

ENAC - ADR Economic Regulation Agreement

Consultations with the users

Trend of quality and environment indicators



August 2015 – Leonardo da Vinci Airport

INTRODUCTION

QUALITY

ENVIRONMENT

REVIEW OF THE ERA INDICATORS

Presentation of the report

The annual report was delivered to ENAC in August 2015

Period of reference for the review

- **JULY 2014 – 6 MAY 2015:** for the first 9 Fiumicino Quality indicators (period reduced due to the fire that broke out on 7/5).
- **JULY 2014 – JUNE 2015:** for all of the other indicators

Content of the report

The report "presents the values of each analytical quality and environmental protection indicator"

Method of reviewing the data

As specified on the sheets in annex 10 of the ERA

QUALITY

- The indicators having a greater impact on the perception of passengers according to the criteria of customer centrality and customer satisfaction were selected.
- A regular programme to improve the levels of passenger satisfaction for both Rome airports was set in motion.

ENVIRONMENT

- After making sure that the legal parameters were being observed, indicators that most effectively contribute to ensuring the environmental sustainability of the airports were identified.
- Improvement actions that involve the largest possible number of parties operating at the airport were implemented.

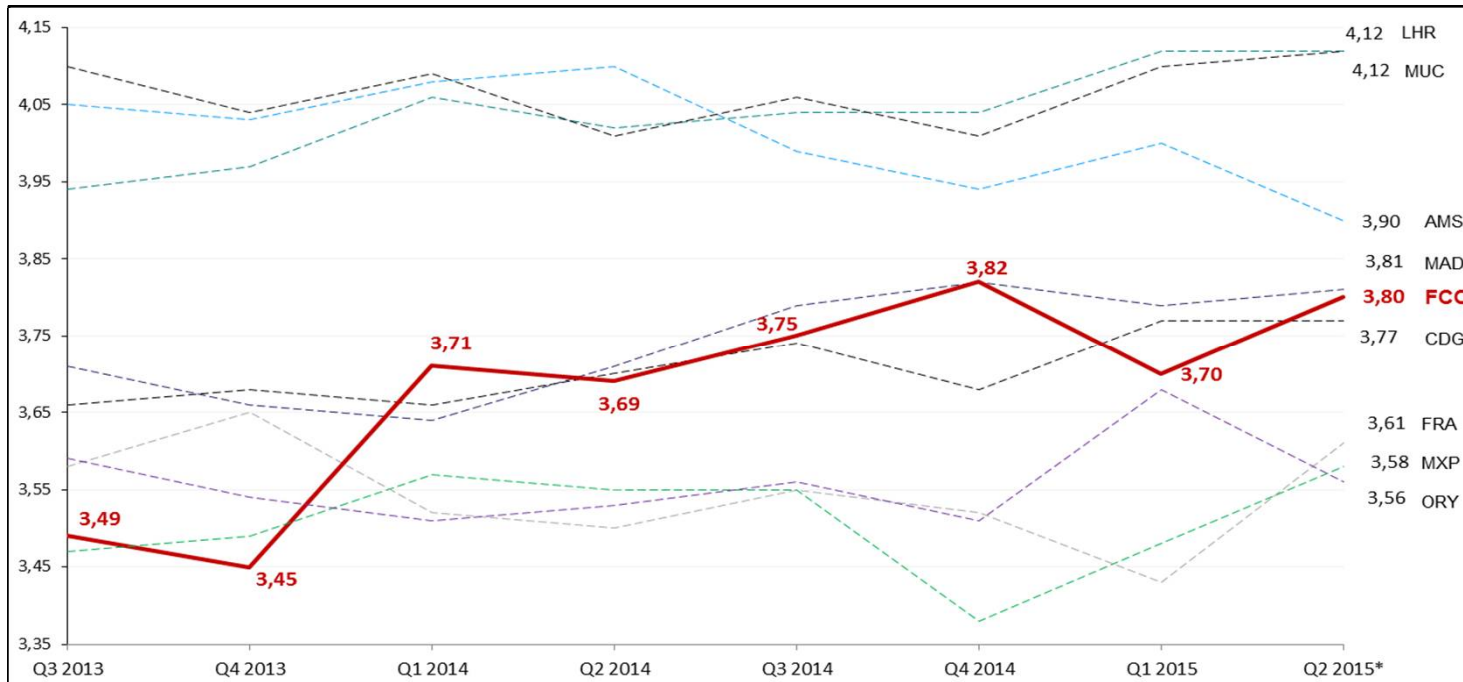
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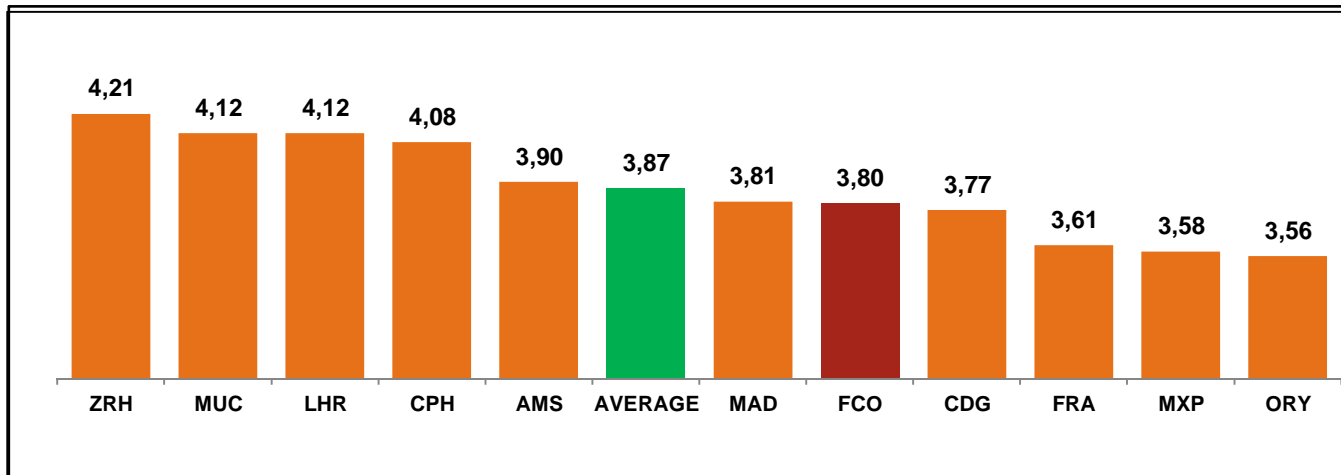
Reference context



