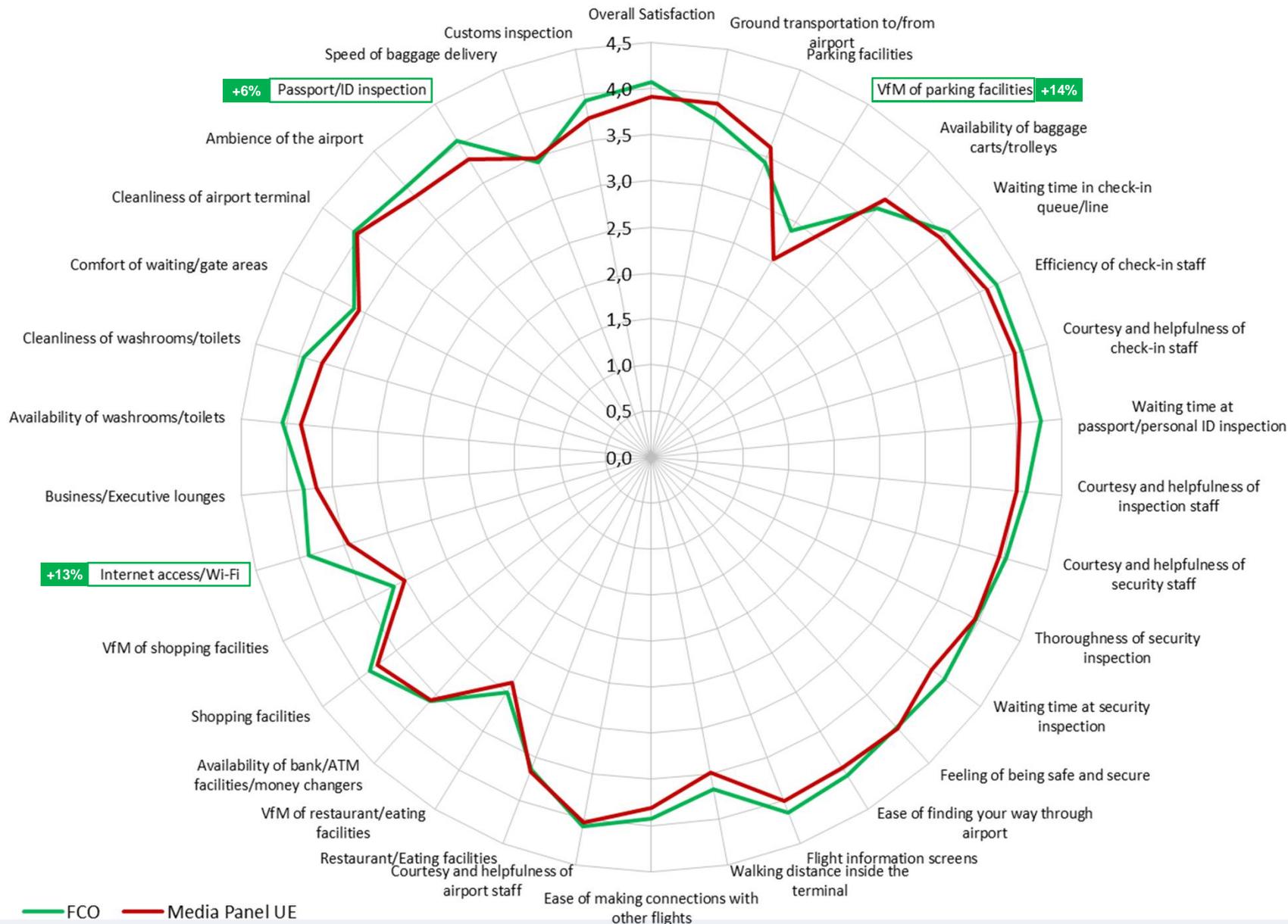


**FY- 12
FCO vs Panel**

- On average, FCO's performance is **10%** below that of the European panel for all processes.
- The most significant differences were for availability of baggage carts (-20%), waiting time for baggage reclaim (-19%), parking lots (-16%), restroom cleanliness (-16%) and Wi-Fi (-14%)

Perceived quality analysis for FCO

Q2 2016: FCO vs. EU Panel – Source: ACI



**Q2- 16
FCO vs Panel**

- In Q2 '16 FCO's performance was on average above that of the EU Panel by **3%**.
- The greatest differences from the Panel were for the quality/price ratio ,for parking (+14%), for Wi-Fi connectivity (+13%) and for passport control (+6%).

❑ QUALITY – REFERENCE CONTEXT

❑ FINAL VALUES OF CDP INDICATORS – YEAR 4

❑ UPDATE OF CDP ANNEX 10 – 2017/2021 SECOND SUB-PERIOD

Presentation of the report

The annual report was delivered to ENAC in July 2016

Reference period for the assessment

- **01 OCTOBER 2015 – 30 JUNE 2016:** for the first 9 quality indicators for Fiumicino (shortened period due to the fire).
- **JULY 2015 – JUNE 2016:** for the remaining indicators of FCO and for all indicators for CIA.

Content of the report

The report "shows the values for each quality and environmental protection analytical indicator"

Data assessment methodology

As specified in the outlines contained in Annex 10 of the C.d.P.

FCO – Quality:

October 2015 – June 2016

Indicatore	U.M.	Crescente (c) Vs Decrescente (d)	Peso	Ott 15 - Giu 16	Obiettivo 30.06.16	STATUS
1) Tempo di attesa al controllo bagaglio a mano ¹	Tempo nel 90% dei casi	d	10%	04.13	08.20	OK
2a) Riconsegna ultimo bagaglio ¹	Tempo di attesa nel 90% dei casi	d	4%	35.35	37.23	OK
2b) Riconsegna primo bagaglio ¹	Tempo di attesa nel 90% dei casi	d	4%	27.06	31.57	OK
3) Tempo di attesa in coda al check-in ¹	Tempo di attesa nel 90% dei casi	d	8%	10.25	19.10	OK
4) Percezione complessiva sul livello di comfort ¹	% pax soddisfatti	c	10%	85,9%	87,0%	NO
5) Percezione sul livello di pulizia in aerostazione ¹	% pax soddisfatti	c	8%	87,5%	80,0%	OK
6) Percezione dell'efficacia dei punti informazione operativi ¹	% pax soddisfatti	c	8%	84,8%	83,0%	OK
7) Presenza di segnaletica interna chiara, comprensibile ed efficace ¹	% pax soddisfatti	c	8%	87,6%	86,0%	OK
8) Percezione dell'efficienza dei sistemi di trasferimento passeggeri ¹	% pax soddisfatti	c	8%	87,7%	87,0%	OK
9) Assistenza PRM ¹	% pax soddisfatti	c	8%	99,5%	90,00%	OK
10) Disponibilità punti informazione operativi ²	TPHP/N° punti informazione	d	8%	15,6	22,3	OK
11) Efficienza dei sistemi di trasferimento pax ²	% di tempo di funzionamento su 18 h	c	8%	99,5%	99,2%	OK
12) Affidabilità impianti riconsegna bagagli ²	% di tempo di funzionamento su 18 h	c	8%	99,1%	99,0%	OK

Values
above the
target for
12 out of 13
indicators

1) Source: Pragma; 2) Source: ADR

N.B. For indicators 10, 11 and 12 the assessment period includes the full year: Jul 2015 – Jun 2016

CIA – Quality:

July 2015 – June 2016

Indicatore	U.M.	Crescente (c) Vs Decrescente (d)	Peso	Lug 15 - Giu 16	Obiettivo 30.06.16	STATUS
1) Tempo di attesa al controllo radiogeno dei bagagli ¹	Tempo nel 90% dei casi	<i>d</i>	10%	05.09	08.00	OK
2a) Tempo riconsegna ultimo bagaglio ¹	Tempo nel 90% dei casi	<i>d</i>	4%	26.29	25.00	NO
2b) Tempo riconsegna primo bagaglio ¹	Tempo nel 90% dei casi	<i>d</i>	4%	20.53	19.00	NO
3) Tempo di attesa coda check-in ¹	Tempo nel 90% dei casi	<i>d</i>	8%	19.22	21.00	OK
4) Percezione complessiva sul livello di comfort ¹	% pax soddisfatti	<i>c</i>	10%	69,1%	90,0%	NO
5) Percezione sul livello di pulizia in aerostazione ¹	% pax soddisfatti	<i>c</i>	8%	84,5%	91,0%	NO
6) Percezione dell'efficacia dei punti informazione operativi ¹	% pax soddisfatti	<i>c</i>	8%	83,1%	80,0%	OK
7) Presenza di segnaletica chiara, comprensibile ed efficace ¹	% pax soddisfatti	<i>c</i>	8%	88,2%	80,0%	OK
8) Percezione del livello di pulizia e funzionalità toilettes ¹	% pax soddisfatti	<i>c</i>	8%	76,9%	90,0%	NO
9) Assistenza PRM ¹	% pax soddisfatti	<i>c</i>	8%	99,1%	90,0%	OK
10) Up time CREWS ²	% tempo di funzionamento su 17H	<i>c</i>	8%	100,0%	99,5%	OK
11) Disponibilità punti informazione operativi ²	TPHP/N° punti informazione	<i>d</i>	8%	28,18	33,60	OK
12) Affidabilità impianti riconsegna bagagli ²	% tempo di funzionamento su 8H	<i>c</i>	8%	99,7%	99,4%	OK

Values
above the
target for 8
out of 13
indicators

1) Source: Pragma; 2) Source: ADR

Note: starting 1 January 2014 the CREWS system has been replaced with the CUTE system

- ❑ QUALITY – REFERENCE CONTEXT
- ❑ FINAL VALUES OF CDP INDICATORS – YEAR 4
- ❑ UPDATE OF CDP ANNEX 10 – 2017/2021 SECOND SUB-PERIOD

Commitments undertaken by entering into the Planning Agreement

Indicator selection criteria

1 Customer centricity

- For ADR, customer satisfaction is the top priority for planning its measures. Customers are primarily **passengers**, but also **operators** (airlines, handlers, operators, etc.).
- ADR pays particular attention to passengers with reduced mobility throughout all the stages of a passenger's journey, including those before arrival at the airport

2 Excellence of the Roman airport system

- Rome is not only the capital of the country but also one of its main gateways, so the capital's airports must help to build **a positive image of the country** abroad.

3 Development of the social and territorial context

- ADR is one of the main infrastructures in the region and **one of the driving forces of social and economic development** of its local context.

CRITERIA USED TO DEFINE THE CDP INDICATORS (1/8)

2017-2021 second sub-period

Introduction

❑ This document describes the proposal that Aeroporti di Roma revises and updates for the 2017-2021 period of the Quality Plan (Annex 10), a component of the 2012 - 2021 Planning Agreement.

❑ Considering that the art. 29 of the Convention reads:

• Paragraph 3: "As regards the second charges sub-period, different indicators may be identified by the parties [...], **on the basis of motivated reasons** [...]"

• Paragraph 4 "the choice of indicators must take into account the final values of the Baseline Year in order to favor those **indicators that may still be significantly improved** compared to others or for which there are reports from the users"

❑ ADR accordingly considered it appropriate to modify the list of indicators, replacing indicators that measure processes that are less important for our customers (passengers and airlines) or for which it is particularly difficult to achieve particularly significant further improvement.

❑ All indicators of the 2017-2021 Quality Plan were selected among those included in the Charges regulatory model or in the **JAN-06 ENAC circular**.

References

Airport Management Agreement and the Planning Agreement

JAN-06 Circular

Charges regulatory model for airports with > 8 million pax

Annex 10 – 2012-2016 first sub-period

CRITERIA USED TO DEFINE THE CDP INDICATORS (2/8)

ENAC guidelines: references for airports with >8 million pax

Excerpt from "Charges regulatory model"

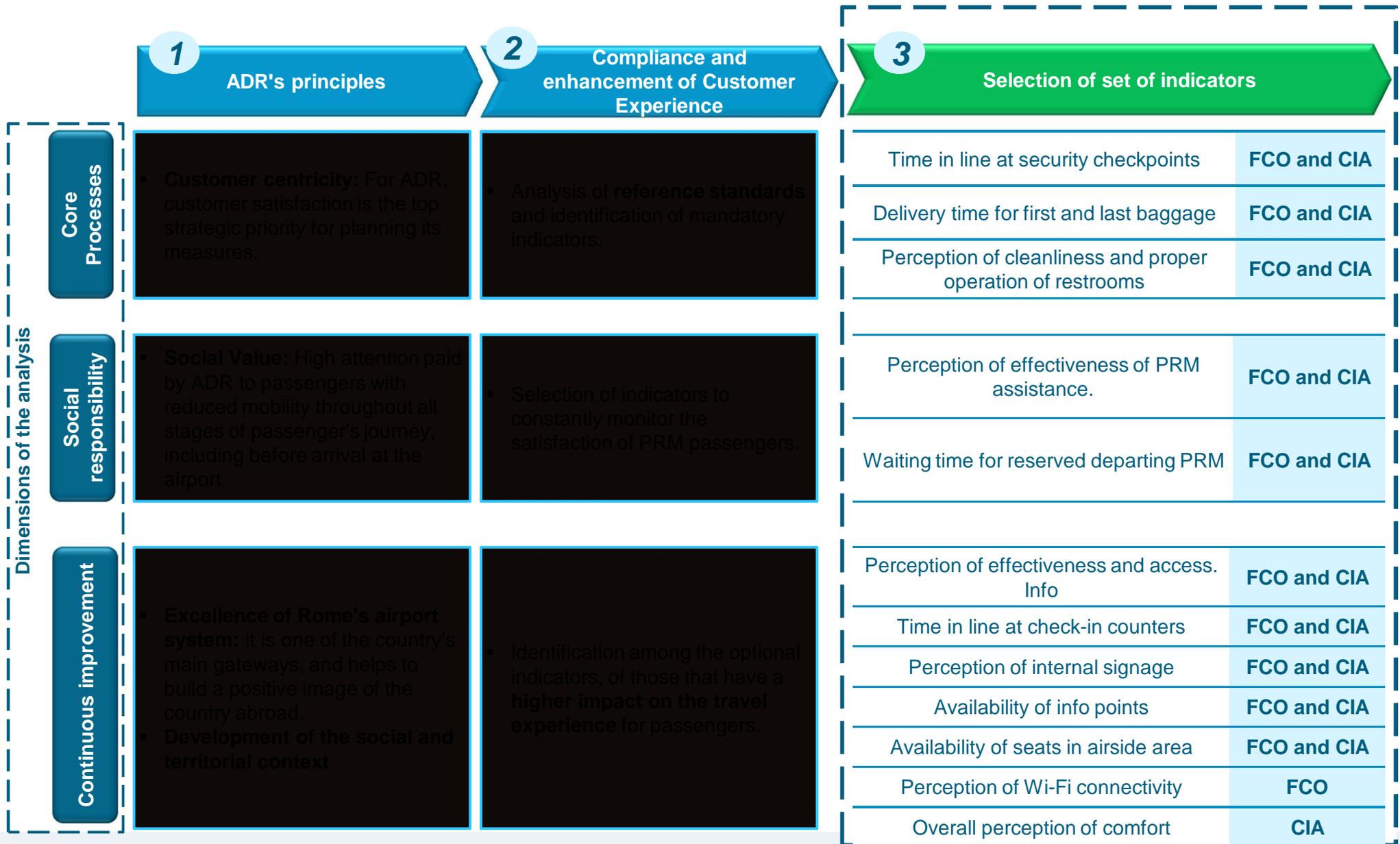
The quality indicators and the weights appropriately associated with each of them will be chosen based on the following guidelines:

- a) the indicators must be among the ones indicated in Tables A and B, and there must be **12 indicators**;
- b) indicators **5, 6, 7 and 10 of Table A must be taken as qualitative improvement goals** since they are priorities to satisfy the needs of airport users;
- c) the standards of assistance to passengers with reduced mobility identified in **table B** are particularly relevant from a social point of view, so among **indicators 12 to 18, two objective-indicators** must be chosen in addition to those mentioned in point b);
- d) **4 indicators must be chosen among the remaining indicators of Table A, while the remaining 2 indicators must be chosen among those included in the respective Service Charters**, in relation to the specific features of the airport;
- e) the assignment of weights to the final set of quality indicators must be divided into **60% for mandatory indicators (of which 40% for those covered by the preceding subparagraph b, and 20% for those under subparagraph c)**, while the remaining 40% must be distributed among indicators added by the operator.

