## Fiumicino service standards

SERVICE GOAL		SERVICE STANDARDS		
	1	BOOKED	UNBOOKED	
		PASSENGERS	PASSENGERS	
		On arriving at the airport,	On arriving at the airport,	
		starting from the	starting from the	
		applying for special	applying for special	
		assistance at the	assistance at the	
		dedicated call points	dedicated call points	
		inside the terminal, 80%	inside the terminal, 80%	
		of PRM should not wait	of PRM should not wait	
		for more than 25'	for more than 25'	
		On arriving at the airport,	On arriving at the airport,	
		starting from the	starting from the	
		applying for special	applying for special	
		assistance at the	assistance at the	
Adequate time for the		dedicated call points outside the terminal,	dedicated call points outside the terminal.	
reception of PRM	DEPARTURES	80% of PRM should not	80% of PRM should not	
passengers		wait for more than 25'	wait for more than 25'	
passengere		On arriving at the airport,	On arriving at the airport,	
		starting from the	starting from the	
		applying for special	applying for special	
		assistance at the	assistance at the	
		dedicated call points,	dedicated call points,	
		90% of PRM should not	90% of PRM should not	
		wait for more than 25'	wait for more than 25'	
		On arriving at the airport,	On arriving at the airport,	
		starting from the	starting from the	
		applying for special	applying for special	
		assistance at the	assistance at the	
		dedicated call points,	dedicated call points,	
		100% of PRM should not	100% of PRM should not	
	<u> </u>	wait for more than 25'	wait for more than 25'	
	ARRIVALS	After the exit of the last	After the exit of the last	
		passenger, the waiting	passenger, the waiting	
		time for PRM should not	time for PRM should not	
		be more than 5', for	be more than 20', for	
		100% of cases	90% of cases	
			After the exit of the last	
			passenger, the waiting	
			time for PRM should not	
			be more than 25', for	
			100% of cases	

Phase	Area	Reference	100% BOOKED PASSENGERS	100% UNBOOKED PASSENGERS
	Loading	Boarding time-limit	5' before the scheduled boarding time for WCHR and WCHS	5 ' before the scheduled boarding time for WCHR and WCHS
	bridge		20' before the scheduled boarding time for WCHC	10' before the scheduled boarding time for WCHC
BOARDING	Truck	Time-limit for the arrival of a truck at the departure area	10' before the scheduled time	5' before the scheduled time
	stop	Time-limit for the arrival of a truck at the departure area	15' before the scheduled time	10' before the scheduled time

## Ciampino service standards

SERVICE LEVELS	BOOKED PASSENGERS	UNBOOKED PASSENGERS
	On arriving at the airport, starting from the applying for special assistance at the dedicated call points, 80% of PRM should not wait for more than 10'	On arriving at the airport, starting from the applying for special assistance at the dedicated call points, 80% of PRM should not wait for more than 15'
DEPARTURES	On arriving at the airport, starting from the applying for special assistance at the dedicated call points, 90% of PRM should not wait for more than 15'	On arriving at the airport, starting from the applying for special assistance at the dedicated call points, 90% of PRM should not wait for more than 20'
	On arriving at the airport, starting from the applying for special assistance at the dedicated call points, 100% of PRM should not wait for more than 20'	On arriving at the airport, starting from the applying for special assistance at the dedicated call points, 100% of PRM should not wait for more than 25'
	Time-limit for the arrival of an ambulift 10' before boarding	Time-limit for the arrival of an ambulift 10' before boarding
ARRIVALS	After the exit of the last passenger, the waiting time for PRM should not be more than 5', for 100% of cases	After the exit of the last passenger, the waiting time for PRM should not be more than 10', for 100% of cases