Overall Trend

The survey conducted by ACI shows that FCO performance is in line with that of Madrid and Paris (CDG)

Source: ACI



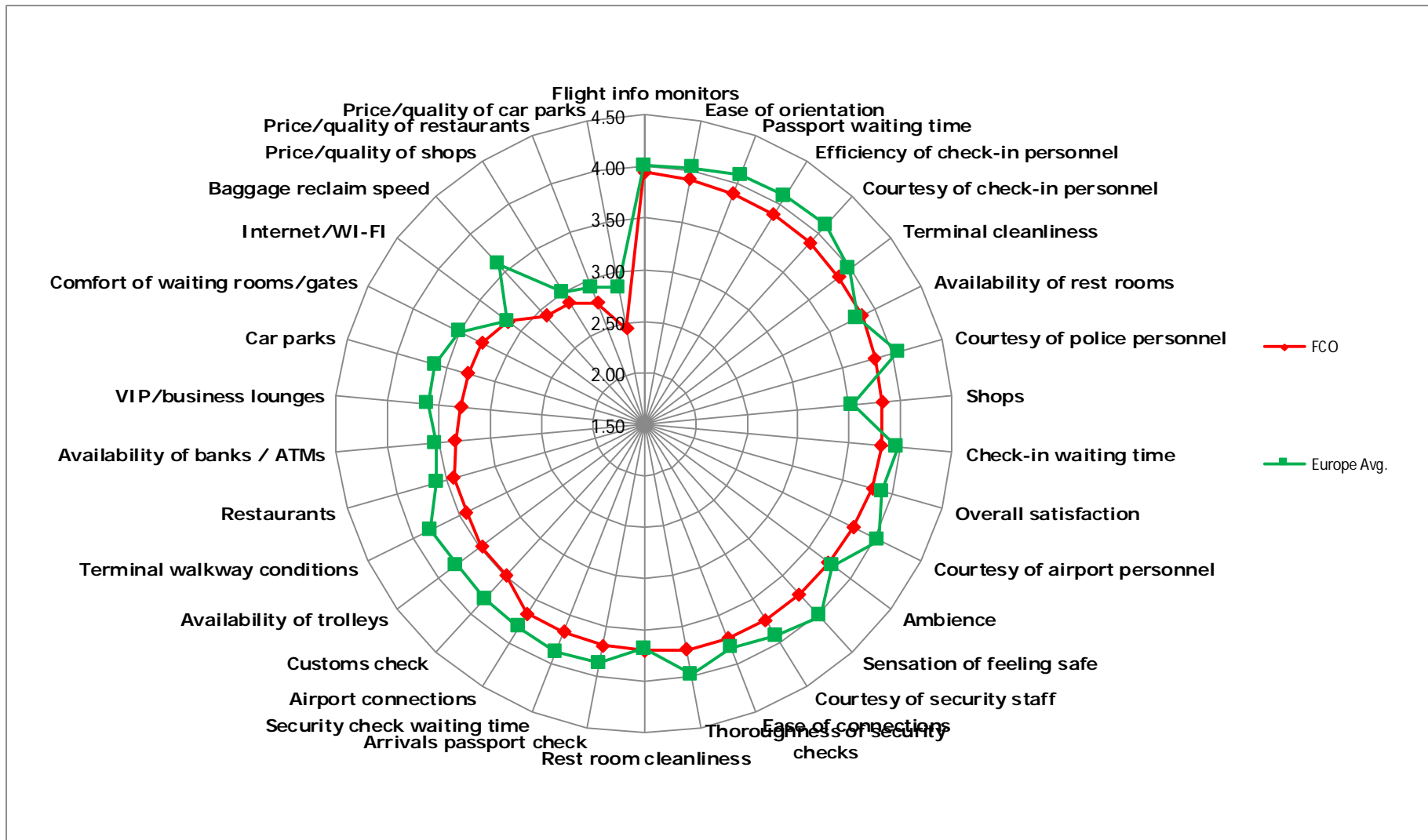
Positioning Q2 2015

ACI positioning recorded in Q2 2015 places FCO behind Madrid and not far away from the panel average.

Source: ACI

(*) Q2 2015 for FCO includes only April due to the fire

Analysis of FCO perceived quality (Q2 2015)



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

Works supporting change (1/2)

Area

Activities carried out

1

Organisational Change

- ❑ **Internalisation of cleaning services with formation of Airport Cleaning:** given the task of:
 - guaranteeing high standards of cleanliness at both FCO and CIA (rest rooms and terminal)
 - managing the baggage cart collection and distribution service
- ❑ **Terminal Managers:** strengthening of the Terminal Manager figure and supply of special training courses supporting the new position (focus on management of decorum and quality of the services supplied).

2

Continuous Monitoring

- ❑ **Extension of the monitoring system:** collaboration with the "Management for Quality" faculty of the Roma Tre University in order to gain in-depth knowledge of all phases of the passenger's travel experience.

3

City-APT Accessibility

- ❑ **Intermodality:** high speed service connecting FCO to the major cities of the north (Florence, Bologna, Padua and Venice) was put into operation in December 2014.
- ❑ **Car parks:** the Parking Management System (replacing all automatic tills and ticket machines) has been completed. Start-up of the Car Parking Revitalization project to bring the car parks into line with the high EPA (European Parking Association) standards.

