

## Fiumicino service standards

SERVICE GOAL		SERVICE STANDARDS	
Adequate time for the reception of PRM passengers	<b>DEPARTURES</b>	<b>BOOKED PASSENGERS</b>	<b>UNBOOKED PASSENGERS</b>
		On arriving at the airport, starting from the applying for special assistance at the dedicated call points inside the terminal, 80% of PRM should not wait for more than 25'	On arriving at the airport, starting from the applying for special assistance at the dedicated call points inside the terminal, 80% of PRM should not wait for more than 25'
		On arriving at the airport, starting from the applying for special assistance at the dedicated call points outside the terminal, 80% of PRM should not wait for more than 25'	On arriving at the airport, starting from the applying for special assistance at the dedicated call points outside the terminal, 80% of PRM should not wait for more than 25'
		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 25'	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 25'
		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'	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'
	<b>ARRIVALS</b>	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 20', for 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
<b>BOARDING</b>	<b>Loading bridge</b>	Boarding time-limit	5' before the scheduled boarding time for WCHR and WCHS	5 ' before the scheduled boarding time for WCHR and WCHS
			20' before the scheduled boarding time for WCHC	10' before the scheduled boarding time for WCHC
	<b>Truck stop</b>	Time-limit for the arrival of a truck at the departure area	10' before the scheduled time	5' before the scheduled time
		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'
<b>DEPARTURES</b>	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
<b>ARRIVALS</b>	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