The identification of the optional objective-indicators and in general the attribution of weights to the objective-indicators must take into account and make the most of each specific feature that differentiates the various airports, both in terms of the amount of traffic handled and the type thereof.

CRITERIA USED TO DEFINE THE CDP INDICATORS (3/8)

Definition of set of indicators



CRITERIA USED TO DEFINE THE CDP INDICATORS (4/8)

ENAC guidelines – Table A

ENAC guidelines¹
(par. 5.8.1(b, d))

- "... indicators 5, 6, 7 and 10 of Table A taken as high priority..."
- "...4 indicators must be chosen among the remaining indicators of Table A, while the remaining 2 indicators must be chosen among those included in the respective Service Charters..."

Indicator	UoM	FCO ² FY '15	CIA FY '15	Reasons
1 Flight delays due to the Airport Operator	No. of delays due to operator/N. of pax flights departing	0.53%	1.02%	Limited margin for improvement, given the satisfactory performance of the baseline year (IATA codes 19; 87)
2 Waiting time on board for deplaning of first passenger	Time in 90% of cases	4 m 57 s	4 m 28 s	Low leverage available to ADR in respect of airlines
3 Total misguided departing baggage that the airport is responsible for	No. of misguided baggage/No. departing baggage	10.53	0.8	<ul style="list-style-type: none"> • FCO: already monitored within III Additional Deed • CIA: Limited margin for improvement
4 Reliability of baggage handling system	% uptime/hours of operation of the airport	99.2%	98.5%	Limited margin for improvement, given the satisfactory performance of the baseline year
5 Waiting time for delivery of first baggage from in-block of aircraft	Time in 90% of cases	29 m 26 s	20 m 57 s	Priority indicator
6 Waiting time for delivery of last baggage from in-block of aircraft	Time in 90% of cases	37 m 47 s	26 m 14 s	Priority indicator
7 Perception of the cleanliness level and proper operation of the restrooms	% satisfied passengers	85.6%	79.5%	Priority indicator
8 Efficiency of systems used to transfer pax within the airport	% uptime/hours of operation of the airport	99.6%	n.a.	Limited margin for improvement, given the satisfactory performance of the baseline year
9 Overall perception of the effectiveness and accessibility of information services	% satisfied passengers	84.3%	80.5%	Significant driver for improving passenger satisfaction by acting also on stress mitigation
10 Waiting times at the security checkpoints	Time in 90% of cases	4 m 34 s	5 m 36 s	Priority indicator
11 Waiting time at check-in counters	Time in 90% of cases	10 m 33 s	19 m 35 s	An important process for the customer experience

Indicator selected in ADR proposal for second five-year period (FCO and CIA)

Indicators classified as priorities in the ENAC guidelines

1) Source "Charges regulatory model for airports with passenger traffic of 8 million passengers or more"

2) Data for FCO, excluding the fire period: From 7 May to 30 September, except for indicators 4 and 8 that apply to the full year 2015.

CRITERIA USED TO DEFINE THE CDP INDICATORS (5/8)

ENAC guidelines – Table A

ENAC guidelines¹ (par. 5.8.1(b, d))

- ".. indicators 5, 6, 7 and 10 of Table A taken as high priority..."
- "...4 indicators must be chosen among the remaining indicators of Table A, while the remaining 2 indicators must be chosen among those included in the respective Service Charters..."

ADR proposal for additional indicators	UoM		FY 2015 ²	Scope	Reasons
Perception of Wi-Fi connectivity within the terminal	% satisfied passengers		73.8%	FCO	Relevant KPI given technological progress and increasing use, in particular by foreign passengers
Perception of the clarity, ease of understanding and effectiveness of internal signage	% satisfied passengers		•FCO 86.9% •CIA: 85.7%	FCO & CIA	Reliable driver of passenger satisfaction concerning wayfinding in the airport
Availability of operating info points	TPHP/No. of operating info points		•FCO 16,48 •CIA: 34.10	FCO & CIA	Significant KPI concerning comfort in the airport terminal
Availability of seats in airside area	TPHP/number of seats in airside area		•FCO 2,10 •CIA: 5.80	FCO & CIA	
Perception of overall comfort level in the terminal	% satisfied passengers		75.8%	CIA	High incidence on the "atmosphere" of the airport, influenced by several factors (i.e. lighting, crowding, noise...)

 Indicator selected for the Service Charter (FCO and CIA)

1) Source "Charges regulatory model for airports with passenger traffic of 8 million passengers or more"
2) Data for FCO, excluding the fire period: 7/05-30/09 2015

CRITERIA USED TO DEFINE THE CDP INDICATORS (6/8)

ENAC guidelines – Table B

ENAC guidelines¹
(par. 5.8.1(c))

"...the standards of assistance to passengers with reduced mobility identified in table B are particularly relevant from a social point of view, so among indicators 12 to 18, two objective-indicators should be identified..."

	Indicator	UoM	FCO ² FY '15	CIA FY '15	Reasons
12	Perception of the assistance provided to disabled persons and persons with reduced mobility	% satisfied passengers	98.7%	98.3%	Overall driver that reflects overall PRM passenger satisfaction
13	Perception of the level of accessibility and usability of the airport infrastructure for passengers with reduced mobility	% satisfied passengers	98.5%	98.0%	
14	Perception on the effectiveness and accessibility of information, communications and indoor signage for visually impaired	% satisfied passengers	n.a.	n.a.	
15	Perception of staff courtesy (info point, security, staff assisting disabled persons or persons with reduced mobility)	% satisfied passengers	99.7%	99.0%	
16	Perception of the professionalism of the staff dedicated to provision of assistance to disabled persons or persons with reduced mobility	% satisfied passengers	99.7%	99.0%	
17	Waiting time for reserved departing passengers, to receive assistance from one of the airport's designated assistance points, after reporting their presence (80% should not wait more than 10 minutes)	Time in 90% of cases	10 m 19 s	12 m 47 s	Relevant both in terms of service levels provided to PRM passengers and for punctuality of the airport, given the precedence for boarding
18	Waiting time for reserved arriving passengers, to receive assistance, at the gate/aircraft, after the last passenger has disembarked	Time in 90% of cases	3 m 19 s	3 m 01 s	



Indicator selected in ADR proposal for second five-year period (FCO and CIA)

1) Source "Charges regulatory model for airports with passenger traffic of 8 million passengers or more"
2) Data for FCO, excluding the fire period: 7/05-30/09 2015

CRITERIA USED TO DEFINE THE CDP INDICATORS (7/8)

Weighting - FCO



ENAC guidelines¹
(par. 5.8.1(e))

".. the assignment of weights to the final set of quality indicators must be divided into **60%** for mandatory indicators (of which 40% for those covered by the preceding subparagraph b, and **20%** for those under subparagraph c), while the remaining 40% must be distributed among indicators added by the Operator. ..."

Indicator	UoM	Weight	Cluster	Reasons
1 Waiting time for carry-on baggage security checks	Waiting time in 90% of cases	15%	40%	<ul style="list-style-type: none"> Mandatory indicators tab. A: overall weight 40% (guidelines) Greater weight to security since it has a significant impact on passengers and is handled directly by ADR As for baggage, more relevance was attributed to indicator 3 vs. 2 since it is an indicator with greater impact on passenger satisfaction
2 Waiting time for first baggage delivery	Waiting time in 90% of cases	5%		
3 Waiting time for last baggage delivery	Waiting time in 90% of cases	10%		
4 Perception of the cleanliness level of restrooms	% satisfied pax	10%	20%	<ul style="list-style-type: none"> Mandatory indicators tab. B overall weight 20% (guidelines) equally distributed
5 Perception of the assistance provided to disabled persons and persons with reduced mobility	% satisfied pax	10%		
6 Reserved departing PRM: waiting time to receive assistance, from one of the designated points	Waiting time in 90% of cases	10%	12%	<ul style="list-style-type: none"> Optional indicators Tab. A (guidelines) Given a weight lower than Check-in since the process is managed by Handlers⁽²⁾
7 Waiting time in line at check-in counters	Waiting time in 90% of cases	5%		
8 Overall perception of the effectiveness and accessibility of information services.	% satisfied pax	7%		
9 Perception of Wi-Fi connectivity within the terminal	% satisfied pax	7%	28%	<ul style="list-style-type: none"> Service Charter indicators (ENAC circular of Jan 06) Equally distributed weights
10 Perception of the clarity, ease of understanding and effectiveness of internal signage	% satisfied pax	7%		
11 Availability of operating info points	TPHP/No. of info points	7%		
12 Availability of seats in airside area	TPHP/number of seats airside	7%		

1) Source: "Charges regulatory model for airports with passenger traffic of 8 million passengers or more"

2) In line with the requirements of Art. 29(5) of the CDP "selected and weighted considering how much the concessionaire can exercise effective control..."

CRITERIA USED TO DEFINE THE CDP INDICATORS (8/8)

Weighting - CIA

ENAC guidelines¹ (par. 5.8.1(e))

".. the assignment of weights to the final set of quality indicators must be divided into **60%** for mandatory indicators (of which 40% for those covered by the preceding subparagraph b, and **20%** for those under subparagraph c), while the remaining 40% must be distributed among indicators added by the Operator. .."

Indicator	UoM	Weight	Cluster	Reasons
1 Waiting time for carry-on baggage security checks	Waiting time in 90% of cases	15%	40%	<ul style="list-style-type: none"> Mandatory indicators tab. A: overall weight 40% (guidelines) Greater weight to security since it has a significant impact on passengers and is handled directly by ADR As for baggage, more relevance was attributed to indicator 3 vs. 2 since it is an indicator with greater impact on passenger satisfaction
2 Waiting time for first baggage delivery	Waiting time in 90% of cases	5%		
3 Waiting time for last baggage delivery	Waiting time in 90% of cases	10%		
4 Perception of the cleanliness level of restrooms	% satisfied pax	10%	20%	<ul style="list-style-type: none"> Mandatory indicators tab. B overall weight 20% (guidelines) equally distributed
5 Perception of the assistance provided to disabled persons and persons with reduced mobility	% satisfied pax	10%		
6 Reserved departing PRM: waiting time to receive assistance, from one of the designated points	Waiting time in 90% of cases	10%	12%	<ul style="list-style-type: none"> Optional indicators Tab. A (guidelines). Given a weight lower than Check-in since the process is managed by Handlers⁽²⁾
7 Waiting time in line at check-in counters	Waiting time in 90% of cases	5%		
8 Overall perception of the effectiveness and accessibility of information services	% satisfied pax	7%		
9 Perception of overall comfort level in the terminal	% satisfied pax	7%	28%	<ul style="list-style-type: none"> Service Charter indicators (circular ENAC Jan-06) Equally distributed weights
10 Perception of the clarity, ease of understanding and effectiveness of internal signage	% satisfied pax	7%		
11 Availability of operating info points	TPHP/No. of info points	7%		
12 Availability of seats in airside area	TPHP/number of seats airside	7%		

1) ..Source: "Charges regulatory model for airports with passenger traffic of 8 million passengers or more"

2) In line with the requirements of Art. 29(5) of the CDP "selected and weighted considering how much the concessionaire can exercise effective control..."

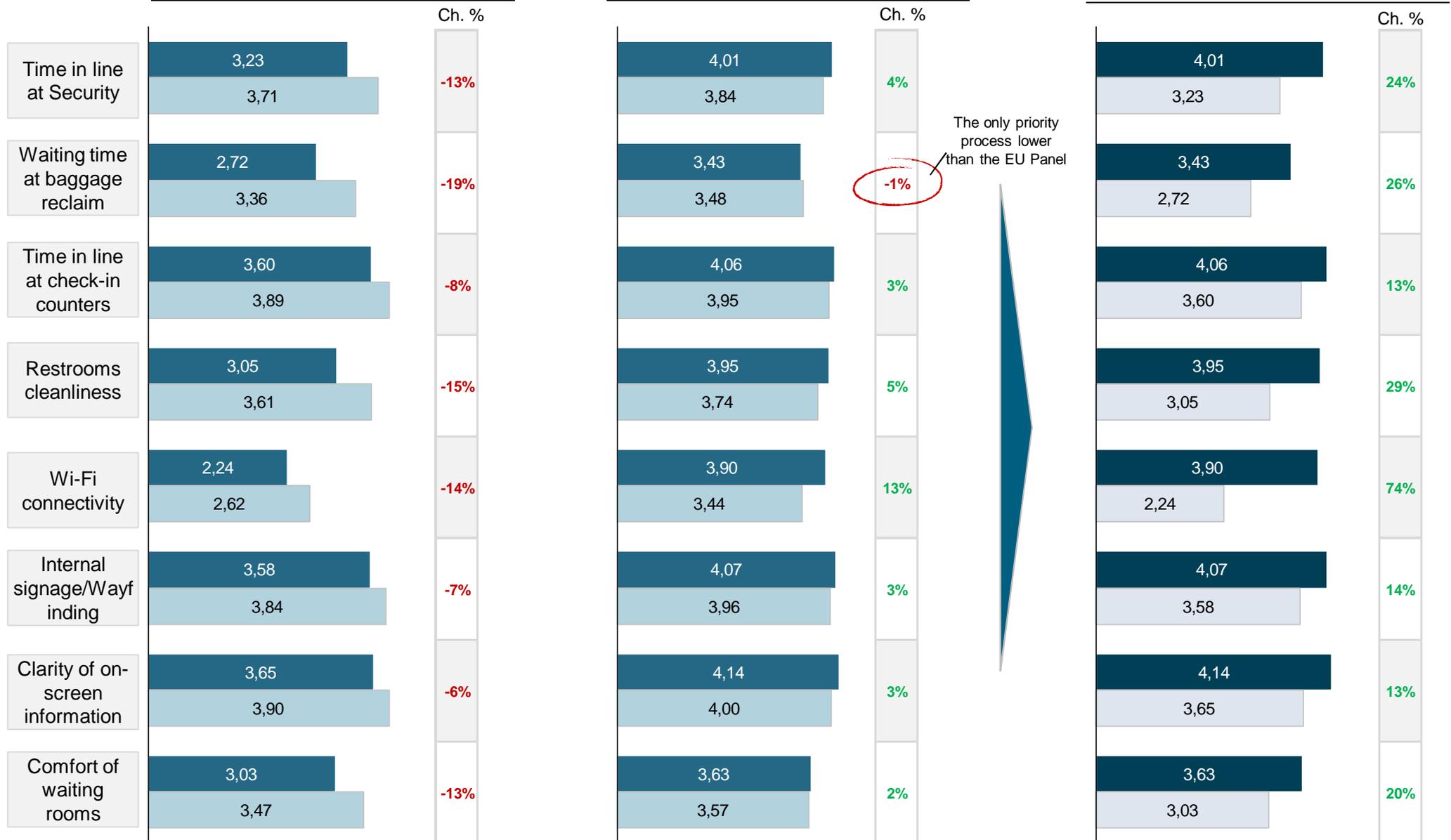
International benchmark

Source: ACI

FY 2012

Q2 2016

FCO: FY-12 vs Q2-16



Proposed indicators for CDP 2017-2021

FCO

n.	Indicatori Qualità	Unità di misura	Cluster	Peso Cluster	Peso	2015 ⁽¹⁾ Anno base	Obiettivi				
							2017	2018	2019	2020	2021
1	Tempo di attesa al controllo bagaglio a mano	Tempo di attesa nel 90% dei casi	Indicatore obbligatorio ex Tab. A Linee Guida ENAC	40%	15%	04.34	04.20	04.18	04.15	04.13	04.10
2	Tempo di attesa riconsegna primo bagaglio	Tempo di attesa nel 90% dei casi			5%	29.26	27.20	26.55	26.40	26.25	26.10
3	Tempo di attesa riconsegna ultimo bagaglio	Tempo di attesa nel 90% dei casi			10%	37.47	35.40	35.15	35.00	34.45	34.30
4	Percezione sul livello di pulizia toilette	% pax soddisfatti			10%	85,6%	85,8%	86,1%	86,3%	86,6%	86,8%
5	Percezione sull'efficacia dell'assistenza erogata alle persone con disabilità o a mobilità ridotta	% pax soddisfatti	Indicatore obbligatorio ex Tab. B Linee Guida ENAC	20%	10%	98,7%	98,8%	98,8%	98,9%	98,9%	99,0%
6	PRM in partenza prenotati: attesa per ricevere l'assistenza, da uno dei punti designati	Tempo di attesa nel 90% dei casi			10%	10.19	10.15	10.10	10.05	10.00	09.55
7	Tempo di attesa in coda al check-in	Tempo di attesa nel 90% dei casi	Indicatori facoltativi ex Tab. A Linee Guida Enac	12%	5%	10.33	10.25	10.20	10.15	10.10	10.05
8	Percezione complessiva sull'efficacia e sull'accessibilità dei servizi di informazione	% pax soddisfatti			7%	84,3%	84,8%	85,0%	85,2%	85,4%	85,5%
9	Percezione della connettività Wi-Fi all'interno dell'aerostazione	% pax soddisfatti	Indicatori ex Carta dei Servizi GEN-06	28%	7%	73,8%	77,0%	78,0%	79,0%	79,5%	80,0%
10	Segnaletica interna chiara, comprensibile ed efficace	% pax soddisfatti			7%	86,9%	87,4%	87,6%	87,8%	88,0%	88,1%
11	Disponibilità punti informazione operativi	TPHP/N° punti informazione			7%	16,48	16,00	15,75	15,50	15,25	15,00
12	Disponibilità di sedute in area airside	TPHP/N° sedute airside			7%	2,10	2,08	2,06	2,04	2,02	2,00

1) Excluding the period impacted by the fire: 7 May-30 Sep.