Works supporting change (2/2)

Area

Activities carried out

4

Comfort and Services

- ❑ **Rest Room Upgrade:** the upgrade programme for all rest room units according to the new COPERNICO concept has been completed.
- ❑ **"Fast office" service:** multi-purpose machines for sending and receiving faxes and making photocopies have been installed at the information desks.
- ❑ **Tablet Stations:** 8 fixed stations connected to the corporate network, each equipped with 8 tablets, have been installed.
- ❑ **Workstation areas:** 7 walls equipped with plugs in addition to the charging stations available at FCO have been installed.

5

Information

- ❑ **FIDS (Flight Information Departure System):** implementation of the new FIDS that provides more information to passengers has been completed.
- ❑ **LED board:** a large (63 m²) board with LED technology that can be read at a 10 to 60-metre distance has been installed at Terminal 1.

Evolution of Customer Satisfaction: *% satisfied passengers*

Areas Evaluated		July 2013- 6 May 2014	July 2014- 6 May 2015	Change %
OVERALL		89.2%	91.5%	+2.3
COMFORT	Overall comfort	91.1%	93.3%	+2.2
	Transit lounges	89.7%	88.9%	-0.8
	Air-conditioning	91.2%	91.4%	+0.2
	Safety: Personal and Belongings	83.3%	88.0%	+4.7
PASSENGER HOSPITALITY	Information	81.4%	85.7%	+4.3
	Entertainment	76.5%	83.9%	+7.4
	Staff courtesy	86.2%	85.8%	-0.4
	Indoor signs	83.1%	87.9%	+4.8
SERVICE TIME	Baggage reclaim	79.8%	81.2%	+1.4
	Passports	91.9%	90.8%	-1.1
	Check-in	91.8%	92.3%	+0.5
	Security	94.9%	95.1%	+0.2
CLEANING	Rest rooms	70.6%	87.5%	+16.9
	Airport	74.4%	89.0%	+14.6

Quality Provided: 2014-2015 priority processes

Indicators	July 2013- 6 May 2014	July 2014- 6 May 2015	Change %
Last Bag Received - Dom. (time in 90% of cases)	28' 35''	27' 40''	+3.2%
Last Bag Received - Intl. (time in 90% of cases)	39' 44''	40' 08''	-1%
Check in - Dom. (time in 90% of cases)	3' 57''	4' 10''	-5.5%
Check in - Intl. (time in 90% of cases)	17' 43''	12' 54''	+27.2%
Security (time in 90% of cases)	5' 31''	5' 05''	+7.9%
Punctuality (% punctual departing flights)	79.5%	72.9%	-8.3%
Rest rooms (eval. average 1 poor - 4 good)	3.56	3.79	+6.5%

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Area	Activities carried out
New energy generation technologies	<ul style="list-style-type: none">❑ Installation of 4 mini wind plants and 1 photovoltaic system with solar concentration❑ SMART GRID: installation of a storage system with smart charging system and 4 stalls for electric cars.
Waste management and disposal	<ul style="list-style-type: none">❑ "Door to door" collection: start-up of the new "door to door" waste collection system in the terminals at the commercial businesses that reached 65% separate waste in 2014 (2015 goal: 80%)❑ Recycling areas: 2 recycling areas were created at CIA that increased the amount of separate waste by 16% to reach 21% in 2014 (2015 goal: 25%).
Reduced emissions	<ul style="list-style-type: none">❑ "Airport Carbon Accreditation" (ACA) programme:<ul style="list-style-type: none">▪ FCO: the airport attained NEUTRALITY by compensating the emissions produced (65,000 tCO₂) with the purchase of carbon credits - Max. accreditation level: 3+ NEUTRALITY.▪ CIA: attained the certificate of level 2 – REDUCTION by reducing the emissions produced. Documentation to rise to level 3 – OPTIMISATION (reduced direct and indirect emissions) has been completed, awaiting receipt of the documentation.

