

## The renaissance of Fiumicino

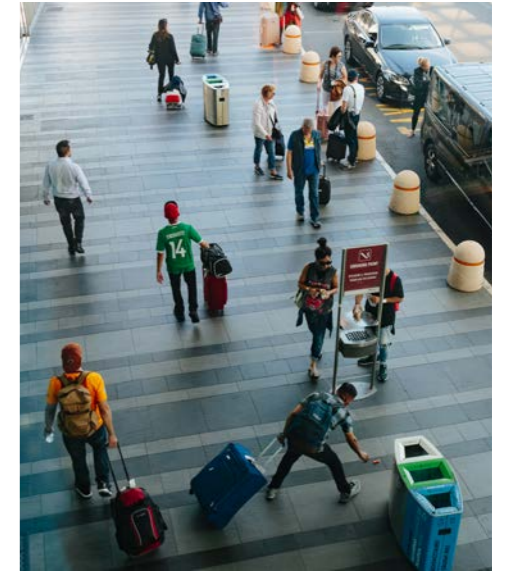


Named after the designer of the first winged flying machine, Leonardo da Vinci, Fiumicino is Italy's busiest airport. And although its name takes inspiration from the past, a huge investment in infrastructure is preparing Fiumicino for a bright future.

Rome Fiumicino hasn't always enjoyed a stellar reputation for service. At times overcrowded, it was seen by many as chaotic and in need of modernization. "Four years ago, we were the Cinderella of the rankings," says Ivan Bassato, Head of Airport Management for Aeroporti di Roma, "but we have worked hard every day to completely change the face of our airport and the services we offer."

That change has been fueled by an investment of more than €1bn to expand terminals, build new infrastructure, improve services, and introduce advanced technologies. And, after four years, the work is paying off – Fiumicino has risen up the rankings to become one of Europe's most highly rated airports for quality of service. So how has this miraculous change come to pass?

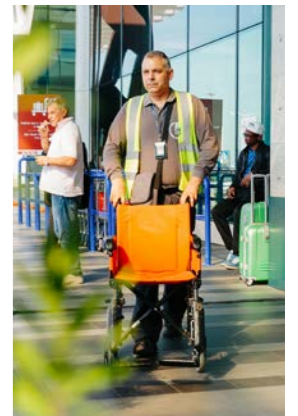
There are three main terminals at Fiumicino Airport: Terminal A handles domestic flights, Terminal B both international and domestic, and Terminal C international.



### A gateway to the Mediterranean

Located near the Tyrrhenian coast, 35 kilometers west of the Eternal City, Fiumicino is Europe's 10th-busiest airport. It operates more than 400 flights a day and serves more than 40 million passengers a year. To provide the operations team with the capacity to handle an annual passenger increase of more than 6%, the airport has installed a new boarding area dedicated to flights outside the EU's Schengen Area, where passport control for participating nations isn't required. Coming in at close to 90,000 sq m, its 22 new gates can accommodate more than six million passengers a year.

The airport is a meeting place for exchanges between cultures from all over the world, and it's also a community of people who keep Fiumicino open 24 hours a day.







Passenger services include a post office, pharmacy, bank, exchange bureaux, restaurants, cafés, bars, duty-free stores, tourist agency, car rental, cabs, first-aid room, and business center.

### Inside the operations room

Overseeing all those passengers – as well as everything else that happens inside the three airport terminals – is the responsibility of airport operations. Inside the operations room information is gathered and, when necessary, reported to the control chain – or managed and disclosed to the technical authorities – so that incidents can be swiftly resolved. The team controls thousands of fire sensors and collects video from the 2,600 cameras monitoring every part of the airport. Every incident, from the routine to the unexpected, is managed in the operations room by operators who've been selected based on their knowledge of processes, analytical and relational skills, and their ability to self-supervise in stressful situations.

### A cultured passenger journey

“Improving the passenger experience is our mantra,” says Bassato. From performances by pianists from the Santa Cecilia Academy, to historic statues of Apollo and Aphrodite, to free wi-fi and tablet stations, Fiumicino understands the importance of keeping passengers happy. Clarity of information plays a crucial role in the terminal buildings, where new directional signage and manned information points keep people moving along at a steady pace. The recently launched Aeroporti di Roma mobile app is designed to accompany passengers through each of the various stages of their journeys. It simplifies everything from parking reservations and check-in to baggage assistance and boarding.