Proposed indicators for CDP 2017-2021

CIA

n.	Indicatori Qualità	Unità di misura	Cluster	Peso Cluster	Peso	2015 Anno base	Obiettivi				
							2017	2018	2019	2020	2021
1	Tempo di attesa al controllo bagaglio a mano	Tempo di attesa nel 90% dei casi	Indicatori obbligatori ex Tab. A Linee Guida ENAC	40%	15%	05.36	05.15	05.11	05.07	05.03	05.00
2	Tempo di attesa riconsegna primo bagaglio	Tempo di attesa nel 90% dei casi			5%	20.57	20.10	19.50	19.30	19.10	18.50
3	Tempo di attesa riconsegna ultimo bagaglio	Tempo di attesa nel 90% dei casi			10%	26.14	25.55	25.40	25.25	25.10	24.55
4	Percezione sul livello di pulizia toilette	% pax soddisfatti			10%	79,5%	80,0%	80,3%	80,5%	80,8%	81,0%
5	Percezione sull'efficacia dell'assistenza erogata alle persone con disabilità o a mobilità ridotta	% pax soddisfatti	Indicatori obbligatori ex Tab. B Linee Guida ENAC	20%	10%	98,3%	98,4%	98,5%	98,6%	98,8%	99,0%
6	PRM in partenza prenotati: attesa per ricevere l'assistenza, da uno dei punti designati	Tempo di attesa nel 90% dei casi			10%	12.47	12.40	12.30	12.20	12.10	12.00
7	Tempo di attesa in coda al check-in	Tempo di attesa nel 90% dei casi	Indicatori facoltativi ex Tab. A Linee Guida Enac	12%	5%	19.35	19.20	19.05	18.50	18.35	18.20
8	Percezione complessiva sull'efficacia e sull'accessibilità dei servizi di informazione	% pax soddisfatti			7%	80,5%	80,7%	81,0%	81,2%	81,5%	81,7%
9	Percezione sul livello di comfort complessivo in aerostazione	% pax soddisfatti	Indicatori ex Carta dei Servizi GEN-06	28%	7%	75,8%	76,0%	76,3%	76,5%	76,8%	77,0%
10	Segnaletica interna chiara, comprensibile ed efficace	% pax soddisfatti			7%	85,7%	88,0%	88,5%	89,0%	89,5%	90,0%
11	Disponibilità punti informazione operativi	TPHP/N° punti informazione			7%	34,10	29,00	28,75	28,50	28,25	28,00
12	Disponibilità di sedute in area airside	TPHP/N° sedute airside			7%	5,80	5,50	5,30	5,10	4,90	4,70

Planning Agreement: Indicator outlines - FCO

Update of Annex 10

FCO-N.1:Waiting time for carry-on baggage security checks

Technical description

General information

Definition

- The indicator shows the time that elapses from when passengers get in line to when they place their carry-on baggage on the X-ray scanner conveyor belt at the entrance of the departure area

Data Collection Method

- Random sampling.

Weight

- Maximum weighting range: high impact on passenger satisfaction, based on the Charges regulatory model, since it involves all departing passengers and that it is a key passenger contact point.

Weight 15%

Technical information

Data collection method

- Direct surveys based on daily measurement of the quality level provided by the third party company

Calculation method

- Time difference between line start and line end, in minutes and seconds

Unit of measurement

- Time recorded in 90% of cases, obtained by projecting onto the population the time estimated by the sample.

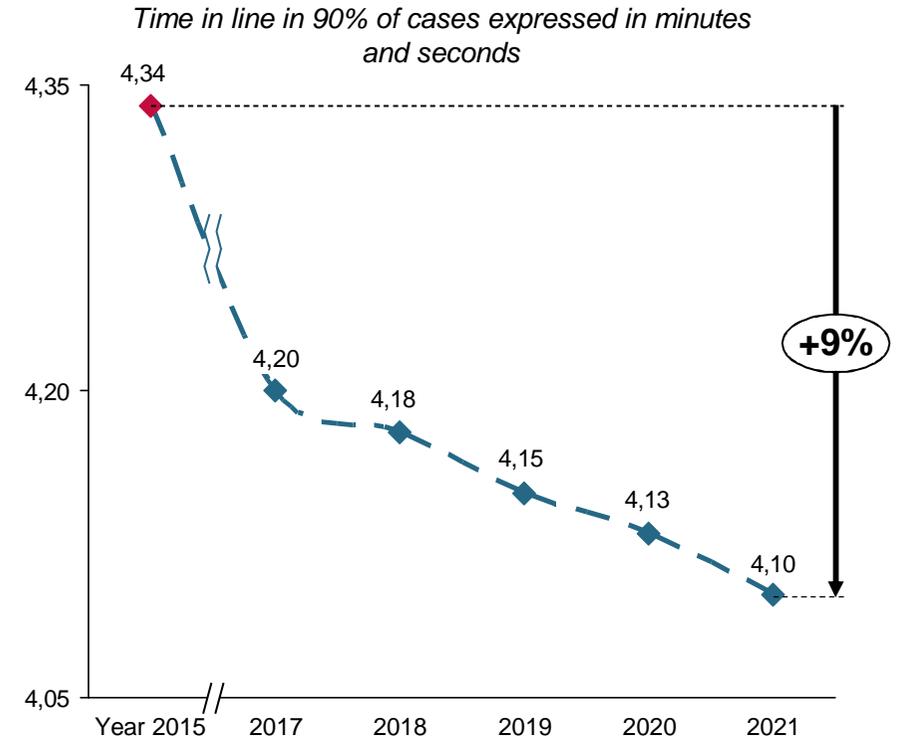
FCO-N.1:Waiting time for carry-on baggage security checks

Trend of indicator in the second sub-period

Factors that affect the indicator

Traffic	<ul style="list-style-type: none"> Traffic is forecast to increase by over 17% over 2015 in terms of passengers in the 2017-2021 five-year period, negatively impacting the performance of the indicator 	
Restructuring of T3 (as of end 2022)	<p>The presence of the worksite can determine partial and temporary unavailability of the security checks infrastructure, in particular due to</p> <ul style="list-style-type: none"> Preparation of setup for sensitive flights Centralization of security checkpoints Replacement of glass window by a glass enclosed area 	
East Area (as of end 2022)	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> Expansion west of T1: extending terminal infrastructures west by demolishing Terminal 2 	
Regulatory compliance measures	<ul style="list-style-type: none"> Unplanned maintenance with impacts on operations, that determine partial and temporary unavailability of security infrastructure. 	
Improvement of the efficiency of processes	<ul style="list-style-type: none"> Increased automation of security checks 	

2017-2021 objectives



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

FCO-N.2:Waiting time for first baggage delivery

Technical description

General information

Definition

- Time that elapses from aircraft in-blocks time, to when the first baggage of a certain flight exits the baggage reclaim carousel, airside

Data Collection Method

- Random sampling.

Weight

- The weight assigned to this indicator is to be considered combined with the related indicator of the time to deliver the last bag (10%). From this perspective maximum relevance was given to the indicators in question.

Weight 5%

Technical information

Data collection method

- Direct surveys based on daily measurement of the quality level provided by the third party company

Calculation method

- Time elapsed from when the first baggage is put on the belt and the in-block time of the flight.

Unit of measureme nt

- Time recorded in 90% of cases, obtained by projecting onto the population the time estimated by the sample

FCO-N.2:Waiting time for first baggage delivery

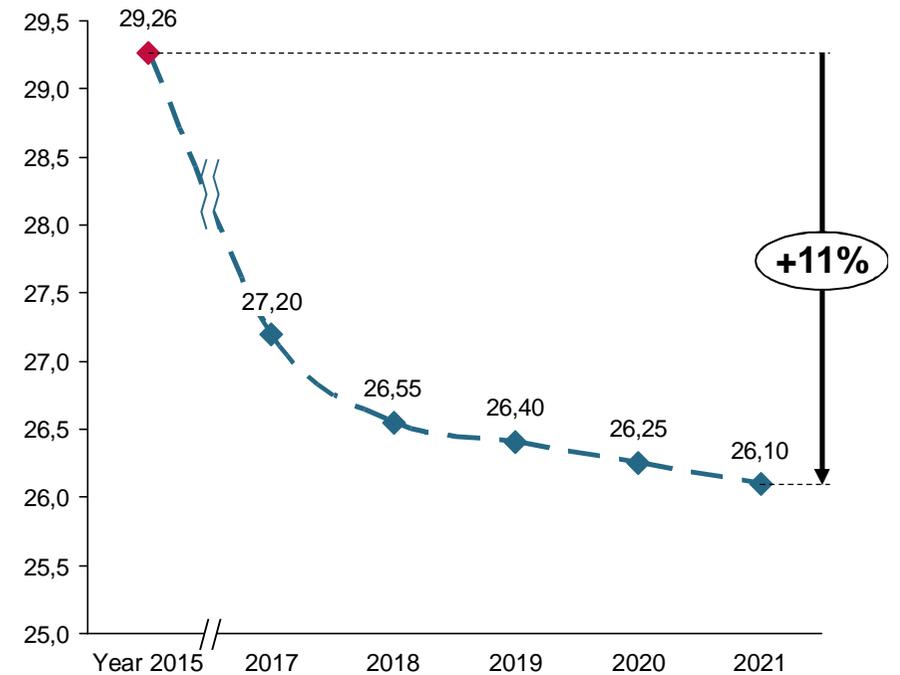
Trend of indicator in the second sub-period

Factors that affect the indicator

Traffic	<ul style="list-style-type: none"> Traffic is forecast to increase by over 17% over 2015 in terms of passengers in the 2017-2021 five-year period, negatively impacting the performance of the indicator 	↓
Restructuring of T3 (as of end 2022)	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> Demolition of HBS at T3 Work on expansion of T3 baggage reclaim hall Upgrade of finishings of flooring, false ceilings and vertical cladding, railings, fixed and moveable furnishings. 	↓
East Area (as of end 2022)	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> Worksite expansion west of T1 (expansion of baggage reclaim area) HBS connections East/West 	↓
Regulatory compliance measures	<ul style="list-style-type: none"> Extraordinary maintenance that impacts operations. 	↓
Airside	<ul style="list-style-type: none"> Measures to upgrade the aircraft parking aprons that impact the movements of the baggage delivery dollies. 	↓
Improvement of the efficiency of processes	<ul style="list-style-type: none"> Optimization of technical systems and equipment Limitation of handlers and increase of compliance checks performed by ADR alongside the aircraft, related to the presence of personnel and equipment in accordance with airport regulations in force 	↑

2017-2021 objectives

Waiting time in 90% of cases expressed in minutes and seconds



- ↑ Factors with **positive** impact on performance
- ! Important points
- ↓ Factors with **negative** impact on performance

FCO-N.3:Waiting time for last baggage delivery

Technical description

General information

Definition

- Time that elapses from aircraft in-blocks time, to when the last baggage of a certain flight exits the baggage reclaim carousel, airside.

Data Collection Method

- Random sampling.

Weight

- Maximum weighting range since the factor under consideration certainly has a high impact on passenger satisfaction levels, in accordance with the content of ENAC's Charges regulatory model.
- Added to the weight of the waiting time for delivery of first baggage this process has a total weight of 15%.

Technical information

Data collection method

- Direct surveys based on daily measurement of the quality level provided by the third party company

Calculation method

- Time elapsed from when the last baggage is put on the belt and the in-block time of the flight.

Unit of measureme nt

- Time recorded in 90% of cases, obtained by projecting onto the population the time estimated by the sample.

Weight 10%

FCO-N.3:Waiting time for last baggage delivery

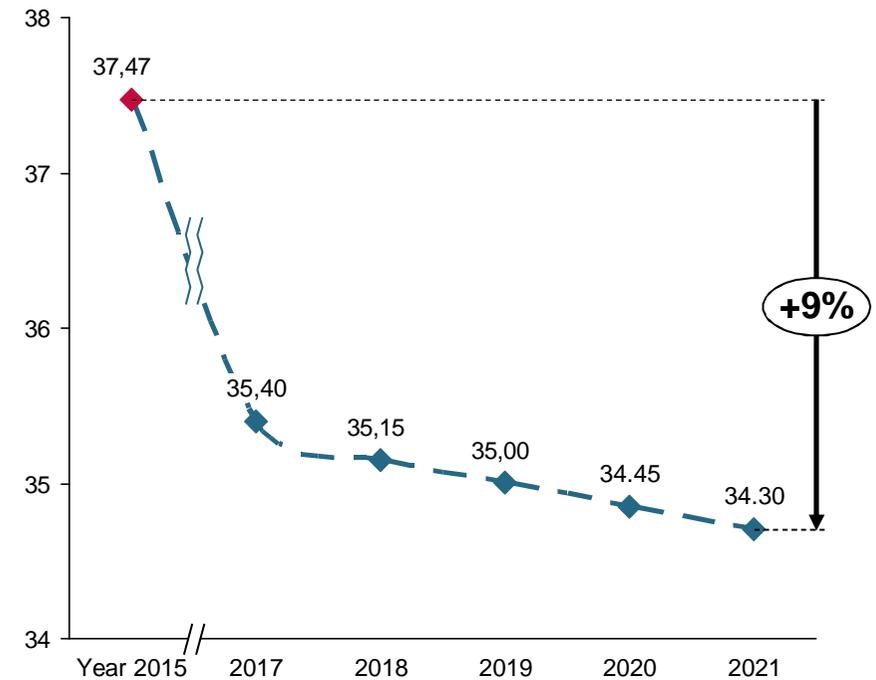
Trend of indicator in the second sub-period

Factors that affect the indicator

Traffic	<ul style="list-style-type: none"> Traffic is forecast to increase by over 17% over 2015 in terms of passengers in the 2017-2021 five-year period, negatively impacting the performance of the indicator 	↓
Restructuring of T3 (as of end 2022)	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> Demolition of HBS at T3 Work on expansion of T3 baggage reclaim hall Upgrade of finishings of flooring, false ceilings and vertical cladding, railings, fixed and moveable furnishings. 	↓
East Area (as of end 2022)	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> Worksite expansion west of T1 (expansion of baggage reclaim area) HBS connections East/West 	↓
Regulatory compliance measures	<ul style="list-style-type: none"> Extraordinary maintenance that impacts operations. 	↓
Airside	<ul style="list-style-type: none"> Measures to upgrade the aircraft parking aprons that impact the movements of the baggage delivery dollies. 	↓
Improvement of the efficiency of processes	<ul style="list-style-type: none"> Optimization of technical systems and equipment Limitation of handlers and increase of compliance checks performed by ADR alongside the aircraft, related to the presence of personnel and equipment in accordance with airport regulations in force 	↑

2017-2021 objectives

Waiting time in 90% of cases expressed in minutes and seconds



- ↑ Factors with **positive** impact on performance
- ! Important points
- ↓ Factors with **negative** impact on performance

FCO-N.4: Perception of the cleanliness level of restrooms

Technical description

General information

Definition

- The indicator shows the level of passenger satisfaction concerning the cleanliness and operation of restrooms in the terminal.