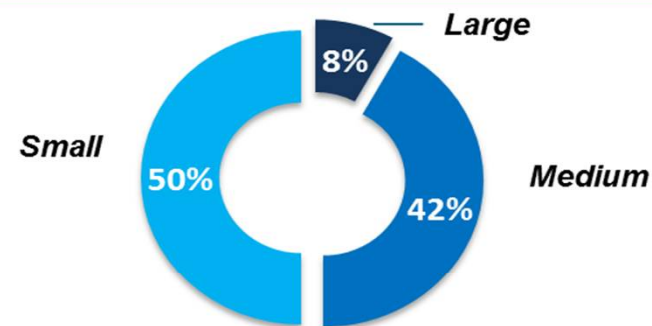
Door to Door waste collection at FCO

SISTEMA TARIFFARIO

Il servizio è collegato all'effettiva produzione di rifiuti - tariffa puntuale - e ai servizi di raccolta attivati: small, medium o large.



CENSITE 666 UTENZE CHE HANNO SCELTO DIVERSE TAGLIE:



Processo di raccolta

- UTENTI COMMERCIALI
- SUB CONCESSIONARI
- ENTI ISTITUZIONALI
- UFFICI



Raccolta

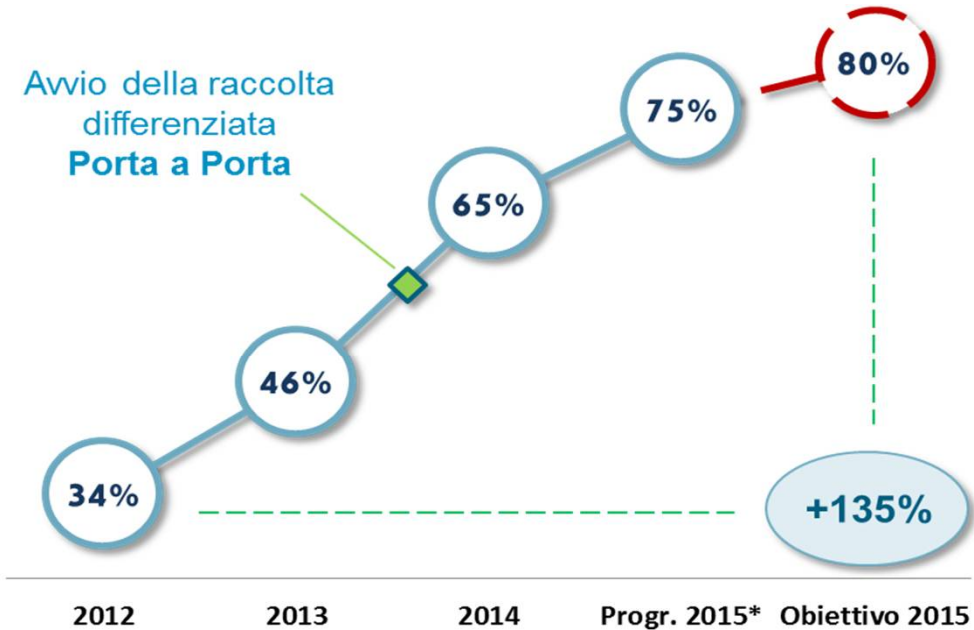
