



Press Release

QUALITY OF PASSENGER SERVICES IMPROVES AT FIUMICINO AIRPORT

Airports Council International league table ranks Roman airport ahead of Paris, Frankfurt and Madrid

Rome, 12 May 2014 – The first quarter of 2014 has seen a marked improvement in passenger satisfaction with the quality of service provided at Fiumicino airport. This is according to Airports Council International, the leading global organisation that, every three months, ranks over 250 participating airports around the world based on performance. In the first quarter of the year, the overall rating of Fiumicino's services places the airport ahead of Paris Charles de Gaulle, Frankfurt and Madrid, the main hubs for Air France, Lufthansa and Iberia.

Waiting times for departing passengers using the capital's main airport were adjudged to be excellent, as was efficiency and courtesy during check-in. Waiting times at security controls also registered a significant improvement. Fiumicino was also given full marks for its toilet facilities, despite the fact that the current upgrade programme has yet to be completed.

"The improvements in quality and efficiency at Fiumicino airport," declared **Giovanni Castellucci**, CEO of Atlantia, *"is the best contribution we can make to boosting the competitiveness of air transport in our country, above all for those, like Alitalia, who have chosen Fiumicino as their hub. This marked improvement, compared with the performances of previous years,"* added **Castellucci**, *"is proof that our current revitalisation plan is working, whilst at the same time providing renewed impetus as we continue with our efficiency drive."*

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