Data Collection Method

- Passenger interview by providing a self-completed questionnaire.

Weight

- The indicator was given a high weight because the factor under consideration has a significant impact on the passenger's overall travel experience, in compliance with the content of ENAC's Charges regulatory model.

Technical information

Data collection method

- Survey within the terminals in the departure areas (at departure gates), and at arrivals (in the baggage reclaim area)

Calculation method

- Using questionnaires with a rating scale from 1 (very bad) to 6 (excellent), the % of satisfaction is the ratio between the number of positive grades (4, 5, 6) and the total number of replies (1-6).

Unit of measurement

- Percentage of satisfied passengers

Weight 10%

FCO-N.4: Perception of the cleanliness level of restrooms

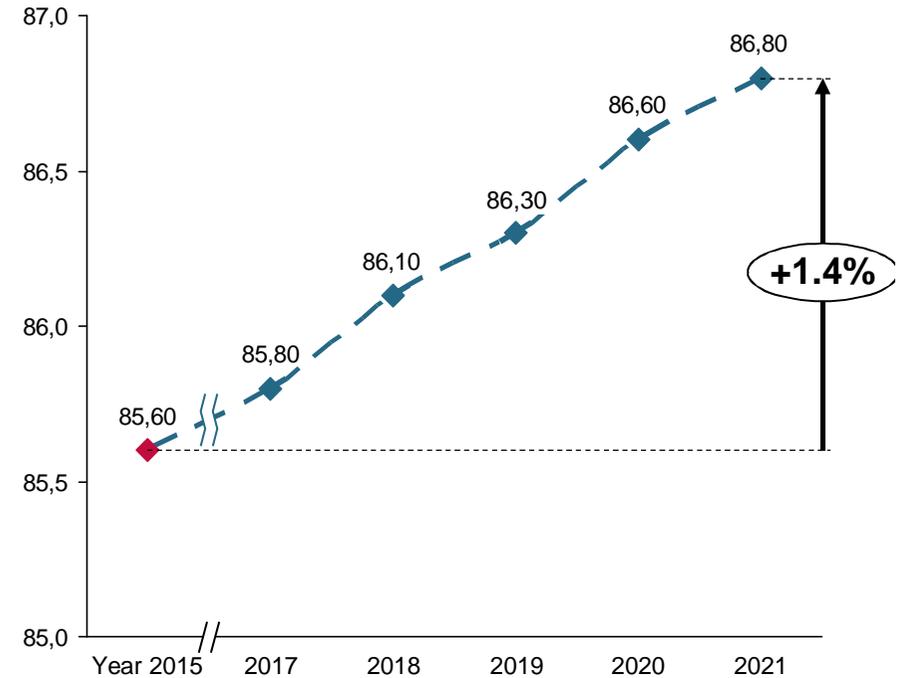
Trend of indicator in the second sub-period

Factors that affect the indicator

<p>Traffic</p>	<ul style="list-style-type: none"> Traffic is forecast to increase by over 17% over 2015 in terms of passengers in the 2017-2021 five-year period, negatively impacting the performance of the indicator 
<p>Works completed</p>	<p>Maintenance of achieved levels considering that the main measures were implemented in the first sub period:</p> <ul style="list-style-type: none"> Upgrading of all restroom facilities based on a new concept Insourcing cleaning → by founding Airport Cleaning Introduction of permanent manning (planned to double for traffic peaks) Installation of Smiley boxes with alerts linked with the Cleaning room Installation of odor abatement system and air perfuming system Implementation of new extra cleaning cycles (e.g. air conditioners, panoramic elevators, pedestrian pathways to train station) 
<p>New infrastructure</p>	<ul style="list-style-type: none"> Construction of new restrooms when opening the worksites to the public (e.g. opening Pier and Front Building of T3) 
<p>Improvement of the efficiency of processes</p>	<ul style="list-style-type: none"> Continuous improvement of the operational cleaning processes and procedures 

2017-2021 objectives

% satisfied passengers



-  Factors with **positive** impact on performance
-  Important points
-  Factors with **negative** impact on performance

FCO-N.5: Effectiveness of assistance to PRM

Technical description

General information

Technical information

Definition

- The indicator shows the level of passenger satisfaction concerning assistance to passengers with reduced mobility.

Data Collection Method

- Passenger interview by providing a questionnaire.

Weight

- The indicator was given a high weight due to its high social value and considering the contents of ENAC's Charges regulatory model.

Data collection method

- Survey within the terminals in the departure areas (at dedicated points), and at arrivals (in the baggage reclaim area)

Calculation method

- Using questionnaires with a rating scale from 1 (very bad) to 6 (excellent), the % of satisfaction is the ratio between the number of positive grades (4, 5, 6) and the total number of replies (1-6).

Unit of measurement

- Percentage of satisfied passengers

Weight 10%

FCO-N.5: Effectiveness of assistance to PRM

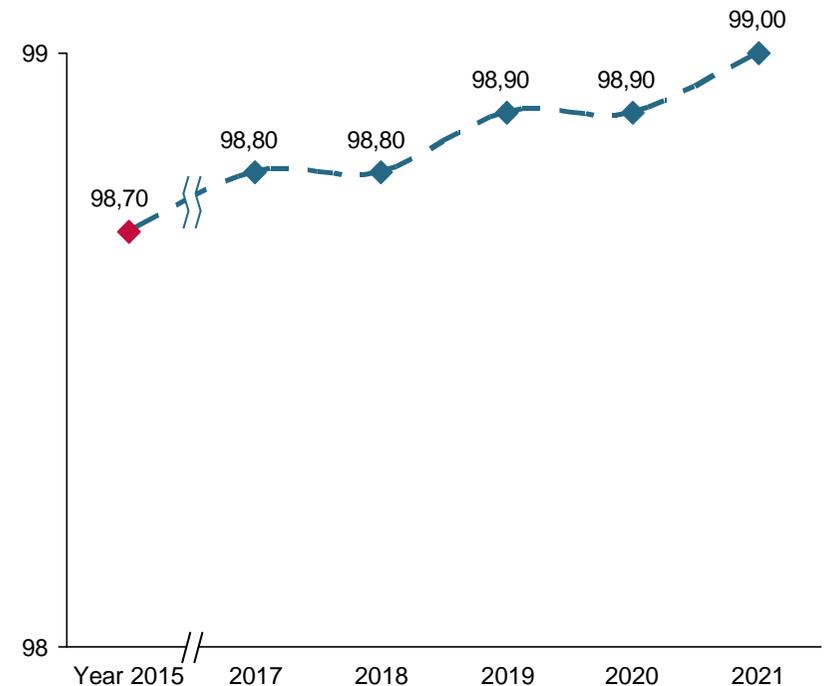
Trend of indicator in the second sub-period

Factors that affect the indicator

Traffic	<ul style="list-style-type: none"> Traffic is forecast to increase by over 17% over 2015 in terms of passengers in the 2017-2021 five-year period, negatively impacting the performance of the indicator 	
Worksites	<ul style="list-style-type: none"> The presence of worksites in the landside area (e.g. restructuring of T3, East Area) and in the airside area (e.g. works on aprons) will entail changes to the routes personnel must take to reach PRM passengers. 	
Assistance request trend	<ul style="list-style-type: none"> Over the past few years the number of assistance requests has increased because of the demographic characteristics of the population (increasing average age) and due to the promotion of the service. In particular, the 2016 estimates reported values up 10% compared to 2013. 	
Baseline	<ul style="list-style-type: none"> Baseline performance data are extremely high: improvement of such standards is characterized by decreasing margins that make the task challenging 	
Improvement of the efficiency of processes	<ul style="list-style-type: none"> Optimization of operating procedures (e.g. identification of alternate routes for assistance) Renewal of vehicle fleet 	

2017-2021 objectives

% satisfied passengers



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

FCO-N.6:Waiting time for reserved departing PRM

Technical description



General information

Definition

- Time from arrival of the reserved departing PRM at one of the designated assistance points to arrival of the personnel in charge of assisting passengers.

Data Collection Method

- Random sampling.

Weight

- The indicator was given a high weight due to its high social value and considering the contents of ENAC's Charges regulatory model.

Technical information

Data collection method

- Direct surveys based on measuring the quality level provided by the third party company.

Calculation method

- Difference between time a passenger arrives in front of one of the designated points and when the attendant arrives.

Unit of measurement

- Time recorded in 90% of cases, obtained by projecting onto the population the time estimated by the sample

Weight 10%

FCO-N.6:Waiting time for reserved departing PRM

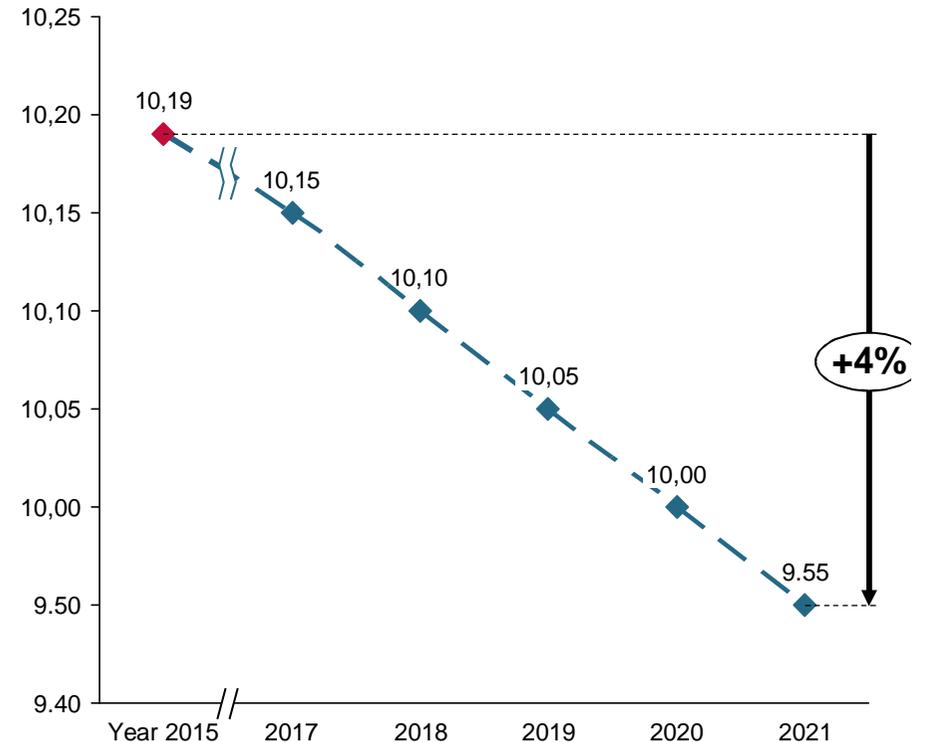
Trend of indicator in the second sub-period

Factors that affect the indicator

<p>Traffic</p>	<ul style="list-style-type: none"> Traffic is forecast to increase by over 17% over 2015 in terms of passengers in the 2017-2021 five-year period, negatively impacting the performance of the indicator 	
<p>Worksites</p>	<ul style="list-style-type: none"> The presence of worksites in the landside area (e.g. restructuring of T3, East Area) and in the airside area (e.g. works on aprons) will entail changes to the routes personnel must take to reach PRM passengers. 	
<p>Assistance request trend</p>	<ul style="list-style-type: none"> Over the past few years the number of assistance requests has increased because of the demographic characteristics of the population (increasing average age) and due to the promotion of the service. In particular, the 2016 estimates reported values up 10% compared to 2013. 	
<p>Improvement of the efficiency of processes</p>	<ul style="list-style-type: none"> Optimization of operating procedures (e.g. identification of alternate routes for assistance) Renewal of vehicle fleet 	

2017-2021 objectives

Waiting time in 90% of cases expressed in minutes and seconds



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

FCO-N.7:Waiting time in line at check-in counters

Technical description

General information

Definition

- Time from when passengers get into a line to when they reach the check-in counter.

Data Collection Method

- Random sampling.

Weight

- The indicator has been given less weight in order to give more attention to other indicators that have a higher impact on the passenger's travel experience, such as security control and baggage reclaim indicators.

Technical information

Data collection method

- Direct surveys based on measuring the quality level provided by the third party company.

Calculation method

- Difference between the time passengers get in line and when they reach the check-in counter.

Unit of measureme nt

- Time recorded in 90% of cases, obtained by projecting onto the population the time estimated by the sample

Weight 5%

FCO-N.7: Waiting time in line at check-in counters

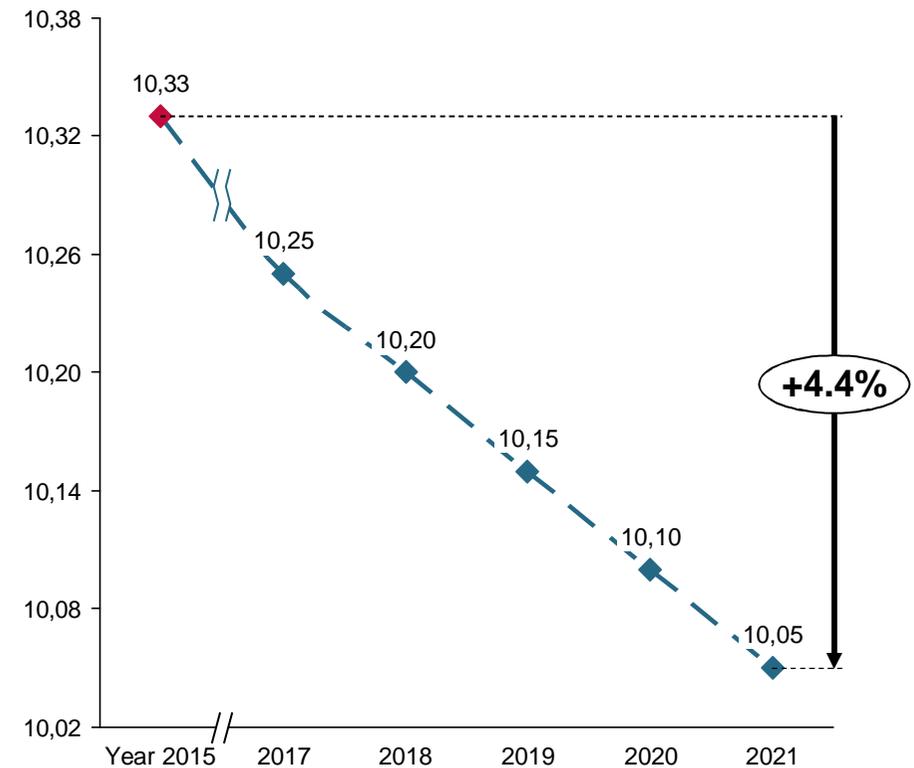
Trend of indicator in the second sub-period

Factors that affect the indicator

Traffic	<ul style="list-style-type: none"> Traffic is forecast to increase by over 17% over 2015 in terms of passengers in the 2017-2021 five-year period, negatively impacting the performance of the indicator 	
Restructuring of T3 (as of end 2022)	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> Adaptation of check-in islands and baggage take-away collectors Construction of a new stairway to connect arrivals and departures withing T3 landside (Year 1) Structural reinforcement of the facade beam (year 1). 	
East Area (as of end 2022)	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> Expansion west of T1: extending terminal infrastructures west by demolishing Terminal 2 	
Regulatory compliance measures	<ul style="list-style-type: none"> Extraordinary maintenance that impacts operations. 	
Improvement of the efficiency of processes	<ul style="list-style-type: none"> Increase of process automation: use of automatic passenger check-in systems (self check-in, self bag drop, self boarding) Opening the construction site areas to the public 	

2017-2021 objectives

Waiting time in 90% of cases expressed in minutes and seconds



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

FCO-N.8: Effectiveness and accessibility of information services

Technical description

General information

Technical information

Definition

- The indicator shows the overall level of satisfaction of passengers regarding the effectiveness and accessibility of public information services (monitors, announcements, indoor signage, info points).