Trasporto

Isola ecologia

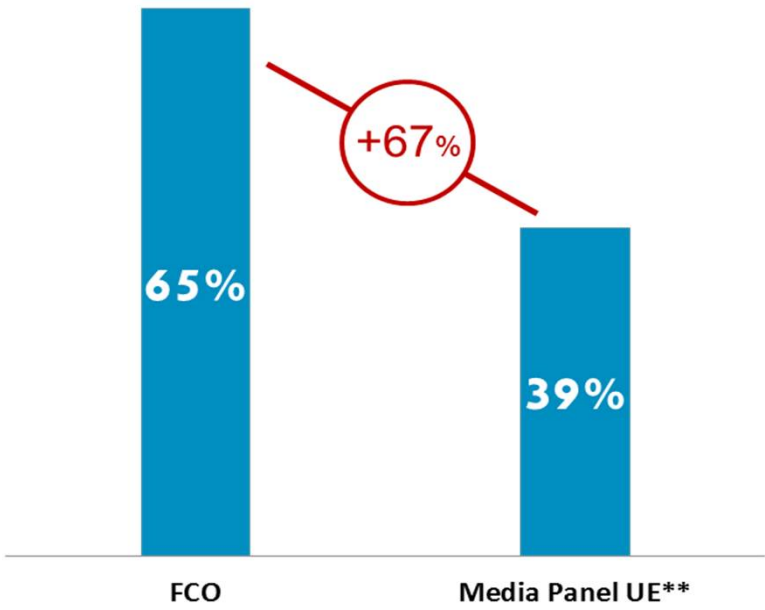
Evolution of separate collection

«ADR ha sensibilmente incrementato la % di raccolta differenziata, rendendo FCO uno dei migliori APT in Europa nella gestione dei rifiuti»

Evoluzione della raccolta differenziata a FCO



Benchmark UE



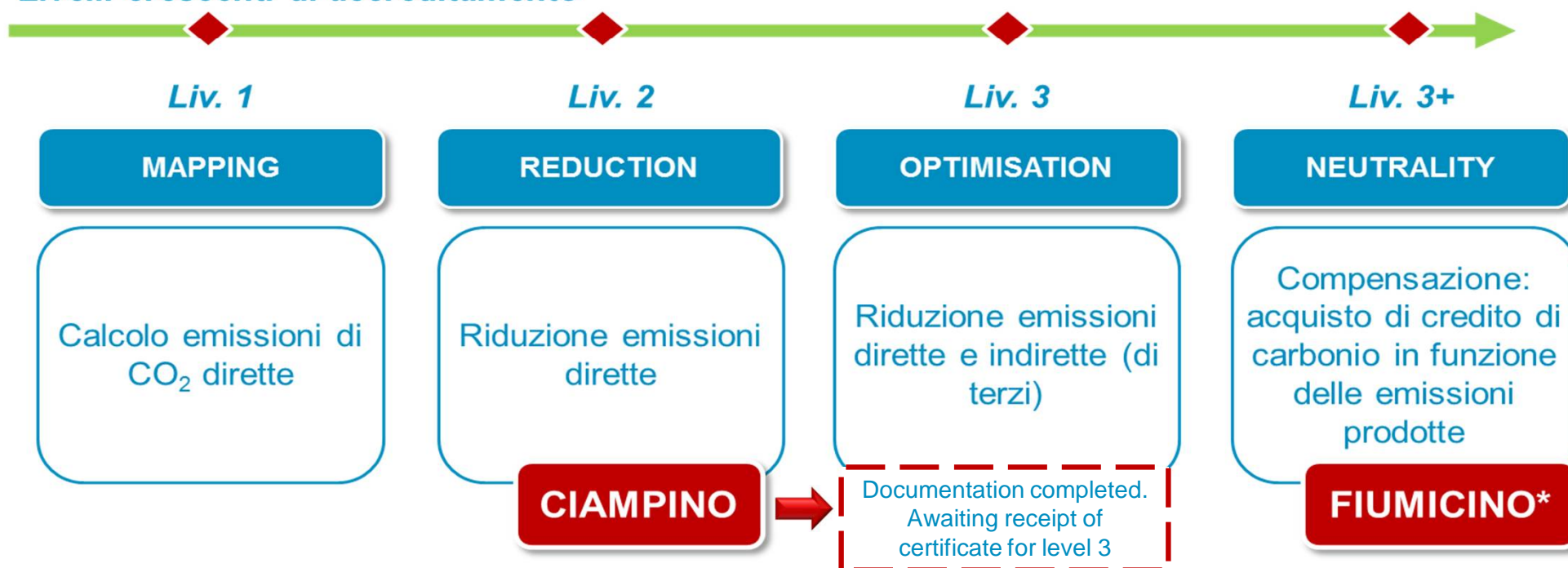
* Dati aggiornati al 30/04/2015. A Maggio il dato è stato pari a 70%.