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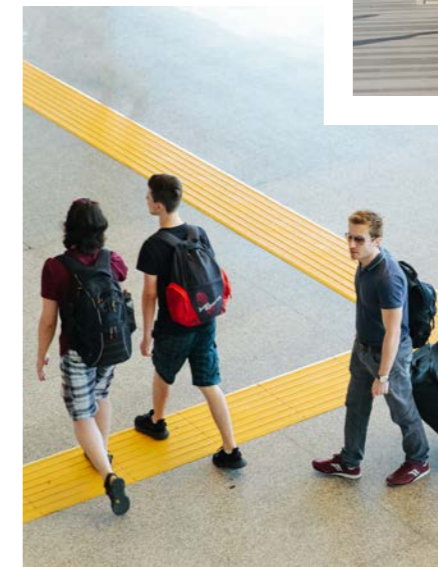
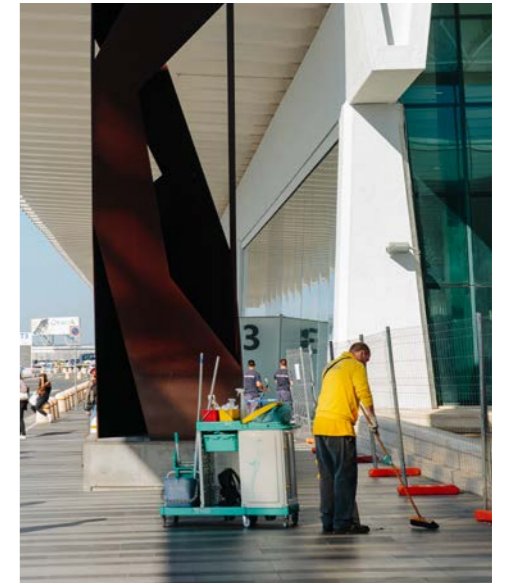




**An investment in security**

Working in the background, and underpinning every good passenger experience at Fiumicino, is the careful provision of airport security. The team works alongside the security forces to keep people safe, and a sophisticated anti-intrusion system further increases levels of security within the perimeter of the airport. Fiumicino recently introduced the most advanced electronic video surveillance and access control systems available. “These form part of a complex and sensitive IT architecture that Genetec has implemented through Security Center, which is entrusted with managing, controlling, and processing key information,” says Bassato. “It’s a vital system that’s reliable, fast, flexible, invulnerable – and tested daily by continually changing operational scenarios.” So, although the human element is clearly irreplaceable, technology is making airport life easier by allowing people to deal with situations more efficiently and incisively.

Travelers flying from Fiumicino will find 355 check-in desks, 10 information desks, 77 gates, 124 shops, 43 refreshment areas, and 21,131 car and motorbike parking spaces.



**In the pipeline at Fiumicino**

Rome’s strategic position at the heart of Italy means Fiumicino has a vast catchment area. It’s predicted that the airport will serve about 100 million passengers by 2044, and the investment plans at Fiumicino mirror that potential growth, with €12bn set aside for works leading up until 2044. Among the pressing objectives are continued improvements to the passenger journey, and a commitment to digital technologies to achieve a truly end-to-end travel experience.

Numerous infrastructure projects are planned over the next four years, including rebuilding the flight infrastructure, expanding terminals, reworking existing products, upgrading landside roads, optimizing systems and technological installations, and improving parking lots. “We understand our airport has an important responsibility,” says Bassato. “Fiumicino is a showcase for tourists arriving in our country.” Progress will be measured by customer satisfaction with the services on offer – the happier the passengers, the better. Or as Bassato puts it: “Our philosophy is an obsession with quality – and it’s an idea that’s driving us forward.”



Aeroporti di Roma is planning construction works at precise time intervals to make sure Fiumicino maintains a balanced relationship between supply and demand, while continuously developing its quality of service.