Data Collection Method

- Passenger interview by providing a self-completed questionnaire.

Weight

- The indicator was given a medium weight to give more importance to other processes, such as baggage reclaim, security, and cleanliness of restrooms.

Data collection method

- Survey within the terminals in the departure areas (at departure gates), and at arrivals (in the baggage reclaim area).

Calculation method

- Scale from 1-bad to 6-excellent, % of satisfaction is the ratio between the number of positive opinions (4, 5, 6) and the total number of opinions (1-6). The indicator is the weighted average of opinions on: clarity of on-screen information, ease of understanding announcements, ease of understanding and clarity of indoor signage, effectiveness of information provided by info-points (weighting calculated based on the number of opinions).

Unit of measurement

- Percentage of satisfied passengers.

Weight 7%

FCO-N.8: Effectiveness and accessibility of information services

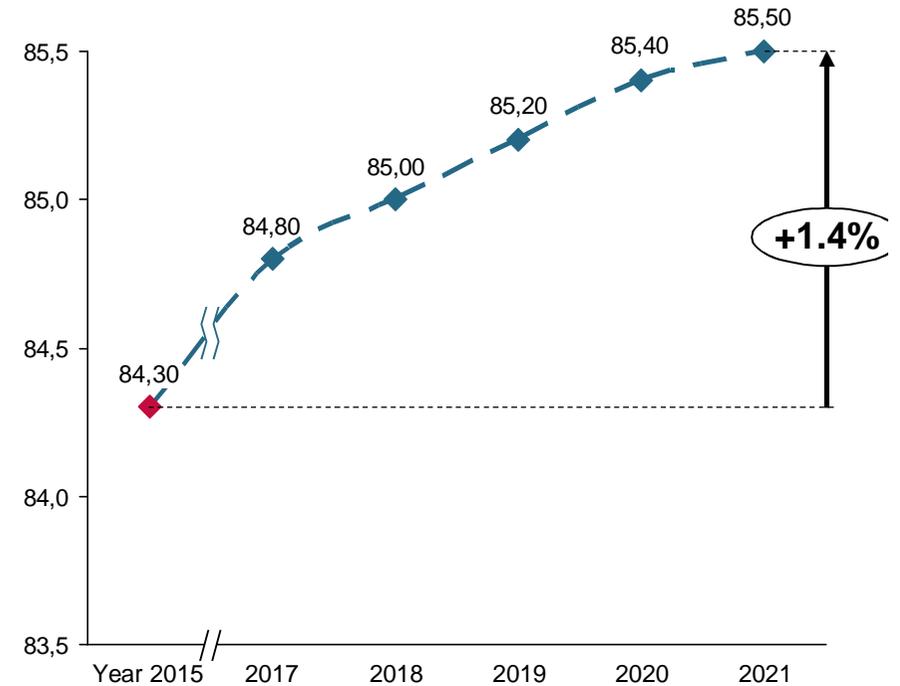
Trend of indicator in the second sub-period

Factors that affect the indicator

Traffic	<ul style="list-style-type: none"> Traffic is forecast to increase by over 17% over 2015 in terms of passengers in the 2017-2021 five-year period, negatively impacting the performance of the indicator 	
Restructuring of T3 (as of end 2022)	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> Improvement of the functional layout of the departure areas Improvement of the functional layout of the arrivals areas Improvement of the functional layout of the mezzanine level 	
East Area (as of end 2022)	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> Expansion west of T1: extending terminal infrastructures west by demolishing Terminal 2 Reconfiguration of the hub at the conjunction of departure area D and departure area C 	
Regulatory compliance measures	<ul style="list-style-type: none"> Extraordinary maintenance that impacts operations. 	
Improvement of the efficiency of processes	<ul style="list-style-type: none"> Opening the construction site areas to the public. Development of the new Aeroporti di Roma app. Installation of multimedia stations to improve wayfinding. 	

2017-2021 objectives

% satisfied passengers



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

FCO-N.9:Wi-Fi connectivity inside the airport terminal

Technical description

General information

Definition

- The indicator shows the level of passenger satisfaction concerning the Wi-Fi service available in the terminal.

Data Collection Method

- Passenger interview by providing a self-completed questionnaire.

Weight

- The indicator was included since it is increasingly considered a "must have" factor among services provided to passengers. However it was given a medium weight to give more importance to core processes, such as baggage reclaim, security, and cleanliness of restrooms.

Technical information

Data collection method

- Survey within the terminals in the departure areas (at departure gates), and at arrivals (in the baggage reclaim area).

Calculation method

- Using questionnaires with a rating scale from 1 (very bad) to 6 (excellent), the % of satisfaction is the ratio between the number of positive grades (4, 5, 6) and the total number of replies (1-6).

Unit of measurement

- Percentage of satisfied passengers.

Weight 7%

FCO-N.9:Wi-Fi connectivity inside the airport terminal

Trend of indicator in the second sub-period

Factors that affect the indicator

Works completed

The main works were completed in 2016, concerning:

- New Free Wi-Fi service with unlimited Internet access (including to social networks and streaming).
- Increase of bandwidth: from 0.65 Mbps to 1.5 Mbps.
- Development of new look and feel for the graphics of the access portal.
- Improvement of the customer experience by reducing the number of steps needed to access the service and automatic connection for prior users of the service.
- Communication campaign to promote the service



Traffic and technological development

- The expected traffic increase (+17% for the five-year period) and technological development will lead to an increase of demand and will require further bandwidth increases for passengers.
- Increasingly demanding passengers.



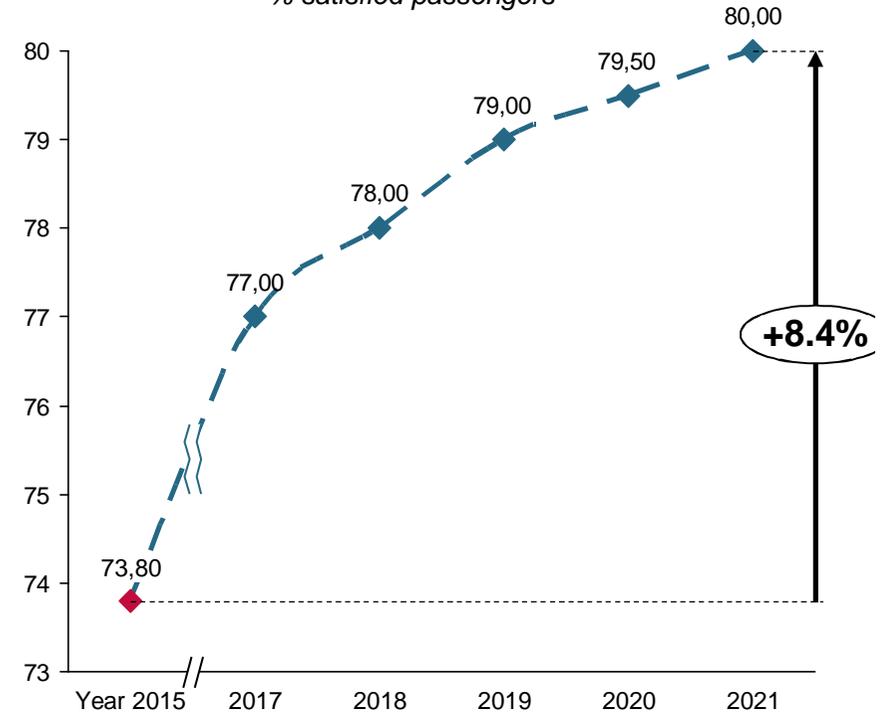
Bandwidth increase

- Increase of bandwidth during the five-year period to keep high service levels as traffic increases.



2017-2021 objectives

% satisfied passengers



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

FCO-N.10: Clear, easy-to-understand and effective internal signage - *Technical description*

General information

Definition

- The indicator shows the level of passenger satisfaction concerning the clarity, ease of understanding and effectiveness of internal signage.

Data Collection Method

- Passenger interview by providing a self-completed questionnaire.

Weight

- The indicator was given a medium weight to give more importance to other processes, such as baggage reclaim, security, and cleanliness of restrooms.

Technical information

Data collection method

- Survey within the terminals in the departure areas (at departure gates), and at arrivals (in the baggage reclaim area).

Calculation method

- Using questionnaires with a rating scale from 1 (very bad) to 6 (excellent), the % of satisfaction is the ratio between the number of positive grades (4, 5, 6) and the total number of replies (1-6).

Unit of measurement

- Percentage of satisfied passengers.

Weight 7%

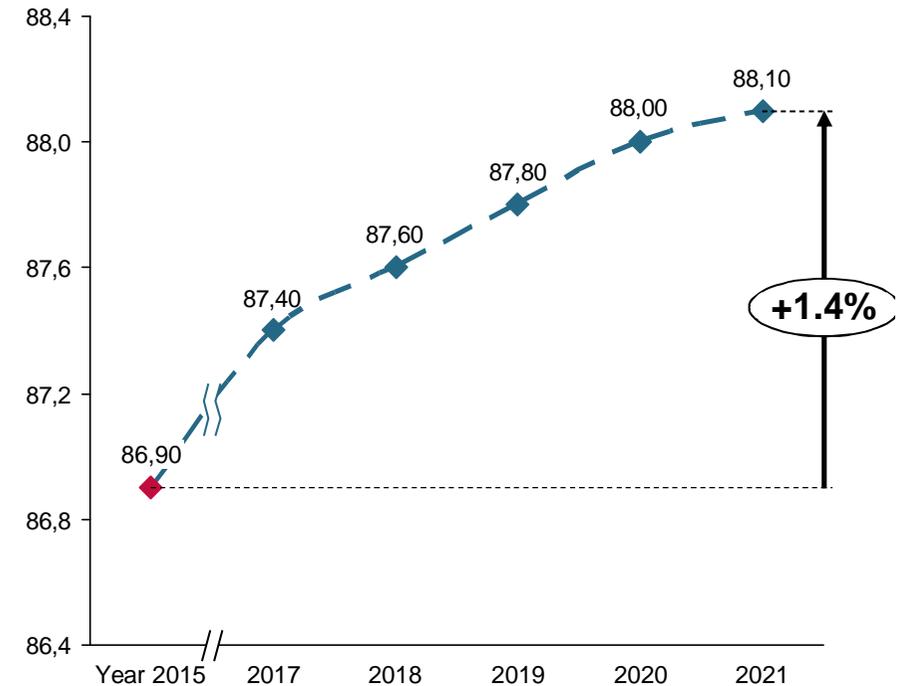
FCO-N.10: Indoor signage clear, easy-to-understand and effective – Trend of indicator in the second sub-period

Factors that affect the indicator

Restructuring of T3 (as of end 2022)	The presence of the worksite for the functional and systems restructuring of T3 which will impact passenger routing: <ul style="list-style-type: none"> • Improvement of the functional layout of the departure areas • Improvement of the functional layout of the arrivals areas • Improvement of the functional layout of the mezzanine level 	
East Area (as of end 2022)	The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to: <ul style="list-style-type: none"> • Expansion west of T1: extending terminal infrastructures west by demolishing Terminal 2 • Reconfiguration of the hub at the conjunction of departure area D and departure area C 	
Regulatory compliance measures	<ul style="list-style-type: none"> • Extraordinary maintenance on electricity grid and HVAC. 	
Common areas	<ul style="list-style-type: none"> • Worksites to restructure business premises which will reduce the availability of space. 	
Renovation of signage	<ul style="list-style-type: none"> • New indoor signage will be installed in Pier E and T3 Front Building before the public areas opening to the public. • Adaptation of signage as a result of the opening of new worksites to include new routing. 	

2017-2021 objectives

% satisfied passengers



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

FCO-N. 11: Availability of operating info points

Technical description

General information

Definition

- The indicator shows the number of points that provide information related to the operation of the airport, helpful to the needs of passengers.

Data Collection Method

- Examination of the technical documentation: Typical Peak Hour Passengers (TPHP) from corporate database; number of info points from technical drawings and functional assessment.

Weight

- The indicator was given a medium weight, given the increasing relevance this factor will have as traffic levels increase.

Technical information

Data collection method

- The definition of Typical Peak Hour Passengers (TPHP) follows the instructions in the methodology included in Chapter 3 of JAN 06. The number of operating info points will be counted.

Calculation method

- Operating info points in the airport terminal are counted that provide information on a number of flights arriving and departing, excluding the displays on the check-in counters and at gates of boarding areas.

Unit of measureme nt

- TPHP/No. of operational info points.

Weight 7%

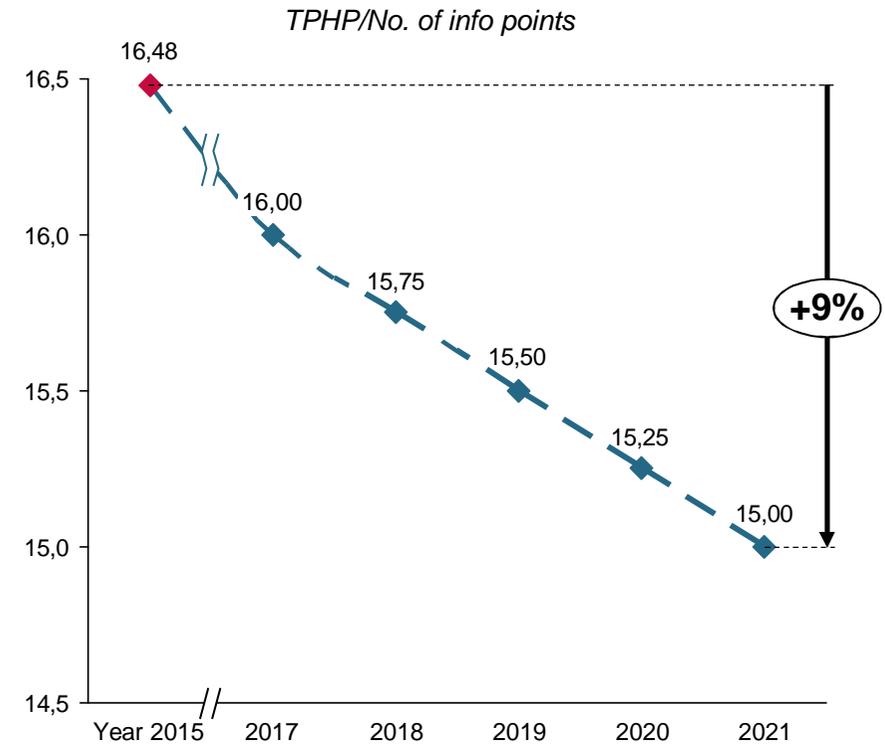
FCO-N. 11: Availability of operating info points

Trend in the second sub-period

Factors that affect the indicator

<p>Traffic</p>	<ul style="list-style-type: none"> Traffic is forecast to increase by over 17% over 2015 in terms of passengers in the 2017-2021 five-year period, negatively impacting the performance of the indicator 	
<p>Regulatory compliance measures</p>	<ul style="list-style-type: none"> Extraordinary maintenance that will adversely impact the space available. 	
<p>Common areas</p>	<ul style="list-style-type: none"> Sites to restructure business premises which will reduce the availability of space 	
<p>Opening worksite areas</p>	<ul style="list-style-type: none"> The indicator will benefit from open new areas to the public (e.g. Pier E and T3 Front Building). 	

2017-2021 objectives



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

FCO-N.12:Availability of seats in airside area

Technical description

General information

Definition

- This technical indicator shows the availability of seating in the airside area, per passenger.

Data Collection Method

- Examination of technical documentation: number of seats in the airside area from engineering drawings, TPHP from corporate database.

Weight

- The indicator was given a medium weight to give more importance to other processes, such as baggage reclaim, security, and cleanliness of restrooms.

Technical information

Data collection method

- The definition of Typical Peak Hour Passengers (TPHP) follows the guidelines in the methodology included in Chapter 3 of JAN 06. The number of seats will be counted.

Calculation method

- Count of seats in the airside area and calculation of TPHP/seat ratio in the airside area.

Unit of measurement

- TPHP/number of seats in airside area.