** Panel UE: ATH, LHR, CDG, ORY, MXP

Reduced CO2 emissions

«Dal 2011 ADR ha aderito al sistema di certificazione ACA (Airport Carbon Accreditation) di ACI Europe (Airport Council International)...»

Livelli crescenti di accreditamento



* 65,000 tons of CO₂ directly and indirectly produced at FCO have been compensated.

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FCO – QUALITY: July 2014 - 6 May 2015

Indicatore	U.M.	Performance Lug 14 / 6 Mag 15	Obiettivo	Status
1) Tempo di attesa al controllo bagaglio a mano *	Tempo nel 90% dei casi	0.05.05	0.08.30	OK
2a) Riconsegna ultimo bagaglio *	Tempo di attesa nel 90% dei casi	0.38.45	0.38.22	NO
2b) Riconsegna primo bagaglio *	Tempo di attesa nel 90% dei casi	0.30.16	0.32.38	OK
3) Tempo di attesa in coda al check-in *	Tempo di attesa nel 90% dei casi	0.12.22	0.19.20	OK
4) Percezione complessiva sul livello di comfort *	% pax soddisfatti	93,30%	86,00%	OK
5) Percezione sul livello di pulizia in aerostazione *	% pax soddisfatti	89,00%	78,00%	OK
6) Percezione dell'efficacia dei punti informazione operativi *	% pax soddisfatti	85,70%	82,00%	OK
7) Presenza di segnaletica interna chiara, comprensibile ed efficace *	% pax soddisfatti	87,90%	85,00%	OK
8) Percezione dell'efficienza dei sistemi di trasferimento passeggeri *	% pax soddisfatti	93,20%	86,00%	OK
9) Assistenza PRM #	% pax soddisfatti	97,90%	87,00%	OK
10) Disponibilità punti informazione operativi #	TPHP/N° punti informazione	23,57	23,21	NO
11) Efficienza dei sistemi di trasferimento pax #	% di tempo di funzionamento su 18 h	99,50%	99,10%	OK
12) Affidabilità impianti riconsegna bagagli #	% di tempo di funzionamento su 18 h	99,20%	98,80%	OK

Performance reveals values beyond the target in 10 out of 12 indicators

N.B.: indicators no. 10, 11 and 12 refer to the complete period of July 2014 - June 2015

* Data supplied by PRAGMA; # data supplied by ADR

CIA – QUALITY: July 2014 - June 2015

Indicatore	U.M.	Performance Lug 14-Giu 15	Obiettivo	status
1) Tempo di attesa al controllo radiogeno dei bagagli *	Tempo nel 90% dei casi	00:07:31	0.08.20	OK
2a) Tempo riconsegna ultimo bagaglio *	Tempo nel 90% dei casi	00:26:00	0.26.00	OK
2b) Tempo riconsegna primo bagaglio *	Tempo nel 90% dei casi	00:21:07	0.20.00	NO
3) Tempo di attesa coda check-in *	Tempo nel 90% dei casi	00:17:38	0.22.00	OK
4) Percezione complessiva sul livello di comfort *	% pax soddisfatti	79,30%	90,00%	NO
5) Percezione sul livello di pulizia in aerostazione *	% pax soddisfatti	86,30%	90,00%	NO
6) Percezione dell'efficacia dei punti informazione operativi *	% pax soddisfatti	80,40%	80,00%	OK
7) Presenza di segnaletica chiara, comprensibile ed efficace *	% pax soddisfatti	84,80%	80,00%	OK
8) Percezione del livello di pulizia e funzionalità toilettes *	% pax soddisfatti	79,50%	90,00%	NO
9) Assistenza PRM #	% pax soddisfatti	98,60%	87,00%	OK
10) Up time CREWS (1) #	% tempo di funzionamento su 17H	100,00%	99,50%	OK
11) Disponibilità punti informazione operativi #	TPHP/N° punti informazione	32,10	33,60	OK
12) Affidabilità impianti riconsegna bagagli #	% tempo di funzionamento su 8H	99,50%	99,30%	OK