Weight 7%

FCO-N.12: Availability of seats in airside area

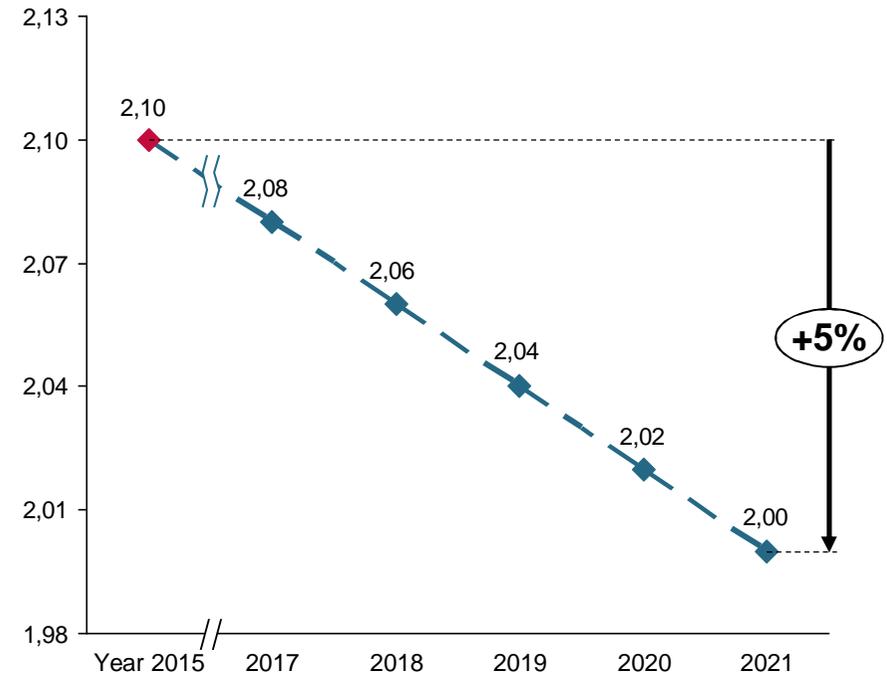
Trend in the second sub-period

Factors that affect the indicator

<p>Traffic</p>	<ul style="list-style-type: none"> Traffic is forecast to increase by over 17% over 2015 in terms of passengers in the 2017-2021 five-year period, negatively impacting the performance of the indicator 	
<p>Regulatory compliance measures</p>	<ul style="list-style-type: none"> Extraordinary maintenance that will adversely impact the space available: 	
<p>Common areas</p>	<ul style="list-style-type: none"> Sites to restructure business premises which will reduce the availability of space 	
<p>Opening worksite areas</p>	<ul style="list-style-type: none"> The indicator will benefit from opening new worksite areas to the public (e.g. Pier E and Front Building T3). 	

2017-2021 objectives

TPHP/number of seats in airside area



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

Planning Agreement: Indicator outlines - CIA

Update of Annex 10

CIA-N.1:Waiting time for carry-on baggage security checks

Technical description

General information

Definition

- The indicator shows the time that elapses from when passengers get in line to when they place their carry-on baggage on the X-ray scanner conveyor belt at the entrance of the departure area

Data Collection Method

- Random sampling.

Weight

- Maximum weighting range: high impact on passenger satisfaction, based on the Charges regulatory model, since it involves all departing passengers and is a key passenger contact point.

Weight 15%

Technical information

Data collection method

- Direct surveys based on daily measurement of the quality level provided by the third party company

Calculation method

- Time difference between line start and line end, in minutes and seconds

Unit of measurement

- Time recorded in 90% of cases, obtained by projecting onto the population the time estimated by the sample.

CIA-N.1:Waiting time for carry-on baggage security checks

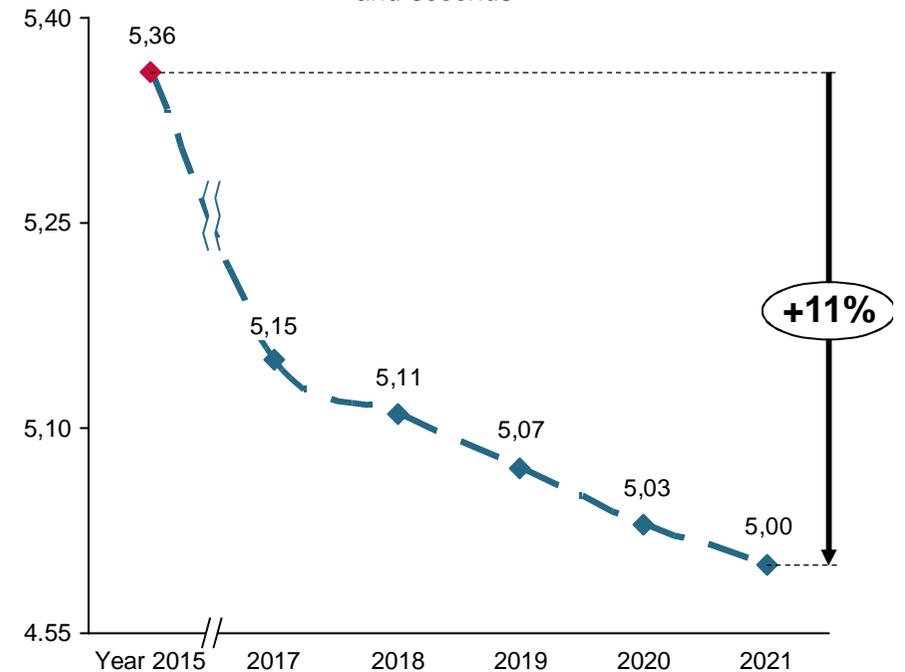
Trend of indicator in the second sub-period

Factors that affect the indicator

<p>Commercial aviation (data at end of year 2)</p>	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> • Demolition and removal of the area currently used for departures to Dom/Sch destinations • Reconfiguration of landside hall • Renovation of all finishings of flooring, false ceilings and vertical cladding 	
<p>Extraordinary Maintenance</p>	<p>Unplanned maintenance with impacts on operations, that determine partial and temporary unavailability of security infrastructure:</p> <ul style="list-style-type: none"> • Systems improvements to make the Terminal compliant with current regulations. • Aesthetic and functional upgrade of walls, pillars and false ceilings 	
<p>Traffic</p>	<ul style="list-style-type: none"> • Traffic forecasts show a 5% decrease, compared to 2015, of passengers in the 2017-2021 five-year period. 	
<p>Efficiency improvement processes</p>	<ul style="list-style-type: none"> • Increased automation of security checks 	

2017-2021 objectives

Time in line in 90% of cases expressed in minutes and seconds



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

CIA-N.2: Waiting time for first baggage delivery

Technical description

General information

Definition

- Time that elapses from aircraft in-blocks time, to when the first baggage of a certain flight exits the baggage reclaim carousel, airside

Data Collection Method

- Random sampling.

Weight

- The weight assigned to this indicator is to be considered combined with the related indicator of the time to deliver the last bag (10%). From this perspective maximum relevance was given to the indicators in question.

Weight 5%

Technical information

Data collection method

- Direct surveys based on daily measurement of the quality level provided by the third party company

Calculation method

- Time elapsed from when the first baggage is put on the belt and the in-block time of the flight.

Unit of measureme nt

- Time recorded in 90% of cases, obtained by projecting onto the population the time estimated by the sample

CIA-N.2: Waiting time for first baggage delivery

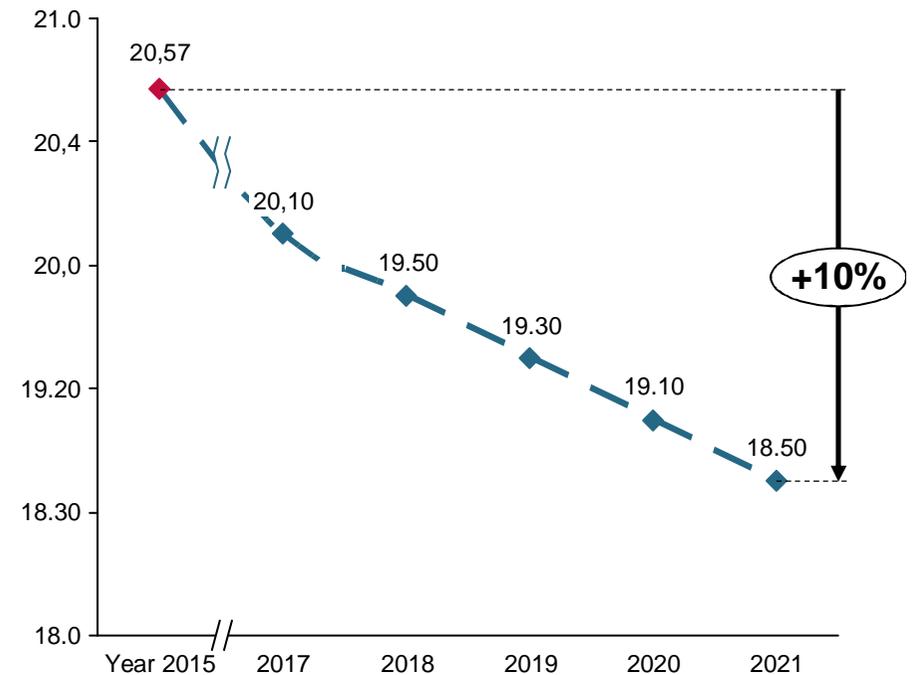
Trend of indicator in the second sub-period

Factors that affect the indicator

<p>Commercial aviation (data at end of year 2)</p>	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> • Reconfiguration of spaces within the Terminal • Reduction of the baggage reclaim area 	
<p>Airside</p>	<ul style="list-style-type: none"> • Measures to upgrade the aircraft parking aprons that impact the movements of the baggage delivery dollies. 	
<p>Extraordinary Maintenance</p>	<p>Extraordinary maintenance that impacts operations:</p> <ul style="list-style-type: none"> • Systems improvements to make the Terminal compliant with current regulations. • Aesthetic and functional upgrade of walls, pillars and false ceilings 	
<p>Traffic</p>	<ul style="list-style-type: none"> • Traffic estimates forecast a 5% decrease, compared to 2015, of passengers in the 2017-2021 five-year period. 	
<p>Efficiency improvement processes</p>	<ul style="list-style-type: none"> • Restructuring of baggage reclaim carousels • Complete renovation of the baggage handling system in 2019. 	

2017-2021 objectives

Waiting time in 90% of cases expressed in minutes and seconds



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

CIA-N.3:Waiting time for last baggage delivery

Technical description

General information

Definition

- Time that elapses from aircraft in-blocks time, to when the last baggage of a certain flight exits the baggage reclaim carousel, airside.

Data Collection Method

- Random sampling.

Weight

- Maximum weighting range since the factor under consideration certainly has a high impact on passenger satisfaction levels, in accordance with the content of ENAC's Charges regulatory model.
- Added to the weight of the waiting time for delivery of first baggage this process has a total weight of 15%.

Technical information

Data collection method

- Direct surveys based on daily measurement of the quality level provided by the third party company

Calculation method

- Time elapsed from when the last baggage is put on the belt and the in-block time of the flight.

Unit of measurement

- Time recorded in 90% of cases, obtained by projecting onto the population the time estimated by the sample.

Weight 10%

CIA-N.3: Waiting time for last baggage delivery

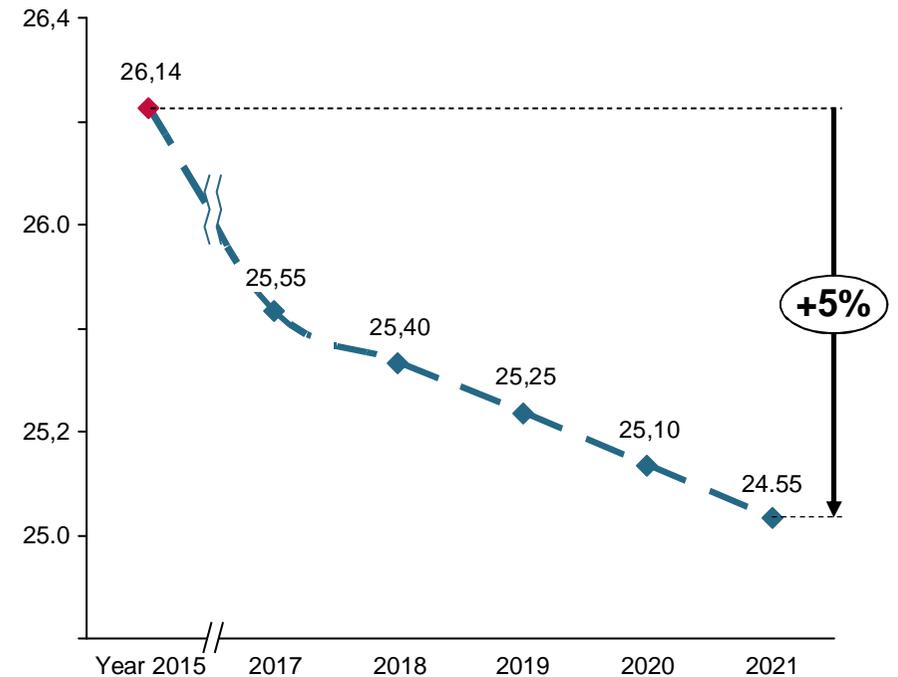
Trend of indicator in the second sub-period

Factors that affect the indicator

<p>Commercial aviation (data at end of year 2)</p>	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> • Reconfiguration of spaces within the Terminal • Reduction of the baggage reclaim area 	
<p>Airside</p>	<ul style="list-style-type: none"> • Measures to upgrade the aircraft parking aprons that impact the movements of the baggage delivery dollies. 	
<p>Extraordinary Maintenance</p>	<p>Extraordinary maintenance that impacts operations:</p> <ul style="list-style-type: none"> • Systems improvements to make the Terminal compliant with current regulations. • Aesthetic and functional upgrade of walls, pillars and false ceilings 	
<p>Traffic</p>	<ul style="list-style-type: none"> • Traffic estimates forecast a 5% decrease, compared to 2015, of passengers in the 2017-2021 five-year period. 	
<p>Efficiency improvement processes</p>	<ul style="list-style-type: none"> • Restructuring of baggage reclaim carousels • Complete renovation of the baggage handling system in 2019. 	

2017-2021 objectives

Waiting time in 90% of cases expressed in minutes and seconds



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

CIA-N.4: Perception of the cleanliness level of restrooms

Technical description

General information

Technical information

Definition

- The indicator shows the level of passenger satisfaction concerning the cleanliness and operation of restrooms in the terminal.

Data Collection Method

- Passenger interview by providing a self-completed questionnaire.

Weight

- The indicator was given a high weight because the factor under consideration has a significant impact on the passenger's overall travel experience, in compliance with the content of ENAC's Charges regulatory model.

Data collection method

- Survey within the terminals in the departure areas (at departure gates), and at arrivals (in the baggage reclaim area)

Calculation method

- Using questionnaires with a rating scale from 1 (very bad) to 6 (excellent), the % of satisfaction is the ratio between the number of positive grades (4, 5, 6) and the total number of replies (1-6).

Unit of measurement

- Percentage of satisfied passengers

Weight 10%

CIA-N.4: Perception of the cleanliness level of restrooms

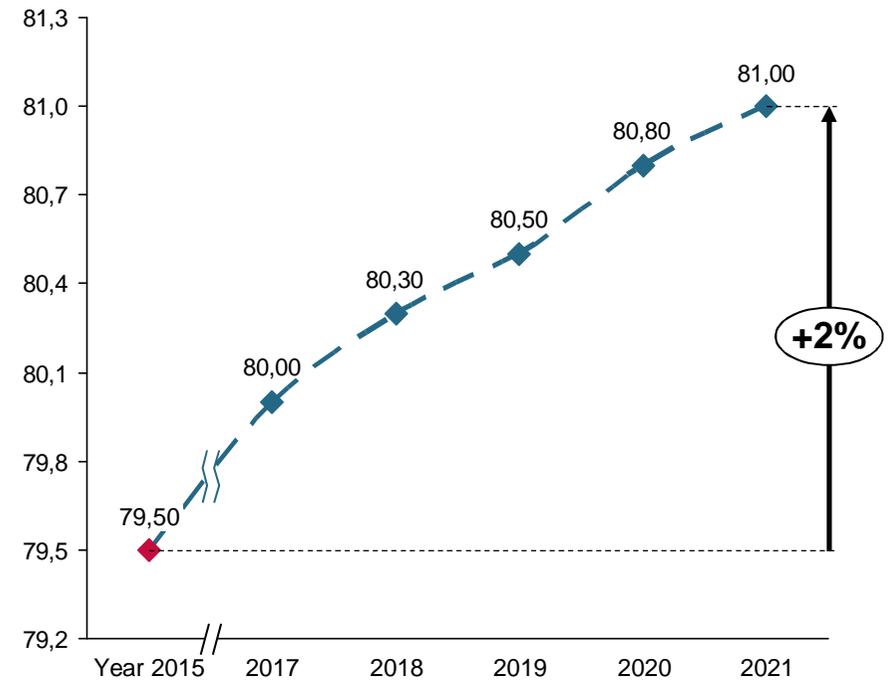
Trend of indicator in the second sub-period

Factors that affect the indicator

<p>Extraordinary Maintenance</p>	<ul style="list-style-type: none"> Adaptation of systems to make the Terminal compliant with regulatory updates. 	
<p>Works completed</p>	<p>Main works completed in the first sub-period:</p> <ul style="list-style-type: none"> Insourcing of cleaning → by founding Airport Cleaning Introduction of permanent manning Introduction of new extra cleaning cycles. 	
<p>Traffic</p>	<ul style="list-style-type: none"> Traffic estimates forecast a 5% decrease, compared to 2015, of passengers in the 2017-2021 five-year period. 	
<p>Upgrade of restroom facilities</p>	<ul style="list-style-type: none"> Restroom facilities upgrade plan to be completed in 2018 	

2017-2021 objectives

% satisfied passengers



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

CIA-N. 5: Effectiveness of assistance to PRM

Technical description

General information

Technical information

Definition

- The indicator shows the level of passenger satisfaction concerning assistance to passengers with reduced mobility.

Data Collection Method

- Passenger interview by providing a questionnaire.

Weight

- The indicator was given a high weight due to its high social value and considering the contents of ENAC's Charges regulatory model.

Data collection method

- Survey within the terminals in the departure areas (at dedicated points), and at arrivals (in the baggage reclaim area)

Calculation method

- Using questionnaires with a rating scale from 1 (very bad) to 6 (excellent), the % of satisfaction is the ratio between the number of positive grades (4, 5, 6) and the total number of replies (1-6).

Unit of measurement

- Percentage of satisfied passengers

Weight 10%

CIA-N. 5: Effectiveness of assistance to PRM

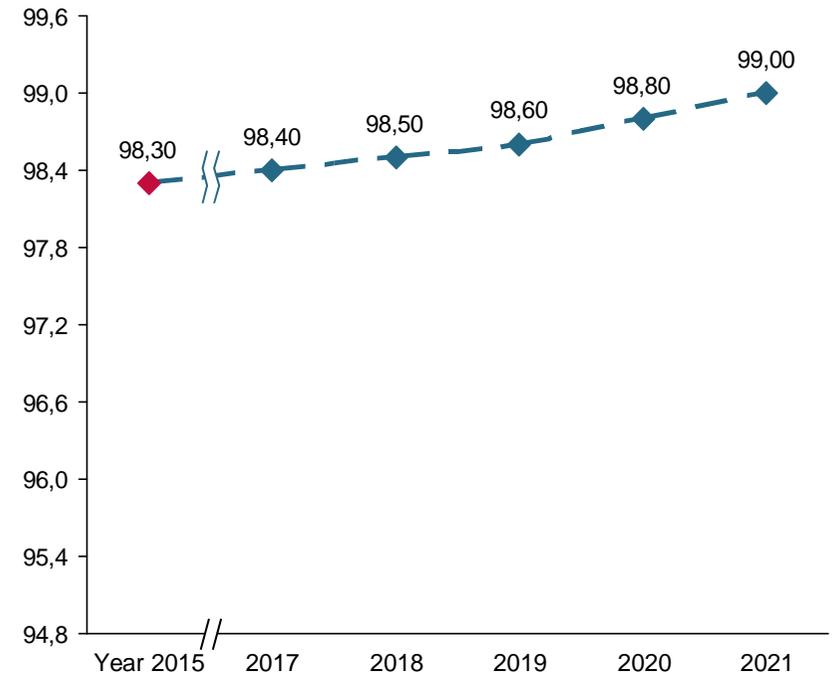
Trend of indicator in the second sub-period

Factors that affect the indicator

<p>Commercial aviation (data at end of year 2)</p>	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> • Demolition and removal of the area currently used for departures to Dom/Sch destinations • Reconfiguration of spaces within the Terminal (e.g. landside hall) 	
<p>Extraordinary Maintenance</p>	<p>Extraordinary maintenance that impacts operations:</p> <ul style="list-style-type: none"> • Systems improvements to make the Terminal compliant with current regulations. • Aesthetic and functional upgrade of walls, pillars and false ceilings 	
<p>Assistance request trend</p>	<ul style="list-style-type: none"> • Over the past few years the number of assistance requests has increased because of the demographic characteristics of the population (increasing average age) and due to the promotion of the service. In particular, the 2016 estimates reported values up 32% compared to 2013. 	
<p>Baseline</p>	<ul style="list-style-type: none"> • Baseline performance data are extremely high: improvement of such standards is characterized by decreasing margins that make the task challenging. 	
<p>Efficiency improvement processes</p>	<ul style="list-style-type: none"> • Improvement of the processes and operating procedures. 	
<p>Traffic</p>	<ul style="list-style-type: none"> • Traffic estimates forecast a 5% decrease, compared to 2015, of passengers in the 2017-2021 five-year period. 	

2017-2021 objectives

% satisfied passengers



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

CIA-N. 6: Waiting time for reserved departing PRM

Technical description

General information

Definition

- Time from arrival of the reserved departing PRM at one of the designated assistance points to arrival of the personnel in charge of assisting passengers.

Data Collection Method

- Random sampling.

Weight

- The indicator was given a high weight due to its high social value and considering the contents of ENAC's Charges regulatory model.

Technical information

Data collection method

- Direct surveys based on measuring the quality level provided by the third party company.

Calculation method

- Difference between time a passenger arrives in front of one of the designated points and when the attendant arrives.

Unit of measurement

- Time recorded in 90% of cases, obtained by projecting onto the population the time estimated by the sample

Weight 10%

CIA-N. 6: Waiting time for reserved departing PRM

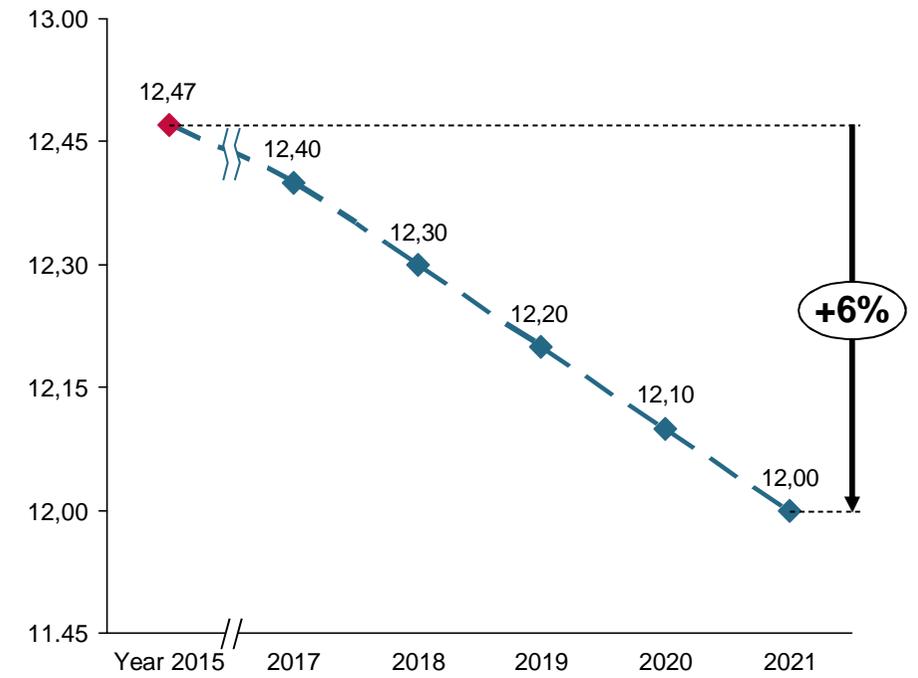
Trend of indicator in the second sub-period

Factors that affect the indicator

<p>Commercial aviation (data at end of year 2)</p>	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> • Demolition and removal of the area currently used for departures to Dom/Sch destinations • Reconfiguration of spaces within the Terminal (e.g. landside hall) 	
<p>Extraordinary Maintenance</p>	<p>Extraordinary maintenance that impacts operations:</p> <ul style="list-style-type: none"> • Systems improvements to make the Terminal compliant with current regulations. • Aesthetic and functional upgrade of walls, pillars and false ceilings 	
<p>Assistance request trend</p>	<ul style="list-style-type: none"> • Over the past few years the number of assistance requests has increased because of the demographic characteristics of the population (increasing average age) and due to the promotion of the service. In particular, the 2016 estimates reported values up 32% compared to 2013. 	
<p>Baseline</p>	<ul style="list-style-type: none"> • Baseline performance data are extremely high: improvement of such standards is characterized by decreasing margins that make the task challenging. 	
<p>Efficiency improvement processes</p>	<ul style="list-style-type: none"> • Improvement of the processes and operating procedures. 	
<p>Traffic</p>	<ul style="list-style-type: none"> • Traffic estimates forecast a 5% decrease, compared to 2015, of passengers in the 2017-2021 five-year period. 	

2017-2021 objectives

Waiting time in 90% of cases expressed in minutes and seconds



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

CIA-N.7:Waiting time in line at check-in counters

Technical description

General information

Definition

- Time from when passengers get into a line to when they reach the check-in counter.

Data Collection Method

- Random sampling.

Weight

- The indicator has been given less weight in order to give more attention to other indicators that have a higher impact on the passenger's travel experience, such as security control and baggage reclaim indicators.

Technical information

Data collection method

- Direct surveys based on measuring the quality level provided by the third party company.

Calculation method

- Difference between the time passengers get in line and when they reach the check-in counter.

Unit of measurement

- Time recorded in 90% of cases, obtained by projecting onto the population the time estimated by the sample

Weight 5%

CIA-N. 7: Waiting time in line at check-in counters

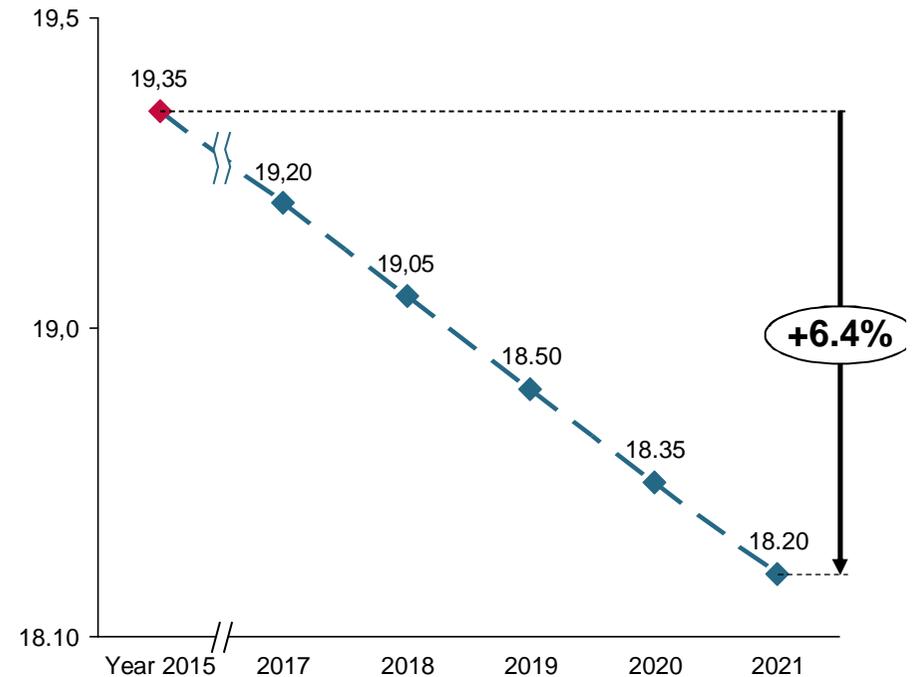
Trend of indicator in the second sub-period

Factors that affect the indicator

<p>Commercial aviation (data at end of year 2)</p>	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> • Demolition and removal of the area currently used for departures to Dom/Sch destinations • Reconfiguration of landside hall • Renovation of all finishings of flooring, false ceilings and vertical cladding 	
<p>Extraordinary Maintenance</p>	<p>Extraordinary maintenance that impacts operations:</p> <ul style="list-style-type: none"> • Systems improvements to make the Terminal compliant with current regulations. • Aesthetic and functional upgrade of walls, pillars and false ceilings 	
<p>Traffic</p>	<ul style="list-style-type: none"> • Traffic estimates forecast a 5% decrease, compared to 2015, of passengers in the 2017-2021 five-year period. 	
<p>Efficiency improvement processes</p>	<ul style="list-style-type: none"> • Increase of process automation: use of automatic passenger check-in systems (self check-in, self bag drop, self boarding) • Release to the public of construction site areas of the commercial aviation terminal building. 	

2017-2021 objectives

Waiting time in 90% of cases expressed in minutes and seconds



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

CIA-N. 8: Effectiveness and accessibility of information services

Technical description

General information

Technical information

- Definition**
- The indicator shows the overall level of satisfaction of passengers regarding the effectiveness and accessibility of public information services (monitors, announcements, indoor signage, info points).

- Data Collection Method**
- Passenger interview by providing a self-completed questionnaire.

- Weight**
- The indicator was given a medium weight to give more importance to other processes, such as baggage reclaim, security, and cleanliness of restrooms.

- Data collection method**
- Survey within the terminals in the departure areas (at departure gates), and at arrivals (in the baggage reclaim area).

- Calculation method**
- Scale from 1-bad to 6-excellent, % of satisfaction is the ratio between the number of positive opinions (4, 5, 6) and the total number of opinions (1-6). The indicator is the weighted average of opinions on: clarity of on-screen information, ease of understanding announcements, ease of understanding and clarity of indoor signage, effectiveness of information provided by info-points (weighting calculated based on the number of opinions).

- Unit of measurement**
- Percentage of satisfied passengers.

Weight 7%

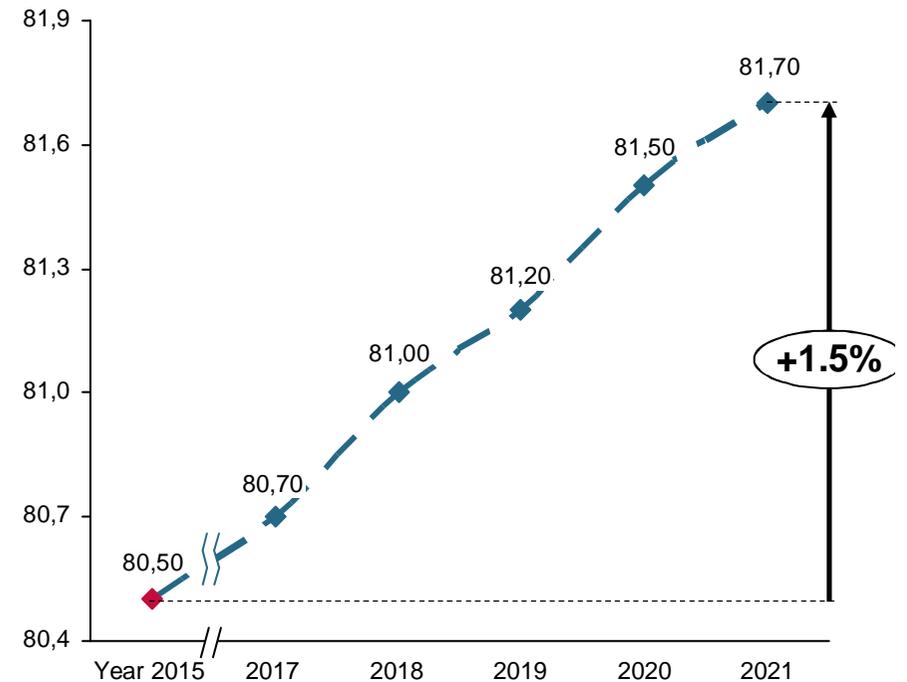
CIA-N. 8: Effectiveness and accessibility of information services

Trend of indicator in the second sub-period

Factors that affect the indicator

<p>Commercial aviation (data at end of year 2)</p>	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> • Demolition and removal of the area currently used for departures to Dom/Sch destinations • Reconfiguration of landside hall • Restructuring of baggage conveyors 	
<p>Extraordinary Maintenance</p>	<p>Extraordinary maintenance that impacts operations:</p> <ul style="list-style-type: none"> • Systems improvements to make the Terminal compliant with current regulations. • Aesthetic and functional upgrade of walls, pillars and false ceilings 	
<p>Traffic</p>	<ul style="list-style-type: none"> • Traffic estimates forecast a 5% decrease, compared to 2015, of passengers in the 2017-2021 five-year period. 	
<p>Improvement of service</p>	<ul style="list-style-type: none"> • Opening the construction site areas to the public. • Development of the new Aeroporti di Roma app. • Installation of multimedia stations to improve wayfinding. 	