Performance reveals values beyond the target in 8 out of 12 indicators

* data supplied by PRAGMA; # data supplied by ADR

(1) the CREWS system was replaced with the CUTE system on 01/01/2014

FCO – ENVIRONMENT: July 2014 - June 2015

Indicatore	U.M.	Performance Lug 14-Giu 15	Obiettivo	status
1) Centraline di rilevazione del rumore	N° centraline fisse di rilevazione del rumore/movimenti aeromobili per 100 000	6,04	5,83	OK
2) Up-time rete di monitoraggio rumore	% tempo di funzionamento su orario di apertura dello scalo	93,9%	92,0%	OK
3) Trattamento differenziato dei rifiuti	Quintali di rifiuti raccolti in modo differenziato/quintali totali di rifiuti	73,0%	35,0%	OK
4) a. Trattamento acque reflue - COD (mg/L di O2)	% rispetto al Limite di Legge (125 mg/L) della concentrazione annuale media di ossigeno necessaria per l'ossidazione chimica dei composti organici ed inorganici nei campioni di acqua reflua degli impianti di Depurazione	35,6%	45,0%	OK
4) b. Trattamento acque reflue - BOD5 (mg/L di O2)	% rispetto al Limite di Legge (25 mg/L) della concentrazione annuale media di ossigeno necessaria per l'ossidazione biochimica dei composti organici nei campioni di acqua reflua degli impianti di Depurazione	54,0%	64,0%	OK
4) c. Trattamento acque reflue - Solidi Sospesi Totali (mg/L)	% rispetto al Limite di Legge (35 mg/L) della concentrazione annuale media di solidi sospesi totali nei campioni di acqua reflua degli impianti di Depurazione	17,1%	22,0%	OK
5) Efficienza energetica	KWh di energia utilizzata nel terminal / mc di terminal	148,75	163,00	OK
6) Utilizzazione di fonti rinnovabili di energia	KWh di energia non prodotta da fonti rinnovabili/ kwh di energia utilizzata dall'aeroporto	1,00	0,99	NO

Performance reveals values beyond the target in 5 out of 6 indicators

CIA – ENVIRONMENT: July 2014 - June 2015

Indicatore	U.M.	Performance Lug 14-Giu 15	Obiettivo	status
1) Centraline di rilevazione del rumore	N° centraline fisse di rilevazione del rumore/movimenti aeromobili per 100 000	19,47	17,91	OK
2) Up-time rete di monitoraggio rumore	% tempo di funzionamento su orario di apertura dello scalo	96,4%	92,0%	OK
3) Trattamento differenziato dei rifiuti	Quintali di rifiuti raccolti in modo non differenziato/quintali totali di rifiuti	75,5%	90,0%	OK
4) Trattamento acque reflue	% concentrazione annuale media di ossigeno necessaria per l'ossidazione chimica dei composti organici ed inorganici nei campioni di acqua reflua degli impianti di Depurazione	100,0%	100,0%	
5) Efficienza energetica	KWh di energia utilizzata nel terminal / mc di terminal	122,25	156,00	OK
6) Utilizzazione di fonti rinnovabili di energia	KWh di energia non prodotta da fonti rinnovabili/ kwh di energia utilizzata dall'aeroporto	1,00	1,00	

Performance reveals values beyond the target in 4 out of 4 indicators