2017-2021 objectives % satisfied passengers



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

CIA-N. 9: Perception of the comfort level

Overall - *Technical description*

General information

Definition

- The indicator shows the level of passenger satisfaction concerning comfort in the terminal.

Data Collection Method

- Passenger interview by providing a self-completed questionnaire.

Weight

- The indicator was given a medium weight to give more importance to other processes, such as baggage reclaim, security, and cleanliness of restrooms.

Technical information

Data collection method

- Survey within the terminals in the departure areas (at departure gates), and at arrivals (in the baggage reclaim area).

Calculation method

- Using questionnaires with a rating scale from 1 (very bad) to 6 (excellent), the % of satisfaction is the ratio between the number of positive grades (4, 5, 6) and the total number of replies (1-6).

Unit of measurement

- Percentage of satisfied passengers.

Weight 7%

CIA-N. 9: Perception of the comfort level

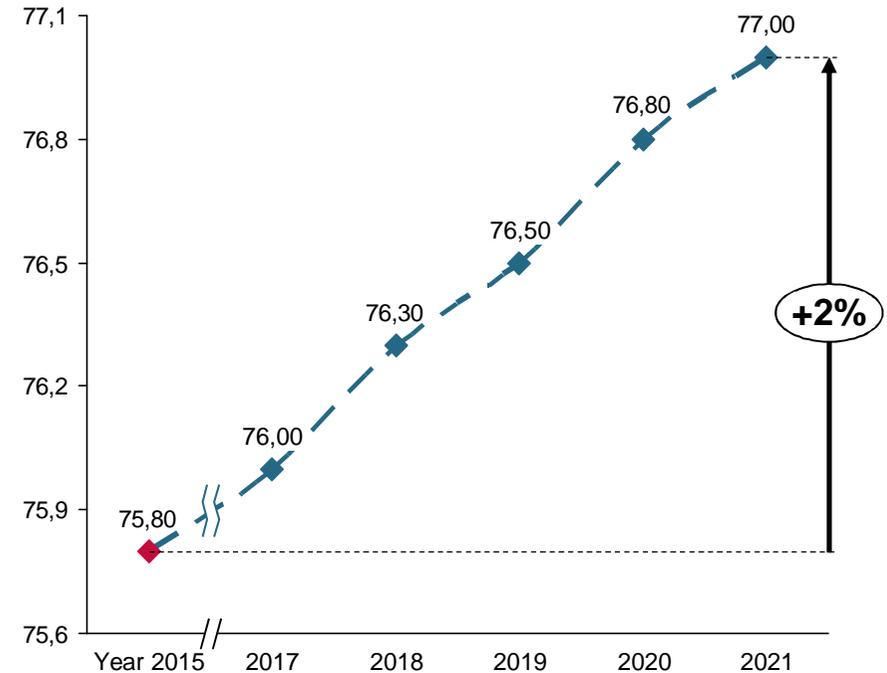
Overall - Trend in the second sub-period

Factors that affect the indicator

<p>Commercial aviation (data at end of year 2)</p>	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> • Demolition and removal of the area currently used for departures to Dom/Sch destinations • Reconfiguration of landside hall • Renovation of all finishings of flooring, false ceilings and vertical cladding 	
<p>Extraordinary Maintenance</p>	<p>Extraordinary maintenance that impacts operations:</p> <ul style="list-style-type: none"> • Systems improvements to make the Terminal compliant with current regulations. • Aesthetic and functional upgrade of walls, pillars and false ceilings 	
<p>Improvement of service</p>	<ul style="list-style-type: none"> • Improvement of services offered to passengers (i.e. Wi-Fi improvement, increased seating and charging points) • Opening worksite areas. 	
<p>Traffic</p>	<ul style="list-style-type: none"> • Traffic estimates forecast a 5% decrease, compared to 2015, of passengers in the 2017-2021 five-year period. 	

2017-2021 objectives

% satisfied passengers



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

CIA-N.10: Clear, easy-to-understand and effective internal signage - *Technical description*

General information

Definition

- The indicator shows the level of passenger satisfaction concerning the clarity, ease of understanding and effectiveness of internal signage.

Data Collection Method

- Passenger interview by providing a self-completed questionnaire.

Weight

- The indicator was given a medium weight to give more importance to other processes, such as baggage reclaim, security, and cleanliness of restrooms.

Technical information

Data collection method

- Survey within the terminals in the departure areas (at departure gates), and at arrivals (in the baggage reclaim area).

Calculation method

- Using questionnaires with a rating scale from 1 (very bad) to 6 (excellent), the % of satisfaction is the ratio between the number of positive grades (4, 5, 6) and the total number of replies (1-6).

Unit of measurement

- Percentage of satisfied passengers.

Weight 7%

CIA-N.10: Indoor signage clear, easy-to-understand and effective – Trend of indicator in the second sub-period

Factors that affect the indicator

Commercial aviation (data at end of year 2)

The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:

- Demolition and removal of the area currently used for departures to Dom/Sch destinations
- Reconfiguration of landside hall
- Renovation of all finishings of flooring, false ceilings and vertical cladding



Extraordinary Maintenance

Extraordinary maintenance that impacts operations:

- Systems improvements to make the Terminal compliant with current regulations.
- Aesthetic and functional upgrade of walls, pillars and false ceilings



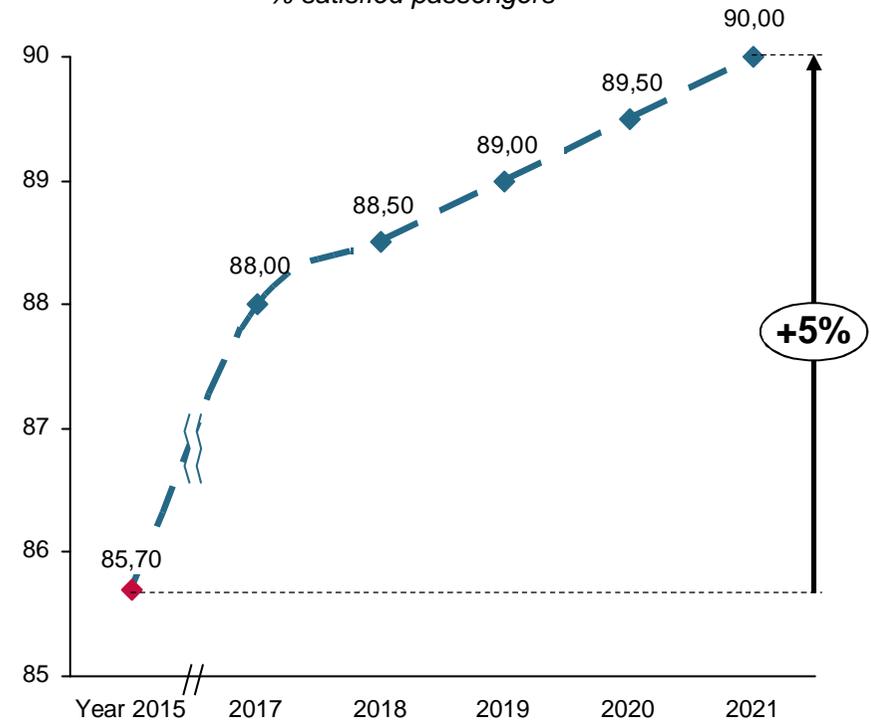
Renovation of signage

- In view of the opening of the construction areas, new indoor signage is planned for public areas.
- Adaptation of signage in the rest of the airport as a result of the opening of new worksites to include new routing.



2017-2021 objectives

% satisfied passengers



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

CIA-N. 11: Availability of operating info points

Technical description

General information

Definition

- The indicator shows the number of points that provide information related to the operation of the airport, helpful to the needs of passengers.

Data Collection Method

- Examination of the technical documentation: Typical Peak Hour Passengers (TPHP) from corporate database; number of info points from technical drawings and functional assessment.

Weight

- The indicator was given a medium weight, given the increasing relevance this factor will have as traffic levels increase.

Technical information

Data collection method

- The definition of Typical Peak Hour Passengers (TPHP) follows the instructions in the methodology included in Chapter 3 of JAN 06. The number of operating info points will be counted.

Calculation method

- Operating info points in the airport terminal are counted that provide information on a number of flights arriving and departing, excluding the displays on the check-in counters and at gates of boarding areas.

Unit of measurement

- TPHP/No. of operational info points.

Weight 7%

CIA-N. 11: Availability of operating info points

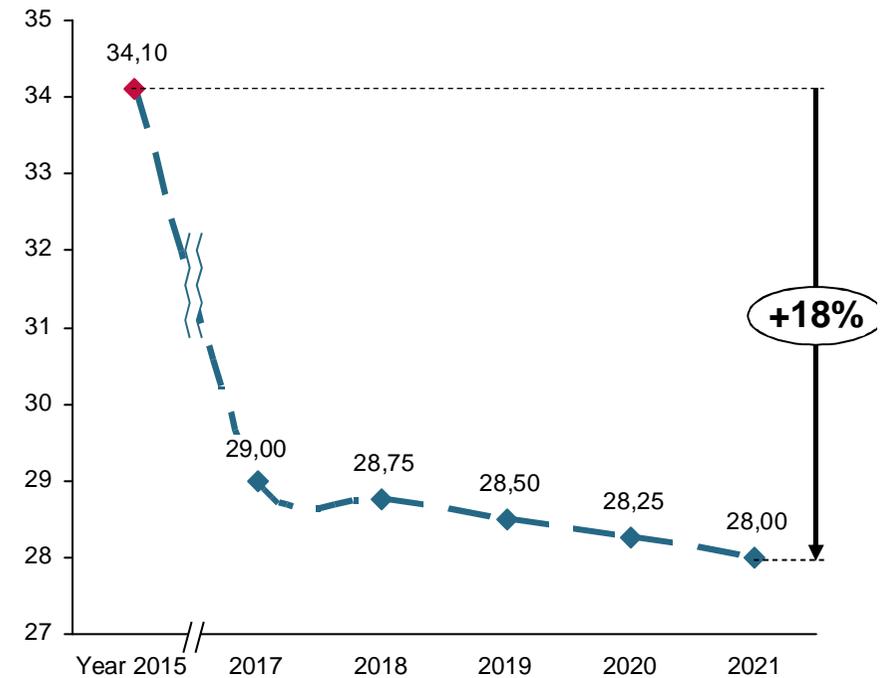
Trend in the second sub-period

Factors that affect the indicator

<p>Commercial aviation (data at end of year 2)</p>	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> • Demolition and removal of the area currently used for departures to Dom/Sch destinations • Reconfiguration of landside hall • Renovation of all finishings of flooring, false ceilings and vertical cladding 	
<p>Extraordinary Maintenance</p>	<p>Extraordinary maintenance that will adversely impact the space available</p> <ul style="list-style-type: none"> • Systems improvements to make the Terminal compliant with current regulations. • Aesthetic and functional upgrade of walls, pillars and false ceilings 	
<p>Improvement of service</p>	<ul style="list-style-type: none"> • Increase of number of info points to better cover passenger flows in view of opening new worksite areas to the public and of the new layout. 	
<p>Traffic</p>	<ul style="list-style-type: none"> • Passengers traffic is forecast to decrease by 5%, compared to 2015, in the 2017-2021 five-year period 	

2017-2021 objectives

TPHP/No. of info points



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance

CIA-N. 12: Availability of seats in airside area

Technical description

General information

Definition

- This technical indicator shows the availability of seating in the airside area, per passenger.

Data Collection Method

- Examination of technical documentation: number of seats in the airside area from engineering drawings, TPHP from corporate database.

Weight

- The indicator was given a medium weight to give more importance to other processes, such as baggage reclaim, security, and cleanliness of restrooms.

Technical information

Data collection method

- The definition of Typical Peak Hour Passengers (TPHP) follows the instructions in the methodology included in Chapter 3 of JAN 06. The number of seats will be counted.

Calculation method

- Count of seats in the airside area and calculation of TPHP/seat ratio in the airside area.

Unit of measurement

- TPHP/number of seats in airside area

Weight 7%

CIA-N. 12: Availability of seats in airside area

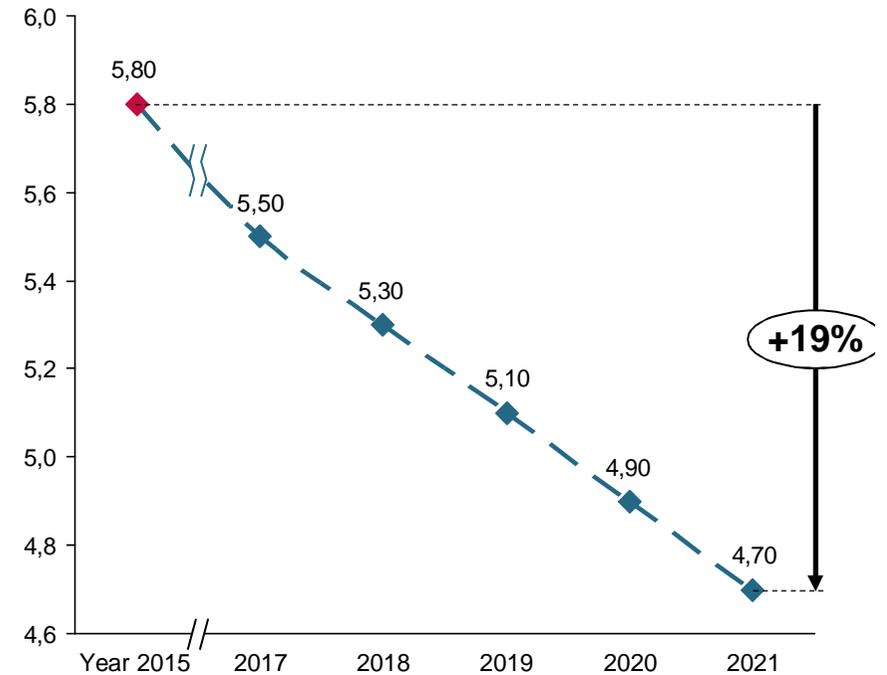
Trend in the second sub-period

Factors that affect the indicator

<p>Commercial aviation (data at end of year 2)</p>	<p>The presence of the worksite can determine partial and temporary unavailability of the infrastructure, in particular due to:</p> <ul style="list-style-type: none"> • Demolition and removal of the area currently used for departures to Dom/Sch destinations • Reconfiguration of landside hall • Renovation of all finishings of flooring, false ceilings and vertical cladding 	
<p>Extraordinary Maintenance</p>	<p>Extraordinary maintenance that will adversely impact the space available</p> <ul style="list-style-type: none"> • Systems improvements to make the Terminal compliant with current regulations. • Aesthetic and functional upgrade of walls, pillars and false ceilings 	
<p>Improvement of service</p>	<ul style="list-style-type: none"> • Increase of number of seats to better cover passenger flows in view of opening new worksite areas to the public and of the new layout. 	
<p>Traffic</p>	<ul style="list-style-type: none"> • Passengers traffic is forecast to decrease by 5%, compared to 2015, in the 2017-2021 five-year period 	

2017-2021 objectives

TPHP/number of seats in airside area



- Factors with **positive** impact on performance
- Important points
- Factors with **negative** impact on performance